



**Office of the City Social
Welfare and
Development Officer**
External Services



MANDATE

To provide a balanced approach to Welfare and development whereby the needs and interest of the population are addressed not only outbreak of crisis but more importantly at the stage which inexorably lead to such crisis.

VISION

Empowered gender-sensitive, God-fearing individuals, families and communities with improved quality of life, performing their respective roles with appropriate coping mechanism and are able to mobilize resources to meet and sustain their basic needs.

MISSION

To care, protect, rehabilitate, develop and integrate into the mainstream the vulnerable and socially dysfunctional sector of the society.

SERVICE PLEDGE

We, the officials and employees of the Office on Social Welfare and Development Services, do hereby pledge to serve our clients without discrimination and uphold their basic human rights. Ensure equal access to the resources, services, and opportunities required to meet basic needs. Respect client's rights and self-determination. Observe confidentiality at all times. Expand choices and chances for individuals with special needs and state particularly for the disadvantaged and oppressed groups or community.



SERCVICES AND HOW TO AVAIL THEM

FOOD/FINANCIAL/TRANSPORTATION ASSISTANCE

(These type of assistance are commonly availed by clients who are in crisis situation due to financial incapacitation)

Office/Division:		OSWD/Crisis Intervention and Disaster Relief Operation - CIDRO Section		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen (Clients)		
Who may avail:		In Crisis Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Valid ID (Xerox) ✓ Barangay Certification (Xerox)		✓ Clients Personal Documents ✓ Barangay Hall/Barangay Official		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Legal Documents	1.1 Check and Validate Legal Documents of Clients. (As needed) Valid ID (Xerox) Barangay Certification (Xerox)	None	20-30 minutes	CIDRO Staff and Clients
Interview/Small talk/Profiling	General Intake/Profiled conduct by CIDRO Staff. 2.2 Deeper Assessment of Clients.	None	30-45 minutes	CIDRO Staff and Clients
Releasing of Food/Financial/Transportation Assistance	3.1 Food/Financial/Transportation Assistance.	None	30-40 minutes	CIDRO Staff and Clients
	Total	None	1 hour and 15 minutes	

ISSUANCE OF CERTIFICATION

(Certification served as proof of indigence that the clients is a low-income earner)

Office/Division:	OSWD/Crisis Intervention and Disaster Relief Operation - CIDRO Section
Classification:	Simple



Type of Transaction:	G2C-Government to Citizen (Clients)			
Who may avail:	In Crisis Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Barangay Certification (Xerox) ✓ BIR Certification (Xerox) if needed		✓ Barangay Hall/Barangay Official ✓ BIR Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Legal Documents	1.1 Check and Validate Legal Documents of Clients.	None	10-20 minutes	CIDRO Staff and Clients
Interview/Small talk/Profiling	2.1 General Intake/Profiled conduct by CIDRO Staff.	None	20-30 minutes	CIDRO Staff and Clients
Releasing of Certification	3.1 Issuance of Certification to Clients.	None	5-10 minutes	CIDRO Staff and Clients
	Total	None	1 hour	

SOCIAL CASE STUDY REPORT

(Social Case Study Report is served as part of the requirements for Medical and Hospital Assistance to clients who are financially incapacitated)

Office/Division:	OSWD/Crisis Intervention and Disaster Relief Operation - CIDRO Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen (Clients)			
Who may avail:	In Crisis Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Valid ID (Xerox) ✓ Barangay Certification (Xerox) ✓ Medical Abstract (Xerox) ✓ Final Billing (Xerox)		✓ 1.Personal Documents of Clients ✓ 2. Barangay Hall/Barangay Official ✓ 3. Hospital Staffs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Legal Documents	1.1 Check and Validate Legal Documents of Clients	None	10-20 minutes	CIDRO Staff and Clients
Interview/Small talk/Profiling	2.1 General Intake/Profiled conduct by CIDRO	None	30-45 minutes	CIDRO Staff and Clients



	Staff. 2.2Deeper Assessment of Clients.			
Releasing of Social Case Study Report	3.1 Issuance of Social Case Study Report to Clients.	None	1 to 2 Days	CIDRO Staff and Clients
	Total	None	2 Days 1 hour and 5 minutes	

MEDICAL ASSISTANCE

(Medical Assistance are availed by clients who are in great need especially those financially incapacitated or drained)

Office/Division:	OSWD/Crisis Intervention and Disaster Relief Operation - CIDRO Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen (Clients)			
Who may avail:	In Crisis Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Valid ID (Xerox) ✓ Barangay Certification (Xerox) ✓ Medical Abstract (Xerox) ✓ Final Billing (Xerox)		✓ Personal Documents of Clients ✓ Barangay Hall/Barangay Official ✓ Hospital Staffs ✓ Pharmacy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Legal Documents	1.1 Check and Validate Legal Documents of Clients.	None	10 to20 minutes	CIDRO Staff and Clients
Interview/Small talk/Profiling	General Intake/Profiled conduct by CIDRO Staff. Deeper Assessment of Clients.	None	30 to 45 minutes	CIDRO Staff and Clients
Releasing of Medical Assistance withdrawal Slip (Partner Pharmacy)	3.1 Issuance of Medical Assistance.	None	20 to 30 minutes	Pharmacy Staff, CIDRO Staff and Clients
	Total	None	1 hour and 35 minutes	



Medical Assistance and Hospital Assistance (Senate Funds MOA)

(Senator/Senate Funds are usually availed by clients who are in crisis situation due to his/her financial status thru MALASAKIT Center of Cotabato Regional Medical Center (CRMC)).

Office/Division:	OSWD/Crisis Intervention and Disaster Relief Operation - CIDRO Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen (Clients)			
Who may avail:	In Crisis Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Valid ID (Xerox) ✓ Medical Certificate (Xerox) ✓ Final Billing (Xerox)		✓ 1.Personal Documents of Clients ✓ 2. Hospital Staffs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Mayor's Action Center Approval	1.1 Mayor's Action Center Client's endorsed to CIDRO Section	None	5 to 10 minute	Mayor's Action Center Staff, CIDRO Staff and Clients
Interview/Small talk/Profiling	2.1 General Intake/Profiled conduct by CIDRO Staff.	None	20 to 30 minutes	CIDRO Staff and Clients
Present Legal Documents	3.1 Check and Validate Legal Documents of the Clients.	None	20 to 30 minutes	CIDRO Staff and Clients
Endorsement Letter Releasing	4.1 Releasing of endorsement letter addressed to Cotabato Regional and Medical Center-CRMC (MALASAKIT Center).	None	20 to 30 minutes	CIDRO Staff, Clients and CRMC/MALASAKIT Center Staff
	Total	None	1 hour and 40 minutes	



Emergency PhilHealth (PHIC) Card

(PhilHealth Card is usually availed by the clients who are in crisis situation due to unexpected hospitalization caused by sudden illness, vehicular accidents, and others.).

Office/Division:		OSWD/Crisis Intervention and Disaster Relief Operation - CIDRO Section		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen (Clients)		
Who may avail:		In Crisis Clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Valid ID (Xerox) ✓ Barangay Certificate (Xerox) ✓ Certificate of Confinement (Xerox)			✓ Personal Documents of Clients ✓ Barangay Official/Barangay Hall ✓ Hospital Staffs	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Mayor's Action Center Approval.	1.1 Mayor's Action Center Client's endorsed to CIDRO Section.	None	10-20 minutes	Mayor's Action Center Staff, CIDRO Staff and Clients
Interview/Small talk/Profiling	2.1 General Intake/Profiled conduct by CIDRO Staff.	None	10-20 minutes	CIDRO Staff and Clients
Present Legal Documents	3.1 Check and Validate Legal Documents of the Clients. Valid ID (Xerox) Barangay Certificate (Xerox) Certificate of Confinement (Xerox)	None	5-10 minutes	CIDRO Staff and Clients
Schedule for PhilHealth card issuance.	4.1 Releasing and confirmation of PhilHealth Office.	None	1 day (Depending on the confirmation of PhilHealth Office	CIDRO Staff, Clients and PhilHealth Staff
	Total	None	1 hour and 30 minutes	



Relief Operation (Natural and Man-Made Calamities)

(Relief Operation are usually availed by the clients who is unexpectedly a victims of Natural or Man-Made Calamities).

Office/Division:	OSWD/Crisis Intervention and Disaster Relief Operation - CIDRO Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen (Clients)			
Who may avail:	In Crisis Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Assessment and Validation Report that they are Victims of Natural and Man-Made Calamities from Barangay Officials and CIDRO Staffs.			✓ 1.Barangay Officials and CIDRO Staff	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Natural and Man-Made Calamities	1.1 Validation and Assessment Report during the Calamities	None	1 day <i>(Depending on the Calamities)</i>	CIDRO Staff and Clients
2.Interview/Small talk/Profiling	General Intake/Profiled conduct by CIDRO Staff	None	30-45 minutes	CIDRO Staff and Clients
3. Scheduled for releasing of Food and Non-Food items.	3.1 Relief Assistance to Calamities victims.	None	1 day	CIDRO Staff and Clients
	Total	None	2 days and 45 minutes	

CHILD WELFARE PROGRAM - PROTECTIVE SERVICES

(Custodial Issue Mediation/ Settlement Process)

Office/Division:	Office on Social Welfare and Development Services - Child Welfare Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	Parent(s)/guardian seeking custody of child			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Birth Certificate			✓ Philippine Statistic Authority (PSA)	
✓ Marriage Certificate			✓ Philippine Statistic Authority (PSA)	
✓ Other Documents (depends on circumstances)			✓ -	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Intake Interview and Initial Assessment.	CWS staff will ask series of relevant questions to the client.	None	1 hour	Social Worker Cluster In-Charge



Prepare communication letter address to respective barangay/BCPC with suggested date of Case Conference.	Prepare communication letter to respective barangay/BCPC.	None	30 minutes	Social Worker Cluster In-Charge
	Section Head will provide inputs as needed.	None	30 minutes	SWO - III
	Division Head will do initial review and provide inputs as needed.	None	30 minutes	SWO - IV
	CSWDO or authorized Officer In-charged will do final review and signed the communication letter.	None	30 minutes	CSWDO/OIC
	Handling CWS staff will send the letter to respective barangay/BCPC.	None	1 hours	Social Worker Cluster In-Charge
Await and attend to the schedule of Case Conference.	Attend and facilitate the Case Conference in line to the concept of “for the best interest of the minor”	None	4 hours	Social Worker Cluster In-Charge/ SWO-III
Participate on the settlement agreement	Assist the barangay/BCPC on the settlement process.	None	30 minutes	Social Worker Cluster In-Charge/ SWO-III
	Affixed signature on whatever outcome of the settlement process and recommend future action as needed.	None	30 minutes	Social Worker Cluster In-Charge/ SWO-III
TOTAL		None	1 day and 1 hour	

CHILD WELFARE PROGRAM - PROTECTIVE SERVICES

(Children-At-Risk – CNSP)

Office/Division/Section :	Office on Social Welfare and Development Services - Child Welfare Section	
Classification:	Complex	
Type of Transaction:	G2C- Government to Citizen	
Who may Avail:	All children below 18 of age who are victim of any forms of abuses	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Communication Letter (optional for walk-in client)		✓ Respective Barangay/BCPC/Agency
✓ Barangay Blotter/Police Blotter/ Spot Report		✓ Respective Barangay/Police Station



✓ Certificate of Live Birth		✓ Philippine Statistic Authority (PSA)		
✓ Result of Medical Examination/ Medico-legal ✓ (If possible)		✓ CRMC Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Intake Interview and Initial Assessment.	CWS staff will ask series of relevant questions to the client.	None	1 hour	Social Worker Cluster In-Charge
Undergo Medico-legal Examination (for walk-in client, If not yet examine)	Prepare communication letter to hospital requesting for medico-legal examination.	None	30 minutes	Social Worker Cluster In-Charge
	Section Head will provide inputs as needed.	None	30 minutes	SWO-III
	Division Head will do initial review and provide inputs as needed.	None	30 minutes	SWO-IV
	CSWDO or authorized Officer In-charged will do final review and signed the communication letter.	None	30 minutes	CSWDO/OIC
	Handling CWS staff will send the letter to hospital and assist the victim-survivor during the conduct of medico-legal examination.	None	4 hours	Social Worker Cluster In-Charge
Attendance to Case Conference	CWS staff will facilitate the case conference and discuss matters related to the case of client to include parental duties and obligation of the family/guardian.	None	4 hours	Social Worker Cluster In-Charge
File suit against perpetrator.	Prepare communication letter to Police Station or to PAO requesting assistance for filing of the case	None	30 minutes	Social Worker Cluster In-Charge
	Section Head will provide inputs as needed.	None	30 minutes	SWO-III
	Division Head will do initial review and provide inputs as needed.	None	30 minutes	SWO-IV
	CSWDO or authorized Officer In-charged will do final review and signed the communication letter.	None	30 minutes	CSWDO/OIC
	Handling CWS staff will send the letter to Police Station or PAO and assist the victim-survivor on the process.	None	4 hours	Social Worker Cluster In-Charge



	Provide generic counseling as needed.	None	4 hours	Social Worker Cluster In-Charge
	Prepare social case study report of the client and recommend for appropriate assistance.	None	3 days	Social Worker Cluster In-Charge
Await and attend court proceedings	Handling CWS staff attend court hearing (if requested by the court)	None	-	Social Worker Cluster In-Charge/ SWO-III
TOTAL		None	5 days and 5 hours	

CHILD WELFARE PROGRAM - PROTECTIVE SERVICES
(Children-At-Risk – Violators)

Office/Division/Section:	Office on Social Welfare and Development Services - Child Welfare Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	All children below 18 of age who violates Ordinances, Light Offense and Misdemeanors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Communication Letter			✓ Respective Barangay/BCPC/Agency	
✓ Barangay Certificate			✓ Respective Barangay/BCPC	
✓ Certificate of Live Birth			✓ Philippine Statistic Authority (PSA)	
✓ School ID/ School Records (If possible)			✓ Respective School	
✓ Result of Medical Examination/ Medico-legal			✓ CRMC Hospital	
✓ Barangay Blotter/Police Blotter/ Spot Report			✓ Respective Barangay/Police Station	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Intake Interview and Initial Assessment.	CWS staff will ask series of relevant questions to the client.	None	1 hour	Social Worker Cluster In-Charge
Protective Custody	Communicate with center head/staff for temporary shelter.	None	30 minutes	Social Worker Cluster In-Charge
Attendance to Values Formation	Handling CWS staff in collaboration with center staff will facilitate the values formation.	None	4 hours	Social Worker Cluster In-Charge
Case Conference preparation	Prepare communication letter with suggested date of case conference to respective barangay	None	30 minutes	Social Worker Cluster In-Charge



	requesting attendance of the BCPC chairman or representative.			
	Section Head will provide inputs as needed.	None	30 minutes	SWO-III
	Division Head will do initial review and provide inputs as needed	None	30 minutes	SWO-IV
	CSWDO or authorized Officer In-charged will do final review and signed the communication letter.	None	30 minutes	CSWDO/ OIC
	Handling CWS staff will send the letter to respective barangay/BCPC.	None	1 hours	Social Worker Cluster In-Charge
Attendance to Case Conference (Client with his family/guardian and Stakeholders)	Handling CWS staff in collaboration with center staff will facilitate the case conference and discuss matters related to the case of client to include parental duties and obligation of the family/guardian.	None	4 hours	Social Worker Cluster In-Charge/ SWO-III
TOTAL		None	1 day & 4 hours & 30 minutes	

CHILD WELFARE PROGRAM - PROTECTIVE SERVICES

(Children In-Conflict with the Law (CICL)/ Children Deprived of Liberty)

Office/Division/Section:	Office on Social Welfare and Development Services - Child Welfare Section	
Classification:	Highly Technical	
Type of Transaction:	G2C- Government to Citizen	
Who may Avail:	Children below 18 of age upon the commission of the crime.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Communication Letter (optional for walk-in client)		✓ Respective Barangay/BCPC/Agency
✓ Barangay Certificate		✓ Respective Barangay/BCPC
✓ Certificate of Live Birth		✓ Philippine Statistic Authority (PSA)
✓ School ID/ School Records (If possible)		✓ Respective School
✓ Result of Medical Examination/ Medico-legal (If possible)		✓ CRMC Hospital
✓ Barangay Blotter/Police Blotter/ Spot Report		✓ Respective Barangay/Police Station



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Intake Interview	CWS staff will ask series of relevant questions to the client.	None	30 minutes	Social Worker Cluster In-Charge
Present original documents as evidence of minority age of the client (Cert. of Live Birth – NSO copy, School Records, Health Records, etc)	CWS staff will conduct assessment and evaluation on the submitted documents.	None	30 minutes	Social Worker Cluster In-Charge
	CWS staff will prepare a communication letter to PAO requesting for the preparation of affidavit - release on recognizance of the minor client or CWS staff will prepare a letter requesting to the respective agency (police station/RTC) for the immediate release of the child from detention cell.	None	30 minutes	Social Worker Cluster In-Charge
	Section Head will provide inputs as needed.	None	30 minutes	SWO-III
	Division Head will do initial review and provide inputs as needed	None	30 minutes	SWO-IV
	CSWDO or authorized Officer In-charged will do final review and signed the communication letter.	None	30 minutes	CSWDO/ OIC
	Handling CWS staff will send the letter to respective agency.	None	30 minutes	Social Worker Cluster In-Charge
Cooperate with the CWS staff on data gathering	CWS staff will conduct initial discernment assessment on minor client and submit to Law Enforcement Authority/ PAO/ Prosecutor/ Regional Trial Court.	None	7 working days	Social Worker Cluster In-Charge
	CWS staff will conduct Comprehensive Social Case Study Report of the minor client submit to PAO/	None	14 working days	Social Worker Cluster In-Charge



	Prosecutor/ Regional Trial Court.			
Attendance to Case Conference	CWS staff will facilitate the case conference and discuss matters related to the case of client to include parental duties and obligation of the family/guardian.	None	4 hours	Social Worker Cluster In-Charge/ SWO-III
Await and attend court proceedings	Handling CWS staff attend court hearing (if requested by the court)	None	4 hours	Social Worker Cluster In-Charge/ SWO-III
Participation in Diversion/ Intervention Program	CWS staff will facilitate the diversion program in accordance with the Implementing Rules & Regulation of R.A 9344 as amended by R.A. 10630.	None	6 months to 1 year	CWS staff Cluster In-Charge/ SWO-III/ CSWDO/ BCPC
TOTAL		None	22 days & 3 hours & 30 minute	

CHILD WELFARE PROGRAM - PROTECTIVE SERVICES

(Request for Certification of Custody)

Office/Division/Section:	Office on Social Welfare and Development Services - Child Welfare Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	All children who needs certification of custody for their survivorship pension			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Barangay Certificate (for minor)		✓ Respective Barangay		
✓ Certificate of Live Birth of minor		✓ Philippine Statistic Authority (PSA)		
✓ Certificate of Marriage of Parents		✓ Philippine Statistic Authority (PSA)		
✓ Death Certificate of Deceased Parent(s)		✓ Philippine Statistic Authority (PSA)		
✓ Other Documents (depends on circumstances)		✓ -		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Intake Interview and Initial Assessment	CWS staff will ask series of relevant questions to the client.	None	1 hour	Social Worker Cluster In-Charge
Present checklist of requirements (original documents with photo copy) to Child Welfare Staff for Evaluation.	CWS staff will conduct assessment and evaluation on the submitted documents.	None	30 minutes	Social Worker Cluster In-Charge
Cooperate with validation process	CWS staff will conduct validation process.	None	8 hours	Social Worker Cluster In-Charge
Await for call from the office for the releasing of the Certification.	CWS staff will process the certification and call the client when certification is ready to release.	None	30 minutes	Social Worker Cluster In-Charge
TOTAL		None	1 day and 1 hour & 30 minutes	

CHILD WELFARE PROGRAM - PROTECTIVE SERVICES

(Request for Certification for Passport Application)

Office/Division/Section:	Office on Social Welfare and Development Services - Child Welfare Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	All children applying for passport			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Barangay Certificate (for minor)			✓ Respective Barangay	
✓ Certificate of Live Birth of minor			✓ Philippine Statistic Authority (PSA)	
✓ Parent(s) Consent/ Authorization Letter			✓ Parent(s) of the minor	
✓ Two (2) valid I.D. of the Parent(s)			✓ Any Government Agency	
✓ Two (2) valid I.D. of the Applicant (If not the parents)			✓ Any Government Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Intake Interview	CWS staff will ask series of relevant questions to the client.	None	30 minutes	Social Worker Cluster In-Charge
Present checklist of requirements (original documents with photo copy) to Child Welfare Staff for Evaluation.	CWS staff will conduct assessment and evaluation on the submitted documents.	None	30 minutes	Social Worker Cluster In-Charge
Cooperate with validation process	CWS staff will conduct validation process.	None	4 hours	Social Worker Cluster In-Charge
Received Certification	CWS staff will call the client when certification is ready to pick-up.	None	30 minutes	Social Worker Cluster In-Charge
TOTAL		None	1 day and 1 hour	

CHILD WELFARE PROGRAM - PROTECTIVE SERVICES

(Application for Travel Clearance)

Office/Division/Section:	Office on Social Welfare and Development Services - Child Welfare Section	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may Avail:	All children traveling alone or unaccompanied by parent(s) within Philippine territory	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Barangay Certificate (for minor)		✓ Respective Barangay
✓ Certificate of Live Birth of minor		✓ Philippine Statistic Authority (PSA)
✓ Airline Ticket of the minor & adult companion		✓ Airline ticketing office
✓ Parent(s) Consent/ Authorization Letter		✓ Parent(s) of the minor
✓ Two (2) valid I.D. of the Parent(s)		✓ Any Government Agency
✓ Two (2) valid I.D. of the minor companion/applicant		✓ Any Government Agency
✓ Accomplished travel clearance form		✓ OSWDS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Intake Interview	CWS staff will ask series of relevant questions to the client.	None	1 hour	Social Worker Cluster In-Charge
Fill-up travel clearance form and submit the accomplished travel clearance form to child welfare staff of the OSWDS	Received the accomplished travel clearance form and evaluate.	None	30 minutes	Social Worker Cluster In-Charge
Present checklist of requirements (original documents with photo copy) to Child Welfare Staff for Evaluation.	CWS staff will conduct assessment and evaluation on the submitted documents.	None	30 minutes	Social Worker Cluster In-Charge
Awaits for the meantime and received the Travel Clearance	CWS staff will process the travel clearance	None	30 minutes	Social Worker Cluster In-Charge
TOTAL		None	2 hours and 30 minutes	

SOLO PARENT IDENTIFICATION (ID) ISSUANCE

Office/Division:	OSWDS/FAMILY AND COMMUNITY WELFARE SECTION			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Solo Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ SOLO PARENT ID'S – Barangay Certification of Residency		✓ Barangay Hall		
✓ Proof of evidence being solo parent (death certificate, separation papers, affidavit of being Solo Parent)		✓ Barangay Hall, City Prosecutor Office		
✓ Birth certificate of minor dependents		✓ LCR		
✓ Income Tax Return or Barangay Certification of Indigency		✓ Barangay Hall, BIR		
✓ 1 piece 1x1 & 1 piece 2x2 ID picture		✓		
✓ Home Visit for validation		✓		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE



		PAID		
Apply for Solo Parent ID and submit the prescribed requirements <i>(Issuance of Solo Parent ID)</i>	Review of the submitted requirements;	None	15 minutes	Assigned Social Worker/ Staff
	Conduct interview of the Solo Parent applicants;		minutes	
	Advise applicants to wait for a text/call for the schedule of release of the ID;		15 minutes	
	The documents of the applicants are re-check for ID processing and prepare transmittal for signatures;		50 minutes to 1 hour	
	Those with lacking requirements or information are labelled pending and are scheduled for follow-up;		minutes	
	Documents are forwarded to Mayor’s office for signature;		Per approval	
	Documents are returned to FCWS;		Per approval	
	Inform the applicants of the release of Solo Parent IDs		30 minutes	
TOTAL		NONE	2 hours and 20 minutes	

Financial Assistance for VAWC Clients

Office/ Division	OSWDS/FAMILY AND COMMUNITY WELFARE SECTION			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Violence Against Women and their Children (VAWC) Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Medico legal Report		✓ Hospital		
✓ Barangay Certification of Residency		✓ Barangay Hall		
✓ Barangay Protection Order (BPO)		✓ Barangay Hall		
✓ PNP Blotter Report		✓ PNP Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Psychosocial and	Conduct interview ;	None	1 hour	Assigned Social



Financial Assistance for VAWC Clients				Worker
	Psychosocial Counselling;		1 hour	
	Assist the client to file the case;		2 to 3 hours	
	Draft Social Case Study Report of the client;		1 hour	
	Review the Social Case Study Report		30 minutes	Section Head
	2.6 Approve the Social Case Study Report and affix signature of section head		30 minutes	Section Head
	2.7 Assess the client to avail financial assistance		30 minutes	Assigned Social Worker
TOTAL		NONE	7 hours and 30 minutes	

Livelihood Assistance for Indigent Family

Office/ Division	OSWDS/Family And Community Welfare Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Indigent Families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Barangay Certification of Residency		✓ Barangay Hall		
✓ Barangay Certification of Indigency		✓ Barangay Hall		
✓ Intake interview ✓ (Filled out Intake Sheet/Form)		✓ OSWDS		
✓ Social Case Study Report		✓ OSWDS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Livelihood Assistance for Indigent Family	Conduct interview ;	None	1 hour	Assigned Social Worker
	Home Visitation		1 hour	
	Assess client for livelihood assistance;		30 minutes	



	Draft Social Case Study Report of the client;		1 hour	
	Review the Social Case Study Report		30 minutes	Section Head
	2.6 Approve the Social Case Study Report and affix signature of section head		30 minutes	Section Head
TOTAL		NONE	4 Hours and 30 minutes	

PRE-MARRIAGE COUNSELLING

Office/Division:	Office on Social Welfare and Development Services - <i>Population and Day Care Division</i>			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Couple who are intending to get married			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Secure copy of requirements for application of marriage license		✓ Local Civil Registry		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PMC Payment (<i>at the CTO</i>)	Instruct to proceed to CTO for payment	P50.00	10 minutes	City Treasury Office
Register (PMC-PMOC)	Register client at the logbook		3 minutes	Madelle Perez
Conduct of PMC-PMOC lecture	Accredited Counsellors conduct lecture to the client		3 hours and 45 minutes	Accredited counsellors
Release PMC-PMOC Certificates			3 minutes	Accredited counsellors
TOTAL		P50.00	4 hours 1 minute	



APPLICATION FOR LEAVE

Permanent City Government Employees are entitled to Vacation, Sick, Maternity and Paternity Leave, Special Leave privileges may be availed for three (3) days or a combination of any leave maximum of three days in a given year. Special leave privileges are non-cumulative and non-convertible to cash. Special Leave privileges include: Funeral/mourning leave, Hospitalization Leave, Accident leave, Relocation leave, Government transaction leave, Calamity leave, Graduation Leave, Enrolment Leave, Wedding anniversary leave, and Birthday leave.

Office/Division:	OFFICE OF THE CITY MAYOR - Human Resource Management Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All CGC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Accomplished Leave Form (Civil Service Form No. 6) (3 original copies)			✓ HRMD	
✓ Medical Certificate for sick leave incurred 5 days or more (1 original copy)			✓ Hospital/Clinic/Lying-in	
For Maternity Leave application: ✓ Medical certificate issued by a government or private physician, as proof of pregnancy and estimated type of delivery (1 original copy)			✓ Hospital/Clinic/Lying-in	
✓ Accomplished Clearance Form (<i>Civil Service Form No. 7</i>) (3 original copies)			✓ HRMD	
✓ Solo Parent ID for solo parents who want to avail the additional maternity leave of 15 days (1 photocopy)			✓ Office of the City Social Welfare and Development Officer	
For Paternity Leave application: ✓ Medical certificate issued by a government or private physician, as proof of pregnancy (1 original copy)			✓ Hospital/Clinic/Lying-in	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out leave form and secure immediate supervisor's signature. For vacation leave: filing should be at least eight (8) calendars days before actual leave For emergency sick leave: filing should be done the day after For maternity leave: filing should be at least thirty (30)	Provide leave form.	None	1 Hour	HRMO III



calendars days in advance				
Submit the accomplished leave form including the documentary requirements at the HRMD	2.1 Receiving clerk records application for leave, review documentary requirements and stamp received.	None	15 Minutes	Administrative Aide II
	2.2 Assign reference number and record to logbook	None	5 Minutes	Administrative Aide II
	2.3 Route the physical documents to first-level approver	None	5 Minutes	HRMO III
	2.4 Endorse to final second-level approver for approval	None	30 Minutes	CHROMO
	2.5 Submit the form to the City Mayor or authorized representative for approval <i>*The City Mayor decides whether recommendation is acceptable or not and sign the leave form</i>	None	1 Day	City Mayor or Secretary to the City Mayor
	2.6 Retrieve the signed leave form	None	1 Hour	HRM Assistant
Receive the copy of approved/disapproved leave application from HRMD	Record the approved leave form	None	1 Hour	HRM Assistant
TOTAL		None	1 day and 4 hours	



**PRODUCTIVITY SKILLS CAPABILITY BUILDING FOR
DISADVANTAGED WOMEN**

Office/Division/Section:		Office on Social Welfare and Development Services - PSCB		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Disadvantaged Women		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Barangay Certification			✓ Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Upon enrollment client must fill up an intake form	Scrutinize the data	None	30 minutes	JAHARA TABAYAG NORMINA NONGKA
2 Admission to Training	Client is introduced to a sewing machine Practice using the machine by making simple pot holders and rugs	None	5 days	ZULAIKA ABO
3. Pattern Making	Practice cutting clothes based on the pattern	None	5 days	ZULAIKA ABO
4. Sewing the patterned cloth	Sewing polo, blouse, shirt and pants	None	5 days	ZULAIKA ABO
5. Provision of Livelihood Assistance to Graduates				
TOTAL		None	15 days 30 minutes	

Client Category: SENIOR CITIZENS

SPECIAL SOCIAL SERVICES SECTION PROGRAMS AND SERVICES

- I. SOCIAL PENSION PROGRAM FOR INDIGENT SENIOR CITIZENS (SPPISC) or
SOCPEN



SPISC / SOCPEN is a program of the national government for the indigent senior citizens with the cooperation of the Department of Social Welfare and Development (DSWD) and the Local Government of Cotabato City, as the lead implementer. This program provides a monthly stipend of PhP 500.00 to augment the daily subsistence and other medical needs of indigent senior citizens. It seeks to improve the condition of indigent senior citizens by augmenting their daily subsistence and medical needs; reduce incidence of hunger; and protect them from neglect, abuse, deprivation, and natural and man-made disasters.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - <i>Special Social Services Section</i>			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Senior Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Senior Citizens ID - Original and photocopied ID <i>(must bear the specimen signature of the OSCA Executive Secretary)</i>			✓ OSCA	
✓ Barangay Certificate of Residency with the specimen signature of the Barangay Senior Citizens President (BSCP)			✓ Barangay of Residence	
✓ 3 copies of latest 2x2 picture with white background			✓ Photo Studio	
✓ Voter's Certificate - Original and Xeroxed			✓ COMELEC	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply for SocPen and submit the prescribed requirements.	1. Review of the submitted requirements; 2. Conduct interview of the SocPen applicants; 3. Advise applicants to wait for a call for the schedule of validation.	NONE	15 minutes	Staff
	4. Applications and its attached requirements are forwarded for entry to the database.		15 minutes	Staff



	5. The documents are then bundled per day and are forwarded for initial and review of the SSS section head.		30 minutes	Staff
	6. Those with lacking requirements or information are labeled pending and are scheduled for follow-up		5 days	Staff
	7. Those with initials of the Section Head are forwarded to the CSWDO for signature		20 minutes	City Social Welfare Officer
	8. Documents are forwarded to the OSCA for signature		30 minutes	OSCA Exec. Secretary
	9. Documents are returned to SSSS for schedule of validation 10. Inform the applicants of the schedule of their validation.		7 days	Staff
	11. Conduct of validation		20 minutes	Staff
	12. Prepares summary of validation		7 days	Staff
	13. Documents are sorted and ready for transmittal to DSWD Regional Office		1 day	Staff
	14. Names of the applicants for SocPen are forwarded to the DSWD Central Office for approval and inclusion to the master's list and payroll; and ready for downloading back to the region XII		1 to 2 months	DSWD Region XII
	15. Forwards the		7 days	



	downloaded names to the region			DSWD Central Office
	16. Forwards the downloaded names to SSSS and waits for the payroll to be forwarded		3 months	Marissa A. Salva
	17. Forwards the payroll of the SocPen beneficiaries to the SSSS		3 months	DSWD Region XII
	TOTAL	NONE	8 months, 2 weeks, 6 days, 2 hours & 10 minutes	

BURIAL ASSISTANCE

The Burial Assistance Program aims to provide financial assistance as burial assistance to the bereaved families of indigent senior citizens, and to help defray burial expenses.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Senior Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Death Certificate issued by the Local Civil Registry and/or Death Certificate issued by the Barangay for Moslem Beneficiaries			✓ Local Civil Registry/ ✓ Barangay of Residence	
✓ Certificate of Indigency			✓ Barangay of Residence	
✓ Original and photocopied Senior ID of the Deceased			✓ OSCA	
✓ Original and photocopied ID of the Representative of the Deceased			✓ Client	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to OSCA	1. Receives the submitted requirements;	NONE	1 day	OSCA



	2. Forwards the documents to the Office of the City Mayor (OCM) for approval and signature.			
	3. Documents are returned back to OSCA.		30 minutes	OCM
2. Submits for interview.	4. The applicant for burial assistance are called for interview; 5. After the interview, the applicants are now ready for inclusion on the payroll.		30 minutes	Sofia Ukat
	6. Informs the SSSS of the burial financial assistance ready for release.		1 day	CITY TREASURY OFFICE
	7. Informs the recipient of the assistance to be released.		30 minutes	Sofia Ukat
3. Receives the assistance from the CITY TREASURY OFFICE.	8. Releases the assistance to the recipient		30 minutes	City Treasury Office
TOTAL		None	2 days and 2 hours	

MEDICAL ASSISTANCE

The Medical Assistance Program aims to provide assistance for the poor, marginalized, vulnerable, disadvantaged and indigent senior citizens so that they can immediately avail of the needed prescription medicines.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen



Who May Avail:		Indigent Senior Citizens		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Original and photocopied Senior Citizens ID			✓ OSCA	
✓ Updated Prescription Issued by a Licensed DoCity Treasury Officer			✓ Medical Practitioner	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to SSSS	1. Receives the submitted requirements; 2. Explains to the client of the need to go to the pharmacy and ask the pharmacist to write down the prices of the medicines requested.	NONE	10 minutes	Worker Worker
2. Visits the Pharmacy for the pricing of the medicines			30 minutes	Pharmacy
3. Submits the prescription with the prices of the medicines to SSSS.	3. Receives the prescription and attaches the withdrawal slip for the pharmacy.		15 minutes	Staff
4. Proceeds to the pharmacy and submits the prescription with the withdrawal slip. 5. Receives the medicines requested.	4. Receives the prescription and the withdrawal slip. 5. Hand overs the requested medicines.		15 minutes	Pharmacy
	TOTAL	NONE	I hour and 10 minutes	



FINANCIAL ASSISTANCE

The Financial Assistance Program aims to provide any type of monetary help or aid that a poor, marginalized, vulnerable, disadvantaged and indigent senior citizen seeks.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Senior Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Original and photocopied Senior Citizens ID			✓ OSCA	
✓ Certificate of Indigency			✓ Barangay of Residence	
✓ Barangay Certificate of Residency			✓ Barangay of Residence	
✓ Medical Abstract <i>(if assistance is related to health)</i>			✓ Medical Practitioner	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to SSSS; 2. Submit to an interview by the worker assigned.	1. Receives the submitted requirements; 2. Explains to the client the procedure of the assistance: that a Social Case Study Report (SCSR) has to be prepared; that an interview has to be conducted; that the request has to be taken to different offices for approval; and that the worker shall call the client when the request is approved and ready for release; 3. Conducts an interview;	NONE	30 minutes	Worker
	4. Drafts a Social Case Study Report;		1 day	
	5. Reviews the SCSR and affixed initials.		30 minutes	



	6. Approves the SCSR and affixed signature.		30 minutes	
	7. Prepares the necessary vouchers and/or payroll for the release of the assistance; 8. Forwards the same to the Budget Office.		1 hour	
	9. Informs the client of the release of the assistance.		30 minutes	
3. Receives the assistance requested.			30 minutes	
	TOTAL	NONE	1 day, 3 hours and 30 minutes	

PROVISION OF ASSISTIVE DEVICE

The Provision of Assistive Device Program aims to provide assistance for the poor, marginalized, vulnerable, disadvantaged and indigent senior citizens so that they can carry out daily activities and participate actively in community life with the help of the assistive devices.

Office/Division:		OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who May Avail:		Indigent Senior Citizens		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Original and photocopied Senior Citizens ID			✓ OSCA	
✓ Certificate of Indigency			✓ Barangay of Residence	
✓ Medical Abstract			✓ Medical Practitioner	
✓ Medical Certificate (stating the assistive device needed)			✓ Medical Practitioner	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1. Receives the submitted	None	30 minutes	Worker



to SSSS; 2. Submit to an interview.	requirements; 2. Explains to the client the procedure of the assistance : that a Social Case Study Report (SCSR) has to be prepared; that an interview has to be conducted; that the request has to be taken to different offices for approval; and that the worker shall call the client when the request is approved and ready for release; 3. Conducts an interview;			
	4. Drafts a Social Case Study Report;	None	1 day	Worker
	5. Reviews the SCSR and affixed initials.	None	30 minutes	Worker
	6. Approves the SCSR and affixed signature.	None	30 minutes	Worker
	7. Prepares the necessary vouchers and/or payroll for the release of the assistance; 8. Forwards the same to the Budget Office.	None	1 hour	Worker
	9. Informs the client on the release of the assistance.	None	30 minutes	Worker
3. Receives the assistance requested.		None	30 minutes	Worker
	TOTAL	NONE	1 day, 3 hours and 30 minutes	



CENTENARIAN PROGRAM

The Centenarian Program aims to honor centenarians for their wisdom and contributions to society by awarding a cash grant from the national government and a plaque of recognition.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Senior Citizens Reaching the Age of 100 years old and beyond			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ 2 pcs 1x1 picture			✓ Client	
✓ Filled-up Intake Sheet Form			✓ OSWDS-SSSS	
✓ Latest Barangay Certificate			✓ Barangay of Residence	
✓ Photocopy of Senior Citizens ID			✓ Client	
✓ NSO Birth Certificate (<i>SECPA with Original Receipt</i>)			✓ PSA	
✓ Affidavit of 2 Disinterested Persons certifying the fact of birth with 2 Witnesses 80+ of Age (<i>Attach Photocopy of IDs of the Affiants</i>)			✓ Client	
✓ Original Voter’s Certificate			✓ COMELEC	
✓ Whole Body and Half Body Pictures			✓ Photo Studio	
✓ Birth Certificate (<i>SECPA with Original Receipts</i>) of the Children			✓ PSA	
✓ Community Tax Certificate			✓ City Treasury Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to SSSS; 2. Submit to an interview.	Receives the submitted requirements; Explains to the client the procedure of the program that an interview shall be conducted; that a home visitation / validation shall be conducted; that the requirements shall be	None	40 minutes	Worker



	validated; and the DSWD Region XII shall also conduct their own home visitation and validation. Conducts an interview.			
	4. Reviews the requirements and forwards to the Section Head for review and initials.	None	30 minutes	Worker
	5. Reviews the requirements and the intake form, and affixes initials.	None	30 minutes	Worker
	6. Approves and affixes signature on the intake form.	None	30 minutes	Worker
	7. Forwards the documents to the OSCA for signature.	None	1 hour	Worker
	8. Returns the documents to the SSSS	None	30 minutes	Worker
	9. Transmits the name and documents of the applicant to DSWD Region XII for approval.	None	1 day	Worker
	10. Schedules for a home visitation and validation	None	3 days	Worker
	11. Informs the family of the applicant for the scheduled home visitation and validation by the DSWD XII	None	1 day	Worker
	12. Informs SSSS of the approval of the application	None	30 minutes	Worker
	13. Informs the family of the Centenarian	None	30 minutes	Worker
	TOTAL	NONE	5 days, 4 hours and 40 minutes	



Client Category: PERSONS WITH DISABILITY (PWD)

BURIAL ASSISTANCE

The Burial Assistance Program aims to provide financial assistance as burial assistance to the bereaved families of indigent senior citizens, and to help defray burial expenses.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Person with Disability (PWD)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Death Certificate issued by the Local Civil Registry and/or Death Certificate issued by the Barangay for Moslem Beneficiaries			✓ Local Civil Registry/ ✓ Barangay of Residence	
✓ Certificate of Indigency			✓ Barangay of Residence	
✓ Original and photocopied PWD ID of the deceased			✓ PDAO	
✓ Original and photocopied ID of the Representative of the deceased			✓ Client	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of requirements to PDAO	1. Receives the submitted requirements; 2. Forwards the documents to the Office of the City Mayor (OCM) for approval and signature.	None	30 minutes	PDAO
	3. Documents are returned back to PDAO.	None	30 minutes	OCM
Submits for interview.	4. The applicant for burial assistance are called for interview; 5. After the interview, the applicants are now ready for inclusion on the payroll.	None	40 minutes	Sofia Ukat, Aisa Tomas
	6. Informs the SSSS of the burial financial assistance	None	30 minutes	City Treasury Office



	ready for release.			
	7. Informs the recipient of the assistance to be released.	None	30 minutes	Sofia Ukat
Receives the assistance from the CITY TREASURY OFFICE.	8. Releases the assistance to the recipient	None	40 minutes	City Treasury Office
	TOTAL	NONE	3 hours and 20 minutes	

MEDICAL ASSISTANCE

The Medical Assistance Program aims to provide assistance for the poor, marginalized, vulnerable, disadvantaged and indigent PWD so that they can immediately avail of the needed prescription medicines.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Person with Disability (PWD)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Original and photocopied PWD ID			✓ PDAO	
✓ Updated Prescription Issued by a Licensed DoCity Treasury Officer			✓ Medical Practitioner	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to SSSS	1. Receives the submitted requirements; 2. Explains to the client of the need to go to the pharmacy and ask the pharmacist to write down the prices of the medicines requested.	None	15 minutes	Worker
2. Visits the Pharmacy for the pricing of the		None	30 minutes	Worker



medicines				
3. Submits the prescription with the prices of the medicines to SSSS.	3. Receives the prescription and attaches the withdrawal slip for the pharmacy.	None	15 minutes	Worker
4. Proceeds to the pharmacy and submits the prescription with the withdrawal slip. 5. Receives the medicines requested.	4. Receives the prescription and the withdrawal slip. 5. Hand overs the requested medicines.	None	20 minutes	Worker
	TOTAL	NONE	1 hour and 20 minutes	

FINANCIAL ASSISTANCE

The Financial Assistance Program aims to provide any type of monetary help or aid that a poor, marginalized, vulnerable, disadvantaged and indigent senior citizen seeks.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Person with Disability (PWD)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Original and photocopied PWD ID			✓ PDAO	
✓ Certificate of Indigency			✓ Barangay of Residence	
✓ Barangay Certificate of Residency			✓ Barangay of Residence	
✓ Medical Abstract <i>(if assistance is related to health)</i>			✓ Medical Practitioner	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to SSSS;	1. Receives the submitted requirements; 2. Explains to the	None	20 minutes	Worker



2. Submit to an interview by the worker assigned.	client the procedure of the assistance : that a Social Case Study Report (SCSR) has to be prepared; that an interview has to be conducted; that the request has to be taken to different offices for approval; and that the worker shall call the client when the request is approved and ready for release; 3. Conducts an interview;			
	4. Drafts a Social Case Study Report;	None	1 day	Worker
	5. Reviews the SCSR and affixes designated initials.	None	1 hour	Worker
	6. Approves the SCSR and affixes designated signature.	None	30 minutes	Worker
	7. Prepares the necessary vouchers and/or payroll for the release of the assistance; 8. Forwards the same to the Budget Office.	None	1 hour	Worker
	9. Informs the client of the release of the assistance.	None	30 minutes	Worker
3. Receives the assistance requested.		None		City Treasury Office
	TOTAL	NONE	1 day, 3 hours and 20 minutes	



PROVISION OF ASSISTIVE DEVICE

The Provision of Assistive Device Program aims to provide assistance for the poor, marginalized, vulnerable, disadvantaged and indigent PWD so that they can carry out daily activities and participate actively in community life with the help of the assistive devices.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Person with Disability (PWD)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Original and photocopied PWD ID			✓ PDAO	
✓ Certificate of Indigency			✓ Barangay of Residence	
✓ Medical Abstract			✓ Medical Practitioner	
✓ Medical Certificate (<i>stating the assistive device needed</i>)			✓ Medical Practitioner	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to SSSS; 2. Submit to an interview.	1. Receives the submitted requirements; 2. Explains to the client the procedure of the assistance : that a Social Case Study Report (SCSR) has to be prepared; that an interview has to be conducted; that the request has to be taken to different offices for approval; and that the worker shall call the client when the request is approved and ready for release; 3. Conducts an interview;	NONE	30 minutes	Worker
	4. Drafts a Social Case Study Report;		1 day	Worker



	5. Reviews the SCSR and affixes designated initials.		30 minutes	Worker
	6. Approves the SCSR and affixes designated signature.		30 minutes	Worker
	7. Prepares the necessary vouchers and/or payroll for the release of the assistance; 8. Forwards the same to the Budget Office.		1 hour	Worker
	9. Informs the client on the release of the assistance.		30 minutes	Worker
3. Receives the assistance requested.			30 minutes	City Treasury Office
	TOTAL	NONE	1 day, 3 hours and 30 minutes	

EDUCATIONAL ASSISTANCE

The Educational Assistance Program aims to provide financial assistance to poor but deserving children to be able to stay in school to complete their studies and rise above their beginnings.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Person with Disability (PWD)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Original and Xeroxed PWD ID			✓ PDAO	
✓ Certificate of Indigency			✓ Barangay of Residence	
✓ Certificate of Enrollment with LRN Number			✓ School where Enrolled	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits recommendation of qualified students.	1. Receives the submitted recommendation of qualified students from the City Schools Division, DepEd.	None	15 minutes	
	2. Informs the recommended students, requires for the submission of the requirements and sets a date for an interview.	None	1 day	
2. Submits requirements to SSSS.	3. Receives the submitted requirements and conducts interviews.	None	30 minutes	
	4. Conducts validation with the school concerned.		1 day	
	7. Prepares the necessary vouchers and/or payroll for the release of the assistance; 8. Forwards the same to the Budget Office.	None	1 hour	
	9. Informs the client on the release of the assistance.	None	30 minutes	
3. Receives the assistance requested.		None	20 minutes	City Treasury Office
	TOTAL	NONE	2 days, 3 hours and 10 minutes	

TEMPORARY PROTECTIVE CUSTODY

Office/Division:	Office On Social Welfare & Development Services Women Crisis Center & Social Development Center	
Classification:	Complex Transaction	
Type Of Transaction:	G2G - Government To Government G2C - Government To Citizen	
Who May Avail:	Children At-Risk, Children In Conflict With The Law, Women In Crisis Situation Clients For Temporary Protective Admission In The Center.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Negative RT-PCR Swab Test/Antigen Rapid Test		✓ CRMC/City Health Office
✓ Endorsement Letter/Referral Letter		✓ Barangay, PNP, & other



			agencies	
✓ Photocopy of Birth Certificate			✓ LCR Office/PSA Office	
✓ Photocopy of Medical Certificate			✓ CRMC/City Health Office	
✓ Photocopy of School Records (in case no birth certificate)			✓ Respective School of Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Upon admission-all pertinent documents should be submitted to the Main Office or either to the Center.	Scrutinized all the documents submitted. Mark Received the documents submitted.	none	30 minutes to 1 Hour	OSWDS-Admin Section Staff/OSWDS-Child Welfare Section Staff/OSWDS-WCC&SDC Staff
Admission for Temporary Protective Custody inside the center.	conduct initial interview fill-up intake form fill-up admission form fill-up admission contract conduct inventory of personal belonging conduct orientation on center policies and rules Provision of food, clothing and room.	none	30 minutes to 1 Hour	Parents/Guardia n of client House Parent-On Duty Center Staff Center Social Worker
Conduct Further Data Gathering	Conduct home visitation to the immediate and identified family of client. Coordinate with the identified barangay Conduct collateral interview to barangay, school and friends of client. Refer client to other concerned agency if not a resident of the city.	none	2 hours 30 minutes 2 hours 1 hour	Parents/Guardia n Respective Barangay Barangay Street Educator Teacher and Friends C/MSWDO
Formulation of Individual/Client Treatment Plan	Draft and Prepare Social Case Study Report Call for a barangay case	none	As the need arise	Center Social Worker Respective BCPC Parents/Guardia n



	conference Conduct family conference Prepare client for the intervention program			Client
Participation in the Center-Based Intervention Program	Client shall encourage to participate in the Center-based Intervention Program Assign client to perform assigned center chores. Conduct lecture type sessions. Provide center psychosocial activities Undergo anger management & stress debriefing activities. Undergo psychological assessment and evaluation Conduct Value Formation sessions Introduce Character Building Sessions Encourage to perform faith- based activities Train for Productivity Skills Development. Train clients to learn in cooking activities. Encourage client to inculcate the value of eco- friendly environment. Conduct tutorial educational/mod ular sessions. Provision of Legal Representation to Prosecution Office, Public	None	30 minutes 2 hours 2 hours 1 hour 3 hours 2 hours 2 hours 1 hour As the need arise As the need arise 1 hour 1 hour As the need arise As the need arise	Parents/Guardia n of client House Parent-On Duty Center Staff Center Social Worker Center Psychometrician Lawyer Client



	Attorney's Office and Regional Trial Court Accompany client for scheduled court hearings.			
Pre-Discharge Conference	Conduct one on one conference with the client. Conduct Family and BCPC Conference	none	2 hours 2 hours	Parents/Guardia n of client House Parent-On Duty Center Staff Center Social Worker Center Psychometrician Client Barangay Street Educator Respective BCPC
Release/Discharge from Center	Conduct Discharge Orientation Involve BCPC of the respective barangay Fill-up discharge certification Requires photo documentation	none	30 minutes 5 minutes	Parents/Guardia n of client House Parent-On Duty Center Staff Center Social Worker Center Psychometrician Client Barangay Street Educator Respective BCPC
Follow- up and Monitoring	Coordinate with the respective BCPC Conduct Home & School Visitation	none	As the need arise	Parents/Guardia n of client Center Staff Center Social Worker Center Psychometrician Client Barangay Street Educator Respective BCPC
CASE TERMINATION				
TOTAL		NONE	1 day, 2 hours & 35 minutes	





To be placed...