

# Municipal Social Welfare and Development Office

## External Services

### 1. PROVISION OF ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS)

The Municipal Social Welfare and Development Office (MSWDO) provide emergency assistance to Individual and families who are in extremely difficult situations and have inadequate resources.

#### Types of Assistance:

- Medical Assistance
- Burial Assistance (shall be claimed by the nearest kin)
- Food and Transportation Subsistence
- Assistive Device/ Gadgets of Person with Disabilities
- Educational Assistance for Senior High School and College Student

<b>Office or Division:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE
<b>Classification:</b>	COMPLEX
<b>Type of Transaction:</b>	GOVERNMENT TO CLIENT

<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Brgy. Certificate of Indigency (1 original and 1 photocopy)		Barangay Hall		
Endorsement from Municipal Mayor (1 original)		Municipal Mayor's Office		
Original Medical Certificate, prescription, laboratory request, Billing Statement (1 original and 1 photocopy)		Hospital/clinic/ attending physician		
Certified photocopy of Death Certificate (burial assistance) (2 photocopies)		Mun. Civil Registrar's Office		
Police Blotter (Transportation Subsistence) (1 original and 1 photocopy)		PNP		
Medical certificate indicating the need for assistive device (1 original and 1 photocopy)		Attending physician		
Authenticated copy of School ID and Registration form (educational assistance) (2 photocopies)		School Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Request Assistance	1. Refers to Mayor's Office for endorsement	None	10 mins.	Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant MSWD Office
2 Secure Endorsement to the Municipal Mayor	2. Provide endorsement to the client	None	15 mins.	Municipal Mayor Mayor's Office
3 Submit endorsement and other required documents to MSWD	3. Interviews, assess client eligibility for assistance and evaluates validity of documents, Prepare certificate of eligibility and voucher	None	45 mins.	Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant MSWD Officer MSWD Office
4 Wait for the Certificate of Eligibility	4. Sign the Certificate of Eligibility	None	5 mins.	Social Welfare Aide Day Care Worker 1

				Day Care Worker 2 Social Welfare Assistant MSWD Officer  MSWD Office
5 Signs Access Card and Logbook	5. Record in the Access card and Logbook	None	20 mins.	Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant  MSWD Office
<b>Total</b>			<b>1 hr. &amp; 10 mins.</b>	

## 2. SOCIAL CASE STUDY REPORT:

Individual/families Secure Social Case Study Report to avail programs/services from other agencies such as PCSO, hospitals and others:

<b>Office or Division:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Check list of requirements from the funding agency			Funding	
Brgy. Certificate of Indigency (1 photocopy)			Barangay Hall	
Certificate of no property (1 original)			Mun. Assessor's Office	
Certificate of no business established (1 original)			Mun. Treasurer's Office	
Medical Certificate (1 photocopy)			Attending physician	
Hospital Bill (1 photocopy)			Hospital where he/she admitted	
Prescription of medicines (1 photocopy)			Attending physician	
Funeral Contract (1 photocopy)			Funeral where he/she seek services	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request Social Case Study Report	1. Interview and assessment	None	30 mins.	MSWD Officer  MSWD Office
	2. Prepares Social Case Study Report	None	1 day	MSWD Officer  MSWD Office

2. Receives Social Case Study Report	3. Release Social Case Study Report	None	5 mins.	Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant MSWD Officer MSWD Officer
<b>Total response time</b>			<b>1 day and 35 mins.</b>	

### 3. ISSUANCE OF SOLO PARENT ID

<b>Office or Division:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	Solo Parent Only			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Brgy. Certificate of Residency indicating the circumstances of being a solo parent (1 original)			Barangay Hall	
Death Certificate of spouse (if applicable) (1 photocopy)			Mun. Civil Registrar's Office	
Birth Certificate of children (1 photocopy)			Mun. Civil Registrar's Office	
Income Tax Return for employed and unemployed Solo Parent or any necessary documents as proof of financial status (1 original)			BIR	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplished/ filled out application form and submit required documents	1. Accept and evaluates the documents as to correctness and completeness	None	10 mins.	Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant MSWD Officer
	2. Conduct collateral interview, assessment and evaluation of the SOLO Parent situation.	None	1 month	MSWD Officer MSWD Office
	3. Prepare SOLO parent ID	None		Social Welfare Aide Day Care Worker 2 Social Welfare Assistant MSWD Office
	4. Sign the prepared SOLO parent ID	None	10 mins.	MSWD Officer MSWD Office

				Municipal Mayor Mayor's Office
	5. Records in the logbook	None	5 mins.	Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant  MSWD Officer
2. Receives SOLO parent ID	Release SOLO Parent ID	None	5 mins.	Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant MSWD Officer
Total Response time			1 month and 30 mins.	

#### 4. ISSUANCE OF PERSON WITH DISABILITY ID

<b>Office or Division:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	PWD Only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Residency Certificate (1 original)		Brgy. Hall		
Medical Certificate indicating type of disability (1 original)		Attending physician		
2 pcs 2x2 and 2 pcs 1x1 pictures				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplished/ filled up application form and submit required documents	1. Accept and evaluates the documents as to correctness and completeness	None	15mins.	Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant  MSWD Office
2. Wait for the Certification	2. Register PWD applicant thru on line  3. Prepare PWD ID	None	30 mins.	Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant MSWD Office

	4. Sign the prepared PWD ID			MSWD Officer MSWD Office Municipal Mayor Mayor's Office
	5. Record in the Logbook			Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant  MSWD Office
3. Receive the PWD ID	6. Release PWD ID	None	5 mins.	Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant  MSWD Office
Total response time			50 mins	

## 5. ISSUANCE OF CERTIFICATE OF INDIGENCY:

<b>Office or Division:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	PWD Only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Indigency Certificate (1 original)		Brgy. Hall		
Filed Case (for IBP) (photocopy)		Court		
Documents to be corrected (e.g. birth certificate or marriage certificate)		Municipal Civil Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Request Certificate of Indigency	1 Conduct Interview	None	45 mins.	Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant MSWD Officer  MSWD Office
2 Wait for the Certification	2 Prepare Certificate of Indigency	None		
3 Wait for the Certification	3 Sign the prepared Certificate of Indigency	None	5 mins	Social Welfare Assistant MSWD Officer  MSWD Office
4 Receives Certificate of Indigency	4 Release Certificate of Indigency	None		Social Welfare Aide Day Care Worker 1 Day Care Worker 2

			5 mins.	Social Welfare Assistant MSWD Office
Total response time			55 mins.	

## 6. ISSUANCE OF CERTIFICATION FOR UNIVERSAL PHIL HEALTH ENROLLMENT:

<b>Office or Division:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	PWD Only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Brgy. Certificate of Indigency (1 original)		Barangay Hall		
Tax Exemption Certificate (1 original)		BIR		
Certification from the hospital (private)		Hospital/ clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Request Certification for Universal Phil Health Enrollment	1 Conduct Interview	None	15 mins.	Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant  MSWD Officer
2 Wait for the Certification	2 Prepare certification	None	5 mins.	Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant MSWD Office
3 Wait for the Certification	3 Assessment and evaluation of client eligibility, Sign the prepared Certification	None	5 mins.	MSWD Officer  MSWD Office
4 Receives Certification for Phil Health Enrollment	4 Release Certification for Phil health Enrollment	None	5 mins.	Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant  MSWD Office
Total response time			30 mins.	

## 7. ISSUANCE OF SOLICITATION PERMIT:

<b>Office or Division:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE
<b>Classification:</b>	COMPLEX
<b>Type of Transaction:</b>	GOVERNMENT TO CLIENT
<b>Who may avail:</b>	PWD Only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Minutes of Meeting (1 original)	Secretary of the Group requesting for solicitation permit
List of Candidates (1 photocopy)	Secretary of the Group requesting for solicitation permit
Sample envelop (1 original)	Secretary of the Group requesting for solicitation permit
Financial Report (previous fund raising) (1 photocopy)	Treasurer of the group requesting for the solicitation permit
1 <sup>st</sup> and 2 <sup>nd</sup> endorsement (1 photocopy)	Secretary of the Group requesting for solicitation permit
Solicitation Permit Fee (₱500.00)	Mun. Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Request Solicitation Permit and submit required documents	1 Accept and evaluate the required documents as to correctness and completeness	None	30 mins.	Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant MSWD Office
2 Pays the Solicitation Permit	2 Issues official receipt	500.00	5 mins.	Revenue Collection Officer 2 Mun. Treasury
3 Presents official permit to MSWDO	3 Received official receipt and prepare solicitation permit	None	10 mins	Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant MSWD Office
4 Wait for the Solicitation Permit	4 Sign the prepared solicitation permit	None	10 mins.	MSWD Officer MSWD Office Municipal Mayor Mayor's Office
Wait for the Solicitation Permit	5 Record in the Logbook	None		Social Welfare Aide Day Care Worker 1 Day Care Worker 2 Social Welfare Assistant MSWD Office
5 Receives Solicitation Permit	6 Release Solicitation Permit	None	5 mins.	Social Welfare Aide Day Care Worker 1 Day Care Worker 2



				Social Welfare Assistant MSWD Office
Total response time			60 mins.	

## 8. ISSUANCE OF SENIOR CITIZEN ID:

<b>Office or Division:</b>		MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE		
<b>Classification:</b>		COMPLEX		
<b>Type of Transaction:</b>		GOVERNMENT TO CLIENT		
<b>Who may avail:</b>		PWD Only		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Birth/ Baptismal Certificate (1 photocopy)		Mun. Civil Registrar's Office/ Parish Church		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Accomplished/ filled up application form and submit required documents	1 Accept and evaluates the documents as to correctness and completeness	None	10 mins	OSCA Head  OSCA
2 Wait for the OSCA ID	2 Prepare Senior Citizen ID	None	5 mins.	OSCA Head  OSCA
Wait for the OSCA ID	3 Sign the prepared SC ID	None	10 mins.	MSWD Officer MSWD Office  Municipal Mayor Mayor's Office
Wait for the OSCA ID	4 Record in the log book	None	5 mins.	Rosalina C. Cadiz OSCA Head
3 Receives SC ID	5 Release Senior Citizen ID	None	5 mins.	Rosalina C. Cadiz OSCA Head
Total response time			35 mins.	

