

# City Social Welfare and Development Office

## External Services

### 1. Limited Financial Assistance / Assistance to Individuals in Crisis Situations (AICS)

This is limited cash extended to clients who are in crisis due to death in the family, illness, calamity and other disasters that befell the family. It also includes assistance for transportation, education and even livelihood for those who cannot qualify under the Self-Employment Assistance Program.

<b>Office or Division:</b>	<b>City Social Welfare and Development Office (CSWDO)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Residents only

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Barangay Certification of Indigency (1 original)	Barangay Hall
Medical Certificate/abstract/hospital bill for medical assistance ( 1 original, 1 photocopy)	Hospital – Record division/Billing Section
Certificate of Enrolment for educational assistance (1 original, 1 photocopy)	School Registrar's Office
Death Certificate for Burial Assistance ( 1 clear photocopy with no alteration and signed by all signatories)	Local Civil Registrar/National Statistics Office (NSO)
CSWDO's Certificate of Eligibility (CE) form	CSWDO
Community Tax Certificate (1 original, to be presented only)	City Treasurer's Office (CTO)
Authorization Letter (in case a representative will claim the cash)	Client listed in the CE

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in Clients' Logbook	1.1 Assist client in registering in Logbook	None	5 minutes	<i>PACD Officer-of the-Day</i> City Social Welfare and Development Office
2. No Activity	2.2 Search for client's General Intake Sheet (GIS) on data base & files	None	3 minutes	<i>Record Section Staff</i> City Social Welfare and Development Office
3. Submit for initial/basic interview *Make sure to answer the questions as honestly and accurately as possible	3.1 Ask basic questions to determine appropriate CSWDO division/unit in charge of the case 3.2 Prepare Daily Route Slip 3.3 Direct Client to SWDO division/unit	None	10 minutes	<i>Reception Desk Staff</i> City Social Welfare and Development Office
4. Proceed to division/unit routed to and answer questions *Make sure to answer the questions honestly and accurately as possible	4.1 Conduct initial interview using the GIS and usher clients to the direct service worker	None	10 minutes	<i>Division/Unit Staff</i> City Social Welfare and Development Office
5. Provide details re: requested service *Make sure to be honest as much as possible and be specific on what help you need. Bring complete documents.	5.1 Conduct detailed interview and assessment of case	None	45 minutes	<i>Direct Service Worker in division concerned</i> City Social Welfare and Development Office

6. Provide additional data, if necessary *Make sure to correct erroneous/incomplete information provided earlier and be available during the visit	6.1 Conduct home visit, gather collateral information *This step is omitted if client has an existing latest record within or has availed of CSWDO services in the last 6 months	None	2 days & 4 hours	<i>Direct Service Worker in division concerned City Social Welfare and Development Office</i>
	6.2 If client is not qualified, to inform him/her immediately during the visit			
	6.3 If client is qualified, prepare CE for him/her to sign, assure the latter that he/she will be contacted again, and submit documents to Admin Division for processing		10 minutes (paused-clock)	<i>Direct Service Worker in division concerned City Social Welfare and Development Office</i>
7. To wait for the worker's information of the schedule of release *Make sure to provide an active mobile/ telephone number	7.1 Upon receipt of the complete documents from the division:	None	30 minutes (paused-clock)	<i>Admin Officer IV City Social Welfare and Development Office</i>
	7.2 Determine fund availability and submit documents to Head of Office for approval			

	7.3 Upon return of the approved CE: Submit CE to the City Mayor's Office for the LCE's signature	None	1 hour (paused-clock)	<i>Liaison Officer (Admin Aide I)</i> City Social Welfare and Development Office
	7.4. Upon receipt of the CE signed by the City Mayor.  7.5 Prepare necessary Documents of financial assistance e.g. payroll, obligation Request (OBR),etc.		3 hour (paused-clock)	<i>Admin Officer IV CSWD Officer</i> City Social Welfare and Development Office
	7.6 Record at the Fund control book/outgoing financial logbook			
	7.7 Submit to Head of Office for Approval.			
	7.8 Upon return from the head of Office:  7.9 Submit approved documents for processing of financial assistance to the different financial departments of the City e.g City Budget Office (CBO), City Accounting Office (CAO), City Treasurer's Office (CTO), City Mayor's Office (CMO)	None	1 hour (paused-clock)	<i>Liaison Officer (Administrative Aide I)</i> City Social Welfare and Development Office

	7.10 Follow-up financial documents (payroll) at the CTO & submit to respective CSWDO divisions for signature of all clients recommended			
	7.11 Upon receipt from the divisions of the payroll signed by the clients, return back payroll to the City Treasurer's Office for processing of cash advance	None	30 minutes (paused-clock)	<i>Liaison Officer (Administrative Aide I)</i> City Social Welfare and Development Office
	7.12 Wait for cash advance	None	15 minutes (paused-clock)	<i>Liaison Officer (Administrative Aide I)</i> City Social Welfare and Development Office
	7.13 As soon as available, receive cash advance from the CTO and inform all divisions/units re: availability of such	None	15 minutes (paused-clock)	<i>Administrative Officer IV Liaison Officer (Administrative Aide I)</i> City Social Welfare and Development Office
	7.14 Release financial assistance to client			
8. Proceed to CSWDO with your valid ID. *In case you are outside the City, inform CSWDO when you can go back to Legazpi to claim the assistance. If not, if you have an appointment outside the City, leave an authorization letter with your ID to a family member who will claim the cash	8.1 Divisions/ Units to inform all clients to claim their assistance	None	2 days (paused-clock)	<i>Division/Unit Staff</i> City Social Welfare and Development Office

## 2. Counseling (Simple Cases)

Counseling is provided by social workers and other social welfare and development staff to individuals and groups who need somebody to listen and clarify their problems and help explore resources to resolve their issues. Aim is to improve or restore social functioning. This is conducted only by trained staff and need time and attention by both staff and client.

Proceedings are recorded but kept strictly confidential.

<b>Office or Division:</b>		<b>City Social Welfare and Development Office (CSWDO)</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<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. Register in Clients' Logbook	1.1 Assist client in registering in Logbook	None	5 minutes	<i>PACD Officer-of the-Day</i> City Social Welfare and Development Office
2. No Activity	2.1 Search for client's General Intake Sheet (GIS) on data base & files	None	3 minutes	<i>Record Section Staff</i> City Social Welfare and Development Office
3. Submit for initial/basic interview *Make sure to answer the questions honestly and accurately as possible	3.1 Ask basic questions to Determine appropriate CSWDO division/unit in charge of the case 3.2. Prepare Daily Route Slip 3.3. Direct Client to CSWDO division/unit	None	10 minutes	<i>Reception Desk Staff</i> City Social Welfare and Development Office

<p>4. Proceed to division/unit routed to and answer questions *Make sure to answer the questions honestly and accurately as possible</p>	<p>4.1 Conduct initial interview using the GIS and usher clients to the direct service worker</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Division/Unit Staff City Social Welfare and Development Office</i></p>
<p>5. Attend and participate in counseling session *Make sure to be honest, open and cooperative</p>	<p>5.1 Conduct counselling</p>	<p>None</p>	<p>30 minutes for simple cases; 2 hours for difficult cases</p>	<p><i>Direct Service Worker in division concerned City Social Welfare and Development Office</i></p>
	<p><b>TOTAL:</b></p>	<p>None</p>	<p>58 minutes for simple cases; 2 hours and 20 minutes for difficult cases</p>	

### 3. Issuance of Certificate of Indigency/Assessment Report/Social Case Study Report/Referral for external funding or services

With its limited resources, the greatest bulk of non-funded services of the CSWDO is on issuance of documents issued by registered social workers and other authorized social welfare and development staff to clients who will use these to explore resources of other agencies/institutions to meet their needs on education, Lingkod Bayan/burial assistance, medical, counselling, health/psychiatric assistance, shelter and livelihood, etc. Institutional agencies include: Simon of Cyrene, Provincial Social Welfare and Development Office, Department of Social Welfare and Development, Philippine Charity Sweepstake Office, and other agencies/departments/foundations/NGOs within and outside Legazpi City.

The extent and amount of assistance depends on the receiving party of the documents based on their respective mandates. Likewise, the receiving party has the option to provide or reject the requested service.

Since the CSWDO has to establish the greatest need of the client, its staff have to conduct collateral interview and home visit prior to the issuance of the document requested. In the event that CSWDO has already an updated record of the client, this procedure is omitted.

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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certification of Indigency and residency for all cases (1 original)		Barangay Hall		
Death Certificate for Burial Assistance ( 1 photocopy, clear and without alteration)		Local Civil Registrar		
City Mayor’s note for burial assistance (1 original)		City Mayor’s Office (CMO)		
Medical Certificate/abstract/hospital bill for medical assistance ( 1 original, 1 photocopy, clear and without alteration)		Hospital – Record division/Billing Section		
Certificate of Enrolment for educational assistance ( 1 original, 1 photocopy)		School Registrar’s Office		
For 4Ps clients: ID or Panunumpa		Department of Social Welfare and Development (DSWD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in Clients’ Logbook	1.1 Assist client in registering in Logbook	None	5 minutes	<i>PACD Officer-of the-Day</i> City Social Welfare and Development Office



2. No Activity	2.1 Search for client's General Intake Sheet (GIS) on data base & files	None	3 minutes	<i>Record Section Staff</i> City Social Welfare and Development Office
3. Submit for initial/basic interview *Make sure to answer the questions honestly and accurately as possible	3.1 Ask basic questions to Determine appropriate CSWDO division/unit in charge of the case	None	10 minutes	<i>Reception Desk Staff</i> City Social Welfare and Development Office
	3.2 Prepare Daily Route Slip			
	3.3 Direct Client to CSWDO division/unit			
4. Proceed to division/unit routed to and answer questions *Make sure to answer the questions honestly and accurately as possible and be specific on what help you need	4.1 Conduct initial interview using the GIS and usher clients to the direct service worker	None	10 minutes	<i>Division/Unit Staff</i> City Social Welfare and Development Office
5. Provide details re: requested service *Make sure to be honest as much as possible. Bring complete documents	5.1 Conduct detailed interview and assessment of case	None	15 minutes	<i>Direct Service Worker in division concerned</i> City Social Welfare and Development Office
6. Provide additional data, if necessary *Make sure to correct erroneous/incomplete information provided earlier and be available during the visit	6.1 Conduct home visit, gather collateral information and prepare appropriate document for signatures of the division chief and head of office *This step is omitted if client has an existing latest record within or has availed of other services in the last 6 months Issue Certificate of indigency/ assessment report/ social case study report/ referral with	None	2 days (paused-clock)	<i>Direct Service Worker in division concerned</i> City Social Welfare and Development Office

	instructions on how to proceed			
7. Receive requested document *Make sure to check the document is correct and ask questions on how to proceed		None	10 minutes	<i>Direct Service Worker in division concerned</i> City Social Welfare and Development Office
	<b>TOTAL:</b>	None	58 minutes for simple cases; 2 hours and 20 minutes for difficult cases	

#### 4. Issuance of Certificate of Indigency for Indigent Petitioner (Correction of Local Civil Registry Documents) and Legal Assistance

Errors in birth certificates and marriage contract are common and have cost clients their jobs, scholarships, marriage, and even their inheritance. The cost of correcting the same, however, is way beyond the means of indigent clients, hence they ask for certificate of indigency as required by law to avail of a free/discounted cost for correcting the same.

Likewise, volunteer lawyers like IBP and Public Attorney's Office (PAO) require certificate of indigency to clients to avail of a full legal assistance.

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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certification of Indigency and residency (1 original)		Barangay Hall		
For 4Ps clients: ID or Panunumpa		Department of Social Welfare and Development		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in Clients' Logbook	1.1 Assist client in registering in Logbook	None	5 minutes	<i>PACD Officer-of the-day</i> City Social Welfare and Development Office
2. No Activity	2.1 Search for client's General Intake Sheet (GIS) on data base & files	None	3 minutes	<i>Record Section Staff</i> City Social Welfare and Development Office
3. Submit for initial/basic interview *Make sure to answer the questions honestly and accurately as possible	3.1 Ask basic questions to determine appropriate CSWDO division/unit in charge of the case	None	10 minutes	<i>Reception Desk Staff</i> City Social Welfare and Development Office
	3.2 Prepare Daily Route Slip			
	3.3 Prepare Daily Route Slip			

4. Proceed to division/unit routed to and answer questions *Make sure to answer the questions honestly and accurately as possible and be specific on what help you need	4.1 Conduct initial Interview using the GIS and usher clients to the direct service worker	None	10 minutes	<i>Division/Unit Staff City Social Welfare and Development Office</i>
5. Provide details re: requested service *Make sure to be honest as much as possible. Bring complete documents	5.1 Conduct detailed interview and assessment of case	None	15 minutes	<i>Direct Service Worker in division concerned City Social Welfare and Development Office</i>
6. Provide additional data, if necessary *Make sure to correct erroneous/incomplete information provided earlier and be available during the visit	6.1 Conduct home visit, gather collateral information *This step is omitted if client has an existing latest record within or has availed of other services the last months If client is qualified, issue Certificate of Indigency with instructions on how to proceed	None	2 days (paused-clock)	<i>Direct Service Worker in division concerned City Social Welfare and Development Office</i>
7. Receive requested document *Make sure to check the document is correct and ask questions on how to proceed		None	7 minutes	<i>Direct Service Worker in division concerned City Social Welfare and Development Office</i>
	<b>TOTAL:</b>	None	58 minutes for simple cases; 2 hours and 20 minutes for difficult cases	

## 5. Philhealth Services

a) Enrolment of new members and Renewal of old members; b) Issuance of Certification of Membership as basis for Members Data Record (MDR); c) Correction of Entries in MDR

For 13 years now, the City Government has prioritized the enrolment of indigent families, including barangay volunteers in Philhealth to ensure quality medical care for all. Around 5 years ago, it adopted the Partial Subsidy System where the premium is shared among the LGU, barangay and the Philhealth member.

With the advent of the Universal Health Care, the LGU's coverage has expanded to most if not all, qualified persons in the City.

In all these efforts, the CSWDO is in-charge of determining and enrolling would-be members. It also handles updating of client s records through interview with presentation of documents.

**CASE NO. 1** – For clients signifying to enroll or inquiring if he/she is listed as a Philhealth member

<b>Office or Division:</b>	<b>City Social Welfare and Development Office (CSWDO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any document to prove identity (e.g. old Member Data Record (MDR), 4Ps ID/Panunumpa, Voter's ID/certification, UMID, driver's license and any other ID with name and/or picture)		Philhealth, DSWD, COMELEC, GSIS/SSS, LTO, Pag-IBIG, Post Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in Clients' Logbook	1.1 Assist client in registering in Logbook	None	5 minutes	<i>PACD Officer-of-the-Day</i> City Social Welfare and Development Office
	1.2 Instruct client to proceed to Crisis Intervention Unit (CIU)	None	5 minutes	<i>PACD Officer-of-the-Day</i> City Social Welfare and Development Office
2. Signify to CIU intention to enroll or purpose of the inquiry	2.1 Check if listed under NHTs or a 4Ps beneficiary;	None	30 minutes	<i>CIU Staff in-charge of Barangay where client is listed</i> City Social Welfare and Development Office

	2.2 If YES, advise client to bring local civil registry/NSO documents directly to Philhealth;			
	2.3 If client has NO record of Philhealth nor a 4Ps beneficiary, counsel client on the options available and direct him/her how to proceed direct him/her how to proceed			
	<b>TOTAL:</b>	None	35 minutes	

**CASE NO. 2** – For walk-in clients who failed to enroll/renew at the barangay level during the annual enrolment but decide to shoulder total cost of counterpart

<b>Office or Division:</b>	<b>City Social Welfare and Development Office (CSWDO)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Residents only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Barangay Endorsement	Barangay Hall
Civil Registry/NSO documents (original and photocopy): birth/baptismal certificates of would-be member, his/her legal spouse and children below 21 years old; marriage contract) ( original, 1 clear photocopy)	Local Civil Registrar/National Statistics Office (NSO)
Official Receipt from CTO: 2 copies (1 original, 1 photocopy)	City Treasurer’s Office (CTO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Register in Clients’ Logbook	1.1 Assist client in registering in Logbook	None	5 minutes	<i>PACD Officer-of-the-Day</i> City Social Welfare and Development Office
	1.2 Instruct client to proceed to Crisis Intervention Unit (CIU)	None	5 minutes	<i>PACD Officer-of-the-Day</i> City Social Welfare and Development Office
2. Proceed to CSWDO with all documents and determine if vacant slots are still available; if yes, pay to CTO upon receipt of Order of Payment *Photocopy the official receipt from CTO	2.1 If Philhealth slots are still available, Issue Order of Payment as basis for collection by CTO and instruct clients	Depending on the required counterpart at the time of Partial Subsidy Program Implementation	20 minutes (paused-clock)	<i>CIU Staff in-charge of Barangay where client is listed</i> City Social Welfare and Development Office

3. Return to CSWDO for interview and present documents *Make sure to bring the official documents	3.1	Interview client using Philhealth membership Registration Form (PMRF)		10 minutes	<i>CIU Staff in-charge of Barangay where client is listed</i> City Social Welfare and Development Office
	3.2	Direct client to go to Philhealth		5 minutes (paused-clock)	<i>CIU Staff in-charge of Barangay where client is listed</i> City Social Welfare and Development Office
		<b>TOTAL:</b>	Depending on the required counterpart at the time of Partial Subsidy Program Implementation	40 minutes	



**CASE NO. 3** – For newly-enrolled/renewed clients with medical emergency but without MDR yet

<b>Office or Division:</b>	<b>City Social Welfare and Development Office (CSWDO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID of owner/authorization letter and valid ID in case of representative (1 original, 1 photocopy)		Philhealth, DSWD, COMELEC, GSIS/SSS, LTO, Pag-IBIG, Post		
Newly-issued Form CE-1 or Member Data Record (MDR), 2 copies		Philhealth		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in Clients' Logbook	1.1 Assist client in registering in Logbook	None	5 minutes	<i>PACD Officer-of-the-Day City Social Welfare and Development Office</i>
	1.2 Instruct client to proceed to Crisis Intervention Unit (CIU)	None	20 minutes	<i>PACD Officer-of-the-Day City Social Welfare and Development Office</i>
2. State reason for the emergency	2.1 Issue certification and advise client to proceed to Philhealth Office	None		<i>CIU Staff in-charge of Barangay where client is listed City Social Welfare and Development Office</i>
3. Upon receipt of the newly-issued Form CE-1/new MDR from Philhealth: to return to CSWDO with photocopy of either documents	3.1 Update client's record	None	15 minutes	<i>CIU Staff in-charge of Barangay where client is listed City Social Welfare and Development Office</i>
<b>TOTAL:</b>		None	50 minutes	

**CASE NO. 4 – For clients necessitating update/correction of entries in Member Data Record**

<b>Office or Division:</b>	<b>City Social Welfare and Development Office (CSWDO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Birth/baptismal certificate/s in case of additional dependent/s		Local Civil Registrar		
Marriage contract for change status		Local Civil Registrar		
Original civil registry documents for correction of Member Data Record (MDR) entries		Local Civil Registrar		
Barangay Certification for ONE AND THE SAME person in case of errors in the Member Data Record (MDR) entries		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in Clients' Logbook	1.1 Assist client in registering in Logbook	None	5 minutes	<i>PACD Officer-of-the-Day</i> City Social Welfare and Development Office
	1.2 Instruct client to proceed to Crisis Intervention Unit (CIU)	None		<i>PACD Officer-of-the-Day</i> City Social Welfare and Development Office  <i>CIU Staff in-charge of Barangay where client is listed</i> City Social Welfare and Development Office
2. Present requirements to CIU and submit for Interview	2.1 Receive documents, interview client using Philhealth Membership Registration Form (PMRF) and advise him/her to proceed to Philhealth with the Supporting documents	None	10 minutes (paused-clock)	<i>CIU Staff in-charge of Barangay where client is listed</i> City Social Welfare and Development Office

3. Follow instructions as advised	3.1 No Activity	None		<i>CIU Staff in-charge of Barangay where client is listed</i> City Social Welfare and Development Office
	<b>TOTAL:</b>	None	15 minutes	

**CASE NO. 5** – For clients requesting certificate of indigency to be enrolled in Philhealth under the Universal Health Care Program

<b>Office or Division:</b>	<b>City Social Welfare and Development Office (CSWDO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certification of Indigency (1 original)		Barangay Hall		
Any document to prove identity (e.g. old MDR, 4Ps ID/Panunumpa, Voter's ID/certification, UMID, driver's license and any other ID with name and/or picture)		Philhealth, DSWD, COMELEC, GSIS/SSS, LTO, Pag-IBIG, Post Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in Clients' Logbook	1.1 Assist client in registering in Logbook	None	5 minutes	<i>PACD Officer-of-the-Day</i> City Social Welfare and Development Office
2. No Activity	2.1 Search for client's General Intake Sheet (GIS) on data base & files	None	3 minutes	<i>Record Section Staff</i> City Social Welfare and Development Office
3. Submit for initial/basic Interview *Make sure to answer the questions honestly and accurately as possible	3.1 Ask basic questions to determine appropriate CSWDO division/unit in charge of the case	None	10 minutes	<i>Reception Desk Staff</i> City Social Welfare and Development Office
	3.2 Prepare Daily Route Slip	None		<i>Reception Desk Staff</i> City Social Welfare and Development Office
	3.3 Direct Client to CSWDO division/unit			

4. Proceed to division/unit routed to and answer questions *Make sure to answer the questions honestly and accurately as possible	4.1 Conduct initial interview using the GIS and usher clients to the direct service worker	None	10 minutes	<i>Division/Unit Staff City Social Welfare and Development Office</i>
5. Provide additional data, if necessary *Make sure to correct erroneous/incomplete information provided earlier and be available during the visit	5.1 Conduct detailed interview and assessment of case	None	45 minutes	
6. If qualified, proceed to CSWDO to claim document	6.1 Conduct home visit, gather collateral information *This step is omitted if client has an existing latest record within or has availed of other services the last months	None	2 days (paused-clock)	<i>Direct Service Worker in division concerned City Social Welfare and Development Office</i>
	6.2 If client is not qualified, inform client immediately during the visit and Crisis Intervention Unit (CIU) of reason			
	6.3 If client is qualified, to prepare and initial certificate of indigency and forward the same to CIU	None	10 minutes	<i>Direct Service Worker in division concerned City Social Welfare and Development Office</i>
	6.4 Forward documents to Head of Office for signature	None	10 minutes	<i>CIU Staff City Social Welfare and Development Office</i>
	6.5 Issue documents	None	15 minutes	<i>CIU Staff City Social Welfare and Development Office</i>
	<b>TOTAL:</b>	None	2 days and 1 hour and 58 minutes	

## 6. Issuance of Office for the Senior Citizens Affairs (OSCA) ID and Purchase Booklet

RA 9994 or The Expanded Senior Citizens Act of 2010 provides for benefits to holders of OSCA IDs. Benefits includes special discounts in medicines and basic necessities and prime commodities.

To avail of the discounts, however, senior citizens must present the OSCA ID and purchase booklets to commercial establishments. OSCA processes these documents with technical assistance and supervision from CSWDO.

<b>Office or Division:</b>	<b>City Social Welfare and Development Office (CSWDO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for OSCA ID Form (1 original)		Office for the Senior Citizens Affairs (OSCA)		
Barangay Certification of residency (1 original)		Barangay Hall		
Birth Certificate (1 clear photocopy)		Local Civil Registrar/National Statistics Office (NSO)		
1x1 picture (4 pcs)		Photo Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Senior Citizens Center/OSCA, sign in clients' logbook, and submit all documents  *Make sure documents are complete and signed by the elderly applicant  2. Wait	1.1 Review and process the application	None	30 minutes	<i>OSCA Staff</i>
	2.1 Inform client that he/she will be contacted as soon as the ID and booklets are ready			
	2.2 Schedule orientation of client			

	2.3 Prepare and forward to City Mayor's Office the OSCA ID and Purchase Booklets for signature	None	1 day (paused-clock)	<i>OSCA Staff</i>
3. Attend Orientation *This is a must. Schedule is once a week only	3.1 Conduct orientation on RA 9994 or The Expanded Senior Citizens Act of 2010	None	1 hour	
4. Upon receipt of information to claim documents, proceed to Senior Citizens Center/OSCA	4.1. Upon receipt of the documents from the City Mayor's Office inform client to claim such	None	30 minutes	<i>OSCA Staff</i>
5. Ensure that the IDs and booklets are laminated after signature of elderly applicant *You have the option to have the documents laminated at the Senior Citizens Center for a small fee or in another establishment	5.1 Issue OSCA ID and Purchase Booklets to client *Make sure that transactions are properly recorded in a logbook	None	15 minutes	<i>OSCA Staff</i>
	<b>TOTAL:</b>	None	1 day and 2 hours and 15 minutes	

## 7. Issuance of Persons with Disability (PWD) ID and Purchase Booklet

Republic Act 9442 and provides PWD with all the benefits and privileges including special discounts in medicines and basic necessities and prime commodities. To avail of the discounts, however, the PWD or the authorized representative must present the PWD ID and purchase booklet which are processed and issued by PDAO

<b>Office or Division:</b>	<b>City Social Welfare and Development Office (CSWDO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Philippine Registry Form for Persons with Disability with Certification for Authorized Representative (1 original)		CSWDO/Persons with Disability Affairs Office (PDAO)		
Barangay Certification of residency (1 original)		Barangay Hall		
1x1 picture (2 pcs); 2x2 picture (2pcs)		Photo Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to PDAO, sign in clients' logbook, and submit all documents *Make sure documents are complete and signed by the PWD owner or authorized representative	1.1 Review and process The application	None	30 minutes	<i>OSCA Staff</i>
2. Attend orientation *This is a must	2.1 Conduct orientation on RA 9442 and 10754 to PWD applicant or authorized representative		25 minutes	
3. Upon receipt of information to claim, proceed to PDAO	3.1 Prepare and forward to City Mayor's Office the PWD ID and Purchase Booklets for signature	None	1 day (paused-clock)	<i>PDAO Staff</i>



<p>4. Ensure that the IDs and booklets are laminated after signature of PWD owner or authorized representative *You have the option to have the documents laminated at the Persons with Disability Affair Office for a small fee or in another establishment</p>	<p>4.1 Upon receipt of the documents from City Mayor's Office inform client to claim such</p>	<p>None</p>	<p>30 minutes</p>	<p><i>PDAO Staff</i></p>
	<p>4.2 Issue PWD ID and Purchase booklets to client or authorized representative</p>	<p>None</p>	<p>15 minutes</p>	<p><i>PDAO Staff</i></p>
	<p><b>TOTAL:</b></p>	<p>None</p>	<p>1 day and 1 hour and 40 minutes</p>	

## 8. Cases of Violence Against Women and Children (VAWC)

Service Information

**CASE NO. 1** – Walk-in

<b>Office or Division:</b>	<b>City Social Welfare and Development Office (CSWDO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Birth Certificate for children below 18 years old (original copy, without alteration)		Local Civil Registrar/National Statistics Office (NSO)		
Medical Exam for all cases		City Health Office, BRTTH, NBI		
Police Blotter for all cases		PNP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to directly to division in-charge of VAWC cases	1.1 Conduct detailed interview and assessment of case	None	30 minutes	<i>Social Worker handling VAWC cases</i> City Social Welfare and Development Office
2. Answer questions accurately and honestly	2.1 Inform client of the steps to be undertaken			
3. Proceed to the offices/departments that can help	3.1 Access client to PNP for blotter and City Health Office/NBI/ BRTTH for medical exam	None	4 hours (paused-clock)	<i>Social Worker handling VAWC cases</i> City Social Welfare and Development Office
4. Provide the requirements as soon as possible	4.1 If client needs custody, referral is made to appropriate shelter or take into temporary custody with CSWDO		2 hours	<i>Social Worker handling VAWC cases</i> City Social Welfare and Development Office
5. Follow shelter rules	5.1 If client is accepted by a shelter, CSWDO to prepare documents and attend the – admission conference		4 hours (paused-clock)	<i>Social Worker handling VAWC cases</i> City Social Welfare and Development

6. Attends all court hearings	6.1 Upon receipt of medical exam results, assist client in filing case	None	2 hours (paused-clock)	<i>Social Worker handling VAWC cases</i> City Social Welfare and Development Office
7. Attends and cooperates in all counselling sessions	7.1 If client refuses to file case, counselling is done regularly			
	<b>TOTAL:</b>	None	12 hours and 30 minutes	

**CASE NO. 2 – Request or report for rescue**

<b>Office or Division:</b>	<b>City Social Welfare and Development Office (CSWDO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Birth Certificate for children below 18 years old (original copy, without alteration)		Local Civil Registrar/National Statistics Office (NSO)		
Medical Exam for all cases		City Health Office, BRTTH, NBI		
Police Blotter for all cases		PNP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report/request for rescue of an abuse case           2. Wait	1.1 Assess if rescue is needed	None	15 minutes	<i>Social Worker handling VAWC cases</i> City Social Welfare and Development Office
	1.2 If yes, coordinate with PNP/NBI or meet with other division staff for an urgent case conference, contact shelter that could take in client/inform CSWDO shelter staff			
	1.3 If rescue not needed, proceed to conduct barangay collateral information		1 day	
	2.1 Conduct the rescue either on its own or with a Law enforcement agency	None	4 hours (paused-clock)	<i>Social Worker handling VAWC cases</i>
	2.2 If client is accepted by a shelter, SWDO to prepare documents and attend the – admission conference	None	4 hours (paused-clock)	<i>Social Worker handling VAWC cases</i> City Social Welfare and Development

3. Accompanies rescuer/s	3.1 Bring client to shelter	None	2 hours (paused-clock)	<i>Social Worker handling VAWC cases</i> City Social Welfare and Development Office
4. Cooperate in the entire case management process	4.1 Prepare necessary documents	None	1 day	<i>Social Worker handling VAWC cases</i> City Social Welfare and Development Office
	<b>TOTAL:</b>	None	5 days and 6 hours and 15 minutes	

## 9. Application for Solicitation Permit

<b>Office or Division:</b>	<b>City Social Welfare and Development Office (CSWDO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Solicitation Permit Application Form (1 original)		CSWDO		
Minutes of meeting of organization or Constitution-by-Laws (1 photocopy)		Organization applying for permit		
Barangay Indorsement Letter, if project is intended for barangay (1 original)		Barangay Hall		
Dean/Principal Indorsement Letter, if project is intended for school		Dean/Principal Office		
Sample letter for prospective sponsor and List of prospective donors		Organization applying for permit		
Official Receipt of Solicitation Permit Fee ( 1 copy, original)		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in Clients' Logbook	1.1 Assist client in registering in Logbook	None	5 minutes	<i>PACD Officer-of-the-Day</i> City Social Welfare and Development Office
2. Proceed to Admin Division and submit all the documents *Make sure documents are complete	2.1 Review all the documents			
	2.2 Instruct applicant to pay the solicitation permit fee at City Treasurer's Office and return to CSWDO with the official receipt of the payment	None	15 minutes (paused-clock)	<i>Social Welfare Assistant</i> City Social Welfare and Development Office

3. Wait	3.1 Prepare and indorse documents to Permit and Licensing Division for processing of permit and City Mayor's Office for signature	None	2 days (paused-clock)	<i>Social Welfare Assistant</i> City Social Welfare and Development Office
4. Upon receipt of information to claim document, proceed to CSWDO Admin Division	4.1 Upon receipt of permit from the City Mayor's Office, inform client to claim such	None	30 minutes	<i>Social Welfare Assistant</i> City Social Welfare and Development Office
5. Receive solicitation permit	5.1 Issue solicitation permit to client	None	10 minutes (paused-clock)	<i>Social Welfare Assistant</i> City Social Welfare and Development Office
6. Prepare and submit financial report 30 days after the activity	6.1 Receive and review the financial report and file after reviewing	None	4 hrs	<i>Social Welfare Assistant</i> City Social Welfare and Development Office
	<b>TOTAL:</b>	None	2 days and 5 hour	

## 10. COVID 19-SOCIAL AMELIORATION PROGRAM (SAP) – DSWD Emergency Subsidy Program

Social Amelioration Program (SAP) is a Cash Emergency Subsidy Program (ESP) for 18 million Filipino families whose lives are greatly affected by the Enhanced Community Quarantine (ECQ). It's mandated by the new law, the Bayanihan to Heal as One Act which was signed by the President last March 25, 2020 to April 15, 2020. The following assistance under this program are the following:

- a. Assistance to Social Amelioration Program
- b. Relief Operation and
- c. Handling Complaints

<b>Office or Division:</b>	<b>City Social Welfare and Development Office (CSWDO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
SAP Form (duly signed by the beneficiaries)		CSWDO		
Certificate of Eligibility		CSWDO		
Valid ID or Barangay Certification		Philhealth, COMELEC, GSIS/SSS, LTO, Pag-IBIG, Post Office, Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit SAP forms duly filled up	1.1 Collect the data/forms	None	5 mins.	CSWDO Team SAP City Social Welfare and Development Office
2. Coordination with Punong Barangay or authorized representative	2.1 Validate the SAP form	None	10 mins.	CSWDO Team SAP City Social Welfare and Development Office
3. Final validation/verification of the data	3.1 Review and finalization of data	none	30 minutes	CSWDO Team SAP/CSWDOr/ACS WDO City Social Welfare and Development Office
	<b>TOTAL:</b>		45 minutes	



## Relief Operation

<b>Office or Division:</b>	<b>City Social Welfare and Development Office (CSWDO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Master list of Recipients		Barangay Hall		
Relief Distribution Sheets		CSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Barangay submit list of Recipients	Collect the master list	None	10 mins.	<i>CSWDO Team Relief</i> <i>CSWDO Team Relief</i>
2. Coordination with Punong Barangay or authorized representative	Check or review the data	None	5 mins.	City Social Welfare and Development Office
3. Issuance of Relief Goods	Prepare the Relief Allocation	None	30 mins	<i>CSWDO Team Relief</i> City Social Welfare and Development Office
	Review and finalization of data	none	30 minutes	<i>CSWDO Team SAP/CSWDOr/ACS WDOr</i> City Social Welfare and Development Office
	<b>TOTAL:</b>		45 minutes	

## Handling Complaints

<b>Office or Division:</b>	<b>City Social Welfare and Development Office (CSWDO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral letter		Barangay Hall		
Letter of Complaint		Personal Letter		
Route Slip		CSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in Clients' logbook	Assist client in registering in logbook	None	4 mins. 5	<i>PACD Officer of the Day</i> City Social Welfare and Development Office
2. Coordination with Punong Barangay or authorized representative	Check or review the data for action	None	15 mins.	Office CSWDO Team <i>SAP/CSWDOr/ACS WDOr</i> City Social Welfare and Development
3. Conduct dialogue	Information validation Inform clients of policies	none	1 hour  30 minutes	Office CSWDO Team <i>SAP/CSWDOr/ACS WDOr</i> City Social Welfare and Development
	<b>TOTAL</b>		1 hour and 50 minutes	