

SOCIAL SAFETY NET PROGRAM “TRAIN THE TRAINERS” SSN APPLICATION:

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FIRST PART SSN Program

1. Introduction

a. SSN History

- The **Draft Law amending the Low No. 126 of 1980** regulates a package of social services and benefits - **Social Safety Net** – in order to reduce poverty and mitigate the impact of prices increase in 2006, mainly to fuel and related products.
- General Budget Low for 2006 adopted by National Assembly:
A new set of Regulations was drafted on December 11th 2005 and is to be issued as a Cabinet Decision according to draft Regulations:
 - New application form for disabled persons
 - New application form for low-income families
 - New SSN Guide to claiming benefits for low-income families
- Starting in December 2005, Iraqi citizens and Palestinians of 1948 covered by Low #126 of 1980 will receive monthly benefit up to the amount indicated corresponding to their family size if their monthly family income is below ceiling amount indicated.

b. What is it SSN?

The aim of the SSN is to support people with low income, help and rehabilitate them to go back to the labour market and live decently.

- By proposing Social Safety Net, Government of Iraq will have mechanisms to:
 - Track unemployment
 - Assist jobseekers to find jobs
 - Decrease child labour and increase school attendance
 - Remove gradually major subsidies
 - Proceed with State economy restructuring
 - Strengthen security through comprehensive social policies, able to increase public support for the Government that undertake macroeconomic reforms
- The Social Safety Net Package does include:
 - Benefits - conditional cash transfer
 - Employment services, such as registration in the job seekers database, vocational and entrepreneurial training programs, job mediation, career counselling
 - Food transfer: The Minimum Consumption Basket includes basic commodities and services that the individual/family needs for a subsistence standard.

- Micro-grants. Micro grant program shall be developed for poverty reduction in some small communities.
- Benefits are conditional upon:
 - Registration of adults without job
 - Vocational training attendance
 - One job offer refusal
 - Quarterly career counselling participation
 - School attendance for secondary and high school age children
 - Eligibility tested (income tested) based on certificates from: General Commission for Taxation, State Pension Department, Social Security Department, Business Registry, Small Family Business registration office in Ministry of Industry and Minerals, Local Councils
- The basic condition for being covered by the SSN is the low income situated under the poverty line. Each person whose income is below the ceiling income is eligible to be covered by SSN. The family size for the eligibility test considers all family members living together in Iraq, no matter if one family member is disabled, minor, adult who is able or not to work, jobless or not, registered or not by Employment Centres.
- The beneficiaries of the Social Safety Net package are:
 - Low income families
 - Disadvantaged groups (disabled, orphans, widows, divorced.....)

c. Usaid and World Bank Cooperation.

The objective of the project is to strengthen the policy, management and administrative capacity in MOLSA to develop, manage, and monitor social safety net program.

The Iraqi Authority identifies six priorities for the social safety net, including:

- Training and capacity building of MOLSA staff: The top priority of MOLSA, training is to prepare Molsa staff for the data entry and automation of the safety net application process. Training would also be conducted for staff in basic computer literacy, data entry and analytic software, and operating system maintenance.
- Procurement and installation of essential computers and other IT equipment to permit implementation of the expanded Family Care Allowance Program. A decentralized hub-and-spoke system for data capture and processing would be progressively developed.
- Establishing a basic information infrastructure within MOLSA including the development of a database of Family care beneficiaries. A database containing

basic demographic information, eligibility status and benefit levels are developing using the computerized records collected at the local offices.

- Developing a monitoring and evaluation system for the Family Care Program. The system would focus on making possible the collection of monitoring indicators of program performance, utilizing the applicant and eligibility data collected at local offices. This requires the installation of computerized management information system (MIS).
- And Technical assistance to examine targeting and eligibility determination options for future refinements of the program. Eligibility determination of applicants to receive benefits poses a challenge for the Ministry. Security considerations make home visits and detailed checking of criteria very difficult.
- Designing and implementing a public awareness and outreach campaign for the Family Committee Care Program

2. Definitions

a.1 Low Family Definition

- According to Iraqi laws, the term of "family" takes one definition in the law of social welfare law NO.126 of 1980. the husband or wife or both and their children
- In case of more than one wife, they are considered as one family. If the husband dies, each widow will form her independent family".
- There is no definition for this term in regulations regarding the workers pension and the social security. This law regarding the term "survivor" takes into consideration the father and mother and underage brothers, if conditions apply.
- Finally, the social welfare law considered as specific law, but the issue is that there is a provision in civil status law (family law) imposing on the son to spend on his parents if they do not have their own resources. also the wife, if she got divorce, has a right to get money from her ex-husband.

a. 2 SSN Family Definition

- Family means the husband or wife or both, with their children (if any) or children alone. Single person not living with any family and independent with his living is covered by the SSN if the income is less than the ceiling income indicated in the table. The person who left Iraq and living in a foreign country, is not calculated among the family member. Wife and husband who are factually separated (step before divorce) are considered as two different families.
- When a husband is married to more than one wife, the husband and his wives and children are considered as part of only one family. If the husband dies, each wife will have an independent family made of herself and her unmarried children.

- The identity of each member of the family shall be attested to by the Ministry of Interior.
- Single person who does not share resources with other family members and who lives separately is entitled to receive SSN as a one member family receives it.
- Family members not living in Iraq are not considered in the family size and are not entitled for SSN program.

a. 3 SSN Family Table :

| And they live in the same location. | Claimant | Spouses | Children | Unmarried brothers or sisters |
|-------------------------------------|----------|---------|----------|-------------------------------|
| Alone | x | | | |
| Alone | x | | | x |
| Married or Remarried | x | x | x | |
| Widow, Divorced, Separated | x | | x | |
| Widow, Divorced, Separated | x | | x | x |

- Other person who does not share resources with other family members, who lives separately or not , and who has an other relationship with claimant, is entitled to receive SSN as a one member family receives it.

b. Claimant definition

For the purpose of the application form for low-income families, the head of the family is considered to be the claimant:

| Claimant considered as head of the family: | Other Family members |
|--|--|
| Orphan placed in an orphanage (Only eligible for child allowance) | None |
| Orphan | None |
| Adult without living parents (If not an only child, the oldest son is considered as the head of the family) | With or without unmarried brothers or sisters living with the claimant |
| Single person not living with other family members | None |
| Oldest son living with other family members but not with parents | With unmarried brothers or sisters living with the claimant |
| Only child (minor or adult) of a widow who has remarried | None |
| Oldest son (minor or adult) of a widow who has remarried | With unmarried brothers or sisters living with the claimant |
| Only child (minor or adult) of a divorcee who has remarried | None |
| Oldest son (minor or adult) of a divorcee who has remarried | With unmarried brothers or sisters living with the claimant |

For the purpose of the application form for low-income families, the head of the family is considered to be the claimant:

| Claimant considered as head of the family: | Other Family members |
|--|--|
| Husband | One or more wives With or without unmarried children living with their parents |
| Wife | Husband is a detainee or disabled With or without unmarried children living with their mother |
| Widow | With or without unmarried children living with their mother |
| Widower | With or without unmarried children living with their father |
| Divorcee (woman) | Without children or with unmarried children if she has custody of the children |
| Divorcee (man) | Without children or with unmarried children if he has custody of the children |
| Factually separated male | With or without unmarried children living with their father |
| Factually separated female | With or without unmarried children living with their mother |

c. Unemployed person definition:

Unemployed person is the one who is 15 years old, not continuing his study, registered at the Employment Centre database.

The unemployed people are divided into:

- a. Unemployed person who is the provider of the family or a single independent person not living with a family.
- b. Unemployed person living with a family who has to provide a proof that his family with no income or with low income needs to be covered by the SSN.

d. Disabled person definition:

Disabled person is the one who lost partially or completely for mental or psychological or physical reasons his ability to work.

- a. Disabled person is covered by the benefit as a single person in addition to his family's benefit regardless his family income or size.
- b. Disabled person is not entitled to get the benefit, if he/she is covered by disability pension or social security, according to Civil Pension Low for governmental employees, the Low of Pension and Social security for workers in the private sector, any other pension lows. If the disability pension or social security is less than the ceiling income indicated in the table, he is entitled to get the difference. Disability must be checked and certified by MOLSA Disability Diagnostic or a special committee according to the low.

3. Dossier processing network

The processing network dossier is made up by three essential main functions performed by:

a. The “social experts” (Family Care Committee)

The “social experts” are charged with public reception in established offices. They help beneficiaries to fill out the request forms, to check up the global justifying pieces at the right opening moment, to validate the receivable dossier compliance, and they give the legal agreement. In case of an ideal technique situation, they have access to the beneficiaries' file in consultation just, a minima, with their government directorates. They manage also the file updating in accordance with changes noticed by beneficiaries. All information concerning new dossiers or changed dossiers is gathered in a separate file, and will not be transferred in database for being updated only after the validation by the

checking up team. Their training is a very important challenge for the dossier processing network.

The head of committee signs the allocation initially when he checks that the examiner sign is existed on the form, he sends the application to the Following procedures section. The application will be signed by the social expert as a member and ministry of finance representative as a member in the allocation form.

b. The claims operators (Family Care Committee)

They are charged with dossiers introduction in database. Their work is only temporary while technicians do not have direct access to database.

Three copies of the register will be, the first time, sent to the head of the Family Care Committee; secondly, the dossier will follow the procedures section –thirdly, to the Family Fund Committee. All the copies are signed by the head of Family Care Committee, and then the application is sent to the Family Fund Committee.

c. The checkers (Family Care Fund)

The role of this committee is to make sure of the information' are correctness and to approve the Family care committee decision.

The checkers are charged to validate the new or modified dossiers sent by operators.

4. SSN Procedures:

a. Regarding Low Income Family:

The application form is submitted by the head of the family or by the provider for the family who is legally authorized.

i. Fill out clearly the application form (Appendix 1) with the required information. The applicant is responsible legally for any error or for hiding the accurate information.

- (1) Information about the applicant
- (2) Information about family's assets and possessions
- (3) Information about each member of the family and his own income

ii. Required certificates:

- (1) Civil status ID – origin and copy.
- (2) Ration card – origin and copy.
- (3) Accommodation card – origin and copy.
- (4) New living certificate – official employee.
- (5) Certificate of the governorate council or the local council certifying the family has no income or it is low income family.
- (6) Certificate of State Pension Office and Social Security Office certifying no one family's member is covered by a pension.
- (7) Written undertaken

iii. If the family consists of an 18 years old adult, not studying, able to work, but unemployed, the family is not covered by the SSN unless:

- (1) One is registered at the Employment Centre as unemployed person and job seeker.
- (2) One graduated a vocational training program offered by the vocational training centres.
- (3) One did not refuse the job opportunity offered by the Employment Centre and suitable for their specializations.

iv. If the family consists of underage children (under 18 years old), studying at intermediate school and above, the family is entitled to get 5000 ID for each child in addition to the benefit.

b. Regarding the Unemployed Person

i. The unemployed person, who is the provider of a non income or low income family, is entitled by the family to get the benefit as indicated in the ceiling income table based on family size. One can not provided with additional benefit independently from his family.

ii. The unemployed person living with a family covered by the SSN, but not being the family income/low income provider, is considered as a family member. He is not entitled to get for himself the unemployed person benefit, but he is entitled to get the other services of the SSN such as vocational training, career consultation and others.

iii. The independent single unemployed person not living with a family is entitled to get 75% of the single person benefit as indicated in the table.

iv. Conditions to be met by the unemployed person:

- (1) Being registered at the Employment Centre as unemployed person and a job seeker.
- (2) Taking the vocational training program offered by the Vocational Training Centre.
- (3) Not refusing the job opportunity suitable for his specialization.
- (4) Fill unemployed people form and submit it to the Employment Centre.

v. Required certificates:

- (1) Certificate of State Pension office and Social Security office certify that he is not covered by a pension.
- (2) Certificate from the local council certify that he is unemployed person and he has no other income.
- (3) Written undertaken.

vi. Required documents:

- (1) Civil status ID
- (2) Living certificate
- (3) Ration card
- (4) Accommodation card

c. Regarding the disabled person

i. The disabled person is entitled by SSN if is totally unable to work for a disease or senility and accomplish the following conditions:

1. Has a decision for disabled person from the Disability Diagnose Centre or the Technical Medical Committees in the governorates certifying the total disability.
2. One is not covered by disability pension. If the pension is less than the ceiling income, one is entitled to get the difference.
3. If the disability is temporary, the medical report should contain the date of the next examination to identify the disability.

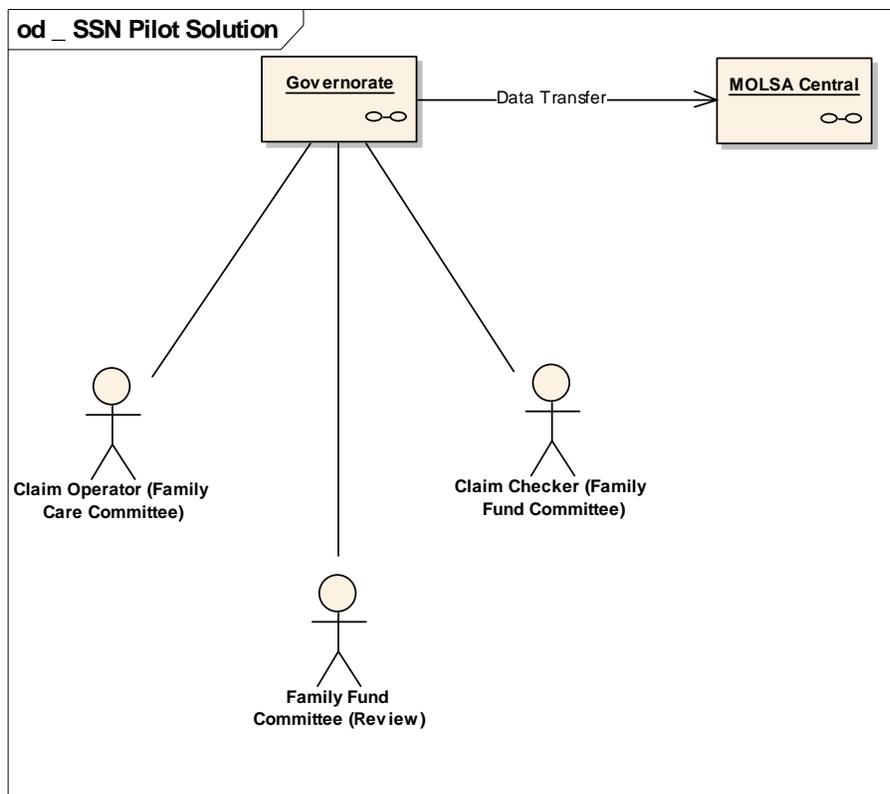
ii. Required documents:

- (1). Civil status ID
- (2). Living certificate
- (3). Ration card
- (4). Accommodation card
- (5). Certificate of State Pension office and Social Security office.
- (6). Disability form (Appendix 2)

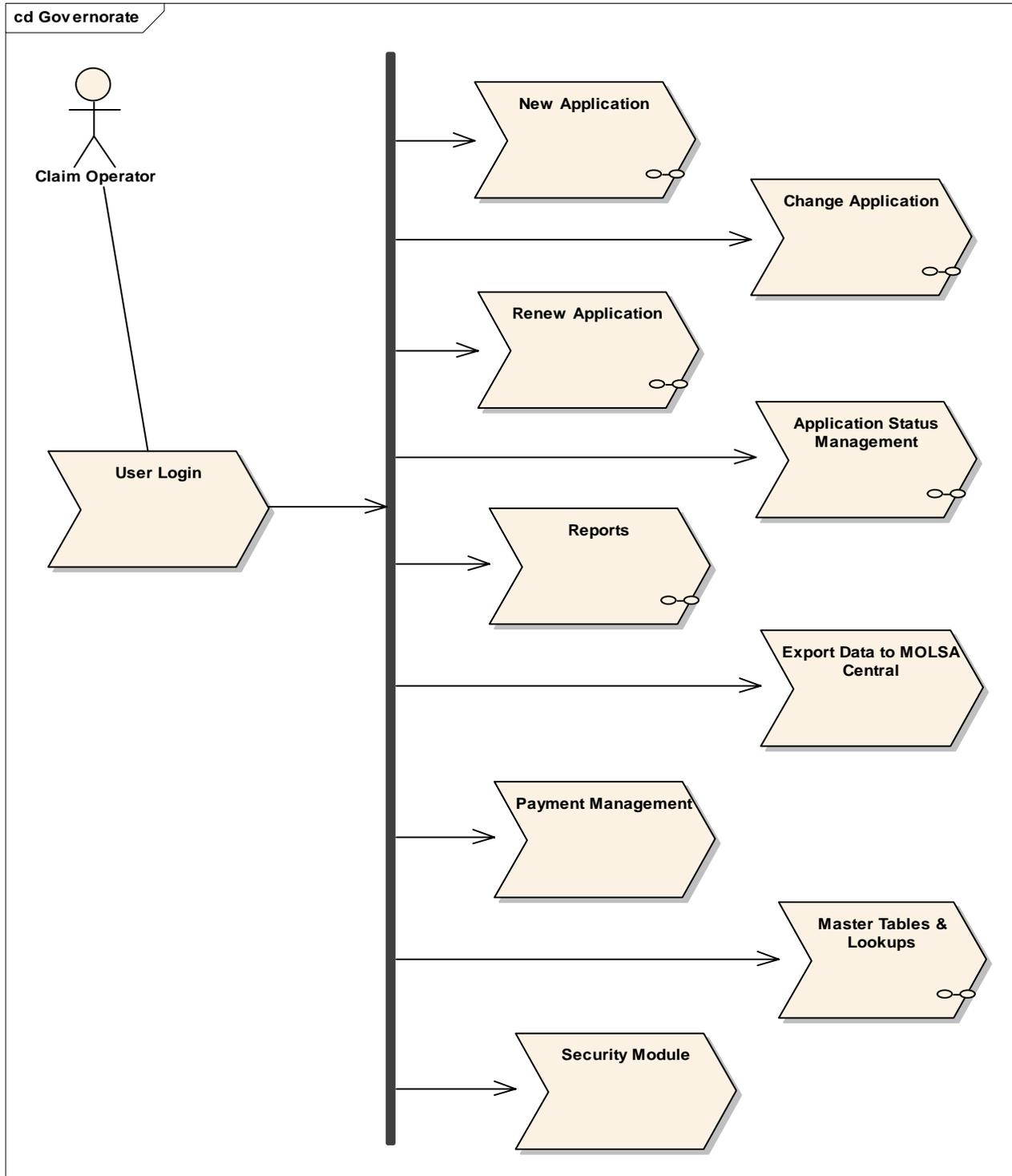
d. Regarding child allowance

If the family consists of underage children (under 18 years old), continuing study at intermediate school and above, the family is entitled to get in addition a benefit of 5000 ID for each child as child allowance.

SECOND PART: The applicative description

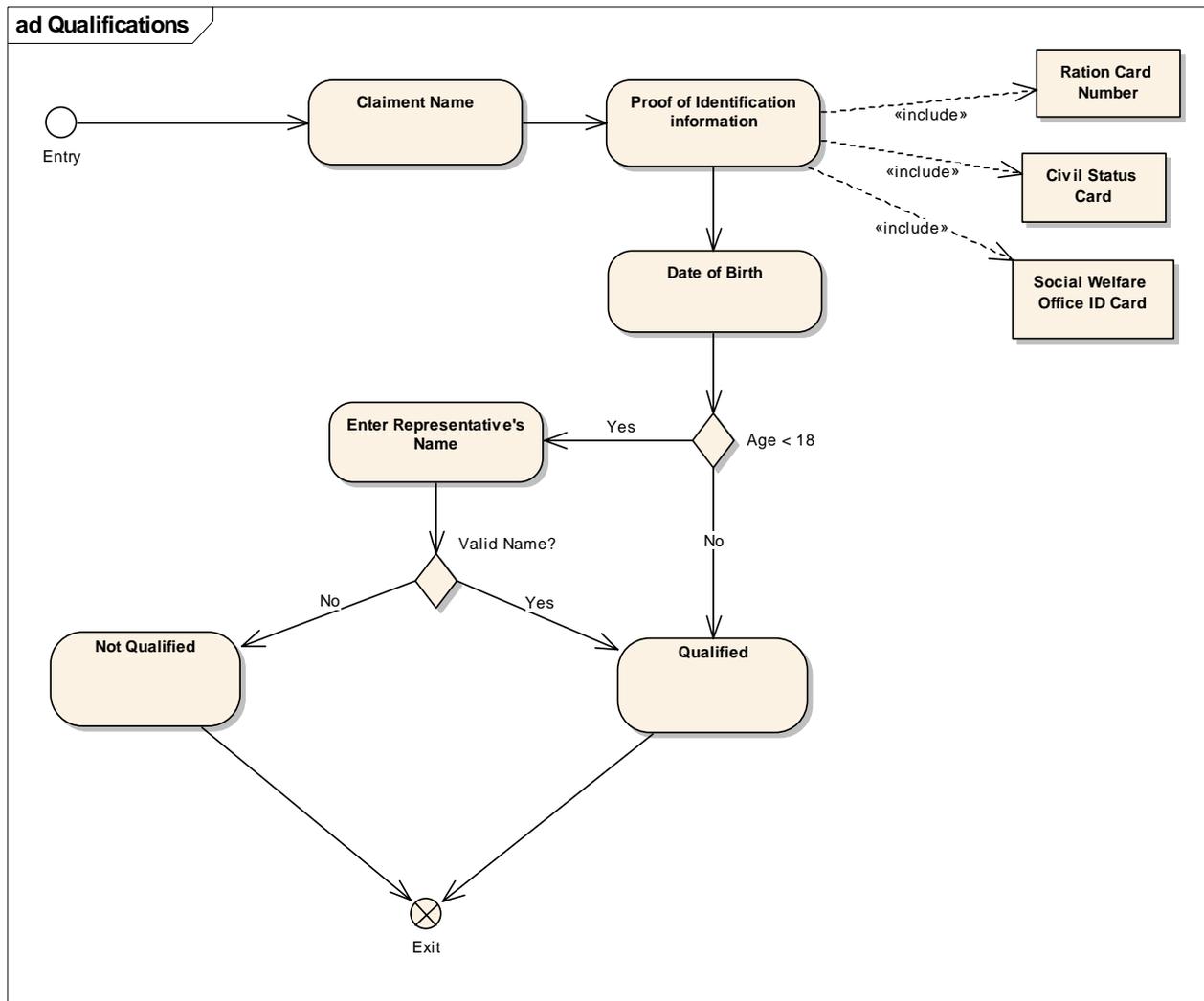


The SSN applicative design accomplishes main functions as following:



1. New Application:

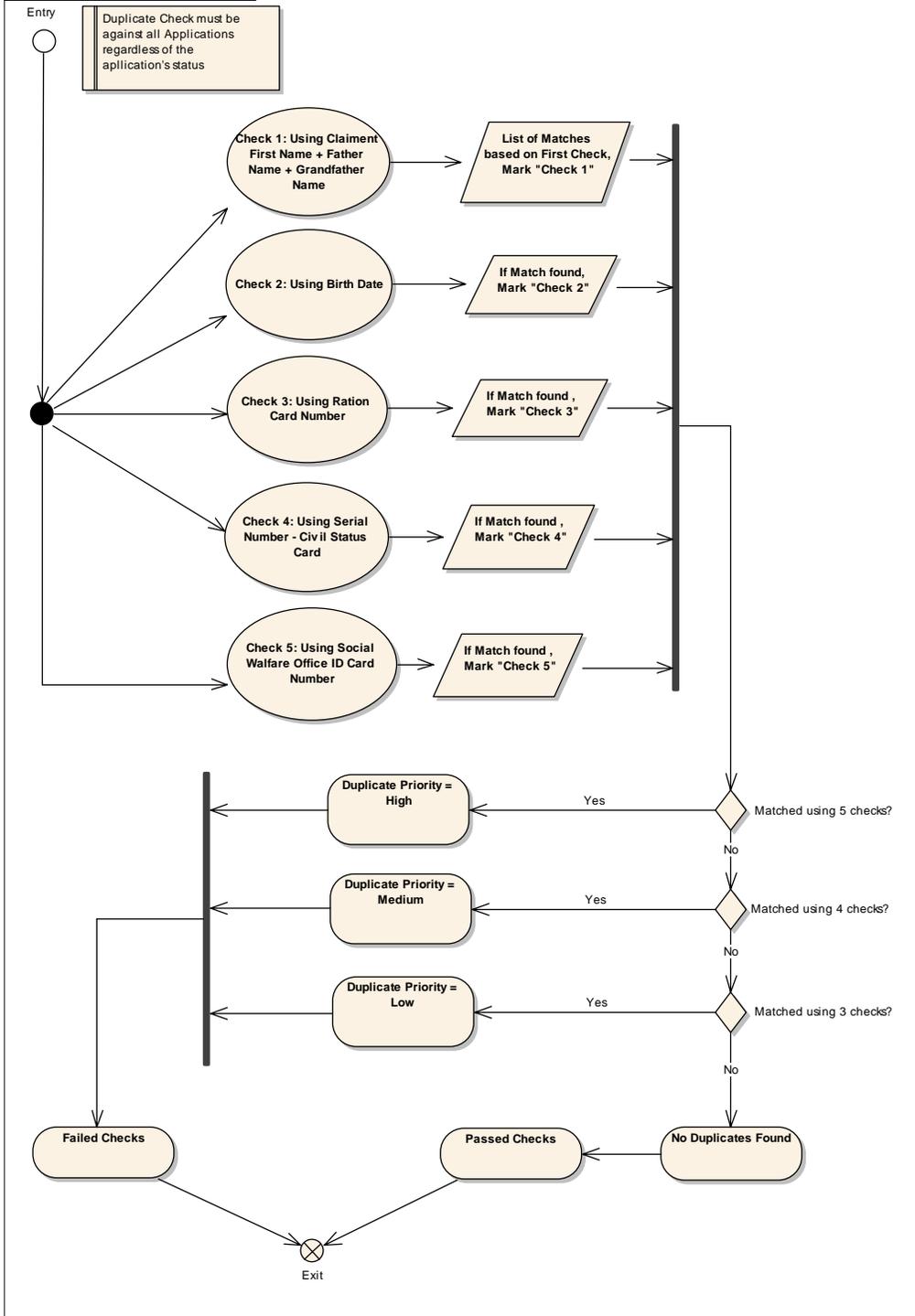
a. Qualifications: Check Duplicate and Black List.



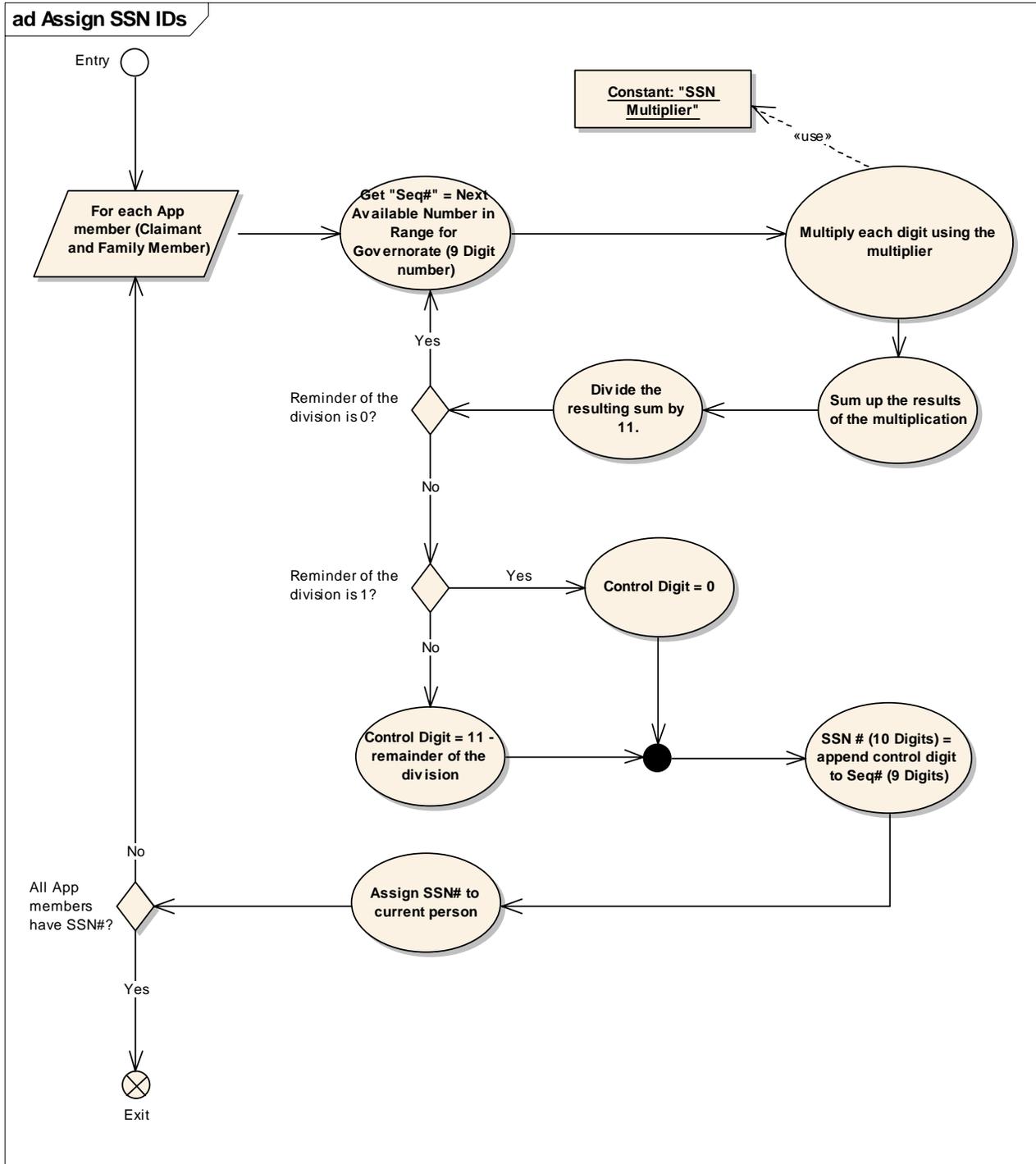
Check Duplicate & Black List

This is a stored procedure process which will attempt to locate existing application that match the current application under process. Based on specific pieces of claimant information, the process will locate all applications that contain same information.

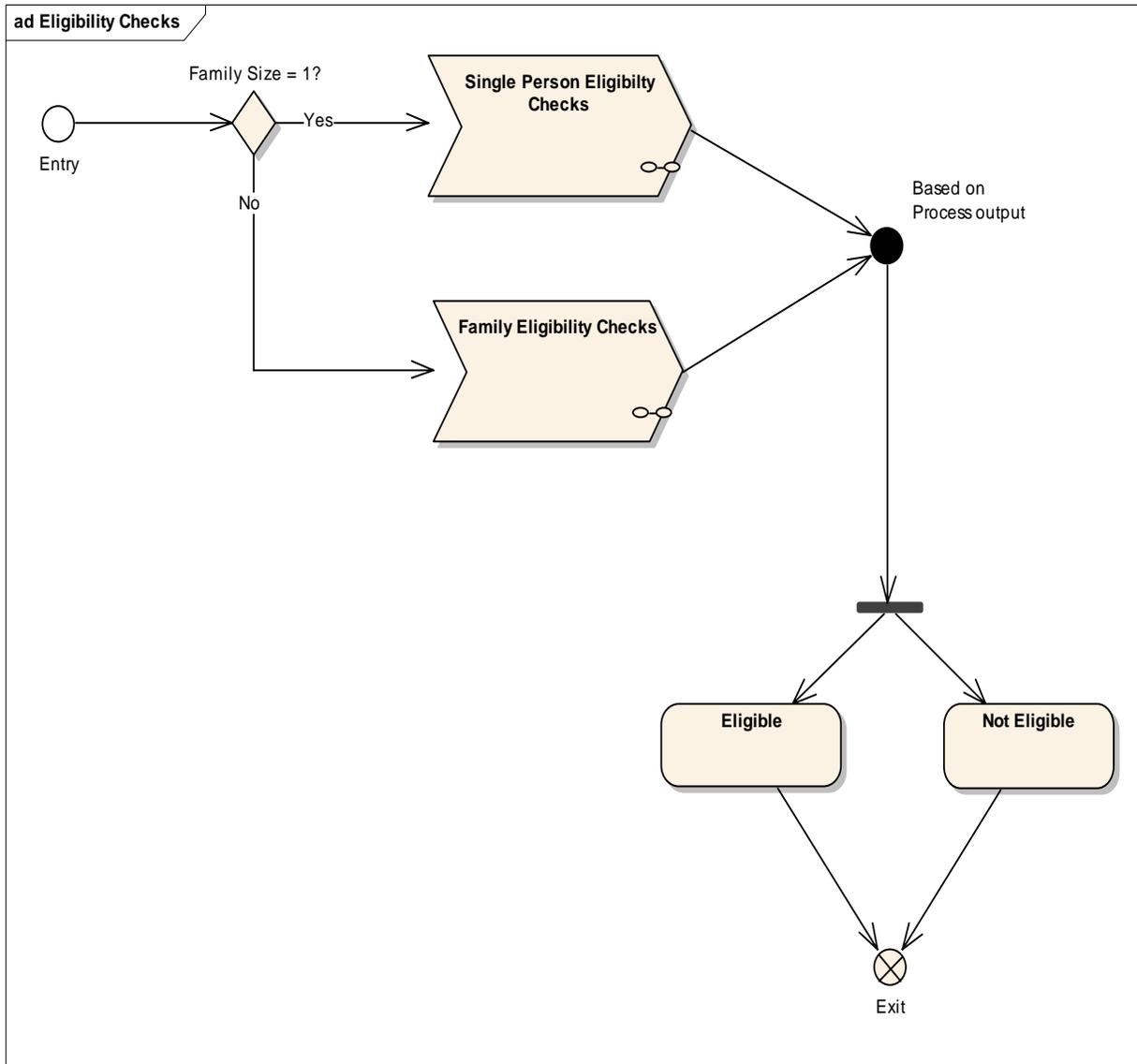
ad Check Duplicate & Black List



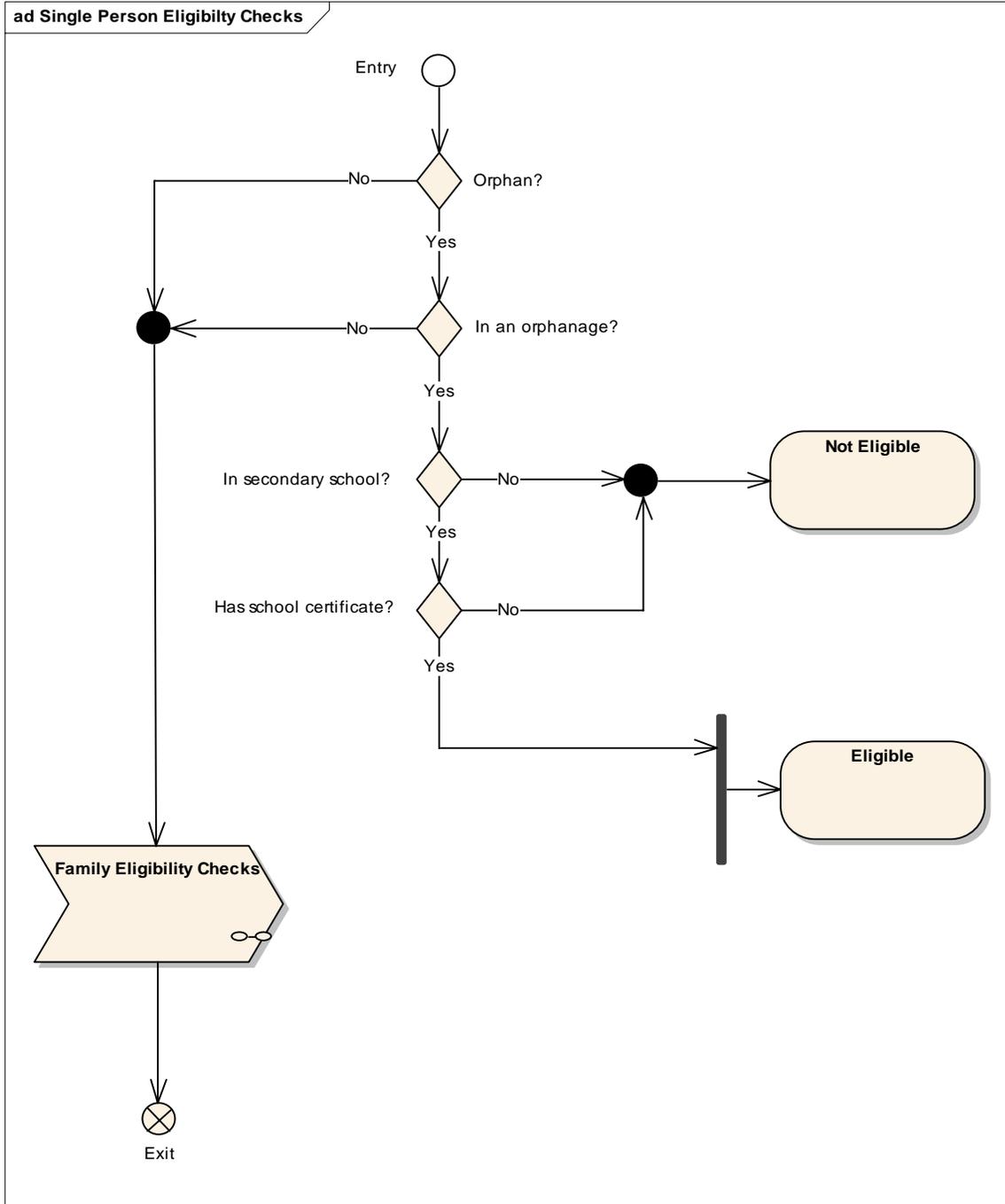
b. Assign SSN ID, for the claimant and each family member.



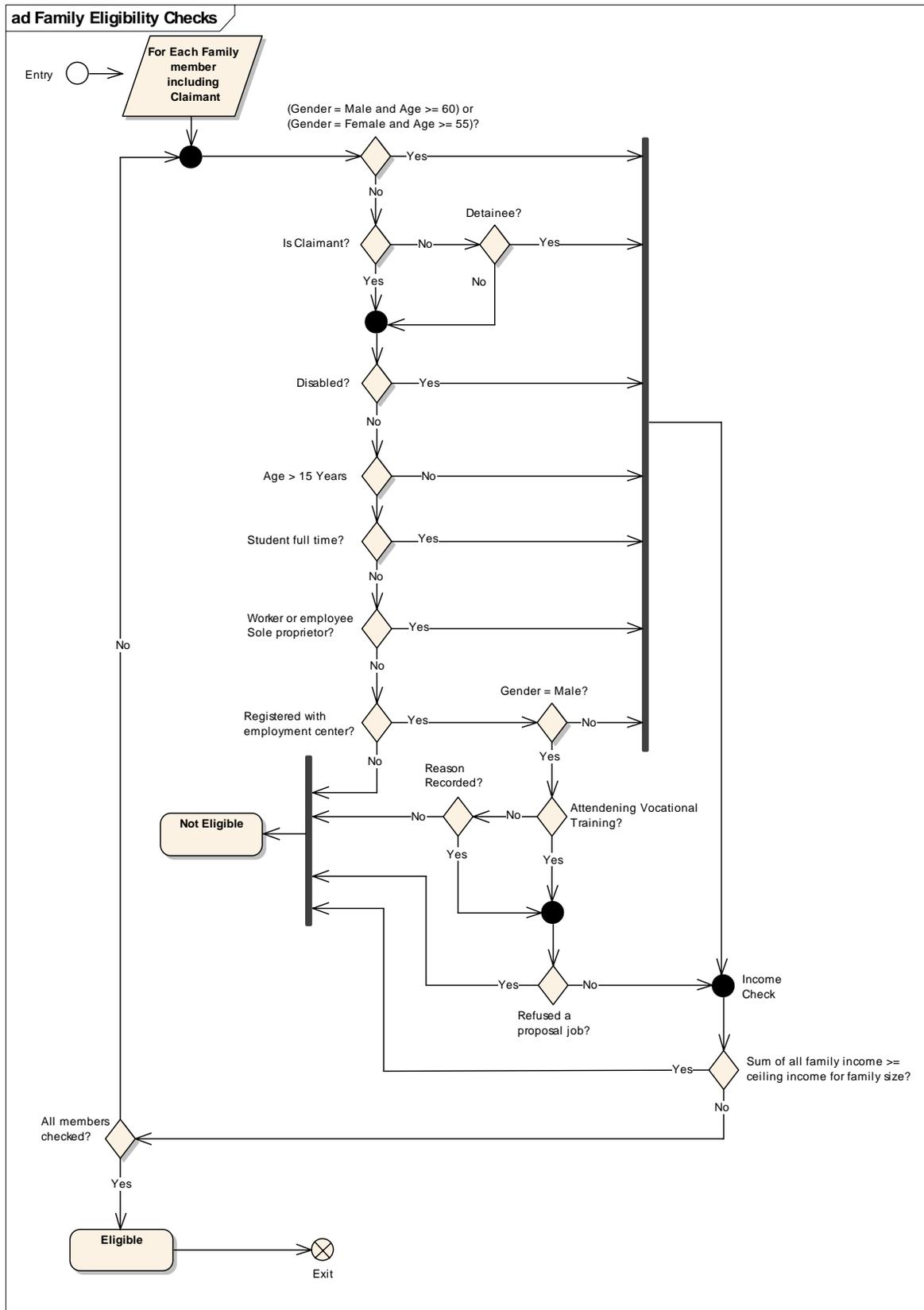
c. Eligibility conditions are checked by single person or by family:



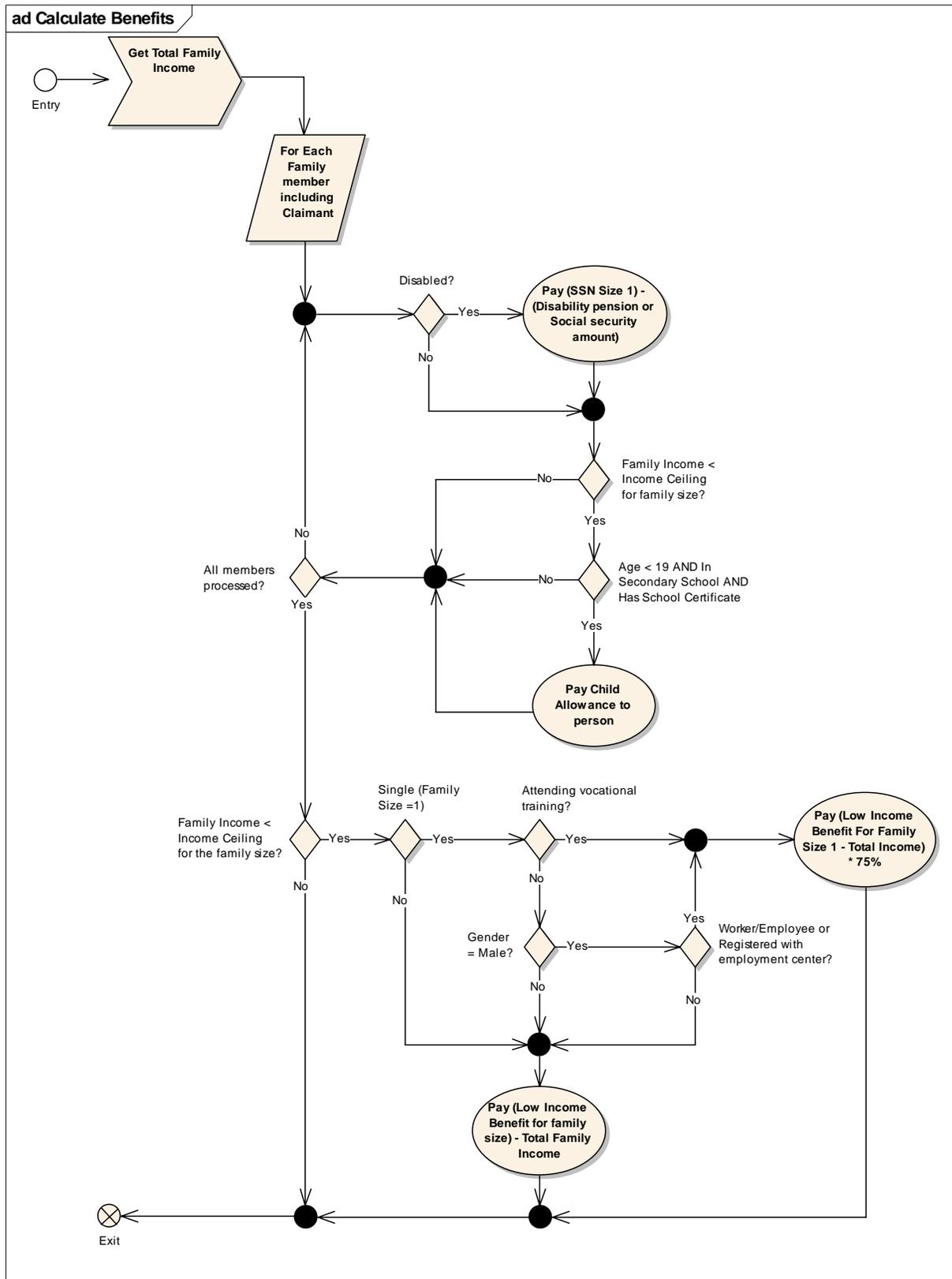
a. Single person check-up:



b. Family check-up



2. Benefits calculation



The benefits calculations are made in SQL language.

a. Rules concerning the benefits calculation:

- i. Frequency of benefits calculation: benefits are calculated at the end of every month.
- ii. All changes in an applicant’s status would impact the calculation of benefits. Each change in an applicant’s status triggers the system to start with the new level of calculation.
- iii. The benefits reflecting changes should be effective next month from the month of occurring.
- iv. These changes should be reflected in the benefits next quarter payment, reflecting retroactively the changes if they occurred in the past quarter.
- v. All changes during a month become effective next month.
- vi. The next quarter of the year payment is the sum of three consecutive months.
- vii. The span of time for payments could be changed. For example we could be paid every two months, or each month.
- viii. Each Iraqi authority decision should trigger the system to start with the new level of calculation.
- ix. Updated requirement: 12 months from the eligibility date.
 - Renewal with change: We will change process
 - Renewal without change we will change box but renewal date recorded. Status stays approved.
 - In the historic we will be recorded the first eligibility change.
- xi. Unless updated (Family Change or Iraqi Authority decision) the calculation is indefinitely good.
- xii. The benefit payment will start next month after the Date of Eligibility

b. Social Benefits Ceiling Income:

- Families and disadvantaged individuals (disabled, widows, orphans) without income are entitled to receive a monthly social benefit as follows:
- Families and disadvantaged people (disabled, widows, orphans) with a monthly income below the level in Table 1 are entitled to receive the difference between his income and the ceiling income, if the conditions of eligibility are available.

Table 1- Social Benefit Ceiling Income

| Family size | 1 | 2 | 3 | 4 | 5 | 6 or more |
|---|----------|----------|----------|----------|----------|------------------|
| come Ceiling for Social Benefit in IDs/month (Maximum level of the Social Benefit in case of no other income ¹) | 50,000 | 70,000 | 90,000 | 100,000 | 110,000 | 120,000 |

¹ Social benefit amount and the family income are inversely related. The higher the family income, the lower the social benefit

- In case the food basket is partially or completely removed, families qualifying for Social Safety Net can receive benefits adjusted correspondingly up to the limits in the Table 2 as follows:

Table 2- Social Benefit Ceiling in case the food basket is partially or completely removed

| Family size | 1 | 2 | 3 | 4 | 5 | 6 or more |
|---|----------|----------|----------|----------|----------|------------------|
| Income ceiling for social benefit(IDs/ month) to compensate families for partial or total removal of the food basket ² | 60,000 | 90,000 | 120,000 | 140,000 | 160,000 | 180,000 |

c. Benefits calculation variables:

n = family size

X = each income for each member of family

Y = pension state or social security allowance

Z = allowance for disability

I (n) = ceiling income for family size

I'(n) = ceiling income, if food basket partially or completely removed, for family size

H = food basket level for one person

F = child allowance (constant define by the Iraqi authority): today 5 000d.

f (x) = social family benefit

$f (x') = a \times f(x) + b$

d. The algorithms are:

- **D.1.for a single person:**

$$f(x) = I - \sum (1 \text{ to } x)$$

Example:

² Food basket value on the Iraqi market changed from 10,000 IDs in December 05 to around 14,000 IDs in April (weekly fluctuations from 13,000 to 14,000 IDs have been detected)

A man is alone, more than 60 years. His income is: a state pension 20 000d and 10 000d like sole owner.

Solution:

For low income family:

$$I = 50\,000$$

$$\sum (1 \text{ to } x) = 20\,000 + 10\,000 = 30\,000$$

$$f(x) = 50\,000 - 30\,000 = 20\,000 \text{ d each month.}$$

- **D.2. for a single jobseeker person:**

$$f(x') = 3 \times f(x) : 4$$

$$f(x') = 3(I - \sum (1 \text{ to } x)) : 4$$

Example:

A claimant, alone, is a jobseeker. He has no income.

Solution:

For low income family:

$$f(x') = a f(x) + b$$

$$a = \frac{3}{4} \quad b = 0$$

$$f(x') = 3 \times f(x) : 4$$

$$f(x') = 3(I - \sum (1 \text{ to } x)) : 4$$

$$I = 50\,000$$

$$\sum (1 \text{ to } x) = 0$$

$$f(x) = (50\,000 - 0) = 50\,000$$

$$f(x') = 3 \times 50\,000 : 4 = 37\,500 \text{ d each month.}$$

- **D.3. For a family without children and without disable member**

$$f(x) = I(n) - \sum (1 \text{ to } n) \text{ of } \sum (1 \text{ to } x)$$

Example:

A man is married, jobseeker as his wife, without any income.

Solution:

For low income family:

$$f(x) = I(n) - \sum(1 \text{ to } n) \text{ of } \sum(1 \text{ to } x)$$

$$I = 70\,000$$

$$\sum(1 \text{ to } n) \text{ of the } \sum(1 \text{ to } x) = 0$$

$$f(x) = 70\,000 - 0 = 70\,000 \text{ d each month.}$$

- **D.4. For a family with disable children**

Example:

A claimant married, unemployed, without income. The family members are: Two wives, and seven children. Four children are in secondary school, and two are disable persons. Each disable child receives disable social security allowance: 25 000 dinars. One wife is a sole proprietor with 60 000 dinars

Solution:

For low income family:

$$f(x) = I(n) - \sum(1 \text{ to } n) \text{ of } \sum(1 \text{ to } x) .$$

$$n = \text{family size} = 10$$

$$I(n) = I(10) = I(6) = 120\,000 \text{ (maximum ceiling)}$$

$$\sum(1 \text{ to } n) \text{ of } \sum(1 \text{ to } x) = 60\,000 \text{ dinars. (Without disable social security allowance, not an income)}$$

$$f(x) = 120\,000 - 60\,000 = \mathbf{60\,000}$$

For each disable child:

$$f(x) = I(1) - Z$$

$$I(1) = 50\,000$$

$$Z = 25\,000.$$

$$f(x) = 50\,000 - 25\,000 = \mathbf{25\,000}$$

For child allowance: (4 children in secondary school)

$$f(x) = F \times 4 = 5\,000 \times 4 = \mathbf{20\,000.}$$

- **D.5. for a family with two children, and without disable member**

$$f(x) = I(n) - \sum(1 \text{ to } n) \text{ of } \sum(1 \text{ to } x)$$

$$a = 1 \quad b = (F \times 2)$$

$$f(x') = f(x) + (F \times 2)$$

Example:

A man married jobseeker as his wife, with two children, 12 years and 14 years, together in secondary school, without any income.

Solution:

For low income family:

$$f(x) = I(n) - \sum(1 \text{ to } n) \text{ of } \sum(1 \text{ to } x)$$

$$I = 100\,000$$

$$\sum(1 \text{ to } n) \text{ of } \sum(1 \text{ to } x) = 0$$

$$f(x) = 100\,000 - 0 = 100\,000 \text{ d}$$

For child allowance

$$f(x) = (F \times 2)$$

$$f(x') = (5000 \times 2) = 10\,000 \text{ each month.}$$

Two scenarios for payment: 110 000 would be paid to the claimant

Or: 100 000 to the claimant and 10 000 to the mother.

- **D.6. Is it a SSN family?**

i. Example:

A claimant, unmarried, who lives with his unmarried brother, and grand father and grand mother together that are married.

Solution:

In this situation we will have two different claimants, two different families. One family composed by the claimant and his brother, and the other, composed by grand father and grand mother.

The claim should be rejected and one should have two different claims.

ii. Example:

A claimant is widower, with two children, and her unmarried sister. The two children are 2 and 4 years. The widower receives a widower state allowance: 50 000d. Her unmarried sister has a little job: her income is 20 000d

Solution:

For low income family:

$$f(x) = I(n) - \sum(1 \text{ to } n) \text{ of } \sum(1 \text{ to } x)$$

$$n = \text{family size} = 4$$

$$I(n) = I(4) = 100\,000 \text{ (maximum ceiling)}$$

$$\sum(1 \text{ to } n) \text{ of } \sum(1 \text{ to } x) = 50\,000 + 20\,000 = 70\,000 \text{ d}$$

$$f(x) = 100\,000 - 70\,000 = 30\,000$$

iii Example:

A claimant widow, remarried, three children, and unmarried sister. The three children are 2, 3, and 4 years.

Solution:

In this situation, we will have two different claimants, two different families. One family composed by the claimant, his wife and the three children, and the other, by his unmarried sister.

The claim should be rejected and we should have two different claims.

iv. Example:

A claimant, pensioner, his wife and two disable adult sons. The claimant receive state pension: 50 000 dinars. Each disable adult receives disable social security allowance: 20 000 dinars.

Solution:

For low income family:

$$f(x) = I(n) - \sum(1 \text{ to } n) \text{ of } \sum(1 \text{ to } x) .$$

$$n = \text{family size} = 4$$

$$I(n) = I(4) = 100\,000 \text{ (maximum ceiling)}$$

$\sum (1 \text{ to } n)$ of $\sum (1 \text{ to } x) = 50\,000$ dinars. (Without disable social security allowance, not an income)

$$f(x) = 100\,000 - 50\,000 = 50\,000$$

For each disable adult:

$$f(x) = I(1) - Z$$

$$I(1) = 50\,000$$

$$Z = 20\,000.$$

$$f(x) = 50\,000 - 20\,000 = 30\,000$$

• **D.7. for disable person**

$$f(x) = I(1) - Z$$

Example:

A woman is disable, married, 38 years, a family member with a right for SSN, and no allowance for disability.

Solution:

For disable adult:

$$f(x) = I(1) - Z$$

$$f(x) = 50\,000 - 0 = 50\,000 \text{ each month.}$$

50 000 d would be paid to the disable person, or to the other person with a power of attorney.

• **D.8. for the entire situation, if food basket is partially or completely removed**

$$f(x') = a f(x) + b$$

$$a=1 \quad b = (\%H \times n)$$

$$f(x') = f(x) + (\%H \times n)$$

Example:

A man is married, jobseeker as his wife, without any income. Food basket is partially removed (50%)

Solution:

For low income family:

$$f(x') = a f(x) + b$$

$$a=1 \quad b= (\%H \times n)$$

$$f(x') = f(x) + (\% H \times n)$$

$$I=70\,000$$

$$\sum (1 \text{ to } n) \text{ of } \sum (1 \text{ to } x) = 0$$

$$H= 10\,000$$

$$f(x') = 70\,000 + (50\% \times 10\,000 \times 2) = 80\,000$$

- **D.9. When a family member takes a new job and family income is more than income ceiling, depending on the family size.**

Example:

A man is married, jobseeker as his wife, with two children, 12 years and 14 years, together in secondary school, without any income. He takes a job in March. His salary is 200 000 d.

Solution:

For low income family:

$$f(x) = I(n) - \sum(1 \text{ to } n) \text{ of } \sum (1 \text{ to } x)$$

$$I=100\,000$$

$$\sum (1 \text{ to } n) \text{ of } \sum (1 \text{ to } x)$$

$$f(x) = 100\,000 - 200\,000 = -100\,000 \text{ d , no right ,but it is a new job.}$$

The old benefit is:

$$f(x) = I(n) - \sum(1 \text{ to } n) \text{ of } \sum (1 \text{ to } x)$$

$$\sum (1 \text{ to } n) \text{ of } \sum (1 \text{ to } x) = 0$$

$$f(x) = 100\,000 - 0 = 100\,000 \text{ d}$$

First month (April) payment for low income family:

$$f(x') = a \times f(x) + b$$

$$a=0.5 \quad b=0$$

$$f(x')=f(x) \times 0.50$$

$$f(x')=100\,000 \times 0.50 = 50\,000$$

First month (April) payment for child allowance :

$$f(x) = (F \times 2)$$

$$f(x') = (5000 \times 2) = 10\,000$$

Two scenarios for payment:

60 000 would be paid to the claimant

Or: 50 000 to the claimant and 10 000 to the mother.

Second month (May) payment for low income family:

$$f(x')=a \times f(x) + b$$

$$a=0.25 \quad b=0$$

$$f(x')=f(x) \times 0.25$$

$$f(x')=100\,000 \times 0.25 = 25\,000$$

Second month (May) payment for child allowance:

$$f(x) = (F \times 2)$$

$$f(x') = (5000 \times 2) = 10\,000$$

Two scenarios for payment:

35 000 would be paid to the claimant

Or: 25 000 to the claimant and 10 000 to the mother.

• **D.10.family beneficiary of micro-grant programs**

If family becomes micro grant program beneficiary, benefit is ceased 3 months after the entitlement.

Example:

A family becomes a micro grant program beneficiary in March. His low income family benefit is: 70 000

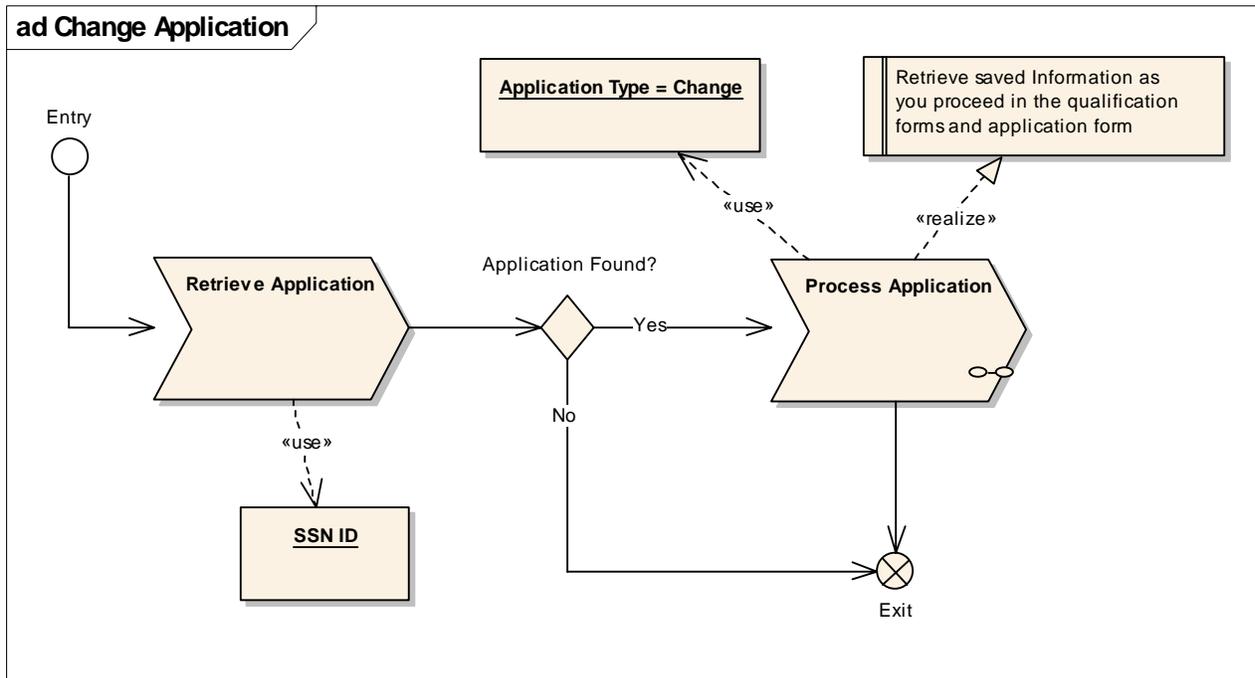
Solution:

- **First month** (April) payment for low income family: 70 000 d
- **Second month** (May) payment for low income family: 70 000 d
- **Third month** (June) payment for low income family: 70 000 d

3. Updating family information database is made for:

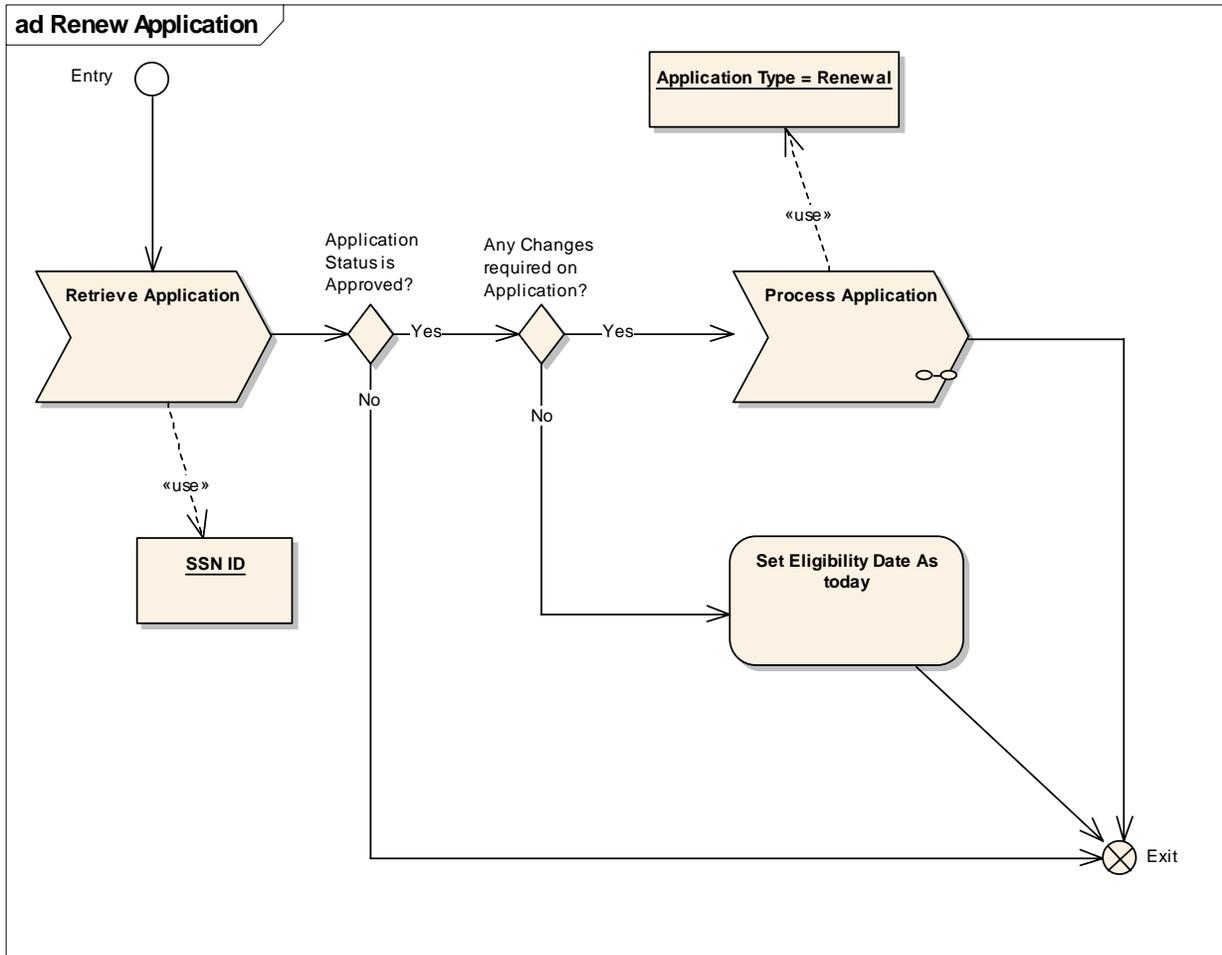
- Changes in numbers (family members)

- Changes in the income of one or more family members
- Changes in the health status of one or more family members
- Changes in the children school situation
- Changes in job status
- Changes in the Social security allowances
- Changes in the State allowances



4. Renew Application.

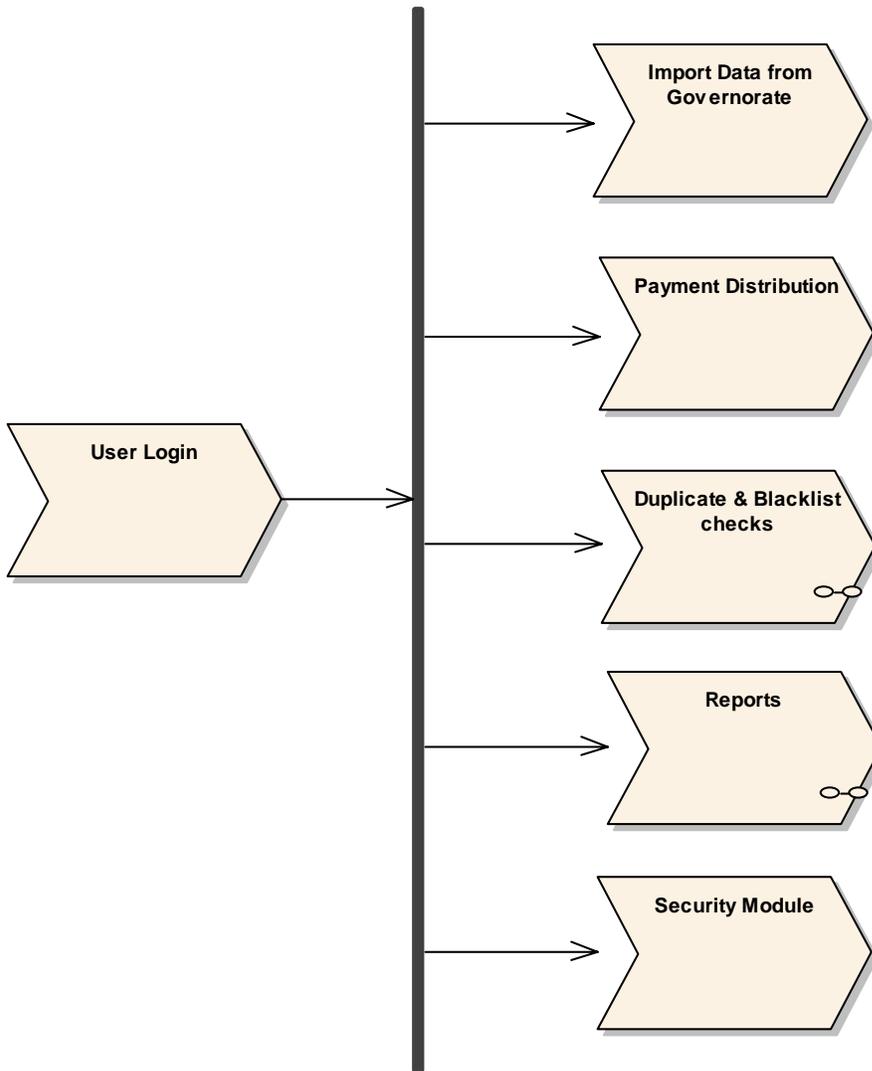
When changing an existing application for renewal, a session object should be populated with application data. Renewal is available for "Approved" Application only. If there are no changes on the application, the Eligibility date will be updated with today's date without any other changes or validation.



Conclusion:

MOLSA Central System

At the MOLSA Central processing centre, the user will login using a user id and password along with preferred interface language. The user will then have a list of menu items to select from based on his/her security privileges.



THIRD PART: Interpersonal Communication Skills in the Workplace

By Simona MICULESCU

Introduction

Interpersonal communication is an essential skill for the modern worker. Rarely does an employee work in complete isolation. People interact with customers, peers, teams, managers, and executives. Leaders especially must be able to demonstrate good communication within their teams, because when leaders practice good communication skills, their teams are motivated, inspired, and committed. It is also very important for employees that directly face the public to have good interpersonal communication skills. There are several tactics they can practice to improve these skills. This training focuses on them.

Interpersonal Communication Skills in the Workplace is designed to help build and enhance communication skills such as active listening, giving and receiving criticism, dealing with different personality types, and nonverbal communication. It explains basic communication theory as it applies to the workplace, and offers “real-life” scenarios that demonstrate the use of effective interpersonal communication.

Course Objective: To develop skills for:

- Communicating effectively with different social categories, communication styles, and communication preferences.
- Enhancing communication while using listening techniques, conversation, and nonverbal strategies.
- Responding appropriately to complaints and criticism
- Improving team relationships by demonstrating support, confidence, and loyalty.

Expected outcomes: At the conclusion of this interpersonal communication skills course participants will be able to:

- Understand and communicate more effectively with different types of people
- Use body language techniques to reinforce the meaning of what they say
- Identify personal barriers to effective communication and develop strategies to overcome them
- Give and receive workplace criticism constructively
- Analyze personal communication skills in the workplace and demonstrate how to respond appropriately to the communication styles of others.
- Recognize barriers to good communication and choose effective techniques to overcome them.

- Demonstrate how to apply listening techniques to determine a speaker's needs, use verification techniques to ensure accurate understanding and state your own requirements professionally, politely and firmly.
- Demonstrate giving and receiving positive and constructive feedback.
- Demonstrate the ability to take charge of outcomes when conflicts arise, and respond to them in a way that facilitates problem solving.

Highlights:

Interpersonal communication means showing appropriate ways to exchange your ideas and needs.

Interpersonal Communication Primer

most people want to be understood and accepted more than anything else in the world. Knowing this is the first step toward good communication. Good communication has two basic components:

- You listen to and acknowledge other people's thoughts and feelings: Rather than showing that you only care about broadcasting your feelings and insisting that others agree with you, you encourage others to express what they are thinking and feeling. You listen and try to understand.
- You express your own thoughts and feelings openly and directly: If you only listen to what other people are thinking or feeling and you don't express your own thoughts or feelings, you end up feeling short changed or "dumped on."

To communicate effectively, practice using these interpersonal communication skills.

- **I-statements** help you express the way you feel and what you want with great clarity. Sometimes people use "you" statements, such as "You never call when you are going to be late." This type of statement can make others feel angry and defensive immediately. When you use I-statements, such as, "I really need to know when you're going to be here so I can make plans," you express your the concern in terms of you.
- **A respectful tone of voice** conveys that you are taking others seriously and that you also expect to be taken seriously. In addition, people with good communication skills are assertive without being aggressive or manipulative.
- **Eye contact** is vital for good communication. For example, how would you feel if the person you were talking to kept looking around the hallway or out the window?
- **Appropriate body language** encourages conversation. Nodding your head, smiling, laughing, using words such as "uh-huh" and "yeah" and asking questions at appropriate times assure the person that you are really listening.
- **Clear, organized ideas** help you accurately and honestly describe your feelings and contribute to conversations and to decisions that need to be made. Good communicators are also specific. For example, a good communicator would say, "I need to use the computer from 7-9," as opposed to "I'll need the computer tonight."

Communication Styles

There are three styles of communication:

- passive
- assertive
- aggressive

Passive communication involves the inability or unwillingness to express thoughts and feelings. Passive people will do something they don't want to do or make up an excuse rather than say how they feel.

Assertive behavior involves standing up for oneself. Assertive people will say what they think and stand up for their beliefs without hurting others.

The aggressive style of communication involves overreaction, blaming and criticizing. Aggressive people try to get their way through bullying, intimidating or even physical violence. They do not or will not consider the rights of others.

Types of Messages

There are two types of messages that accompany each style of communication: **nonverbal** and **verbal**. Signs, symbols, posture, body movements, dress, facial expressions and gestures are examples of nonverbal messages. The nonverbal messages reinforce what the speaker is saying. For example, passive communicators often have slumped posture and a lack of eye contact. Assertive people exhibit erect posture and direct eye contact. Forward-leaning posture, pointing and a glaring look are nonverbal signals of aggressive communication.

The verbal messages for each communication style are very different. People who are passive will often ask questions to determine what others want, or they may say, "I don't care." Assertive communicators use I-messages to say what they want or need. They use refusal skills to say no while maintaining important relationships. People who are aggressive often use you-statements to blame or criticize.