

GUIDELINES TO APPLY FOR FINANCING FROM THE DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION

Please ensure that you have read and understood the guidelines below before commencing with the formulation of the service plan.

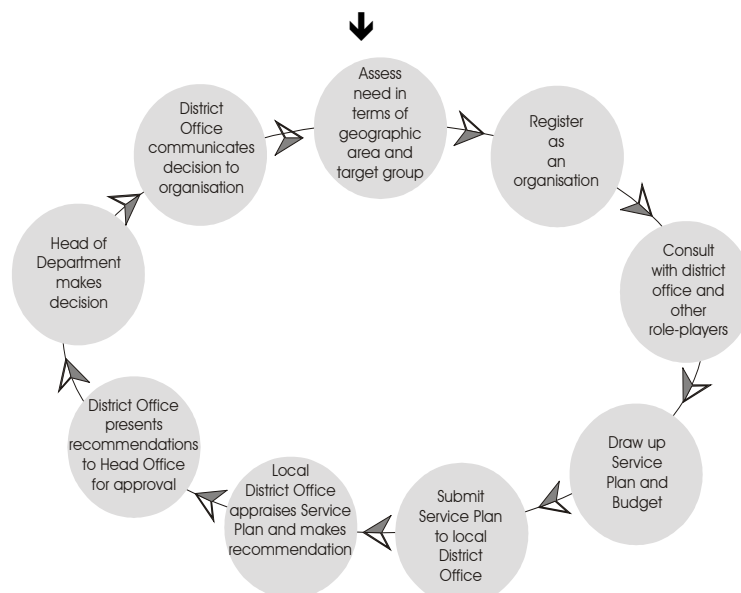
1. TRANSFORMATION IMPERATIVES / CRITERIA FOR ASSESSING YOUR SERVICE PLAN

During this financial year, our department will accelerate initiatives to bring about the transformation of the social delivery services. At the centre of our transformation plan is the urgency of meeting the needs of the most vulnerable groups in communities. We will assess the service plans of funded and new organizations to establish their degree of alignment with our transformation agenda.

- Will service(s) be rendered in area(s) of greatest need?
- Who is the focus group? Are the poor, vulnerable and those with special needs included in the focus group?
- Is the service developmental of nature? Does it address capacity building and/or empowerment of the focus group?
- Will the program contribute to empowerment of the focus group in such a manner that future generations will still benefit?
- Does the service or project reflect the values of the specific community?
- Has networking been done – with role-players as well as with the local departmental district office – to address need(s) of the community/communities in a holistic, partnership venture?
- Does your program include prevention and early intervention?
- Are your objectives “SMART” (S = specific, M = measurable, A = achievable, R = realistic, T = timeframe-linked)?
- Is the service aligned to national, provincial and departmental priorities? Discuss with your district office.

2. PROCESS FOLLOWED BY THE DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION

Below is a diagram of the process of registering an organization and applying for funding from this Department:



3. DRAFT POLICY FRAMEWORK FOR DEVELOPMENTAL SOCIAL WELFARE

Make a thorough study of the Draft Policy Framework for Developmental Social Welfare. You may experience problems with completing a service plan that is suitable for departmental assessment if you have not read and understood the Draft Policy Framework. The document is available at your local district office (refer attached list of addresses of district offices: page 27). You may also ask for a copy of the national document: Policy on Financial Awards.

4. SERVICE PLAN

Follow the instructions in the Service Plan. **All information that is asked is important and should be provided.** Should it be necessary to provide additional information, such information should be attached as annexures to the service plan, clearly indicating the paragraph to which it relates.

IMPORTANT: Please make sure that you complete the Service Plan and relevant additional pages, and make copies ONLY of those pages that apply to your organization:

- An organization applying for the **first time** will need to complete the Service Plan (pages 1 – 21), **AND pages 23, 24, 27**
- All organizations that want to **re-apply** for funding will need to complete the Service Plan (pages 1 – 21), **AND pages 23, 26, 27**
- All organizations that apply to **make changes** to their current services will need to complete the Service Plan (pages 1 – 21), **AND pages 23, 25, 26, 27**
- Please contact your local district office for clarification if you experience problems with any of the above.

The Department's district offices do gap analyses of the needs and areas of greatest need in their area of operation. It is therefore **important** that you **consult the local district office** to verify that your services are in line with the needs of the district office area of operation.

5. PLACE OF SUBMISSION

Service plans may be **posted or hand delivered** to the **DISTRICT OFFICE** of the Department of Social Services and Poverty Alleviation in whose area of operation your office/facility is situated. **An address list of the District Offices is attached.** Please indicate clearly on the envelope that it is your **SERVICE PLAN**. Service plans must **NOT** be handed in at or posted to the Head Office in Cape Town.

The Department cannot accept service plans that are sent by fax or e-mail as the Department needs the original document with the **original signatures** of the persons responsible for the service plan.

6. COPIES OF THE SERVICE PLAN

Only the **original service plan** must be submitted to the district office. Please keep a **copy** of the service plan for monitoring and evaluation by this Department, as well as for your own records and implementation.

We prefer it if you **staple service plans together**. The district office has to make copies of all service plans for auditing purposes at head office and other binding methods make the process of copying the document more time-consuming.

7. DATE OF SUBMISSION

The date of submission will annually be communicated to district offices, as well as to all organizations known to the Department and through the media to the public in general.

8. WHERE AN ORGANISATION MANAGES DIFFERENT TYPES OF PROJECTS

An organization that manages different types of services, e.g. a service centre plus a home for older persons, or a child and family service plus daycare, **MUST in future submit a service plan for each of these services**. The Department has in the past allowed organizations to submit one plan for different services if the different services were managed within one budget. Since the Department is moving to a cost centre approach, this makes the process of evaluation cumbersome. The district office staff has to evaluate all services in their areas of operation and assess whether the budget is in line with the planning. A combined budget therefore complicates the process of evaluation.

9. COMPLETING THE SERVICE PLAN

FRONT PAGE: District Office – indicate where your organization is situated as well as where the services will be rendered. If you render services in more than one district office area, indicate the different district offices (e.g. Cape Town, Athlone and Wynberg).

SECTION ONE: IDENTIFYING PARTICULARS (page 2)

Question 1

- Please print name and address in block letters
- We need the correct street address - that is the exact location of your organization or facility - to update the databases of the Department as well as that of Finance. We often find that correspondence addressed to organizations is returned to head office because of change in the postal addresses and the department is not informed. If you do not have street delivery in your area, or experience problems regarding postal delivery, please use an alternative but reliable address.
- It is often necessary to contact the organization to clarify a certain issue in the service plan and for this the name of a staff members/administrative manager is needed.

SECTION TWO: ORGANIZATIONAL STRUCTURE

The Department is committed to transformation of social services and giving effect to Batho Pele principles. The teams of the Directorate Monitoring and Evaluation are assessing all organizations in terms of their organizational structure, board of management, financial management and service delivery. Questions in these sections of the service plan reflect the areas assessed during this process. We need organizations to give serious consideration to these questions and those that have not been assessed by the M & E teams, to start considering these changes as part of the transformation process driven by this Department.

A. REGISTRATION IN TERMS OF LEGISLATION AND/OR DEPARTMENTAL POLICY

In this section we draw your attention to legislative requirements: documents that are essential for approving funding to your organization. Please see that copies of the documents requested are attached to the service plan to prevent delay in appraising your service plan.

B. MANAGEMENT STRUCTURE

Membership of the management structure of any organization should be open to all races and gender. Capacity building of members is very important and should receive attention. The Department wants to advise organizations that in terms of financial and auditing practices, it is advisable that members of the same family should not serve on the management committee/board; this also applies to authorization for accessing electronic banking, or signing of cheques.

C. HUMAN RESOURCE MANAGEMENT

Question 7.2: The Department needs to know the number of professional persons employed within the social welfare section to ensure an equitable spread of services, as well as support staff to assess employment equity in terms of Labour legislation.

D. FINANCIAL AND ADMINISTRATIVE PROCEDURES

Question 8.1 All organizations need to complete the attached BAS (Basic Accounting System) Entity Maintenance Form. This is to ensure that banking details are correct.

Question 18. In terms of the Public Finance Management Act, no. 1 of 1999 as amended by the Public Finance Management Amendment Act, No. 29 of 1999, the Department has to ensure that where financing is made available to non-profit organizations, these organizations either implement effective and sound financial systems or indicate their need for training to implement such systems. For this reason, we include two pages **BUT** organisations **should complete ONLY ONE of the two** pages:

- If you have a bookkeeping system in terms of the accepted norms and standards of Financial Management, you will need to complete page 8, paragraph 18.1.
- If however, you are in a position where you need assistance, guidance and training to set this up to comply with legislation, you should complete page 9, paragraph 18.2.

Question 19. Declaration of Interest: This form must be completed by all persons who are involved with the ordering, buying, receiving or signing for stock/material/equipment/food, etc. It must also be signed by those persons who sign the cheques of the organization or have access to Internet (electronic) banking. (Paragraph 9 section 2.B applies here as well)

Any person who is either employed or involved in the affairs of a nonprofit organization should indicate if a conflict of interest may occur when

- expenditure is to be approved,
- petty cash is handled,
- buying or procuring equipment,
- receiving or handling purchases such as food or other stock

This may occur because a person may own a business that through a tender or quotation process may supply to the organization or in some way be connected to a supplier and therefore has to withdraw during the discussion or granting of such a tender or quotation.

SECTION THREE: PLANNING

The Draft Policy Framework for Developmental Social Welfare (2nd draft) defines “Products” and “Elements” and you will select these in terms of your planning. The Product and Element indicate broad planning. You therefore need to specify the Activities to give effect to your planning very clearly and precisely so that all activities will be measurable, can be monitored and evaluated at the end of the financial year.

IMPLEMENTATION PLAN

The Department wants to encourage organizations to consider the Service Plan as the end result of a process of strategically planning for integrated service delivery.

Questions 32 and 33: An assessment has to be made of the community where the services will be rendered. This can be done through a formal, scientific-based needs assessment or through discussions with other role-players, the local authority, community leaders or structures. For question 32 you need to know the number of people in the community that are affected by some or other problem, e.g. domestic violence, children under six years of age, drug dependency, etc. From this large number of persons you will be able to render services to a certain percentage only per year and this number you have to break down per community in the smallest geographical area possible.

Question 34: Use the outline to break activities down as indicated: the type and number of persons that will be involved in the activity and the type of staff or volunteers that will carry out or assist with the activity. If it is a type of activity that will be performed more than once per year, e.g. a group activity, or skills development course, indicate clearly the number of times that it will be repeated. For “Result” define shortly what you want to achieve with the activity (what the impact will be).

BUDGET: Please take note that the Expenditure or Income in the first column should be in respect of a full financial year, in this case from 1 April 2004 to 31 March 2005. There must be a clear link between planning (activities) and the budget. Calculate the cost of activities and other administrative expenses and reflect these in the budget, especially program expenditure in Item 5 of the budget. ‘Refreshments’ refer to meals, tea/coffee offered at group meetings, camps, youth or activities where the target group is involved.

Staff should be involved when costing activities or services.

PROJECTED INCOME AND EXPENDITURE STATEMENT (for new organizations only)

Question 27.6: Please include a copy of your audited financial statements if these are available. If not, attach a projected income and expenditure statement to indicate the resources the organization will need to financially sustain the service.

10. SIGNATURES ON LAST PAGE

It is essential that the four persons – Chairperson, Director/Manager, Treasurer and Secretary - as indicated on the last page (after the budget) sign the service plan. If all four officials do not sign the service plan, the district office has to return the service plan – the result being that appraisal of the service plan will be delayed.