

**MUNICIPAL SOCIAL WELFARE
AND DEVELOPMENT OFFICE**

1. ASSISTANCE FOR WOMEN AND CHILDREN IN DIFFERENT SITUATIONS

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2C – Government to Government			
Who may avail:	Different Sectors in the Community			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Indigency			Barangay	
Certificate of Non-Availability of Medicine			Rural Health Office	
Medical Certificate			Hospital	
Medical Abstract			Hospital	
Death Certificate			Hospital/Rural Health Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log – in in the information desk		None		Information Desk assigned
2. Inform the type of assistance				Information Desk assigned
3. Report the type of incidents situation personally to the social worker assigned <i>(For those who filed charges against their perpetrator)</i>	<p>Conduct thorough assessment/investigation</p> <p>Coordination for medical, psychological and psychiatric exam and for affidavit to be conducted by PNP</p> <p>Helping plans and schedules of support services undertaken</p> <p>Case conferences</p> <p>Home Visit Preparation of Social Case Study Report</p>	None		<p>Emma N. Lindio, RSW, MSSW</p> <p>Ma. Ephigenia Deyto, RSW</p> <p>Ma. Summerlhynne Carlos, RSW</p> <p>Vanessa Llabanes, RSW</p>
			2 hrs	

			1 day	
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<p>4. Provide personal data and information about the patient <i>(Rescue and reconcile street and working children with families/or referral to institution)</i></p> <p>5. Provide personal data and information about the patient (For Children at Risk & Children in</p>	<p>Assisting client and her/his family financial support/facilitating filing of complaint to court</p> <p>Attend court hearing (notice of hearing from different branches of RTC)</p> <p>Counseling to clients and his/her family</p> <p>Upon referral, intake assessment of cases, home visit to families</p> <p>Preparation of families/parents for child's integration to families or identify appropriate institution for institution for the child</p> <p>Intake, interview administered</p> <p>Assessment tools for CICL cases</p> <p>Home visits to families</p> <p>Coordination to barangay council concerned and linkage with agencies that would help in rehabilitating the child</p> <p>Attend court hearings (notice of hearing form RTC)</p> <p>Preparation of diversion plans</p> <p>Monitoring of the implementation of diversion services</p>	<p>None</p>	<p>2 hrs</p> <p>1 day</p> <p>2 hrs – 1 day</p> <p>2 hrs</p> <p>1 wk – 1 mos</p> <p>1 hr</p> <p>3 hrs</p> <p>3 hrs – 1 day</p> <p>3 hrs – 1 day</p> <p>2-4 hrs</p>	<p>Emma N. Lindio, RSW, MSSW Ma. Ephigenia Deyto, RSW</p> <p>Emma N. Lindio, RSW, MSSW Ma. Ephigenia Deyto, RSW</p> <p>Emma N. Lindio, RSW, MSSW Ma. Antonia Ephigenia Deyto, RSW Ma. Summerlhynne Carlos, RSW</p> <p>Emma N. Lindio, RSW, MSSW Ma. Ephigenia Deyto, RSW Ma. Summerlhynne Carlos, RSW</p>
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Conflict with the Law)				
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	Submit reports to courts & preparation of case study		3 hrs	Ma. Ephigenia Deyto, RSW Ma. Summerlhynne Carlos, RSW
	Conduct Parent Effectiveness Sessions to parents of CICL cases		12 sessions	

2. AVAILMENT OF EARLY CHILDHOOD CARE AND DEVELOPMENT (ECCD) PROGRAM

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Enrolled the child to the Child Development Workers assigned in the nearest Day Care Center	- Enrolment of pupil	None	10 mins	Child Development Workers in the respective barangays with Child Development Center
	- Conduct Supplemental Feeding Program		120 days	
	- Conduct regular monitoring and evaluation of all Child Development Centers		Monthly monitoring and evaluation	
				Mrs. Imelda M. Gonzaga, RSW
				Mrs. Imelda M. Gonzaga, RSW

3. REQUEST FOR MEDICAL, FINANCIAL, BURIAL, TRANSPORTATION AND FOOD ASSISTANCE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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Sign in the client log-book		None	30 sec	Information Desk assigned
Submit the required documents	Assessment/evaluation, interview the client if eligible for the services Submission of documents to assigned social workers	None	2 mins 15 mins.	Information Desk assigned Ma. Ephigenia Deyto, RSW

	Preparation of General Intake Sheets			Ma. Summerlhynne Carlos, RSW Vanessa Llabanes, RSW
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Processing approved and signed the accomplished documents	None	5 mins	Ma. Ephigenia Deyto, RSW Ma. Summerlhynne Carlos, RSW Vanessa Llabanes, RSW
	Submission of Documents for budget preparation and released	None	4 mins	Liaison in charged

4. REQUEST FOR EMERGENCY SHELTER ASSISTANCE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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Sign in the client log-book		None	30 sec	Information Desk assigned
Submit the required documents	Assessment/evaluation, interview the client if eligible for the services	None	2 mins	Information Desk assigned
	Submission of documents to assigned social workers			
	Preparation of General Intake Sheets		15 mins.	Ma. Ephigenia Deyto, RSW Ma. Summerlhynne Carlos, RSW Vanessa Llabanes, RSW
	Processing approved and signed the accomplished documents		5 mins	
Submission of Documents for budget preparation and released		None	4 mins	
				Liaison in charged

5. REQUEST FOR SENIOR CITIZEN, PERSONS WITH DISABILITY, SOLO PARENT, KALIPI ID CARDS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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Sign in the client log-book		None	30 sec	Information Desk assigned
Submit the required documents	Assessment/evaluation, interview the client for the application form	None	2 mins	Information Desk assigned
	Prepare the Identification Card	None	15 mins	Ma. Summerlhynne Carlos, RSW (SC Focal Person) Daisy Bracamonte, RSW (PWD Focal Person)
	Issuance of Senior Citizen/PWD ID and Purchase Booklets	None	2 mins	Alicia Aguimba (PWD Focal Person) Ma. Summerlhynne Carlos, RSW (SC Focal Person) Daisy Bracamonte, RSW (PWD Focal Person) Alicia Aguimba (PWD Focal Person)

6. REQUEST FOR PRE – MARRIAGE COUNSELING

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the client logbook		None	30 sec	Information Desk assigned
		None	3 mins	

Request for Pre-Marriage Counselling	Interview with would be couple for Pre-Marriage Counselling Form			Information Desk assigned
Attend the PreMarriage Counselling Seminar	Conduct Pre-Marriage Counselling Session	None	3 hrs	Mrs. Imelda M. Gonzaga, RSW

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Signed and Issuance of PreMarriage Counselling Certificate	None	2 mins	Mrs. Imelda M. Gonzaga, RSW