



City Social Welfare and Development Office

External



I. AID TO INDIVIDUAL IN CRISIS SITUATION

This service is for individual or family who is unable to meet specific needs materially or financially because of crisis or extremely difficult situation such as disaster, sudden illness, death, loss of job, mobility to return home or need for physical restoration.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Individual/family who are in stressful situation Victims of calamities, etc. Patient or any of her nearest family Parents/husband or wife of the patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification, 1 original copy 2. Hospital Bill, 1 copy original 3. Death Certificate, 1 photocopy 4. Doctor's Prescription, original 5. Funeral Contract, 1 original copy 6. Medical certificate/abstract, 1 copy original		Barangay Hospital Local Civil Registrar Attending Physician Funeral Parlor Clinic/ Hospital/ Doctors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client came to this office to present their problem.	1. Interview and Assessment	None	45 minutes	Officer of the Day/ Social Worker
2. Present required documents	2. Psychosocial Session	None	As needed	Social Worker
3. Submit themselves for interview	3. Preparation of Social Case Study	None	1-2 hours	Social Worker
4. Affixing signature on prepared documents	4. Type Social Case Summary and supporting documents	None	30 minutes	Clerk
	TOTAL	None	Minimum: 3 hours and 15 minutes	

II. APPLICATION FOR MINORS TRAVELLING ABROAD

This service aims to prevent child trafficking by implementing the provisions of Republic Act 7610 (Special Protection of Children Against Abuse, Exploitation and Discrimination Act) and Republic Act 8239 (Philippine Passport Act of 1996), specifically Section 5F thereof.



Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	<p>1. A minor travelling alone to a foreign country except under special circumstances where a minor whose parents are in foreign service or are living abroad as immigrants, provided he/she is holding a valid visa/pass/identification card, or a permanent resident visa as proof that he /she is living with parents abroad and such travel does not constitute child trafficking.</p> <p>2. A minor travelling to a foreign country accompanied by a person other than their parents.</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Duly accomplished Application Form, 2 copies</p> <p>2. Photocopy of Certificate of Live Birth (SECPA) or passport of minor and of travelling companion, 1 photocopy</p> <p>3. Affidavit of Consent of parents permitting the child to travel alone/ with a specific person other than them, 1 original</p> <p>4. Photocopy of Marriage Certificate of Parents</p> <p>5. Affidavit of Support/ Certificate of Employment, 1 original or certified copy</p> <ul style="list-style-type: none"> ➤ Two (2) copies 1x1 picture of minor ➤ Photocopy of Visa / Passport ➤ Affidavit of Illegitimacy if parents are not married 		<p>City Social Welfare and Development Office</p> <p>Philippine Statistics Authority</p> <p>Parents</p> <p>Philippine Statistics Authority</p> <p>Attorney at Law/Employer</p> <p>Attorney at Law</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Preparation of required documents</p> <p>2. Submit for interview</p> <p>3. Submission/Mailing of assessed documents to Regional Office</p>	<p>1. Orientation on Requirements needed</p> <p>2. Assessment of Documents</p> <p>3. Preparation of Supporting Documents for Regional Office</p>	<p>None</p> <p>None</p> <p>P 300.00</p>	<p>30 minutes</p> <p>30 minutes</p> <p>20 minutes</p>	<p>City Social Welfare and Development Officer</p>
	TOTAL	P300.00	1 hour 20 and minutes	

III. COUNSELLING

This service offers pre-marriage counselling and advice to couples and families with relationship and domestic problems and those in crisis situations.



Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Battered wife Couples with marital problems Couples applying for marriage license Parent / family members with problems on relationship			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek referral letter from respective barangays (battered/couples with marital problems)	1. Pre-Marriage Counseling	None	2-3 hours	Social Worker
2. Fill-out up Marriage Expectation Inventory (would be couples)	2. Marital Counseling	None	30 minutes	Social Worker
3. Attendance on scheduled A. Pre-Marriage Counseling B. Couple's dialogue	3. Parent and Child Counseling	None	1 hour	Social Worker / Marriage Counselor
	TOTAL	None	4 hours and 30 minutes	

IV. ISSUANCE OF IDENTIFICATION CARD TO PERSONS WITH DISABILITY

This service is in compliance with Republic Act 9442 for Persons with Disability to avail 20% discount on medicines, transportation, hospitalization, health facilities, laboratories and diagnostic services, 5% discount on groceries (P650 on basic commodities and P 650 on prime commodities) and other special privileges.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Persons with all types of disabilities mentioned in Republic Act 7277 such as: <ul style="list-style-type: none"> ➤ Psychosocial Disability ➤ Disability due to Chronic Illness ➤ Learning Disability ➤ Mental Disability ➤ Visual Disability



		➤ Orthopedic Disability		
		➤ Communication Disability		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Profiler		Person's With Disability Affairs Office		
2. Medical Certificate issued by attending physician		Doctor/ Attending Physician		
3. If lingering ailment, Certification from City Health Officer		City Health Office		
4. Result of Blood Typing		City Health Office/Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	1. Assessment of required documents	None	10 minutes	Social Worker
	2. Online Registration	None	30 minutes	Social Worker
	3. Preparation of ID Card	None	5 minutes	Social Worker
	4. Submission and Signing of ID card by the City Mayor	None	3-5 days	Social Worker
	5. Release of ID cards to Persons With Disability	None	5 minutes	Social Worker
	TOTAL	None	5 days and 50 minutes	

V. ISSUANCE OF SENIOR CITIZEN'S ID

This service is in compliance with Republic Act No. 9257, an act granting additional benefits & privileges to senior citizens.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizens 60 years old & above, Filipino Citizen / Filipino with Dual Citizenship			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Live Birth		Philippine Statistics Authority		
2. Baptismal Certificate		Church		
3. Community Tax Certificate		City Treasurer's Office		
4. Two (2) copies 1x1 ID pictures				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of required documents	1. Assessment of required documents	None	20 minutes	Social Worker/ Clerk
2. None	2. Issuance of ID signed by the City Mayor	None	5 minutes	Social Worker/Clerk
	TOTAL	None	25 minutes	



VI. ISSUANCE OF SOLO PARENTS' ID

This service is in compliance with Republic Act 9872, an act providing benefits and privileges to solo parents and their children.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Single parent, widow, separated abandoned, licensed foster parents or those who are left with a responsibility of parenthood while the spouse is serving sentenced for criminal conviction or physically or mentally incapable, and any family member who assumes responsibility with due to prolonged absence of parents and with children below 18 years old.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form 2. Barangay Certification 3. Certification from Barangay Official (circumstance of being a solo parent) 4. Two (2) 1x1 ID picture of applicant 5. Birth Certificate of children below 18 years old		City Social Welfare and Development Office Barangay Barangay Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of required documents	1. Intake Interview	None	20 minutes	Social Worker
2. Fill-out application form	2. Assessment of required documents	None	10 minutes	Social Worker
3. Submit themselves for interview/ assessment	3. Issuance of ID signed by the City Mayor	None	5 minutes	Social Worker
TOTAL		None	35 minutes	

VII. MEDICAL ASSISTANCE

Provision of limited medical assistance to individuals / families who are unable to acquire medicines to cure ailments.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent Silaynons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Doctor's Prescription 2. Laboratory Request		Doctor/ Attending Physician Doctor/ Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Client came to this office to present their problem.	Interview and Assessment	None	30 minutes	Social Worker
Present required documents	Canvass	None	20 minutes	Clerk/Utility Worker
Submit themselves for interview and affix signature on prepared documents	Purchase of Medicines (Drugstore)	None	30 minutes	Utility Worker
	TOTAL	None	1 hour and 30 minutes	

VIII. PROTECTIVE SERVICES FOR CHILDREN AND YOUTH UNDER DIFFICULT SITUATIONS

This service aims to protect children and youth from further neglect, abuse, exploitation, prostitution or being in the street and out of school.

Office or Division:	City Social Welfare and Development Office			
Classification:	G2C – Government to Client / G2G – Government to Government			
Type of Transaction:	Highly Technical			
Who may avail:	Physically and sexually abused minor Orphaned, abandoned, neglected children Children in conflict with the Law (CICL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate 2. Police Blotter 3. Birth/Baptismal Certificate 4. School Record		Doctor/ Attending Physician/ Hospital Police Station Local Civil Registrar/ Church School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to interview	1. Intake Interview	None	30 minutes	Social Worker
2. Submit to Counseling	2. Stress Debriefing/ Counseling	None	1 hour	Social Worker
3. Attend follow-up sessions	3. Follow Up/ Referral	None	1 hour	Social Worker
	TOTAL	None	2 hours and 30 minutes	

IX. PROTECTIVE SERVICES FOR CHILDREN AT RISK/CONFLICT WITH THE LAW

This service facilitates the implementation of the provisions of Republic Act 9344 for the Children at Risk/ Conflict with the Law.

Office or Division:	City Social Welfare and Development Office
Classification:	Highly Technical



Type of Transaction:	G2C – Government to Client / G2G – Government to Government			
Who may avail:	A child below 18 years of age who is alleged as accused of, or adjudged as having committed an offense under Philippine Laws. Children vulnerable to and at risk of committing criminal offense.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Blotter 2. Certificate of Live Birth / Baptismal Certificate/School Records		Police Station Local Civil Registrar/Church School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of supporting documents	1. Interview with parents of minor offenders	None	30 minutes	Social Worker
2. Submit themselves for interview/counseling	2. Dialogue with minor and parents	None	1 hour	Social Worker
3. Attend diversion conference	3. Assessment on level of discernment and counseling	None	2 hours	Social Worker
4. Attend court hearings	4. Court Appearances / Submission of discernment report	None	As needed	Social Worker
5. Attendance at pre-admission conference	5. Temporary placement to Youth Center	None	30 minutes	Social Worker
	Placement to institutions/ Release thru recognizance		3 hours	
	Diversion Program		As needed	
	TOTAL	None	Minimum of 7 hours	

X. REFERRAL TO OTHER GOVERNMENT ORGANIZATIONS AND/OR NON-GOVERNMENT ORGANIZATIONS (HOSPITALIZATION, LABORATORY, ETC.)

This service provides referrals of indigent individuals or families to other agencies for financial assistance and other services to meet their present needs.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen / G2G – Government to Government
Who may avail:	Indigent Silayons
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Medical Certificate / Request / Medical Abstract, 1 original copy 2. Certificate of Confinement, 1 original copy 3. Barangay Certificate, 1 original copy 4. Other requirements as required by the agency 5. Hospital Bill, 1 original copy 6. Doctor's Prescription, 1 original copy 7. Funeral Contract, 1 original 8. Death Certificate, 1 photocopy		Doctors/ Attending Physician/Hospital Hospital Barangay Other agencies Hospital Doctor/ Attending Physician Funeral Parlor Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in Prepare required documents	1. Interview and Assessment	None	45 minutes	Social Worker
2. Affixing signature on prepared documents	2. Preparation of Social Case Summary/ Referral	None	1-2 hours	Social Worker
3. Submission of prepared documents to referring agency	3. Type Social Case Summary and supporting documents	None	30 minutes	Clerk
	TOTAL	None	3 hours and 15 minutes	

XI. SOCIAL PENSION FOR INDIGENT SENIOR CITIZEN

This Social Pension for Indigent Senior Citizens is one of the benefits of senior citizens provided for in Section 5 of Republic Act 9994, otherwise known as the Expanded Senior Citizens Act of 2010. Thru this service, the government assistance in the amount of P 500.00 per month is given to the indigent senior citizens to augment their daily subsistence and other medical needs.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen / G2G – Government to Government			
Who may avail:	60 years old and above Frail, sickly or with disability Have no pension Have no permanent source of income, compensation or financial assistance from relatives to support his/her basic needs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form 2. Senior Citizen's I.D		Office of the Senior Citizen's Affairs Office of the Senior Citizen's Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit for interview and assessment	1. Intake Interview	None	10 minutes	Social Worker Social Worker



				Social Worker
2. None	2. Assessment/ Verification of clients' data	None	20 minutes	Social Worker
3. None	3. Entry in the Master List for Submission to Regional Office	None	5 minutes	Social Worker
4. Receive Social Pension	4. Pay out as scheduled	None	5 minutes per client	Cashier
	TOTAL	None	40 minutes	