



Receive status report and schedule of interview	Provide feedback report and schedule of interview	None	1 day	Social Welfare Officer or Special Project Division Staff	
Undergoes interview	Interviews applicants with complete PPE with Social distancing (at least 1 meter apart)  Conducts assessment  Conducts coordination with Barangay thru online, if needed	None	1 day	Social Welfare Officer or Special Project Division Staff	
Accepts ID with complete PPE	Prepares and facilitates issuance of Solo Parent ID	None	5 minutes	Social Welfare Officer or Special Project Division Staff	
		<b>TOTAL:</b>	32 days, 35 minutes		



## 1. Manpower Barangay Based Skills Training

<b>Office or Division:</b>		<b>VOCATIONAL DEVELOPMENT DIVISION</b>		
<b>Classification:</b>		<b>Complex</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Client</b>		
<b>Who May Avail of the Service:</b>		Identified individuals referred by other Division as part of Intervention Plan		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 original, 1 photocopy)		Barangay or other requesting Party		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request for assistance and/or submits letter request through email or phone call	1. Assess training need and advise proponent as to schedule of further engagement through email or phone call	None	30 minutes	<i>Manpower Development Officer</i>
2. Wait	2. Conducts further assessment and prepares schedule for next engagement	None	30 minutes	<i>Manpower Development Officer</i>
3. Provide information through video call	3. Coordinate with the proponent and discuss the training design, identification of venue, logistic and other needs. 3.1 Advise proponent as to schedule	None	1 hour	<i>Manpower Development Officer or Manpower Development Assistant</i>
4. Wait	4. Prepares feedback report and recommendation approval of requested training  4.1 Upon approval of the requested training  4.2 Inform proponent of the approved training and schedule the training orientation/ dialogue with the participants through email or video call	None	6 working days, 2 hours	<i>Manpower Development Officer or Manpower Development Assistant</i>
5. Attends Dialogue	5. Conducts dialogue through video conferencing 5.1 Prepares and submits Enrolment Report	None	4 Hours	<i>Manpower Development Officer or Manpower Development Assistant</i>



6. Attends Training	6. Conducts modular skills training by means of google class or Barangay Based Skills Training (Selected Courses)  (Maximum of 8 Participants per course)	None	120 hours	Manpower Development Assistant
7. After finishing the modular training	7. Individual Release of Certificate of Completion	None	4 Hours	Manpower Development Officer or Manpower Development Assistant
		<b>TOTAL:</b>	22 Days, 5 Hours	

## 2. SOFT TRADE SKILLS TRAINING

<b>Office or Division:</b>		<b>VOCATIONAL DEVELOPMENT DIVISION</b>		
<b>Classification:</b>		<b>Complex</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Client</b>		
<b>Who May Avail of the Service:</b>		Identified individuals referred by other Division as part of Intervention Plan		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 original, 1 photocopy)		Barangay or other requesting Party		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request for assistance and/or submits letter request through email or phone call	1. Assess training need and advise proponent as to schedule of further engagement through email or phone call	None	30 minutes	Manpower Development Officer
2. Wait	2. Conducts further assessment and prepares schedule for next engagement	None	30 minutes	Manpower Development Officer
3. Provide information through video call	3. Coordinate with the proponent and discuss the training design, identification of venue, logistic and other needs. 3.1 Advise proponent as to schedule	None	1 hour	Manpower Development Officer



4. Wait	<p>4. Prepares feedback report and recommendation approval of requested training</p> <p>4.1 Upon approval of the requested training</p> <p>4.2 Inform proponent of the approved training and schedule the training orientation/ dialogue with the participants through email or video call</p>	None	6 working days, 2 hours	<i>Manpower Development Officer</i>
5. Attends Training	<p>5. Conducts the softtrade skills training by means of google class or face to face training</p> <p>(Maximum of 8 Participants per course)</p>	None	4 hours	<i>Manpower Development Assistant</i>
		<b>TOTAL:</b>	7 Days, 4 Hours	

### 3. Productivity Skills and Capability Building Training

<b>Office or Division:</b>		<b>VOCATIONAL DEVELOPMENT DIVISION</b>		
<b>Classification:</b>		<b>Complex</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Client</b>		
<b>Who May Avail of the Service:</b>		All interested party		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request for assistance	1. Assess training need and advise proponent as to schedule of further engagement through email or phone call	None	30 minutes	<i>Manpower Development Officer</i>
2. Wait	2. Conducts further assessment and prepares schedule for next engagement	None	30 minutes	<i>Manpower Development Officer</i>
3. Provide information through video call	<p>3. Coordinate with the proponent and discuss the training design, identification of venue, logistic and other needs.</p> <p>3.1 Advise proponent as to schedule</p>	None	1 hour	<i>Manpower Development Officer</i>

4. Wait	4.2 Inform proponent for the schedule of training through email or video call	None	2 hours	Manpower Development Assistant
5. Attends Dialogue	5.1 Prepares and submits Enrolment Report	None	4 Hours	Manpower Development Assistant
6. Attends Training	6. Conducts the blended skills training by means of modular or google class  (Maximum of 8 Participants per course)	None	15 Days	Manpower Development Assistant
7. After finishing the training	7. Individual Release of Certificate of Completion  7.1 Organize group for training com production	None	10 Days, 4 Hours	Manpower Development Officer or Manpower Development Assistant
		<b>TOTAL:</b>	26 Days, 4 Hours	

#### 4. SMALL INCOME GENERATING ASSISTANCE (CAPITAL ASSISTANCE)

<b>Office or Division:</b>		<b>VOCATIONAL DEVELOPMENT DIVISION</b>		
<b>Classification:</b>		<b>Complex</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Client</b>		
<b>Who May Avail of the Service:</b>		Identified individuals referred by other Division as part of Intervention Plan		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Indigency (1 original, 1 photocopy)		Barangay		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Client seeks capital assistance <input type="checkbox"/> Walk-in <input type="checkbox"/> Phone Call <input type="checkbox"/> Referral <input type="checkbox"/> Email <input type="checkbox"/> Letter	1. Conduct coordination with the barangay regarding proponent's request (conduct orientation/dialogue regarding programs for the "new normal")	None	2 hours	Labor and Employment Officer
2. Wait	2. Prepares schedule for orientation/assessment for possible assistance	None	1 day	Labor and Employment Officer

<p>3. Subject self for assessment</p> <p>3.1 Attends business counselling</p> <p>3.2 Prepares and submits project proposal</p>	<p>3. Conducts orientation/ assessment</p> <p>3.1 Conducts business counselling/ preparation of project proposal thru use of laptop and projector (a min of 2 to a max of 5 per session per staff)</p> <p>3.2 Inform client to submit additional documentary requirements</p>	None	4 hours	<i>Labor and Employment Officer</i>
4. Submits requirements	4. Prepares Case Summary report Evaluates submitted documentary requirements/ Prepares all documentary requirements including project proposal for the approval of capital assistance	None	5 working days	<i>Labor and Employment Officer</i>
5. Wait	5. Upon approval of project proposal, prepares and submit all documentary requirements for payroll preparation and processing	None	5 working days	<i>Labor and Employment Officer</i>
6. Wait	6. Inform proponent for the schedule of extension of capital assistance	None	4 Hours	<i>Labor and Employment Officer</i>
7. Receives the capital assistance	7. Extends capital assistance to a minimum of 5 to a maximum of 10 beneficiaries a day	None	4 hours	<i>Labor and Employment Officer</i>
8. Provide information	8. Monitor status of the clients/business thru text or video call  8.1 Prepares and submit monitoring report	None	132 working days	<i>Labor and Employment Officer</i>
		<b>TOTAL:</b>	149 Days, 6 Hours	



#### 4. REFERRAL

<b>Office or Division:</b>		<b>VOCATIONAL DEVELOPMENT DIVISION</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Client</b>		
<b>Who May Avail of the Service:</b>		Interested graduates of the Manpower Barangay Based Skills Training Programs		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submits resume through email	1. Review resume 1.1 Coordinate with Industries/ companies for possible job through phone calls.  1.2 Inform graduates for the scheduled date of referral through phone calls.	None	2 weeks	<i>Labor and Employment Officer</i>
2. Receives referral letter for possible employment	2. Extends referral letter addressed to the industry or PESO for possible employment	None	1 hour	<i>Labor and Employment Officer</i>
3. Able to get employment	3. Monitors status of employed graduates  3.1 Prepares and submits reports	None	3 Months	<i>Labor and Employment Officer</i>
		<b>TOTAL:</b>	54 Days, 1 Hour	



## 1. TRANSPORTATION ASSISTANCE ( BALIK-PROBINSYA)

<b>Office or Division:</b>		<b>Welfare and Relief Division</b>		
<b>Classification:</b>		<b>Complex</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Client</b>		
<b>Who May Avail of the Service:</b>		<b>Individuals/families in Crisis Situation</b>		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>• Barangay Certificate Of Residency/ Indigency</li> <li>• Travel Clearance</li> <li>• Health Certificate</li> </ul>		<ul style="list-style-type: none"> <li>- Barangay Hall</li> <li>- Police Station</li> <li>- Health Center</li> </ul>		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
6. Precautionary measures to all visitors/ clients	1. Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	Officer on duty
7. Present self to Information Desk	2. Accommodates client's query with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart)  2.1 Conducts initial assessment of documentary Requirements  2.2 Provides client with queuing number  2.3 Assists client to proceed to concerned staff	None	10 minutes	Social Welfare Aide
3. Proceeds to the concerned staff  3.1 Submits necessary documents	3. Ask for additional information for validation  3.1 Explains subsequent procedures in availing assistance (i.e Home visit, purchase of tickets, etc.)	None	30 minutes	Social Worker



<p>4. Undergoes intake interview and provide accurate information</p>	<p>4. Conducts Intake interview</p> <p>4.1 Conducts Counseling</p> <p>4.2 Advice client to wait for further assessment/ schedule of further engagement</p>	<p>None</p>	<p>1 hour</p>	<p>Social Worker</p>
<p>5. Wait</p>	<p>5. Conducts Home visit with complete PPE (Face Mask &amp; Alcohol) with social distancing (at least 1 meter apart)</p> <p>5.1. Identifies other needs of the client</p> <p>5.2. Prepares documentary requirements:  a. Report on Findings  b. Referral Letter</p> <p>5.3. Coordinates with other welfare agencies (receiving Local Government Unit (LGU) and Department of Social Welfare and Development)</p> <p>5.4. Purchase tickets</p> <p>5.5. Informs client as to the schedule of departure</p>	<p>None</p>	<p>14 Days</p>	<p>Social Worker</p>
<p>6. Signs Acknowledgement Receipt</p> <p>6.1. Receives ticket/s and Referral Letter to receiving LGU</p>	<p>6. Escort client to bus terminal/ port</p> <p>6.1. Extends ticket/s and Referral Letter</p> <p>6.2. Ensures that client is really on board</p>	<p>None</p>	<p>4 Hours</p>	
	<p>7. Prepares necessary documents for liquidation purposes</p>	<p>None</p>	<p>4 Hours</p>	
		<p><b>TOTAL:</b></p>	<p><b>15 Days, 1 Hour, and 45 minutes</b></p>	



## 2. EMERGENCY DISASTER RELIEF PROGRAM (FOOD ASSISTANCE/ TEMPORARY SHELTER FOR WALK-IN CLIENTS AND VICTIMS OF CALAMITY)

<b>Office or Division:</b>		Welfare and Relief Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C - Government to Client and G2G – Government to Government		
<b>Who May Avail of the Service:</b>		Individuals/families in Crisis Situation		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
• None		- None		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Precautionary measures to all visitors/ clients	<input type="checkbox"/> Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
<input type="checkbox"/> Present self to Information Desk	2. Accommodates client's query with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) 2.1. Assists walk-in clients to proceed to concerned staff 2.2. For calamity victims, assists client to proceed to queuing		10 minutes	<i>Social Welfare Aide</i>
3. Proceeds to concerned staff	3. Conducts initial assessment		30 minutes	<i>Social Worker</i>
4. Undergoes Intake Interview and provide accurate information  4.1. Victims of calamity attend scheduled activities while at the Evacuation Center	4. Conducts Intake interview with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) 4.1. Conducts further assessment 4.2. Prepares documents for approval of extension of Dry Ration 4.3. Conducts Relief Operation activities for victims of calamity		30 minutes for walk-in clients  14 days (2 weeks) for victims of calamity	<i>Social Worker</i>  <i>Welfare Aide</i>  <i>Day Care Workers</i>

5. Wait	<p>5. Prepares documents for approval of extension of Dry Ration</p> <p>5.1. Prepares and submit Relief Operation Report for approval of extension of Financial Assistance for victims of calamity</p>		<p>1 hour for dry ration of walk-in clients</p> <p>1 day for dry ration of victims of calamity</p> <p>5 days for financial assistance</p>	
<p>6. Walk-in client receives Dry Ration upon approval</p> <p>6.1. Victims of calamity receive dry ration upon pull-out of relief operation</p> <p>6.2. Receives Financial Assistance upon approval</p>	<p>. Extends Dry Ration</p> <p>6.1. Coordinates with the barangay council to inform client on the schedule of extension of financial assistance</p> <p>6.2. Extends Financial Assistance</p>	None	<p>30 minutes for walk-in clients</p> <p>1 day for victims of calamity</p>	<i>Social Worker</i>
	7. Prepares and submits Post-Evaluation Report		1 day	
		<b>TOTAL:</b>	<b>22 Days, 2 Hours, and 45 minutes</b>	



### 3. FOOD FOR WORK

<b>Office or Division:</b>		Welfare and Relief Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C - Government to Client		
<b>Who May Avail of the Service:</b>		Identified individuals who are willing to render service for duly approved and supervised restorative and rehabilitative project in the community within Quezon City		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
• None		- None		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Precautionary measures to all visitors/ clients	1. Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
2. Present self for inclusion in the project	2. Assess capacity of volunteer 2.1. Prepares and submits Project Proposal		1 day	<i>Social Worker</i>
3. Undergoes Intake Interview and provide accurate information 3.1. Attends orientation	<input type="checkbox"/> Conducts intake interview with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) <input type="radio"/> Conducts orientation <input type="radio"/> Advice client on the schedule of project implementation		1 hour	
<input type="checkbox"/> Participates in the implementation of the identified project <input type="radio"/> Signs the payroll <input type="radio"/> Receives Material Assistance	1. Implements and monitors daily activities of identified project 1.1. Prepares Payroll 1.2. Extends Material Assistance		5 days	
	2. Prepares and submits completion report		1 day	
			<b>TOTAL:</b>	<b>7 Days, 1 Hour, and 5 minutes</b>

## 4. REFERRAL



<b>Office or Division:</b>		Welfare and Relief Division		
<b>Classification:</b>		Simple and Complex		
<b>Type of Transaction:</b>		G2C - Government to Client		
<b>Who May Avail of the Service:</b>		Individuals in crisis situation/referral from the Barangay Council for special cases		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>• Checklist from the hospital / welfare agency</li> <li>• Original copy of Brgy. Certificate of Residency</li> <li>• Identification Card</li> <li>• Original copy of Medical Certificate / Clinical Abstract for Medical Assistance</li> <li>• Certified True Copy of Death Certificate for Burial Assistance</li> <li>• Barangay Blotter (if applicable)</li> </ul>		<ul style="list-style-type: none"> <li>- Hospital or any welfare agency</li> <li>- Barangay Hall</li> <li>- Local Civil Registry Office</li> </ul>		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Precautionary measures to all visitors/ clients	1. Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
2. Present self to Information Desk 2.1. Presents documentary requirements	2. Accommodates client's query 2.1. Conducts initial assessment of documentary requirement 2.2. Provides client with queuing number 2.3. Assists referring party of special cases to proceed to concerned staff		10 minutes	<i>Social Welfare Aide</i>
3. Proceeds to concerned staff 3.1. Submits necessary requirements	<input type="checkbox"/> Receives and checks documents presented <input type="checkbox"/> Explains subsequent procedures in availing assistance		30 minutes	<i>Social Worker</i>