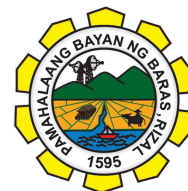




**Office of the Municipal  
Social Welfare and Development  
Frontline Services**



## 1. EMERGENCY ASSISTANCE PROGRAM

The office estends Emergency Assistance Program thru the following services.

- Financial Assistance-AICS
- Employment Assistance
- Burial Assistance
- Medical Assistance
- Medizen Card
- LGU-RPHS Partnership
- Food Assistance
- Issuance of Social Case Study Report/Referral
- Certificate of Indigency

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification	Simple, Complex			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Indigent individual in need of assistance/any individual in crisis situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		Mayor's Office		
Valid ID		Client		
Certificate of Indigency		Barangay Hall		
Doctor's Prescription		Public or Private Doctor		
Hospital Bill		Public or Private Hospital		
RPH document tracking form		RPH-System		
Death certificate		Municipal Civil Registrar		
Medical Laboratory request		Public or Private Doctor		
CLIENT STEPS	ANGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Write your name and the purpose of visit on the client's logbook Get your client's number card and wait to be called	1.1 Call the client and instruct what table number he/she will be initially interviewed Provide the client of the list of requirements		10 MINUTES	EAP Focal Person MSWD
2 Submit the list or requirements Answer the questions and sign the Family Intake sheet and AICS form	2.1 Check the completeness of requirements Intake/interviewed the client Explain the client's regarding the EAP process and guide to sign the needed documents		25 MINUTES	EAP Focal Person MSWD

Client's to receive the assistance requested	3.1	It will be provided within the day, if more that 1,000 the assistance will be release thru LGU check	NONE	30 MINUTES	EAP Focal Person MSWD
<i>If financial assistance 1,000 below</i>					
Medizen Kard	3.2	The EAP focal person will call the partner pharmacy and will inform the arrival of the client with the original doctor's prescription medizen card\kard equivalent to the amount approved for assistance		30 MINUTES	EAP Focal Person MSWD
LGU-RPH partnership	3.3	A guarantee letter will be released from the Office of the Mayor containing the amount of guarantee		60 MINUTES	EAP Focal Person MSWD
Food Assistance	3.4	Will be provided right after the process and documents is completed Further assessment to the client will be conducted for their possible assistance or intervention		1-3 DAYS	EAP Focal Person MSWD
Social Case Study Report/Certificate of Indigency	3.5	Will be release base from the agreement of the client and the social worker (1-3 days)		30 MINUTES	EAP Focal Person MSWD
Referral letter	3.6	Will be release right after the interview and requirements docs completed.		45 MINUTES	EAP Focal Person MSWD
TOTAL					



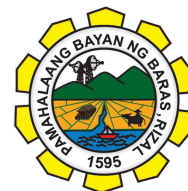
## 2. FAMILY WELFARE PROGRAM

Pre-Marriage Counselling, Registration /Provision of ID and Purchase Booklet to Solo Parents, Monthly Food Subsidy and Livelihood Program

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification	Simple, Complex			
Type of Transaction:	G2C, G2G			
Who may avail:	Couple applying for marriage, Solo parents, women, men, youth and children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		Municipal Civil Registrar / Mayor's Office		
Valid ID		Client		
Certificate of Indigency		Barangay Hall		
Barangay Clearance		Barangay Hall		
Birth Certificate ( If below 18 Years Old)		Client		
Proof of being a SOLO Parent		Client		
CLIENT STEPS	ANGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Write your name and the purpose of visit on the client's logbook Get your client's number card and wait to be called	Call the client and instruct what table number he/she will be initially interviewed Provide the client of the list of requirements		10 MINUTES	FWP ffcal Person MSWD
2 Submit the list or requirements .Answer the questions and sign the Family Intake sheet and program forms	Check the completeness of requirements Intake/interviewed the client Explain the client's regarding the service process and guide to sign the needed documents		25 MINUTES	FWP ffcal Person MSWD



3	Client's to receive the assistance requested				
	Pre-Marriage Counseling	3.1	PMC conducted during the 2nd and 4th Tuesday of the month	NONE	240 MINUTES  <i>Accredited PMC Counselor MSWD</i>
	Solo Parents ID/registration	3.2	Solo parents ID can be release right after the completion of the requirement and there is no issue or concern for the approval		60 MINUTES  <i>SOLO Parents Focal Person MSWD</i>
	Livelihood Program	3.3	Will be provided right after the process and documents is completed The release might be individual or group Upon completion of Docs processing including the completion of requirements, orientation /training and approval		INDIVIDUAL 4 WEEKS  GROUP 2 MONTHS  <i>Livhood Focal Perso / CTEC MSWD</i>
TOTAL					



### 3. CHILDREN AND YOUTH PROGRAM

Educational Assistance is given to indigent students, elementary, high school, senior high and college every school registration/enrolment. Protection and intervention to Children in difficult circumstances (Conflict with the Law / CICL and Children at Risk/CAR).

Office or Division:		Office of the Municipal Social Welfare and Development		
Classification		Highly Technical		
Type of Transaction:		G2C, G2G		
Who may avail:		Children / Parents / Guardian		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		Municipal Civil Registrar / Mayor's Office		
Valid ID		Client		
Certificate of Indigency		Barangay Hall		
Barangay Clearance		Barangay Hall		
CLIENT STEPS	ANGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 For educational assistance	1.1 Call the client and instruct what table number he/she will be initially interviewed Provide the client of the list of requirements		10 MINUTES	Program Pocal Person MSWD
	1.2 Intaked, interviewed and preparation of Educational assistance docs for clients with complete requirements Submission to MSWDO for recommendation to		45 MINUTES	MSWD Staff MSWD

2 For Child at Risk	2.1	The CAR focal person will conduct initial interview to the child and parents. Orientation regarding the Municipal Ordinance will be conducted	2nd offence on curfew can be penalty of ₱ 500.00 or community service by the parents and child	1-3 HOURS	Social Worker MSWD
	2.2	The social worker will conduct counseling to both parents and child and release the child to his/her parents/guardian			
	2.3	The social worker will receive the letter and will ask if the guardian or parents of the child were already informed.			
	2.4	Intake and interview with the child			
	2.5	Intake and interview with the parents			
	2.6	Assessment of the parents/guardian if capable of protecting and provide guidance of the child			
	2.7	Release the child to the parents and schedule the home visitation and collateral information for the Assessment of discernment			

3 For Children in Conflict with the Law	3.1	Referral letter submitted to RPG-Bahay Pag Asa Completion of requirements Attend Case conference Assisting the child to Bahay Pag Asa.	₱ 4,000.00/month /per child Maximum of 9 months	Social Worker MSWD
	3.2	Continuous coordination to Bahay Pag asa social worker Assisting during the court hearing Medical and other needs aside from food		
	3.3	Coordination with the parents Intervention and assistance to the family of the child Monitoring in the reintegration of child to his family		
	3.4	Work closely with the BCPC and PNP-WCPD. The social worker will assess the condition of the child and provide immediately needed assistance and intervention such as but not limited to <ul style="list-style-type: none"> <li>• Temporary custody</li> <li>• Medical assistance</li> <li>• Referred the case to other helping institution</li> <li>• Coordination with the parents or child available support system</li> <li>• Assist in the filing of the case</li> </ul>		

4 For Child Abuses Case	4.1	Intake/interview with the child	NONE		Social Worker MSWD
	4.2	Provision of temporary custody/shelter			
	4.2	Counseling Stress-Trauma management			
	4.4	Assist the client in the filing of the case			
	4.5	Assessment of his/her family/relatives /support system			
	4.6	Release to her family as per social workers assessment or <del>Referral to other helping</del>			
	4.7	Contineous monitoring and assistance			
	4.8	Asseement Termination of the case			
TOTAL					



## 4. SENIOR CITIZENS WELFARE PROGRAM

The program includes Provision of SC ID and Purchase Booklet, Assistance for mandatory Phil health membership, Food Stub for Food Stuff for Indigent Senior Citizen, Social Pension Pay-out, Physical and Wellness for SC with Healthy Breakfast

Office or Division:	Office of the Municipal Social Welfare and Development - OSCA			
Classification	Simple, Complex			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	60 Years Old and Above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		Mayor's Office		
Valid ID		Client		
Picture ( 2x2 and 1x1 2 Copy )		Client		
Certificate of Indigency		Barangay Hall		
SC Registration Form		MSWD Office		
Social Pension Program Application Form		MSWD Office		
FSFS Application Form		MSWD Office		
CLIENT STEPS	ANGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Write your name and the purpose of visit on the client's logbook Get your client's number card and wait to be called	1.1 Call the client and instruct what table number he/she will be initially interviewed Provide the client free hot drink (		10 MINUTES	SC Focal Person / OSCA Head MSWD



2	Submit the list or requirements	2.1	Check the completeness of requirements Intake/interviewed the client Assist the client in filling up the forms	NONE	5 MINUTES	SC Focal Person / OSCA Head MSWD
3	Answer the questions and fill up the requirement forms	3.1	Explain the client's regarding the service process and guide to sign the needed documents  Submit the ID/purchase booklet for approval and signature of the OSCA and LCE		5 MINUTES	SC Focal Person / OSCA Head MSWD
4	Releasing of ID/purchase booklet and pamphlet regarding SC magna carta	4.1	The OSCA Head will release the ID and purchase booklet and orient the client on how to use the ID and purchase booklet the a simple orientation Release the ID, if with complete requirements the release will be right after the process.		30 MINUTES	SC Focal Person / OSCA Head MSWD
TOTAL						



## 5. PWD WELFARE PROGRAM

The MSWD office supervise the PDA Office technically and MSWD focal person assigned to PDAO to assist in the implementation of the program such as; Issuance of ID and purchase booklet , Provision of Assistive Device, Educational Subsidy, Quarterly financial assistance to PWD children with maintenance medication, Quarterly financial assistance for PWD with chronic illness needing dialysis, chemo therapy and etc and quarterly financial assistance for person suffering from mental illness

Office or Division:	Office of the Municipal Social Welfare and Development - PDAO			
Classification	Simple, Complex			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	60 Years Old and Above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		Mayor's Office		
Valid ID		Client		
Picture ( 2x2 and 1x1 2 Copy )		Client		
Medical Certificate		Client		
Certificate of Indigency		Barangay Hall		
Certificate of Disability		RHU		
PWD Registration Form		PDAO		
AICS Form		MSWD Office		
CLIENT STEPS	ANGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1 Write your name and the purpose of visit on the client's logbook</p> <p>Get your client's number card and wait to be called</p>	<p>Assist the client in the signing in the logbook. Call the client for interview. Provide the client free hot drink ( coffee/energen) and biscuit Provide the client of the list of requirements</p>			<p><i>PWD Focal Person</i> MSWD-PDAO</p>

<p>Submit the list of requirements</p> <p>2 Answer the questions and fill up the req forms</p>	<p>Check the</p> <p>2.1 completeness of requirements</p>		9 MINUTES	<p>PWD Focal Person MSWD-PDAO</p>
	<p>Intake/interviewed the client base from their</p> <p>2.2 disability a assist the client in filling up the forms</p>		9 MINUTES	
	<p>Explain the client's regarding the service</p> <p>2.3 process and guide to sign the needed documents</p>		9 MINUTES	
	<p>Submit the ID/purchase booklet for approval and signature of the PDAO and LCE</p> <p>2.4</p>		9 MINUTES	
	<p>Assess the PWD on their eligibility and</p> <p>2.5 needs to receive quarterly financial assistance</p>		9 MINUTES	
	<p>Check the</p> <p>2.6 completeness of the requirements</p>		9 MINUTES	
	<p>Submit requirements documents to MSWDO for recommendation for approval of the LCE</p> <p>2.7</p>		30 MINUTES	

3	Releasing of ID , purchase booklet and pamphlet regarding the PWD magna carta	3.1 Release the ID, if with complete requirements the release will be right after the process.		30 MINUTES	
	3.2 Simple orientation regarding the rights and privileges of PWD base from their magna carta				
	3.3 Request for logistics/venue, simple snacks for the clients to LCE				
	3.4 Informed the client or the relatives taking care of the client for the schedule of quarterly release of financial assistance.	1 HOUR			
4	Release of quarterly financial assistance	4.1 Require them to submit during the release of assistance updated medical doc such as medical prescription or medical procedure protocol for attachment for the next release of assistance.		2 HOURS	PWD Focal Person MSWD-PDAO
	4.2 Actual release of assistance				
TOTAL					



## 6. WOMEN IN DIFFICULT CIRCUMTANCES

The MSWD office supervise the PDA Office technically and MSWD focal person assigned to PDAO to assist in the implementation of the program such as; Issuance of ID and purchase booklet, Provision of Assistive Device, Educational Subsidy, Quarterly financial assistance to PWD children with maintenance medication, Quarterly financial assistance for PWD with chronic illness needing dialysis, chemo therapy and Quarterly financial assistance for person suffering from mental illness.

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification	Technical			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		Mayor's Office / VAWC Desk / PNP / Barangay Hall		
Medical Certificate		RHU or Other Hospital		
Certificate of Indigency/Residency		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Write your name and the purpose of visit on the client's logbook	1.1 If the client unable to sign/fill ups the logbook the worker will assist the client in the signing in the logbook.			
	1.2 Provide the client free hot drink ( coffee/energen) and biscuit			
	1.3 Interview the referring agency and request to assist the clients in completing the requirements such as but not limited to			
	1.4 Medical certificate Barangay copy of blotter or journal BPO			
	1.5 Assist the client in filing complaints			
	1.6 Assessment of other concerns and needs			
	1.7 Provide assistance or intervention such as but not limited to			
	1.8 Temporary shelter if she has no one to stay with Transportation assistance if she wanted to stay with her relatives/siblings or nearest kin or decided to go home where his parents are			
	1.9 Coordination with the PNP and Barangay for her other concerns and needs			
			Assisted within 24 hours upon referral of the case	PWD Focal Person MSWD-PDAO



2	Provision of assistance and intervention	2.1	Provide assistance or intervention such as but not limited			3Case management process ranges from 1 month onwards depending on the situation and capacity of the client	Social Worker MSWD
		2.2	Counseling				
		2.3	Trauma and stress management				
		2.4	Temporary shelter if she has no one to stay with				
		2.5	Transportation assistance if she wanted to stay with her relatives/siblings or nearest kin or decided to go home where his parents are				
		2.6	Coordination with the PNP and Barangay for her other concerns and needs Provision of capacity enhancement				
		2.7	Continuous monitoring				
		2.8	Termination of the client-MSWD relationship				
TOTAL							