

15. GOVERNMENT INTERNSHIP PROGRAM/IMMERSION  
OUTREACH PROGRAM/

|  |   |  |                 |  |
|--|---|--|-----------------|--|
| Office or Division:  | Protective Services Division  |  |                 |  |
| Classification:  | Highly Technical  |  |                 |  |
| Type of Transaction:   | G2G-Government to Government<br>G2C-Government to Client  |  |                 |  |
| Who May Avail:   | Out of School Youth for Immersion Outreach Program (IOP)<br>In-School Youth-Government Internship Program (GIP)   |  |                 |  |
| CHECKLIST OF REQUIREMENTS  |   | WHERE TO SECURE  |                 |  |
| Income Tax Return (ITR)/ Barangay Certificate of Indigency   |   | Bureau of Internal Review/ Barangay                    |                 |  |
| Birth Certificate  |   | Local Civil Registrar/ Philippine Statistics Authority |                 |  |
| School Records   |   | Last School attended                                   |                 |  |
| Undertakings   |   | Sectoral Section                                       |                 |  |
| IOP/ GIP Application Form  |   | Sectoral Section                                       |                 |  |
| Endorsement Letter   |   | Local Social Welfare and Development Office            |                 |  |
| Application Process  |   |  |                 |  |
| CLIENT STEPS   | AGENCY ACTIONS  | FEES TO BE PAID  | PROCESSING TIME | PERSON RESPONSIBLE   |
| 1. The LSWDO will send an endorsement letter to FO together with the complete requirements of the applicant/s. | 1. Screening of Documents<br><br>1.1 Endorsement of applicants to Technical Working Group for approval<br><br>2. Final Screening and Interview of Applicants<br><br>3. Inform LSWDOs via call and text regarding the schedule of orientation to the program beneficiaries.) | None   | 5 days          | Sectoral Section;<br>Youth Focal Person<br><br>Technical Working Group |

| 2. Attend program orientation.                                 | 2.1 Inform LSWDOs via call and text regarding the schedule of orientation to the program beneficiaries.          | None            | 1 hour                       | Sectoral Section  |
|--|--|-----------------|------------------------------|---|
| 3. Start of internship in their respective area of assignment. | 3.1 Coordinate with LSWDO/YFP on the monitoring of performance program beneficiaries one month after deployment. | None            | 15 minutes per LGU           | Sectoral Section;<br>Youth Focal Person                                       |
|  | 3.2 Capacitate participants through Cap-Build activity.  |                 | Half-day                     |   |
| Release of Stipend   |  |                 |                              |   |
| CHECKLIST OF REQUIREMENTS                                      |  |                 | WHERE TO SECURE              |   |
| Daily Time Record  |  |                 | Client                       |   |
| Accomplishment Report  |  |                 | Client                       |   |
| Photo Documentation  |  |                 | Client                       |   |
| Feedback Form  |  |                 | LSWDO/Division/Unit Assigned |   |
| Client Survey Form   |  |                 | LSWDO/Division/Unit Assigned |   |
| CLIENT STEPS   | AGENCY ACTIONS   | FEES TO BE PAID | PROCESSING TIME              | PERSON RESPONSIBLE  |
| 1. Submit the required documents.                              | 1. Review documents and prepare payroll.   | None            | 1 day                        | Youth Focal Person  |
|  | 1.2 Forward to Division Chief for Review and Recommending Approval.  | None            | 1 hour                       | Jessie Catherine B. Aranas, SWO V<br>Protective Services Division Chief       |
|  | 1.3 Forward to Regional Director for Approval.   | None            | 1 day                        | MARI-FLOR A. DOLLAGA-LIBANG<br>Regional Director                              |
|  | 1.4 Forward to Finance Management Division for financial transactions.   | None            | 5 days                       | Ryan V. Piamonte<br>AO V- Budget Officer<br><br>Gretchen Escala<br>Accountant |

|  |   |      |                                |                                  |
|--|---|------|--------------------------------|----------------------------------|
|  |   |      |                                | Genette Marban<br>Cash Unit Head |
|  | 1.5 Inform program beneficiaries on the availability of stipends.   | None | 2 hours                        | Youth Focal Person               |
| 2. Conduct Program Review and Evaluation | 2.1 The youth focal person will program review and evaluation to all program beneficiaries                  | None | 1 hour                         | Sectoral Section                 |
| 3. Claim stipend                         | 3.1 Facilitate release of stipend.<br><br>3.2 Facilitate filling-out of client satisfaction survey/feedback | None | 10 minutes                     | Youth Focal Person               |
| TOTAL                                    |   | None | 7 days, 4 hours and 10 minutes |                                  |

| FEEDBACK AND COMPLAINTS MECHANISM |  |
|-----------------------------------|--|
| How to send feedback              | Client Satisfaction Survey/Feedback  |
| How feedback is processed         | Consolidated every month and forwarded to concerned section if any.  |
| How to file a complaint           | Thru 8888 or Client Satisfactory Survey/Feedback   |
| How complaints are processed      | Complaints are processed and acted upon 24 hours upon receipt.   |
| Contact Information               | <b>DSWD Field Office Caraga</b><br>(085) 303-8620<br><br><b>ARTA</b> : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a><br><b>PCC</b> : 8888<br><br><b>CONTACT CENTER NG BAYAN:</b><br>SMS : 0908 881 6565<br>Call : 165 56<br>P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines<br>Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a><br>Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a><br>Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a> |