

Municipal Social Welfare and Development Office (MSWDO)

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Provision of Financial Assistance through the Aid to Individual In Crisis Situation (AICS)

Service Information:

ABOUT THE SERVICE: The Assistance to Individuals in Crisis Situation is a social safety net or a stop-gap mechanism to support the recovery of individuals and families from unexpected crisis such as illness or death of a family member, and other crisis situations. This is the immediate respond to cases of individuals and families in crisis situations in a form of financial assistance.

Office or Division	Municipal Social Welfare and Development Office			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	Indigent Clients in need of Assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency (In all Cases) – 1 original copy & 2 photocopy		Office of the Punong Barangay		
2. Medical Certificate for medical assistance or transportation assistance – 1 original & 2 photocopy		Hospital/Clinic		
3. Proof of billing, doctor's prescription, referral, request for laboratory as the case maybe – 3 sets photocopy		Hospital/Clinic		
4. Death Certificate for burial assistance or transportation assistance – 3 photocopy		Local Civil Registrar		
5. Barangay Incident Report for ESA – 1 original & 1 photocopy		Office of the Punong Barangay		
6. Police blotter for ESA - 1 original & 1 photocopy		Philippine National Police (PNP)		
7. Fire Certification for ESA - 1 original & 1 photocopy		Bureau of Fire Protection (BFP)		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up logbook requests for financial assistance	Client's Logbook Verification of Clients documents Interview/Intake	None	10 Minutes	Gemma D. Son Job-Order
2. Wait while preparing the necessary documents	Preparation of Case Summary, Certificate of Eligibility, vouchers and review for recommendation	None	10 Minutes	Gemma D. Son Job-Order
3. None	For signature: Budget Office Accounting Office Treasurers Office Mayor's Office (If the signatories are in)	None	20 Minutes	Gemma D. Son Job-Order
4. Client/s received the financial assistance needed.	Treasury Office -For Disbursement	None	5 Minutes	Municipal Treasurer's Staff
TOTAL:		None	45 Minutes	



Issuance of Certificate of Indigency

ABOUT THE SERVICE: A certificate of Indigency is issued by the office certifying that the said client belongs to an indigent family in their barangay as certified by the Barangay Captain.

Office or Division	Office of the Municipal Social Welfare and Development Officer			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Indigent Clients in need of Assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency from the barangay		Office of the Punong Barangay		
2. Certificate of employment stating monthly income (latest last three months)		Employer		
3. Income Tax Return (ITR).		Bureau of Internal Revenue (BIR)		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the office Logbook – requesting for certificate of indigency	Client's Logbook Verification of Clients documents	None	5 Minutes	Joan Almie Marie T. Navares Casual/Laborer
2. Answer needed information	Intake/Interview/ Assessment	None	10 Minutes	Joan Almie Marie T. Navares Casual/Laborer
3. Client/s wait for the preparation of the Certificate of Indigency	Preparation of the certificate.	None	3 Minutes	Joan Almie Marie T. Navares Casual/Laborer
4. Wait for the approval of the Certificate	Approved Certificate of Indigency	None	1 minute	Heidie L. Aplece, RSW MSWDO
5. Client/s received the certificate needed.	Issuance of the Certificate.	None	1 Minute	Joan Almie Marie T. Navares Casual/Laborer
TOTAL:		None	20 Minutes	



Issuance of Certificate of Discernment

ABOUT THE SERVICE: Discernment is preliminarily determined by a licensed social worker and finally by the court. The determination of discernment shall take into account the ability of a child to understand the moral and psychological components of criminal responsibility and the consequences of the wrongful act; and whether a child can be held responsible for essentially antisocial behavior.

Office or Division	Office of the Municipal Social Welfare and Development Officer			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may avail	Police Officer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any one of the following; Birth Certificate/Baptismal Certificate/School Record – 1 photocopy		Parents / Guardians		
2. PNP Blotter/Information – 1 photocopy		Philippine National Police Office		
3. Medical Certificate - 1 photocopy		HU/Hospital		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill –up office logbook – requesting for Certificate of Discernment to identified alleged Children in Conflict with the Law (CICL)	Client’s Logbook Verification of all needed documents of alleged Child In Conflict with the Law (CICL)	None	5 Minutes	Odette A. Pepito Social Welfare Assistant
2. None	Intake/Interview/ Actual Discernment Test	None	1 Hour	Heidie L. Aplece, RSW MSWDO
3. Wait for the preparation of the Certificate of Discernment	Preparation of the certificate	None	4 Minutes	Heidie L. Aplece, RSW MSWDO
4. Police received the certificate needed.	Issuance of the Certificate.	None	1 Minute	Heidie L. Aplece, RSW MSWDO
TOTAL:		None	1 hour & 10 Minutes	



Issuance of Social Case Study Report to Different Agencies for Financial Assistance

Service Information

ABOUT THE SERVICE: Social Case Study Report is being issued to clients who need the documents for financial assistance, medical assistance, referrals, and among others, provided they submit the necessary requirements. Individual and family in crisis situation need financial augmentation from the agency concerned intended for purchase of medicines, payment of hospital bills and laboratory due to financial constraint of the client in need.

Office or Division	Office of the Municipal Social Welfare and Development Office			
Classification	Highly Technical			
Type of Transaction	G2C / G2G			
Who may avail	Indigent Clients in need of Assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency		Concerned Barangay		
2. Medical Certificate		Hospital/Clinic		
3. Death Certificate for burial assistance		Local Civil Registrar		
4. Proof of billing as the case may be		Hospital/Clinic		
5. Request letter reference from other agency		Client/Offices concerned		
CLIENTS STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill –up the office logbook – requesting for the issuance of social case study report	Client’s Logbook Verification of clients documents	None	4 Minutes	Odette A. Pepito Social Welfare Assistant
2. Submit all requirements.	Intake/Interview	None	10 Minutes	Odette A. Pepito Social Welfare Assistant
3. None	Home Visitation	None	2 hours	Odette A. Pepito Social Welfare Assistant & Heidie L. Aplece, RSW MSWDO
4. None	Preparation of the Social Case Study Report	None	3 hours	Heidie L. Aplece, RSW MSWDO
5. Receives the requested Social Case Study Report.	Issuance of Social Case Study Report	None	1 Minute	Odette A. Pepito Social Welfare Assistant
TOTAL:		None	5 hours and 15 Minutes	



Issuance of Child Home Study Report – for Child Adoption Purposes

Service Information

ABOUT THE SERVICE: Every family court require all prospective adoptive parents (no matter how they intend to adopt) to participate in a home study. This process has three purposes: to educate and prepare the adoptive family for adoption, to gather information about the prospective parents that will help a licensed social worker match the family with a child whose needs they can meet, and Help social workers or home study gather information about the prospective parent or family to help ensure that each child or youth is placed with the family that can best meet child/children needs.

Office or Division	Office of the Municipal Social Welfare and Development Office			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may avail	Family Court			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Court Oder – to prepare child home study report			Court where the case filed	
2. Medical Certificate (adoptive parents & child) 1 photocopy each			Hospital/Clinic	
3. Barangay Clearance/Certificate of Residency – Adoptive Parents , 1 photocopy each			Office of the Punong Barangay	
4. Police Clearance – Adoptive Parents, 1 photocopy			PNP Station	
5. NBI Clearance – Adoptive Parents, 1 photocopy			NBI Office	
6. Certificate of Employment – Adoptive Parents, 1 photocopy			Employer	
7. Annual Tax Return (if there's any)			Bureau of Internal Revenue (BIR)	
8. Birth Certificate (PSA)child			Local Civil Registrars Office	
9. Baptismal Certificate child			Church where the child baptized	
10. School Records of the Child - child			School where the child presently enrolled	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client seek for the issuance of child home study report as required by the court through court order	Clients Logbook and verification of clients documents	None	4 minutes	Odette A. Pepito Social Welfare Assistant
2. Submit all required documents	Initial intake and interview	None	10 minutes	Odette A. Pepito Social Welfare Assistant
3. None	Advice client to wait for the homevisitation	None	2 minutes	Odette A. Pepito Social Welfare Assistant
4. None	Home visitation and collateral interview	None	3 months	Heidie L. Aplece, RSW MSWDO Odette A. Pepito Social Welfare Assistant
5. None	Preparation of Child Home Study Report	None	5 hours	Heidie L. Aplece, RSW MSWDO
6. Receives the Child Home Study Report	Issuance of Child Home Study Report in the court where the case filed.	None	1 minute	Heidie L. Aplece, RSW MSWDO
TOTAL:		None	3 months 5 hours and 16 Minutes	

Issuance of Parental Capability Assessment Report (PCAR), Family Assessment Report,



Gender Violence Survival Assessment

Service Information

ABOUT THE SERVICE: These kinds of documents are used for legal purpose such using at court related cases. It helps the requesting party to fully assess the family status including the assessment of the service users' environment. With this, the requesting agency may base their decision on how can they help the service user.

Office or Division	Office of the Municipal Social Welfare and Development Officer			
Classification	Highly Technical - based on the DSWD guidelines (30 days)			
Type of Transaction	G2G			
Who may avail	Requesting Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (this includes the client and family profile)		From the requesting party (government or nongovernment agency)		
2. Social case study report of their client if any.				
3. Summary of the case (if applicable)				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up office logbook – requesting for child home study report.	1.1 Receive the letter and forward to the department head.	None	5 minutes	Odette A. Pepito Social Welfare Assistant
	1.2 Assign a person in charge.		5 minutes	
	1.3 Conduct validation and home visitation.		2 days	Heidie L. Aplece, RSW MSWDO
	1.4 Interview of the family or service user		2 days	
	1.5 Formulate treatment plan		1.5 – 1.7 = 25 days	
	1.6 Implement treatment plan			
	1.7 Process the requested documents			
1. Wait for the release of the documents	2.1 Coordinate with the requesting agency for the release of the documents	None	5 minutes	Odette A. Pepito Social Welfare Assistant
	2.2 Release of documents		5 minutes	
TOTAL:		None	29 days & 20 minutes	

Note: This process follows the DSWD guidelines which indicate that the process should be at least one month including the treatment plan for the family



Issuance of Referral/Recommendation to Different Agencies

Service Information

ABOUT THE SERVICE: Individual/family in crisis situation need a referral letter for the agency concerned to avail social services.

Office or Division	Office of the Municipal Social Welfare and Development Officer			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Indigent Clients in need of Assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency		Concerned Barangay		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up	Client's Logbook Verification of Client's documents	None	2 Minutes	Odette A. Pepito Social Welfare Assistant
2. Answer certain question based on the need	Intake/Interview	None	10 Minutes	Odette A. Pepito Social Welfare Assistant
3. Client waits while Reports being prepared.	Preparation of Referral/Recommendation Letter	None	10 Minutes	Heidie L. Aplece, RSW MSWDO
4. Receives the referral letter	Issuance of the referral letter	None	1 Minute	Odette A. Pepito Social Welfare Assistant
TOTAL:		None	26 Minutes	



Issuance of Persons with Disabilities Identification Card and Purchase Booklets

Service Information

ABOUT THE SERVICE: Provision of Person with Disability (PWD) identification Card and purchase booklet.

Office or Division	Office of the Municipal Social Welfare and Development Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Person's with Disability (PWD) Client at all ages			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		MSWDO		
2. Birth Certificate		Client/LCR		
3. Certificate of Residency		Barangay where the client reside		
4. Medical Certificate or Certificate of Disability		MHO/ Public Doctors		
5. 1 pc 1x1 ID Picture		Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up office log –in – requesting Person with disability Identification Card and Purchase Booklets	Client's Logbook Verification of Client's documents	None	5 Minutes	Evelyn T. Arrabis Admin Aide 1
2. Fill up forms	Evaluation/Assessment and	None	5 Minutes	
3. None	Orient on the previledges under PWD Act		5 Minutes	
4. Client waits while reports being prepared	Preparation of PWD ID and Purchase Booklets	None	5 Minutes	
5. Received the PWD ID and Purchase Booklets	Issuance of the PWD ID and Purchase Booklets	None	1 Minute	
TOTAL:		None	21 Minutes	



Issuance of Solo Parent Identification Card

Service Information

ABOUT THE SERVICE: The solo parent ID card is being issued to beneficiaries to avail the comprehensive programs and services, benefits and privileges for solo parents and their children under RA 8972.

Office or Division	Office of the Municipal Social Welfare and Development Officer			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Solo Parent at least 18 years old and above with below 18 years old beneficiary/ies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		MSWDO		
2. Birth Certificate of Child/ children below 18 years old		Client or Local Civil Registrar		
3. Proof of being a single/solo parent such as: Death Certificate of deceased spouse, Court Order for annulment or legal separation, Barangay Certification being Solo Parent, Certificate of Imprisonment.		Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up office logbook – solo parent requesting for the Solo Parent identification card	Client's Logbook Verification of Client's documents	None	5 Minutes	Evelyn T. Arrabis Admin Aide 1
2. None	Brief orientation to clients on the services and its requirements as well as its benefits	None	15 Minutes	Odette A. Pepito Social Welfare Assistant
3. Fill up forms	Intake interview	None	15 Minutes	
4. None	Interview for Social Case Study	None	30 Minutes	
5. None	Home Visitation	None	1 Day	Heidie L. Aplece, RSW MSWDO
6. None	Preparation of the assessment the case summary.	None	1 Hour	
7. Received the Solo Parent ID	Issuance of the Solo Parent ID (once the application is approved based on the assessment conducted)	None	2 Minutes	Evelyn T. Arrabis Admin Aide 1
TOTAL:		None	1 Day 1 Hour & 7 Minutes	



Promoting the Welfare of Socially Disadvantaged Women

Service Information

ABOUT THE SERVICE: Provide assistance to women/girl children in crisis situation.

Office or Division	Office of the Municipal Social Welfare and Development Officer			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	Abused Women/Girl Child/ VAWC victim/WEDC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay or Police Reports		Barangay or PNP		
2. Referral		Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Socially disadvantaged woman seeks assistance.	Client's Logbook	None	5 Minutes	Odette A. Pepito Social Welfare Assistant
2. Answer question and verification	Intake interview, verification of reports submitted	None	1 Hour	
3. None	Home Visitation	None	1 Day	Heidie L. Aplece, RSW MSWDO
4. None	Preparation of the assessment and treatment plan through social case study report.	None	3 Hours	
5. Access to different interventions/ services	Implementation and Monitoring of the Treatment Plan.	None	6 Months to 1 Year	
6. None	Evaluation for termination of the case	None	1 Day or more	
7. None	Preparation of Terminal Report	None	2 Hours	
TOTAL:		None	6 Months to 1 Year	

Note: This process follows the DSWD guidelines which indicate that the process should be at least six month including the treatment plan for the family.



Care and Protection for Children in Need of Special Protection

Service Information

ABOUT THE SERVICE: Provide assistance to street children, abandoned, physically abused, sexually abused, emotionally abused.

Office or Division	Office of the Municipal Social Welfare and Development Officer			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	Abused Children/ VAWC victim			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay or Police Reports			Barangay or PNP	
2. Referral			Agency concerned	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up office logbook – children seeking assistance	Client’s Logbook	None	5 Minutes	Odette A. Pepito Social Welfare Assistant
2. None	Intake interview, verification of reports submitted	None	1 Hour	
3. None	Home Visitation	None	1 Day	
4. None	Preparation of the assessment and treatment plan through social case study report.	None	4 hours	
5. Access to different interventions/ services	Implementation and Monitoring of the Treatment Plan.	None	6 Months to 1 Year	
6. None	Evaluation for termination of the case	None	1 Day	
7. None	Preparation of Terminal Report	None	2 Hours	
TOTAL:		None	6 Months to 1 Year	

Note: This process follows the DSWD guidelines which indicate that the process should be at least six month including the treatment plan for the family.



Intervention and Diversion Program for Children in Conflict with the Law

Service Information

ABOUT THE SERVICE: Provide psycho-social intervention to children in conflict with the law.

Office or Division	Office of the Municipal Social Welfare and Development Office			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Minors (1-17 years old who are committed offense)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay or Police Reports			Barangay or PNP	
2. Referral			Client	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Children in conflict with the law	Client's Logbook	None	5 Minutes	Odette A. Pepito Social Welfare Assistant
2. None	Intake interview, verification of reports submitted	None	1	
3. None	Assessment of Discernment	None	1 Hour	Heidie L. Aplece, RSW MSWDO
4. None	Home Visitation	None	1 Day	
5. None	Preparation of the assessment of discernment and treatment plan through social case study report.	None	4 Hours	
6. None	Conduct of Intervention proceedings and or assist in the conduct of Diversion Proceedings	None	Within 45 Days	
7. None	Preparation of the Intervention Plan or Diversion Contract	None	2 Hours	
8. None	Implementation and Monitoring of the Intervention/ Diversion Program	None	6 Months	
9. None	Evaluation for termination of the case	None	1 Day	
10. None	Preparation of Terminal Report	None	2 Hours	
TOTAL:		None	6 Months to 1 Year	

Note: This process follows the DSWD guidelines which indicate that the process should be at least six month including the treatment plan for the family.



Provision of Programs to Person Who Use Drugs Substance (PWUDS)

Service Information

ABOUT THE SERVICE: Provide lecture and facilitate group sharing of PWUDS on topics per module according to their category and time frame per program.

Office or Division	Office of the Municipal Social Welfare and Development Officer			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail	PWUDS who were subject of "Oplan Tokhang" and referred by the court thru plea bargain			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Referral Letter			PNP or RHU	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up office logbook - Persons who use drugs personally seek assistance or referred by certain agency	Client's Logbook	None	5 Minutes	Odette A. Pepito Social Welfare Assistant Heidie L. Aplece, RSW MSWDO
2. None	Intake interview	None	1 Hour	
3. None	Home Visitation	None	1 Day	
4. None	Preparation of the assessment and treatment plan or after care plan through social case study report.	None	4 Hours	
5. PWUDs actively participate to the after-care activities.	Implementation and Monitoring of the After Care Program	None	3 Months to 6 Months	
6. None	Evaluation for termination of the case	None	1 Day	
7. None	Preparation of Terminal Report	None	2 Hours	
TOTAL:		None	3 Months to 6 Months	

Note: This process follows the DSWD guidelines which indicate that the process should be at least six month including the treatment plan for the family



Issuance of Senior Citizen Identification Card and Medicines/Purchase Booklets

Service Information

ABOUT THE SERVICE: Provision of Senior Citizen identification Card and medicine/purchase booklet.

Office or Division	Office of the Municipal Social Welfare and Development Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Senior Citizen aged 60 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		MSWDO		
2. Birth Certificate/Baptismal Certificate		Client/LCR		
3. Certificate of Residency		Barangay where the client reside		
4. Medical Certificate or Certificate of Disability		MHO/ Public Doctors		
5. 1 pc 1x1 ID Picture		Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up office logbook – requesting for senior citizen identification card and Medicines/Purchase Booklets	Client's Logbook Verification of Client's documents	None	5 Minutes	Evelyn T. Arrabis Admin Aide 1
2. Fill up forms	Assessment and Evaluation	None	6 Minutes	
3. None	Orient on the privileges under Senior Citizen related laws and issuances	None	5 Minutes	
5. Client waits while reports being prepared	Preparation of Senior Citizen ID and Medicines/Purchase Booklets	None	5 Minutes	
6. Received the Senior Citizen ID and Medicines/Purchase Booklets	Issuance of the Senior Citizen ID and Medicines/Purchase Booklets	None	1 Minute	
TOTAL:		None	22 Minutes	



Securing Marriage License

Service Information

ABOUT THE SERVICE:

Office or Division	Office of the Municipal Social Welfare and Development Officer			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Pre-married Couples			
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1. Application for Marriage License		LCR		
2. Attendance to Pre-Marriage Counselling Session		MSWDO		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up office logbook - Pre-married couples seeks for Pre-Marriage Certificate as pre-requisite for Securing Marriage License.	Client's Logbook	None	5 Minutes	Evelyn T. Arrabis Admin Aide 1
2. None	Intake interview	None	15 Minutes	
3. None	Counseling Session	None	3 Hour	PMC Team
4. None	Pre-Marriage Counselling Certificate released	None	1 Minute	Evelyn T. Arrabis Admin Aide 1
TOTAL:		None	3 Hour and 21 Minutes	