

1. REFERRAL MANAGEMENT PROCESS for SLP-RPMO

The Regional Program Management Office (RPMO) provides the final and full implementation of the Referral Management Process. The Sustainable Livelihood Program – Referral Management Unit, serves as an avenue to the poor, marginalized, vulnerable, and the less fortunate individuals, who wanted to use their capacity and strength in the building-up themselves to achieve a better way of living.

Office or Division:	Sustainable Livelihood Program – Grievance and Referral Management Regional Office/ Field Offices			
Classification:	Highly Technical			
Type of Transaction:	G2C Government to Citizens G2G Government to Government			
Who may avail:	All qualified program participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out SLP Profile Form-for Walk-in Clients Referral/endorsement letter from OBSUs, NGA's, NGOs		DSWD FO Caraga, SLP RPMO, Lumilihok Building, R.Palma St. Butuan City, Agusan del Norte		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in Clients	1.1 Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012 Brief orientation on the SLP Processes <i>Note: For referral SLP, NPMO, PCC, 8888, OP and other institutions, proceed 1.4</i>	None	10 minutes	Regional Program Management Office (RPMO)* or Field Project Development Officer (FPDO)*
2. Administration of SLP Profile Form and Issuance of Walk-in Clients Slip	2.1 Fill-out the SLP Profile Form Request the client to register in the Walk-In Clients Logbook	None	20 minutes	RPMO* or FPDO* Walk-in Client/s
	2.2 Issue SLP Walk-In Client Slip to walk-in client; certify that client appeared at the SLP RPMO <i>Note: Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and orientation as initial intervention.</i>	None	20 minutes	RPMO* or FPDO*
	3.1 Assess/validate the receive walk-in and referrals from SLP NPMO, PCC, 8888, OP and other institutions.	None	1 day	Charmine A. Verano PDO II/Regional Referral Focal
	4.1 Data encoding of client's profile in the SLP Referral Management System (SLP RMS)	None	20 minutes	Charmine A. Verano PDO II/Regional Referral Focal

				and Heinz B. Claros Administrative Assistant II
	5.1 Provides list of names for name matching to Listahanan- NHTU and Pantawid Database <i>Note: Provided that there are enough staff/personnel to administer the name matching both at the SLP RPMO and NHTU and Pantawid</i>	None	Pantawid (1 day) Non-pantawid (2 days)	Cherry Mae P. Tulfo PDO II/Regional Monitoring and Evaluation for Operation (RMEO)
	6.1 Endorse to Provincial Offices for appropriate action	None	1 hour	Charmine A. Verano PDO II/Regional Referral Focal
	6.2 Inform the client/s on the result of the Listahanan Name Matching a. If client is eligible proceed to 2.0 b. c. If no match-NHTU to conduct HAF or SLP Means Test b.1 Conduct home visitation for administration of HAF. b.2 Administer SLP Means Test c. If non-poor refer to other institution <i>Note: Field Offices with Island Municipality/ies or Geographically Isolated and Disadvantaged Areas (GIDA), validation may exceed the prescribed timeline due to distance and travel time.</i>	None	1 day	FPDO*
	6.3 Administration of Livelihood Assessment Form (LAF) If eligible proceed to 2.0. If not eligible refer to other institution	None	1 day	FPDO* Reino D. Alampayan PDO II- Government/Private Sector Partnership Officer
	7.1 Qualified individuals will undergo the following stages: a) Conduct Capacity Building	None	3 days and 5 hours	FPDO*

	<p>b) Provides results on the conducted Sustainable Livelihood Analysis (SLA), and SWOT analysis</p> <p>c) Track Selection Client/s will show their interest, strength and weaknesses, so that they can identify the best TRACK for them.</p> <p>d) Conduct of Micro – Enterprise Development Training (MD) or Basic Employment Skills Training.</p>			
	<p>8.1 Prepares and submit the Modality Application form and the Mungkahing Proyekto.</p>	None		Program Participants
	<p>8.2 Review and assess the project proposal</p> <p><i>Note: The succeeding SLP processes will be subjected to availability of Funds.</i></p>	None	1 day	<p>Provincial Coordinator (PC)*</p> <p>Charmine A. Verano PDO II/Regional Referral Focal</p> <p>Regional Review Committee (RRC):</p> <p>Aileen B. Molia PDO II/ Regional Monitoring and Evaluation for Finance (RMEF)</p> <p>Cherry Mae P. Tulfo PDO II/ Regional Monitoring and Evaluation for Operation (RMEO)</p> <p>Reino D. Alampayan PDO II- Government/Private Sector Partnership Officer</p>
	<p>9.1 Prepare approved project proposals for fund processing</p> <p><i>The proposal has been approved by the RD, then forwarded to FMD</i></p>	None	2 days	Aileen B. Molia PDO II/ Regional Monitoring and Evaluation for Finance (RMEF)
	9.2 Prepare Obligation Report.	None	2 days	Ryan V. Piamonte Budget Officer/ Maryjo A. Moran AO II/Budget Assistant
	9.3 Prepare/process voucher	None	3 days	Gretchen F. Escala Accountant/ Joana Tejano AA II/Accounting Clerk

	9.4 Monitor the issuance of the approved check for disbursement	None	1 day	Ma.Gennette B. Marban Regional Cashier/ Ma.Divina A. Pios AA II/Cash Clerk
	9.5 Notify the program participants for the release of the check. <i>Note: Subject to available means of communication to inform the client (text, email, call, visit)</i>	None	1 day	FPDO*
	9.6 Release of livelihood assistance grants.	None	1 day	Ma.Gennette B. Marban Regional Cashier
TOTAL		None	19 days, 7 hours and 10 minutes	

***Regional Program Management Office Staff (RPMO Staff)**

Name	Position	Designation
ALMACEN, GEMARK M.	PDO II	Information Technology Officer
ALAMPAYAN, REINO D.	PDO II	Government/Private Sector Partnership Officer (G/PSPO)
CABUSAO, REYNARD ROI E.	PDO II	Special Projects Focal
CLAROS, HEINZ B.	AA II	CLERK - DCOS DCON
CRIZALDO, RODEL V.	PDO III	Special Concerns Coordinator
FERNANDEZ, ALONA JANE E.	AA II	Clerk-Personnel Concerns Support
JALIQUE, SHERWIN THROY P.	AAide IV	Clerk - Special Projects Support
LUSTERIO, SUGARIEL F.	CDA III	Clerk-Logistic & Property Support
MAHINAY, JOSEFINA T.	PDO II	Training Officer
MIRANDA, NAPOLEON S.	AA II	Clerk - SLP Regular Support
MOLIA, AILEEN B.	PDO II	Regional Monitoring & Evaluation Officer for Finance (RMEF)
PANIMDIM, JIMS PATRICK L.	AA II	Clerk - TE/RSO/TO Support
PARAJES,KAREN M.	AAide IV	General Clerk-Logistic & Supplies Support
SOLON, MARY JOY C.	PDO II	Admin Concerns Focal
TULFO, CHERRY MAE P.	PDO II	Regional Monitoring & Evaluation Officer for Operations (RMEO)
VERANO, CHARMINE A.	PDO II	Referral & Grievance Focal

*** Assigned Field Project Development Officer (FPDO) per City/Municipality**

Name	Position	Designation	Province	Official Station/Municipality	Other Area of Assignment
MACAWILI, LOVELYN A.	PDO II	Implementing PDO	Agusan del Norte	Buenavista	Las Nieves, Carmen & Nasipit
PRADO, DARRYL P.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Buenavista	Nasipit
BATANGOSO, KIM LORENZ C.	PDO II	Monitoring PDO	Agusan del Norte	Butuan City	
MACAPAYAD, JAYVEE BRYAN Z.	PDO II	Implementing PDO	Agusan del Norte	Butuan City	RTR & Magallanes
NATONTON, ROLDAN A.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Butuan City	Las Nieves
PAZ, SHERWIN ROLAND R.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Butuan City	
MOMO, ANALIZA G.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Cabadbaran City	
MAGALLANES, ADONIS I.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Jabonga	Santiago & Kitcharao
SARSALE, ANGELO A.	PDO II	Implementing PDO	Agusan del Norte	Jabonga	Kitcharao & Alegria, SDN
TABINAS, NORSID R.	PDO II	Monitoring PDO	Agusan del Norte	Nasipit	Carmen
MONATO, AIRON JAMES C.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Provincial Operations Office, Butuan City	Carmen, Nasipit, Buenavista, RTR, Cabadbaran, Magallanes, Tubay & Santiago
PERIL JAY-ANN M.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Provincial Operations Office, Butuan City	Province of Agusan del Norte
REGASPI, MA. ESTRELLA S.	PDO II	Implementing PDO	Agusan del Norte	Tubay	Santiago, Cabadbaran City, Jabonga & Kitcharao
VELARDE, ROXANNE D.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Tubay	RTR
MADELO, JEMIMA A.	PDO II	Monitoring PDO	Agusan del Sur	Bayugan City	
PANDI, JIJA ROSE O.	PDO II	Implementing/Monitoring PDO	Agusan del Sur	Bunawan	Province of Agusan del Sur
VALMORIA, JOHN PAUL G.	PDO II	Implementing PDO	Agusan del Sur	Esperanza	
PACATANG, FRANCIS MARK A.	PDO II	Implementing/Monitoring PDO	Agusan del Sur	La Paz	Province of Agusan del Sur
HURBODA, RIZA MAE P.	PDO II	Implementing PDO	Agusan del Sur	Loreto	La Paz

NATONIO, CRISTINA B.	PDO II	Implementing/Monitoring PDO	Agusan del Sur	Prosperidad	Trento
LAPUZ, SHENNA MAY B.	PDO II	Implementing PDO	Agusan del Sur	Rosario	San Francisco & Prosperidad
LOFRANCO, EMMANUEL A.	PDO II	Monitoring PDO	Agusan del Sur	San Francisco	Prosperidad
VERGA, DONNA P.	PDO II	Implementing PDO	Agusan del Sur	San Luis	
PELONG, ADELMA	PDO II	Implementing PDO	Agusan del Sur	Sibagat	Bayugan City
SITCHON, ERICSON M.	PDO II	Implementing PDO	Agusan del Sur	Sta. Josefa	Veruela & Bunawan
PANTILLO, NORA P.	PDO II	Implementing PDO	Agusan del Sur	Talacogon	
MARBAN, GLENNET MARBEL	PDO II	Implementing PDO	Agusan del Sur	Veruela	La Paz & Bunawan
ELEJERAN, MA. THERESA O.	PDO II	Implementing/Monitoring PDO	Province of Dinagat Island	Cagdianao	Dinagat & San Jose
CARMEN, NESTOR F.	PDO II	Implementing/Monitoring PDO	Province of Dinagat Island	Libjo	Tubajon & Loreto
ALIDON, LEO MAR M.	PDO II	Implementing/Monitoring PDO	Province of Dinagat Island	San Jose	Basilisa
DESPI, HERBERT D.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Alegria	Mainit
JORTA, JONEL C.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Claver	
AGAD, CONCEPCION P.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Mainit	Placer, Bacuag & Tubod
IDEA, JONEL L.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Placer	Gigaquit & Claver
DOMINGUITO, JONATHAN B.	PDO II	Implementing/Monitoring PDO	Surigao del Norte (Mainland)	Provincial Operations Office, Surigao City	Province of Surigao del Norte (Mainland)
JAYME, RONILO Y.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Provincial Operations Office, Surigao City	Province of Surigao del Norte (Mainland)
LORZANO, FRANCES JUNE G.	PDO II	Monitoring PDO	Surigao del Norte (Mainland)	San Francisco	Malimono, Sison & Surigao City
CORTEZ, GLENN MICHAEL B.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Surigao City	San Francisco (Anao-aon) & Malimono
BACLAYON, ERALYN C.	PDO II	Monitoring PDO	Surigao del Norte (Mainland)	Tubod	Alegria, Placer, Taganaan, Mainit & Surigao City

CANGCO, JR. REYNALDO F.	PDO II	Implementing/Monitoring PDO	Surigao del Norte (Siargao)	Dapa	Burgos, Pilar, San Isidro & Socorro
AGBON, IAN JUNE L.	PDO II	Implementing/Monitoring PDO	Surigao del Norte (Siargao)	Del Carmen	General Luna, San Benito & Sta. Monica
ABISIA, JHONAS A.	PDO II	Monitoring PDO	Surigao del Norte (Siargao)	Sta. Monica	Dapa, Del Carmen, San Benito & General Luna
BAUTISTA, JANINE LUCILLE M.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Bayabas	Marihatag & San Miguel
TIMOGAN, RUBEN PAUL T.	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Cagwait	Marihatag & Bayabas
LAURENTE, ANJAY B.	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Cantilan	Carrascal & Madrid
TICAR, KIMBERLY	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Cantilan	Carrascal & Lanuza
MONTERO, JOSE LEE P.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Carmen	Cortes, Madrid, Lanuza & Cantilan
LUPANGO, IAN N.	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Cortes	Lanuza
ARTIZA, DOREEN G.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Marihatag	Cagwait
DEL ROSARIO, DANICA B.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Provincial Operations Office, Tandag City, Cluster 1	Cluster 1, Surigao del Sur
COLETO, CARLA MAE A.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Tago	Tandag City, San Miguel & Cagwait
CAMACHO, BLESSANDE P.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Tandag City	Marihatag & San Miguel
RENDON, GEOFIL L.	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Tandag City	San Miguel & Tago
BOTER, MECHELL C.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Barobo	
REYES, MARY JOY T.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Barobo	Hinatuan, Tagbina, San Agustin & Tandag City
SAMINADO, ROLANDO G.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Barobo	San Agustin, Lianga & Tagbina
ROMOROSA, ARIEL G.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Bislig City	Lingig
LIGAO, JIZA MARY L.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Hinatuan	Bislig, Lianga & Tagbina

SALAZAR, SYRA JANE L.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Lianga	San Agustin
PINEDA, JOHNHEL B.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	San Agustin	

*** Assigned Provincial Coordinators**

Complete Name	Position	Designation	Other Area of Assignment
BAJAO, ALVIN A	PDO II	Provincial Coordinator	Province of Agusan del Sur
ONG, SALVE C.	PDO II	Provincial Coordinator	Province of Agusan del Norte
BETONIO, JHUNREY A.	PDO II	Provincial Coordinator	Province of Surigao del Norte (Mainland)
DUGLAS, JOE MARK L.	PDO II	Provincial Coordinator	Siargao Island, Surigao del Norte,
TANJAY, MONINA A.	PDO II	Provincial Coordinator	Cluster 1, Surigao del Sur
BUCONG, BRYAN F.	PDO II	Provincial Coordinator	District 2, Surigao del Sur
SEMPORIOS, JR. ANTONIO P.	PDO II	Provincial Coordinator	Province of Dinagat Islands

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How is feedback processed?	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint?	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD-QMS-GF-005)</i> from the receiving admin staff of the Section

How complaints are processed?	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PSS through (085) 303-8620 local 243 or through email: property.focrg@dswd.gov.ph</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>FB: https://facebook.com/civilservicegovph</p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

Office	Address	Contact Information
Property and Supply Section	DSWD Field Office Caraga, Capitol Site Compound, Butuan City, Agusan del Norte, 8600	Tel Nos.: (085) 303-8620 loc 243 Email: property.focrg@dswd.gov.ph