



OFFICE OF THE CITY SOCIAL WELFARE AND DEVELOPMENT

EXTERNAL CATEGORY



1. AVAILING AID FOR INDIVIDUAL IN CRISIS SITUATION (AICS)

Aid for Individual in Crisis Situation (AICS) is an immediate to individual and family in crisis situation.

Office or Division:		Office of the City Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of Barangay Certificate of Indigent		Respective Barangay		
2. Medical Abstract		Various Hospital		
3. Final Hospital Bill		Various Hospital		
4. Cedula/Valid ID		Respective Barangay/Postal ID/Philhealth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office	1. Assist the client to sign in the logbook	None	1 minute	<i>Job Order Employee/ Officer of the Day (OCSWD)</i>
2. Express purpose/ need for assessment and intervention	2. Conduct interview 2.1 Provide the list of the needed documents to be submitted	None	2 minutes	<i>Job Order Employee/ Officer of the Day (OCSWD)</i>
3. Submit the needed documents	3. Receive the needed documents. 3.1 Refer to Social Worker in charge for assessment and intervention	None	2 minutes	<i>Job Order Employee/ Officer of the Day (OCSWD)</i>
4. Subject to the interview/ assessment	4. Conduct assessment of the client	None	5 minutes	<i>Social Worker (OCSWD)</i>
5. Receive the assistance	5. Provide appropriate intervention/	None	1 minute	<i>Social Worker (OCSWD)</i>



	cash assistance			
6. Sign in the acknowledgment receipt	6. Assist the client to sign in the acknowledgment receipt	None	1 minute	<i>Social Worker (OCSWD)</i>
TOTAL			12 Minutes	



2. ISSUANCE OF CASE STUDY REPORT

People seeking assistance from the government/agencies are required to secure social case study report from the City Social Welfare and Development office, in availing social services of other government institution to ensure that the services is/are given to the less fortunate members of our society.

Office or Division:		Office of the City Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Indigent Member of the Society		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical Assistance:				
1. Medical Certificate/ Medical Abstract		Hospital where the client confine		
2. Updated Hospital Bill or Latest Doctor's prescription with amount indicated by hospital		Hospital		
3. Barangay Certificate of Indigency		Barangay where the client rescue		
4. Valid Identification Card		SSS/COMELEC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration of client in the logbook	1. Assist the client to register in the logbook	None	2 minutes	<i>Social Welfare Officer I (OCSWD)</i>
2. The client submit him/herself for an interview	2. Conduct intake interview	None	45 minutes	<i>Social Welfare Officer I (OCSWD)</i>
3. Applicant will submit the requirement/s to be reviewed by the Social Worker and access the eligibility of assistance	3. Review the required documents and inform the client if he/she is eligible to avail the resources	None	15 minutes	<i>Social Welfare Officer I (OCSWD)</i>



4. Applicant will be given a schedule for home visit for further data gathering and validation	4. Conduct home visit	None	4 hours	<i>Social Welfare Officer I (OCSWD)</i>
5. Waiting for the notification from Social Worker	5. Prepare the Social Case Study Report 5.1 Sign the Social Case Study Report	None	2 days 1 minute	<i>Social Welfare Officer I (OCSWD)</i> <i>City Social Welfare & Development Officer (OCSWD)</i>
6. Receive the Social Case Study Report	6. Release the Case Study Report	None	5 minutes	<i>Social Welfare Officer I (OCSWD)</i>
7. Sign in the logbook	7. Assist the client to sign in the logbook for acknowledgement of the releasing of his/her SCSR	None	1 minute	<i>Social Welfare Officer I (OCSWD)</i>
TOTAL		None	2 Days, 5 Hours 9 Minutes	



3. ISSUANCE OF PWD IDENTIFICATION CARD

Identification Cards shall be issued to any bonafide PWD with permanent disabilities due to any one or more of the following conditions: psychosocial, learning, visual, orthopedic, intellectual, speech and hearing conditions. This includes persons suffering from disabling diseases resulting to the person's limitations to do day to day activities as normally as possible such as but not limited to those undergoing dialysis, heart disorders, severe cancer cases and such other similar cases resulting to temporary or permanent disability.

The Identification Cards shall be the basis for the provision of certain special privileges and discounts to PWD's. This ID shall serve as proof for availing of discount to ensure that persons with disabilities shall fully enjoy the benefits and privileges provided for in RA 9442.

Office or Division:		Office of the Persons with Disability Affairs		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Persons with Disability		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished PWD-RF		PDAO office or to assigned CRW from the barangay		
2. Two pcs. 2x2 recent ID pictures		Client		
3. Barangay Clearance/Certificate of Indigency		Respective Barangay		
4. Medical Certificate/Certificate of Disability		Licensed Private or Government Physician Head of Office/School Principal		
5. Signature (use marker pen or thumbmark on a piece of paper)		Client		
6. Authorization Letter (in absence of PWD)		Family/Guardian of client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook	1. Assist the client to sign in the logbook	None	1 minute	<i>PDAO Staff</i> (PDAO Office)
2. Fill up the Philippine Registry Form for Persons with Disability	2. Received the application form and review	None	3 minutes	<i>PDAO Staff</i> (PDAO Office)
3. Attach and submit the following required documents	3. Received the required document for assessment and	None	3 minutes	<i>PDAO Staff</i> (PDAO Office)



a) Medical/disability certificate b) Barangay Clearance/ Certificate of Indigency c) 2 pcs. 2x2 ID picture d) Signature/ thumbmark on a piece of paper e) Authorization letter in absence of PWD	verification in the registry of PWD			
4. Wait for the releasing of PWD ID	4. Inform client through text and call	None	5 days	<i>PDAO Staff & Supplier of PVC IDs (PDAO Office)</i>
5. Received PWD ID	5. Release and assist client to sign in "releasing logbook"	None	1 minute	<i>PDAO Staff (PDAO Office)</i>
TOTAL			5 Days, 8 Minutes	



4. SECURING SOLO PARENT ID

Solo parents asking for privileges and benefits for them and their children, appropriating funds and for other purposes may secure Solo Parent ID. This identification card can be secured from the Office of the City Social Welfare and Development (OCSWD).

Office or Division:		Office of the City Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Solo Parent with Minor Children		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of Barangay Certification		Respective Barangay		
2. Photocopy of the Birth Certificate of minor children		Local Civil Registrar		
3. 2 copies 1x1 picture of client		Client		
4. Photocopy of Community Tax Certificate		Respective Barangay		
5. Photocopy of the Death Certificate of Spouse		Local Civil Registrar		
6. Affidavit for Abandoned Spouse		Public Attorney's office		
7. Medical Certificate of the Spouse Physical Incapacity		Hospital/Clinic		
8. Certification from BJMP for spouse detained for 1 year or more		BJMP		
9. Birth Certificate of Differently abled child PWD		Local Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office	1. Assist the client to sign in the logbook	None	1 minute	<i>Social Welfare Assistant (OCSWD)</i>
2. Express purpose need of client	2. Conduct intake interview	None	5 minutes	<i>Social Welfare Assistant (OCSWD)</i>
3. Submit documents	3. Receive the documents 3.1 Assess for completeness/v erification 3.2 Prepare the requested ID	None	5 minutes	<i>Social Welfare Assistant (OCSWD)</i>



	3.3 Sign the Solo Parent ID		1 minute	<i>City Social Welfare and Development Officer (OCSWD)</i>
4. Sign in the logbook	4. Release of Solo Parent ID	None	3 minutes	<i>Social Welfare Assistant (OCSWD)</i>
TOTAL			15 Minutes	