

**OFFICE OF THE CITY
SOCIAL WELFARE AND
DEVELOPMENT OFFICER
External Services**

1. Aid to Individuals in Crisis Situations

Issuance of Social Case Study Report and Certificate of Indigency to families/individuals in crisis situations.

Office or Division:	Office of the City Social Welfare and Development Officer Emergency Welfare Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	All Cavite City residents who are indigent and In Crisis Situation	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Social Case Study Report to be submitted to other Government Offices and Non-Government Offices		
a. Hospitalization Assistance		
• Clinical Abstract/Medical Certificate (1 photocopy)		Hospital/Medical Clinic
• Hospital bill/laboratory (1 photocopy)		Hospital/Medical Clinic
• Barangay Certificate of Indigency (1 photocopy)		Barangay where the client resides
• Valid ID of the claimant and client (patient) (1 photocopy)		SSS, GSIS, Passport, Postal, Driver's License, National ID
b. Burial Assistance		
• Death Certificate (1 photocopy)		Local Civil Registrar
• Signed Funeral Contract (1 photocopy)		Funeral Parlor that provided the service
• Barangay Certificate of Indigency (1 photocopy)		Barangay where the client resides
• Valid ID of the claimant and client (patient) (1 photocopy)		SSS, GSIS, Passport, Postal, Driver's License, National ID
c. Financial Assistance (Medicines/Maintenance)		
• Medical Certificate (1 photocopy)		Hospital/Medical Clinic
• Updated prescription (1 photocopy)		Hospital/Medical Clinic

B. Certificate of Indigency •Barangay Clearance or Barangay Certificate of Indigency (Claimant) •Court Resolution/ Affidavit (photocopy) •Valid ID Card (Claimant)		Barangay where the client resides Court SSS, GSIS, Passport, Postal, Driver's License, National ID		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client walk-in and submit documents at the Emergency Division, CSWDO	1. Receive, conduct intake interview, and assess/check submitted documents	None	15 minutes	January M. Rodrin Social Welfare Assistant
2. Client waiting for approval	2.1. Assessment/ Preparation of Social Case Study Report or Certificate of Indigency 2.2. Submit for recommendation and approval	None	20 minutes 10 minutes	Herminia J. Dosol Social Welfare Officer I
3. Client receives the needed document	3. Release the needed Social Case Study Report/Certificate of Indigency	None	2 minutes	Herminia J. Dosol Social Welfare Officer I
TOTAL:		None	47 minutes	

2. Center-based programs for Children in Conflict with the Law (CICL)

Center-based Social Protection Services to Child and Youth Center which provides residential care and rehabilitative services to below 18 years old Children in Conflict with the Law (CICL).

Office or Division:	Office of the City Social Welfare and Development Officer Child & Youth Welfare Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Children in Conflict with the Law			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Birth Certificate (1 photocopy) • Police or Barangay Blotter (1 photocopy)		Philippine Statistics Authority Police Station		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client is turned over to the center	1. Conduct intake interview with the client	None	30 minutes	Editha DC. Fara-on Houseparent III Arlene F. Espera Houseparent I Evangelina B. Magaling Houseparent I Nora G. Niño Houseparent I Joann V. Rebogio Houseparent I Gina E. Vasquez Houseparent I
2. The client answers the questions asked by the social worker based on the discernment tool	2.1. Administer Act of Discernment Test 2.2. Prepare Discernment Report 2.3. Submit the Discernment Report to the CSWD Officer for approval 2.4. Submit approved/noted Discernment Report	None	7 days 1 day 2 hours 2 hours	Arlene A. Ubayan Social Welfare Officer IV

	to the City Prosecutor's Office			
3.1. Clients avail of the services while at the Center	3.1. Provides home care and support services	None	24 hours	Editha DC. Fara-on Houseparent III
3.2. Client participates in the daily activities	3.2. Monitors daily activities			Arlene F. Espera Houseparent I
3.3. Client participates in other activities being conducted in the center in coordination with other GOs and NGOs	3.3. Assist in the conduct of the activity		3 hours	Evangelina B. Magaling Houseparent I
3.4. Client bonds with relatives during visiting hours	3.4. Inspect/monitor visitors during visiting times		2 hours	Nora G. Niño Houseparent I
	3.5. Logging in to the guest logbook			Joann V. Rebogio Houseparent I
				Gina E. Vasquez Houseparent I
4. Attends court hearings	4. Assists the CICL during hearings	None	4 hours	Arlene A. Ubayan Social Welfare Officer IV
5. Waits for the court decision	5.1. Assists in the preparation of documents needed for the processing of bail (if the client opted to post bail)	None	3 hours	
	5.2. Coordinate with the NTSB, for the transfer of a client with a suspended sentence		1 day	Arlene A. Ubayan Social Welfare Officer IV

	5.3. Prepare documents (court order, birth certificate, and Social Case Study Report) to be submitted to the NTSB via e-mail		2 days	
6. Attends the pre-discharge conference	6. Facilitate pre-discharge conference	None	2 hours	Arlene A. Ubayan Social Welfare Officer IV
7. Minor reintegrated to family or transferred to another agency	7.1. Release the minor to the family and facilitate the signing of the discharge slip 7.2. Turn over to NTSB	None	2 hours 1 day	Arlene A. Ubayan Social Welfare Officer IV
TOTAL:		None	24 hours for temporary shelter/stay of children in the shelter depending on the case	

3. Community-based Drug Rehabilitation Program

Refers to the most cost-effective approach to support PWUDs who were assessed with mild/low drug use and dependence.

Office or Division:	Cavite City Drug Abuse Response Center		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Persons Who Used Drugs (PWUDs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
- Barangay Clearance (1 original) - Valid ID		Barangay where the client resides SSS, GSIS, Passport, Postal, Driver's License, National ID	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in or referred clients will undergo intake interview	1.1. Conduct Intake Interview	None	30 minutes	Noralyn Velasco Community Affairs Officer I
2. Attend Alcohol, Smoking, and Substance Involvement Screening Test (ASSIST)	2. Facilitate/ conduct ASSIST	None	2 hours	Dr. Elmer R. Camarse Medical Officer IV
3. Undergo physical/medical examination and submit results to CCDARC	3. Refer the client to the City Health Office for a physical/medical examination	None	15 minutes	Dr. Elmer R. Camarse Medical Officer IV
4. PWUDs with mild/moderate ASSIST results will attend 3-month intensive CDBRP	4. Facilitate 3-month intensive CDBRP	None		Multi-disciplinary team and volunteers
5. Attend the CDBRP after-care program for 3 months	5. Facilitate CDBRP after-care program for 3 months	None		Multi-disciplinary team and volunteers
TOTAL:		None	2 hours and 45 minutes	

4. Disaster Relief Assistance

Provision of appropriate assistance to individuals/families affected by natural or man-made calamities during its onset.

A. Outside Evacuation Centers

Office or Division:	Office of the City Social Welfare and Development Officer
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Affected individuals/families of natural or man-made calamities

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Fire Certification from the Bureau of Fire Protection (if fire incident) - Certificate of Eligibility		Bureau of Fire Protection Office of the City Social Welfare and Development Officer		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlist/inform the CSWDO on the list of affected families from barangays	1. Receives reports of the number of affected families and individuals from barangays	None	10 minutes	OCSWDO Staff on duty
2. The client undergoes an intake interview	2.1. Conduct intake interview 2.2 Provide hot meals and other non-food items 2.3 Onsite validation (structural assessment to be conducted by City Engineer's Office)	None	5 minutes per client Immediately 1-3 days depending on the number of affected families	OCSWDO Staff on duty
3. The client gets the assistance	3. Provision of relief assistance and other support assistance	None	Immediately (3-5 days)	
TOTAL		None	8 days and 15 minutes	

B. Inside Evacuation Centers

Office or Division:	Office of the City Social Welfare and Development Officer
Classification:	Highly Complex
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	Affected individuals/families of natural or man-made calamities

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Fire Certification from the Bureau of Fire Protection (if fire incident) - Certificate of Eligibility		Bureau of Fire Protection Office of the City Social Welfare and Development Officer		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Affected individuals/families are temporarily sheltered in the Evacuation Center/s	1.1 Setting up of Evacuation Center/s and provision of support services	None	2 hours	OCSWDO other LGU Offices
	1.2 Provision of hot meals and other necessities (sleeping kits, hygiene kits, etc.) during the stay of evacuees in the evacuation center		Immediately	OCSWDO staff on duty Barangay Nutrition Scholar
	1.3 Conduct of intake interview		5 minutes per client	OCSWDO staff on duty
	1.4 Prepare and submit DROMIC Report / Incident Report		2 hours	Chiara Kirsten de la Cruz Manpower Development Officer I
	1.5 Validation in the area/site		2-3 days or more depending on the number of affected families	Social Worker OCSWDO Staff Child Development Worker City Engineering Office
	1.6 Cleansing of master list		2-3 days or more depending on the number of	OCSWDO Technical Staff

			affected families	
2. Attend meetings conducted by the City regarding the rehabilitation plan	2.1 Conduct meetings with the evacuees 2.2 Implementation of the rehabilitation plan	None	2 hours 2 days or longer depending on the number of affected families	OCSWDO other LGU Offices concerned
	3.1 Provision of relief assistance and other support assistance 3.2 Preparation of Termination Report	None	Immediately 1 day	Chiara Kirsten de la Cruz Manpower Development Officer I
TOTAL:		None	Depends on the severity of the damage and the number of affected families	

Early Childhood Care and Development (ECCD) Service

Provision of early childhood care and development, programs, and activities to enhance the physical, emotional, cognitive, psychological, spiritual, and language development of young children.

Office or Division:	Office of the City Social Welfare and Development Officer Child and Youth Welfare Division
Classification:	Highly Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	3- 4 years old and 11 months pre-school

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Child's Birth Certificate (1 photocopy) - Immunization Records (1 photocopy) - ID pictures 1x1 picture (1pc) 2x2 picture (1pc)		Local Civil Registrar Office/Philippine Statistics Authority Health Center/Private Clinic/Hospital		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parents will register their child through Intake Form	1. Child Development Workers accept and review submitted form and requirements	150.00	30 minutes	Child Development Workers
2. Parents attend face to face orientation	2. Conduct face to face orientation to parents of Daycare Children	None	3 hours	Child Development Workers
3. Child attends face to face classes	3. Provide structured learning activities to Daycare Children	*100.00/month	2 hours/day Mondays – Fridays 10 months	Child Development Workers
3.1 Child participates in the CDC Supplementary Feeding Program	3.1 Provides hot meals and dry ration foods for Supplementary Feeding		20 minutes for 120 days	
3.2 Parents assist in getting the child's monthly height and weight	3.2 Conduct height and weight monitoring		10 minutes	
4. Child completes the 10-month Early Childhood Care and	4. Conduct Recognition Rites		3 hours – one time only	Child Development Workers

Development Service				
TOTAL:		Php 1,150.00	10 months / 3 hrs and 30 minutes for registration	

6. Issuance of Certificate of Disability

Issuance of certification to Persons with Disabilities (PWDs) for SSS, PhilHealth, or GSIS benefit claims.

Office or Division:	Office of the City Social Welfare and Development Officer Persons with Disabilities Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Persons with Disabilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Barangay Clearance - PWD Identification Card (1 photocopy)		Barangay where the client resides		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo interview/screening and submit documentary requirements	1.1 Conduct an initial interview with the client and receive the submitted documentary requirements 1.2 Preparation of Certificate of Disability and submit the Certificate to Social Worker for signature	None	20 minutes	Alex T. Victoria PDAO Focal Person Administrative Assistant I (Bookbinder III)
2. The client receives the requested certification	2. Release of Certificate of Disability	None	5 minutes	Alex T. Victoria PDAO Focal Person Administrative Assistant I (Bookbinder III)
TOTAL:		None	25 minutes	

7. Issuance of Certificate of Low-Income

A certification issued to clients who are employed but in the poverty threshold as one of the documentary requirements for the Ayuda sa Kapos Ang Kita Program (AKAP) of the Department of Social Welfare and Development.

Office or Division:	Office of the City Social Welfare and Development Officer Emergency Welfare Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Employed individuals but in the poverty threshold			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate of Indigency (photocopy)		Barangay		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo screening and submit Barangay Certificate of Indigency	1.1 Conduct an initial interview with the client and receive the submitted Barangay Certificate of Indigency 1.2 Preparation of Certificate of Low-Income and submit the Certificate to Social Worker for signature	None	10 minutes	January M. Rodrin Social Welfare Assistant
2. The client receives the requested certification	2. Release of Certificate of Low-Income	None	3 minutes	January M. Rodrin Social Welfare Assistant
TOTAL:		None	13 minutes	

8. Issuance of Parental Capability Assessment Report (PCAR)

A report issued to the requesting agency to establish whether or not the parents are adequately equipped to provide appropriate and stable emotional and physical care to their children.

Office or Division:	Office of the City Social Welfare and Development Officer Child and Youth Welfare Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Requesting agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Request letter (1 original) - Social Case Study Report of the client/ Case summary (1 original)		Requesting agency		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon receiving the request of Parental Capability Assessment Report from partner agencies, conduct home visitation to client's family.	1. Prepares Feedback Report on Home Visitation conducted.	None	2 hours	Arlene A. Ubayan Social Welfare Officer IV
2. Conduct interview and gather collateral information from neighbor	2. Prepare the Parental Capability Assessment Report (PCAR)	None	2 hours	Arlene A. Ubayan Social Welfare Officer IV
3. Submit the PCAR to the concerned agencies requested for the report through email/LBC. mailing	3. Signs the Parental Capability Assessment Report (PCAR)	None	2 minutes	Rowena C. Andrade City Social Welfare and Development Officer
TOTAL:		None	4 hours and 2 minutes	

9. Issuance of Persons with Disabilities (PWD) Identification Card

Issuance of Identification Cards and Purchase Booklet for the availment of benefits and privileges for Persons with Disabilities (PWDs).

Office or Division:	Persons with Disabilities Affairs Office (PDAO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Any bonafide person with a permanent disability

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Barangay Clearance (1 original) - Medical Certificate or Document to confirm the medical or disability condition (1 photocopy) - ID picture (1x1 picture - 3 pcs.) - Valid ID (1 copy)		Barangay where the client resides Hospital/Respective Health Center SSS, GSIS, Passport, Postal, Driver's License, National ID		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at Persons with Disability Affairs Office on requirements	1. Inform the client of the required documents.	None	10 minutes	Alex T. Victoria PDAO Focal Person Administrative Assistant I (Bookbinder III)
2. Accomplishing the PWD Registration Form manually.	2. Assist the client in filling out the PWD Registration Form	None	30 minutes	Alex T. Victoria PDAO Focal Person Administrative Assistant I (Bookbinder III)
3. Submission of the accomplished PWD Registration Form and requirements	3.1. Preparation of the PWD Identification Card and Purchase Booklet 3.2. Transmit the PWD Identification Card and Purchase Booklet to the City Mayor's Office for signature	None	30 minutes 30 minutes	Alex T. Victoria PDAO Focal Person Administrative Assistant I (Bookbinder III)
4. Claiming of signed PWD ID and Purchase Booklet	4. Record and release the PWD ID and Purchase Booklet	None	10 minutes	Alex T. Victoria PDAO Focal Person Administrative Assistant I (Bookbinder III)
TOTAL:		None	1 hour and 50 minutes	

10. Issuance of Solo Parent ID

Refers to the issuance of Identification Cards to Solo Parents to avail privileges mandated by the law.

Office or Division:	Office of the City Social Welfare and Development Officer Family and Community Welfare Division	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Solo parent	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Birth of a child as a consequence of rape • Barangay affidavit • Birth certificate/s of child/children • Complaint affidavit • Medical Record on the incidence of rape • Notarized Sworn Affidavit that he/she has the sole parental care and support of the children • 1x1 picture (2 pcs) • Certificate of Attendance		Barangay where the client resides Philippine Statistics Authority Hospital Public Attorney's Office Office of the City Social Welfare and Development Officer
B. Widow/widower • Barangay affidavit • Birth certificate/s of child/children • Marriage Certificate • Death Certificate • Affidavit of non-cohabiting/non-co-parenting • 1x1 picture (2 pcs) • Certificate of attendance <i>(For renewal, bullet #5 and #6)</i>		Barangay where the client resides Philippine Statistics Authority Philippine Statistics Authority Philippine Statistics Authority Public Attorney's Office Office of the City Social Welfare and Development Officer
C. Spouse of a person deprived of liberty (PDL) • Barangay Affidavit • Birth certificate/s of child/children • Marriage Certificate • Certificate of Detention • Affidavit of non-cohabiting • 1x1 picture (2 pcs)		Barangay where the client resides Philippine Statistics Authority Philippine Statistics Authority Bureau of Jail Management and Penology Public Attorney's Office

• Certificate of attendance (For renewal, bullet #4, #5, & #6) D. Spouse of a person with disability (PWD) • Barangay affidavit • Birth certificate/s of child/children • Medical Records or Certificate issued not more than 3 months • Affidavit of non-cohabiting/non-co-parenting • 1x1 picture (2pcs) • Certificate of Attendance (For renewal, bullet #3, #4 & #5) E. Due to de facto separation • Barangay Affidavit • Birth certificate/s of child/children • Marriage Certificate • Affidavit of non-cohabiting/non-co-parenting • Affidavit of two disinterested persons attesting to the fact of separation of the spouses • 1x1 picture (2 pcs) • Certificate of Attendance (For renewal, bullet #4, #5, & #6) F. Due to the nullity of marriage • Barangay affidavit • Birth certificate/s of child/children • Marriage Certificate, with the fact of declaration of nullity, or annulment of marriage • Affidavit of non-cohabiting/non-co-parenting • 1x1 picture (2 pcs) • Certificate of Attendance (For renewal, bullet #4 & #5) G. Abandoned • Barangay Affidavit • Birth certificate/s of child/children	Office of the City Social Welfare and Development Officer Barangay where the client resides Philippine Statistics Authority Hospital/Clinic Public Attorney's Office Office of the City Social Welfare and Development Officer Barangay where the client resides Philippine Statistics Authority Philippine Statistics Authority Public Attorney's Office Public Attorney's Office Office of the City Social Welfare and Development Officer Barangay where the client resides Philippine Statistics Authority Philippine Statistics Authority Public Attorney's Office Office of the City Social Welfare and Development Officer Barangay where the client resides Philippine Statistics Authority
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• Marriage Certificate • Affidavit of two disinterested persons attesting to the abandonment of the spouse • Police or barangay record of the fact of abandonment • Notarized Sworn Affidavit of the SP that he/she has the sole parental care and support of the child/children. • 1x1 picture (2 pcs) • Certificate of Attendance <i>(For Renewal, bullet #6 and #7)</i>	Philippine Statistics Authority Public Attorney's Office Philippine National Police Public Attorney's Office Office of the City Social Welfare and Development Officer
H. Spouse of an Overseas Filipino Worker • Barangay Affidavit • Birth certificate/s of child/children • Marriage Certificate (if married) • Proof of relation between the applicant and OFW if a family member • Photocopy of passport as proof of continuous overseas employment for the last 12 months • POEC-Sec or any equivalent document • Affidavit of non-cohabiting • 1x1 picture (2 pcs) • Certificate of Attendance <i>(For renewal, bullet #4, #5, #6, #7, and #8)</i>	Barangay where the client resides Philippine Statistics Authority Philippine Statistics Authority Philippine Overseas Employment Administration Public Attorney's Office Office of the City Social Welfare and Development Officer
I. Unmarried mother/father who keeps and rears his/her child/children • Barangay Affidavit • Birth certificate/s of child/children • Certificate of no Marriage (CENOMAR) • Affidavit of non-cohabiting/non-co-parenting • 1x1 picture (2pcs) • Certificate of Attendance <i>(For renewal, bullet #1, #3, #4, and #5)</i>	Barangay where the client resides Philippine Statistics Authority Philippine Statistics Authority Public Attorney's Office Office of the City Social Welfare and Development Officer

J. Legal guardian, adoptive or foster parent who solely provides parental care and support to a child or children • Barangay Affidavit • Proof of guardianship, proof of adoption, or proof of Foster Care • Affidavit of non-cohabiting/non-co-parenting • 1x1 picture (2 pcs) • Certificate of Attendance <i>(For renewal, bullet #1, #3 & #4)</i> K. Any relative within the fourth (4th) civil degree of consanguinity or affinity • Barangay Affidavit • Birth certificate/s of child/children • Death Certificate or Judicial declaration of absence or presumptive death of the parents or legal guardian • Proof of relationship of the relative to the legal guardian (Birth Certificate) • Affidavit of non-cohabiting • 1x1 picture (2 pcs) • Certificate of Attendance <i>(For renewal, bullet #4, #5 & #6)</i> L. A pregnant woman who provides sole parental care and support to her unborn child or children • Barangay Affidavit • Medical Record of her pregnancy • Affidavit of non-cohabiting/non-co-parent who is providing support to the pregnant woman • 1x1 picture (2 pcs) • Certificate of Attendance	Barangay where the client resides Public Attorney's Office Office of the City Social Welfare and Development Officer Barangay where the client resides Philippine Statistics Authority Philippine Statistics Authority Philippine Statistics Authority Public Attorney's Office Office of the City Social Welfare and Development Officer Barangay where the client resides Hospital/Clinic Public Attorney's Office Office of the City Social Welfare and Development Officer
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CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo initial Interview/ screening	1. Conduct an initial interview with the applicant	None	30 minutes	Cristine Joy G. Mingo Social Welfare Officer I
2. Fill out the Solo Parent Application Form and submit the requirements	2.1. Screen the requirements and Solo Parent Application Form 2.2. Encode the client's information in the database and prepare the Solo Parent ID 2.3. Submit the Solo Parent ID to the CSWD Officer for signature. 2.4. Transmit the Solo Parent ID to the City Mayor's Office for signature.	None	At least 7 working days	Cristine Joy G. Mingo Social Welfare Officer I Maribeth Famy Denisse Camille Go Job Order
3. Claim the Solo Parent ID	3. Issue the Solo Parent ID to the client and inform		5 minutes	Cristine Joy G. Mingo Social Welfare Officer I
TOTAL:		None	7 days & 35 minutes	

Note: Counting of processing time will commence upon receipt of complete documentary requirements from the Solo Parent applicant.

11. Job Referral and Placement

Conduct employment/skills assessment and job matching for referral and placement to companies.

Office or Division:	Public Employment Service Office (PESO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Job seekers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume/Curriculum Vitae/Biodata		Personal		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend intake interview for initial assessment	1. Conduct intake interview and initial assessment	None	30 minutes	Zephora T. Salomon Contract of Service
2. Fill out the Jobseeker Registration Form	2.1 Receive the Registration Form	None	30 minutes	Zephora T. Salomon Contract of Service
	2.2 Encode applicant's data to the National Skills Registry System		15 minutes	Rhoann M. Olavario Job Order
3. Attend Job Coaching	3. Conduct Job Coaching	None	30 minutes	Zephora T. Salomon Contract of Service
4. The job applicant proceeds to the company with the endorsement/referral letter	4. Issue an endorsement letter/referral letter	None	20 minutes	Zephora T. Salomon Contract of Service
TOTAL:		None	2 hours and 5 minutes	

12. Pre-marriage counseling

It refers to the counseling provided to couples before getting married as mandated by the Family Code.

Office or Division:	Office of the City Social Welfare and Development Officer Family and Community Welfare Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Would-be-married couples		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
● Official Receipt (1 original)		City Treasurer’s Office	

- PMC Forms - Valid ID (1 photocopy)				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the Family and Community Welfare Division	1. Inform/advise of the needed requirements	None	15 minutes	Maribeth Famy Job Order
2. Fill out Pre-Marriage Counseling Forms, answer the questionnaires, and Official Receipt	2. Check the filled-out Pre-Marriage Counseling Forms and questionnaires and receive a copy of the Official Receipt	None	30 minutes	Herminia J. Dosol Social Welfare Officer I
3. Attend a Pre-Marriage Counselling Session	3.1. Conduct Pre-Marriage Counseling for couples to be married 3.2. Prepare the Pre-Marriage Counseling Certificate	None	3 hours	Herminia J. Dosol Social Welfare Officer I Maribeth Famy Job Order
4. Claim the Pre-Marriage Counseling Certificate	4. Issue the Pre-Marriage Counseling Certificate	None	15 minutes	Maribeth Famy Job Order
TOTAL		None	4 hours	

13. Provision of Assistive Devices and other Support

Assistance is provided to PWDs to enable them to carry out daily activities and participate actively and productively in community life.

Office or Division:	Persons with Disabilities Affairs Office (PDAO) Programs for Older Persons	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Senior Citizens and Persons with Disabilities (PWDs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Barangay Clearance/Indigency (1 original)		Barangay where the client resides

• Medical Certificate or Document to confirm the medical or disability condition (1 photocopy) • Recent whole-body picture (2 pcs.)		Hospital		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo initial Interview/ screening to the client (Claimant)	1. Conduct initial Interview and screening to the client (Claimant)	None	20 minutes	Herminia J. Dosol Social Welfare Officer I or Alex T. Victoria PDAO Focal Person Administrative Assistant I (Bookbinder III)
2. Fill out the application form and submit the requirements	2.1 Screening of submitted requirements and application form for assessment and evaluation 2.2. Record/Log claimants' information in the clientele database 2.3. Processing of Technical Device Assistance 2.4. Coordinate with the City Mayor regarding the schedule of releasing the technical device.	None	At least 10 days	Herminia J. Dosol Social Welfare Officer I or Alex T. Victoria PDAO Focal Person Administrative Assistant I (Bookbinder III)
3. Claiming of technical device	3.1. Release the Technical device request	None	25 minutes	Herminia J. Dosol Social Welfare Officer I

				or Alex T. Victoria PDAO Focal Person Administrative Assistant I (Bookbinder III)
TOTAL:		None	10 days and 45 minutes	

14. Request for assistance to a child alleged victim of abuse, neglect, and exploitation

Refers to the handling and management of children needing special protection and appropriate intervention.

Office or Division:	Office of the City Social Welfare and Development Officer Special Cases Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Children Needing Special Protection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Birth Certificate (1 photocopy) • Baptismal Certificate (1 photocopy) • School Records (1 photocopy)		Local Civil Registrar Office/Philippine Statistics Authority Church School		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client is turned over to the center	1. Conduct intake interview	None	30 minutes	Arlene A. Ubayan Social Welfare Officer IV
2. The child undergoes medical or medico-legal examination if needed	2. Assist the minor with the medical or medico-legal examination in Health Center or	None	1 day	Arlene A. Ubayan Social Welfare Officer IV

	Child Protection Unit – PGH			
3. Child gives a statement at PNP – WCPD if needed	3. Assist the child/minor to give a statement at the PNP-WCPD	None	4 hours	Arlene A. Ubayan Social Welfare Officer IV
4. Goes to the Prosecutor's Office to personally submit a Sworn Statement, if needed	4. Assist in filing the case at the Prosecutor's Office	None	4 hours	Arlene A. Ubayan Social Welfare Officer IV
5. The child/minor is transferred to other institution for temporary shelter	5. Refer to other institutions for temporary shelter	None	4 hours	Arlene A. Ubayan Social Welfare Officer IV
TOTAL		None	*2 days, 4 hours and 30 minutes	

**Provision of assistance may be extended depending on the case.*

15. Rescue operation for Children at Risk (CAR)

Conduct rescue operations for Children at Risk (CAR) – street children, abandoned, physically, emotionally, and sexually abused children.

Office or Division:	Office of the City Social Welfare and Development Officer Child and Youth Welfare Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Children at Risk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Birth Certificate (1 photocopy) - Referral letter from Barangay or PNP (1 photocopy)		Philippine Statistics Authority (PSA) Barangay where the client resides/Philippine National Police		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo intake interview	1.1. Conduct Intake Interview with the client upon referral to the barangay or PNP	None	5 days	Arlene A. Ubayan Social Welfare Officer IV

	1.2. Conduct home visitation for data gathering 1.3. Prepare Case Study Report 1.4. Develop a treatment plan based on the assessment of needs			Arlene A. Ubayan Social Welfare Officer IV
2. Participate in the activities based on the treatment plan				
TOTAL		None	5 days	

16. Request for Certificate of Indigency and Registration as Urban Poor member

Issuance of Certificate of Indigency and registration as Urban Poor members in support of their water and electric installation application.

Office or Division:	Urban Poor Affairs Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Urban Poor members
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Barangay Clearance (1 photocopy) - Barangay Indigency (1 photocopy) - Sworn Statement (for Meralco only) - (1 photocopy) - Urban Poor Membership form (for non-members)	Barangay where the client resides Barangay where the client resides Public Attorney's Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Indigency or proof of membership	1.1 Screen the requirements submitted by the client. 1.2. If a non-Urban Poor member, issue an Urban Poor Membership Form and advise the client to process membership in his/her respective barangay. 1.3 Prepare the Certification for the signing of the CSWD Officer	None	30 minutes *1-2 days *may be extended depending on client's membership processing in his/her respective barangay 10 minutes	Cristine Joy G. Mingo Social Welfare Officer I
TOTAL		None	*2 days and 40 minutes	

**Depending on the availability of the client's requirements upon inquiry*

17. Special Program for Employment of Students

It refers to the temporary employment of poor but deserving students during summer, providing them with compensation to support/provide their educational needs.

Office or Division:	Public Employment Service Office
Classification:	Highly Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Indigent students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Latest school registration form (3 photocopies) • Birth Certificate/Baptismal Certificate (1 photocopy)	School where the student is enrolled Local Civil Registrar's Office

Parent's residence certificate (1 photocopy)				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client accomplishes the SPES Application Form along with other documentary requirements	1. Receive and screen the documents submitted by the student	None	5 minutes/applicant	Zephora T. Salomon Contract of Service
2. Attend orientation and sign the contract	2.1. Facilitate orientation and signing of the contract 2.2. Processing and submission of documents to DOLE	None	1 hour	Zephora T. Salomon Contract of Service
3. Participate in the SPES for 22 days	3. Monitoring of SPES implementation	None	20 days	Zephora T. Salomon Contract of Service
4.1 Receive LGU-counterpart compensation 4.2. Wait for further advice on the schedule of DOLE compensation release for payout	4.1 Facilitate release of LGU-counterpart compensation 4.2. Facilitate release of DOLE compensation	None	2 days	Zephora T. Salomon Contract of Service
TOTAL		None	22 days, 1 hour, and 5 minutes	