



Chapter IX



Municipal Social Welfare and Development Office (MSWDO)

External Services

1. Provision of Assistance for Individuals in Crisis Situations (AICS)

Provision of limited financial assistance that is timely and appropriate to help alleviate the conditions/situations of distressed individuals or families.

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| Office or Division: | Municipal Social Welfare & Development | |
| Classification: | Simple | |
| Type of Transaction: | G2C- Government to Citizen | |
| Who may avail: | General Public | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | |
| If for Medical / financial assistance: <ul style="list-style-type: none"> • Medical Certificate or Medical abstract with date of issuance, complete name, signature and license number of the attending physician (issued within months) | Attending Physician | |



| If payment for hospital bill: <ul style="list-style-type: none"> Hospital bill/ statement of Account (Outstanding balance) with complete name and signature of billing clerk | | Hospital where confined | | |
|---|---|-----------------------------------|-----------------|--|
| If for medicines/ assistive devices: <ul style="list-style-type: none"> Name, signature and License Number of the Attending Physician | | Attending Physician | | |
| If for medical procedures: <ul style="list-style-type: none"> Laboratory requests with date of issuance, complete name, signature and license number of the attending physician | | Attending Physician | | |
| Barangay Certificate of Residency | | Barangay where the client resides | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register at the General Client's Logbook | 1. Give the Log Book to the client | None | 3 minutes | <i>Social Welfare Assistant</i> MSWDO |
| 2. Submit requirements and attend interview | 2.0 Check completeness of requirements | None | 10 minutes | <i>Social Welfare Assistant</i> MSWDO |
| | 2.1 Interviews client using the General Intake Sheet | | 20 minutes | |
| | 2.2 Prepare summary of case findings and certificate of eligibility | | 20 minutes | |
| | 2.3 Prepare ALOBS and Voucher | | 10 minutes | |
| | 2.4 Review and sign endorsement of documents | | 5 minutes | |
| | 2.5 Record documents | | 5 minutes | <i>Social Welfare Assistant</i> |



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| | prepared at the Outgoing Logbook | | | MSWDO |
| 3. Wait for the release of assistance from the Municipal Treasury Office. | 3.0 Endorse documents to the next responsible office/s | | 5 minutes | <i>Social Welfare Assistant MSWDO</i> |
| | 3.1 Inform client if Financial Assistance (FA) is already available | | 2 minutes | |
| TOTAL | | None | 1 hour, 20 minutes | |

2. Emergency Shelter Assistance (ESA)

It is the provision of limited financial assistance to victims whose houses are either totally or partially damaged by disaster.

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| Office or Division: | Municipal Social Welfare & Development |
| Classification: | Simple |
| Type of Transaction: | G2C- Government to Citizen |
| Who may avail: | Disaster Victims |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| Fire Incident Report, if applicable | BFP |
| Barangay Report | Barangay where the disaster or incident happened |
| Barangay Certificate of Residency | |
| Disaster Vulnerability Access CARD (DAVP CARD) | DSWD |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|------------------------|------------------------|---------------------------------------|
| 1. Register at the General Client's Logbook | 1. Give the Log Book to the client | None | 3 minutes | <i>Social Welfare Assistant MSWDO</i> |
| 2. Submit requirements and attend interview | 2.0 Check completeness of requirements | | 10 minutes | <i>Social Welfare Assistant MSWDO</i> |
| | 2.1 Conduct interview using the General Intake Sheet | | 20 minutes | |
| | 2.2 Prepare referral letter to other agencies for further assistance, if deemed necessary | | 10 minutes | |
| | 2.3 Prepares ALOBS, Voucher and endorse to the next responsible office/s | | 10 minutes | |
| 3. Wait for notice to receive FA and submit Social Case Study to other concerned agency/ies. | 3.0 Release and record documents prepared at the Outgoing Logbook | | 5 minutes | |
| | 3.1 Inform client if Financial Assistance (FA) is already available | | 2 minutes | |
| TOTAL | | None | 1 hour | |



3. Issuance of Social Case Study Report (SCSR)

Issuance of Social Case Study Report to the beneficiaries to avail assistance from the different line agencies- DSWD-CAR, PLGU-PSWDO, NGOs and other institutions.

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|---|--|-----------------------------|------------------------|---------------------------------------|
| Office or Division: | Municipal Social Welfare & Development | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | GENERAL PUBLIC | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Medical Certificate/ Medical abstract | | Attending Physician | | |
| Barangay Certificate of Residency | | Barangay Hall of the client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register at the General Client's Logbook | 1. Give the Log Book to the client | None | 3 minutes | <i>Social Welfare Assistant MSWDO</i> |



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| 2. Submit Requirements and attend interview | 2.0 Check completeness of requirements | None | 10 minutes | MSWD Personnel MSWDO |
| | 2.1 Conduct interview using the General Intake sheet & provide counseling | | 20 minutes | |
| 3. Wait, receive & submit the Social Case Study Report to other concerned agency/ies | 3.0 Prepare the Social Case Study Report and referral letter to other agencies for further assistance, if deemed necessary | None | 47 minutes | MSWD Personnel MSWDO Municipal Social Welfare and Development Officer MSWDO |
| | 3.1 Prepare referral Letter to other Agency/ies for further assistance, if deemed necessary. | | | |
| TOTAL | | None | 1 hour, 20 minutes | |

4. Provision of Assistance for Children in Conflict with the Law (CICL), Child Abuse (CA), Violence against Women and Children (VAWC)

It is the provision of limited financial assistance that is timely and appropriate to help alleviate the conditions/situations of distressed individuals or families.

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| Office or Division: | Municipal Social Welfare & Development | | | |
| Classification: | Highly technical | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | GENERAL PUBLIC | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Proof of Residence | | Barangay concerned | | |
| CLIENT STEPS | AGENCY ACTIONS | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



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|---|---|------|---------------|--|
| 1. Register at the General Client's Logbook | 1. Give the Log Book to the client | None | 3 minutes | Social Welfare Assistant MSWDO |
| 2. Submit requirement/s and wait for necessary assistance and/or intervention/s | 2.0 Check completeness of requirements. | None | 10 minutes | SWA MSWDO Brgy. Ampucao |
| | 2.1 Conduct interview using the General Intake sheet & provide counseling | | 20 minutes | SWO I MSWDO Brgy. Dalupirip |
| | 2.2 Coordinate with PNP-/ WCPD, MHSO, Parents/ Guardian of the victim <i>*Note: For MEDICO Legal Report for some serious cases</i> | | 1 day | SWO III MSWDO Brgy. Gumatdang & Brgy. Loacan SW Aide MSWDO Brgy. Poblacion- SWO I MSWDO Brgy. Tinongdan |
| | 2.3 Coordinate with the BCPC and or the Case Management Team for further intervention. <i>* Case Conference * Conduct Home Visit/s or follow –ups * Assist BCPC in coming up with an intervention program</i> 2.4 Prepare Social Case Study Report/ referral letter to other agencies for | | 1 day or more | SWO I MSWDO Brgy. Tuding SWO I MSWDO Brgy. Ucab SWO I MSWDO Brgy. Virac |



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| | <p>further assistance, if deemed necessary</p> <p>2.5 Prepare referral letter to other agencies for further assistance, if deemed necessary</p> <p>2.6 Prepare ALOBS, Voucher & forward to the next responsible offices</p> | | | |
| TOTAL | | None | 2 days, 33 minutes or more | |

5. Issuance of Identification (ID) Cards for Senior Citizens, Person with Disability (PWD) and Solo Parents

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| Office or Division: | | Municipal Social Welfare & Development | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C- Government to Citizen | | |
| Who may avail: | | SENIOR CITIZENS, PWD, SOLO PARENTS | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Barangay Certificate of Residency | | Barangay concerned | | |
| If Senior citizen: Birth Certificate; Marriage Certificate SSS/ GSIS ID whichever is available | | Local Civil Registrar Office | | |
| Application Forms | | MSWDO | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register at the General | 1. Give the Log Book to the client | None | 3 minutes | <i>Social Welfare Assistant MSWDO</i> |



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|--|--|-------------|----------------------------------|---|
| Client's Logbook | | | | |
| 2. Submit requirements and fill-out application forms completely | 2.0 Receive submitted documents and Interview the applicant & provides checklist of requirements and registration form to be filled-out 2.1 Assist applicants in filling out the application form | None | 30 minutes (may vary) | <p><i>OSCA Head If Senior Citizens</i></p> <p><i>PDAO Officer If PWD</i></p> <p>and</p> <p><i>MSWD Personnel/ Focal Person for Senior Citizens- SWO I</i></p> <p><i>MSWD Personnel/ Focal Person for PWD- SWO I</i></p> <p><i>MSWD Personnel/ Focal Person for Solo Parents- SWO II</i></p> |
| 3. Submit filled-out application form all the requirements | 3.0 Accept application form and validate the accuracy and completeness of all the information | | 5 minutes | |
| 4. Receive ID and Purchase Booklet (Medicine & Grocery Booklet), If PWD & Senior Citizen applicant | 3.1 Issue the ID and the Purchase Booklet (Medicine & Grocery Booklet), If PWD & Senior Citizen applicant | None | 5 minutes | |
| TOTAL | | None | 43 minutes (may vary) | |



6. Certification of Senior Citizen's ID (For the nearest kin for employment abroad)

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|---|--|-------------------------|------------------------|---------------------------------------|
| Office or Division: | Municipal Social Welfare & Development | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | SENIOR CITIZENS, PWD, SOLO PARENTS | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Travel Documents | | Applicant/Travel Agency | | |
| Pro-Forma Certification, if available | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register at the General Client's Logbook | 1. Give the Log Book to the client | None | 3 minutes | <i>Social Welfare Assistant MSWDO</i> |



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| 2. Submit requirements | 2.0 Check/ review the completeness of requirements (issued by the travel agency) and interview applicant 2.1 Issue Order of Payment (OP) | None | 10 minutes | MSWD Personnel/ Focal Person for Senior Citizens-SWO I |
| 3. Pay the required fees at the Municipal Treasury Office by showing OP and secure Official Receipt | 3. Accept payment based on the OP and issue OR | PhP 50.00/ copy | 30 minutes | Revenue Collection Clerks MTO |
| 4. Return to the MSWDO for processing and releasing of the requested document | 4.0 Check the OR 4.1 Prepare the requested certification and or sign the issued form from the travel agency | None | 20 minutes | OSCA Head MSWDO Municipal Social Welfare and Development Officer MSWDO |
| 5. Receive the documents | 5. Release document and record the file copy | None | 5 minutes | OSCA Head MSWDO |
| TOTAL | | None | 1 hour, 8 minutes | |



7. Issuance of Solicitation Permit

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| Office or Division: | Municipal Social Welfare & Development | |
| Classification: | Simple | |
| Type of Transaction: | G2C- Government to Citizen | |
| Who may avail: | General Public | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Barangay Certificate of Residency | Endorsement /recommendation from the Punong Barangay (for community based) | Barangay concerned |
| Endorsement /recommendation from the School Head (for school based) | | |
| Endorsement /recommendation from the Church leader (for Church based) | | Parish |



| Constitution and By-laws of the Organization or Association | | Organization/ Association-Secretary | | |
|---|---|-------------------------------------|------------------------|--|
| Latest Minutes of meeting | | Organization/ Association-Secretary | | |
| 1pc 1X1 ID picture of the authorized representative | | | | |
| Sample of Ticket/ Envelope | | Organization/ Association-Secretary | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register at the General Client's Logbook | 1. Give the Log Book to the client | None | 3 minutes | <i>Social Welfare Assistant MSWDO</i> |
| 2. Submit requirements and fill-up the Solicitation Permit application form | 2.0 Check completeness of requirements; 2.1 Review the filled-out application form then let it be signed by the MSWDO & be approved by LCE 2.2 Issue Order of Payment | | 15 minutes | <i>SWA and SW Aide MSWDO</i> <i>Municipal Social Welfare and Development Officer MSWDO</i> <i>Local Chief Executive MO</i> |
| 3. Pay the required fees at the Municipal Treasury Office by showing OP and secure Official Receipt | 3. Accept payment based on the OP and issue OR | PhP50.00/ | 30 minutes | <i>Revenue Collection Clerks MTO</i> |



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|--|--|-----------------|---------------------------|---|
| 4. Return to the MSWDO for processing and releasing of the requested document | 4.0 Check the OR 4.1 Prepare the Solicitation Permit recommended by MSWDO and approved by LCE | None | 20 minutes | SWA and SW Aide MSWDO Municipal Social Welfare and Development Officer MSWDO Local Chief Executive MO |
| 6. Receive the Solicitation Permit | 6. Record and release the Solicitation Permit | None | 5 minutes | SWA and SW Aide MSWDO |
| 7. Submit report upon completion of the project- Financial Report signed by the Officers & Certified Public Accountant or Barangay Treasurer | 7. Receive and file submitted report | None | 5 minutes | SWA and SW Aide MSWDO |
| TOTAL | | Php50.00 | 1 hour, 18 minutes | |

8. Issuance of Certificate of Indigency

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| Office or Division: | Municipal Social Welfare & Development |
| Classification: | Simple |
| Type of Transaction: | G2C- Government to Citizen |
| Who may avail: | GENERAL PUBLIC |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| Barangay Certificate of Residency & Indigency | Barangay concerned |



| Community Tax Certificate (Cedula) | | Barangay/ Municipal Treasury Office | | |
|---|--|-------------------------------------|-------------------|---|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register at the General Client's Logbook | 1. Give the Log Book to the client | None | 3 minutes | <i>Social Welfare Assistant MSWDO</i> |
| 2. Submit requirements | 2.0 Check completeness of requirements 2.1 Interview the client using the intake form then prepare the certificate 2.2 Approve the Certification | None | 15 minutes | <i>Municipal Social Welfare and Development Officer MSWDO</i> |
| 3. Receive the Certificate of Indigency | 3. Release Certificate of Indigency | None | 5 minutes | |
| TOTAL | | None | 23 minutes | |

Chapter X