



**MUNICIPAL SOCIAL WELFARE AND  
DEVELOPMENT OFFICE  
EXTERNAL SERVICES**

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

The Municipal Social Welfare extends emergency financial assistance and referrals to hospitals, charitable institutions and other agencies to indigent individuals and families. This service covers burials and medical assistance. It is also covering food allowance for indigents and transportation allowance for individuals who are stranded in the municipality.

<b>Office or Division:</b>	Municipal Social Welfare and Development			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C–Government to Citizen			
<b>Who may avail:</b>	Indigent individuals and families			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Burial Assistance <ul style="list-style-type: none"> <li>- Endorsement Letter</li> <li>- Original and photocopy of Death Certificate</li> <li>- Xerox of Valid ID</li> </ul>				
For Medical Assistance <ul style="list-style-type: none"> <li>- Endorsement Letter</li> <li>- Doctor's Prescription/Medical Certification</li> <li>- Valid ID</li> <li>- Hospital Bill (if needed)</li> </ul>				
For Food and Transportation Assistance <ul style="list-style-type: none"> <li>- Police Blotter in case client is a victim of pickpockets</li> <li>- Referral Letter</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write your name and the purpose of your visit on client's logbook. Proceed yourself to an interview and give all the necessary information and cooperation during the interview	Accomplished the GIS form and certificate of Eligibility forms to enable client to avail of the assistance requested	None.	25 minutes	MSWDO Assigned Staff
2. Sign the AICS form and wait for the MSWDO staff to secure other signature needed.	Secures other signatures needed to complete the AICS form.	None.	10 minutes	
<b>TOTAL</b>		<b>None</b>	<b>35 minutes</b>	

## 2. PROVISION OF SOCIAL CASE STUDY REPORT (SCSR)

Social Case Study Report are required by charitable institutions, government hospitals and non-government organizations that provide services to indigent clients and patients.

<b>Office or Division:</b>	Municipal Social Welfare and Development			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C–Government to Citizen			
<b>Who may avail:</b>	Indigent clients/patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Certificate or Medical Abstract				
Request Letter from the Hospital				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write your name and the purpose of your visit to the client's logbook.	Instruct client to fill up the logbook.	None.	5 minutes	MSWDO Assigned Staff
2. Submit to an interview and provide the necessary and pertinent information.	Conducts interview and determines if the case requires a home visit for further validation.	None.	15 minutes	
3. If home visit is necessary, provide sketch of the location of the house and take note of the schedule.	Schedule the home visit of the client	None.		

4. Extend the necessary assistance during the home visit.	Visit the residence to check client's status and further determine condition. Advises the client of the schedule of release of the Social Case Study Report. (Usually after 3 days)	None.	1 hour	
5. Go to the MSWDO on the schedule date of release to secure social case study report. And signed the logbook.	Released the case study.	None.	10 minutes	MSWDO Assigned Staff
<b>TOTAL</b>		<b>None</b>	<b>1 hour &amp; 30 minutes</b>	

### 3. PROVISION OF CERTIFICATE OF INDIGENCY

A Certificate of Indigency is required to avail of the service's charitable institutions, government offices and non-government organizations and institutions.

<b>Office or Division:</b>	Municipal Social Welfare and Development			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C–Government to Citizen			
<b>Who may avail:</b>	Indigent individuals and families			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Indigent family or individual based on MSWDO assessment.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write your name and the purpose of the visit on the client logbook.	Briefing the client on the service and their requirements.	None.	5 minutes	MSWDO Assigned Staff
2. Submit to an interview and provide the necessary and pertinent information.	Conducts interview and check on poverty logbook basis.	None.	15 minutes	
3. Wait while the MSWD staff prepares the Certificate of Indigency.	Prepares the Certificate of Indigency	None.	10 minutes	
4. Secure the Certificate of Indigency and sign logbook. Submit the same concern.	Issues Certificate of Indigency	None	10 minutes	Department Head
<b>TOTAL</b>		<b>None</b>	<b>40 minutes</b>	

#### 4. PROVISION OF PERSON WITH DISABILITY IDENTIFICATION CARD (PWD)

Among the mandates of MSWDO is to provide assistance to those visually impaired, hearing impaired and the physically handicapped to request for devices that will enable them to perform tasks and chores with minimum or no assistance.

Program provides to avail PWD I.D Card and booklet for buying their medicines to claim the 20% discount under the law R.A. 9442.

<b>Office or Division:</b>	Municipal Social Welfare and Development			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C–Government to Citizen			
<b>Who may avail:</b>	Persons with Disabilities (PWDs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certification from the doctor or attending physician indicating the need for assistive gadgets				
For ID Cards <ul style="list-style-type: none"> <li>- Certification from the doctor that states their disability.</li> <li>- Certificate of Residency</li> <li>- Photocopy of the Assessment of the Client (Psychological Report, Clinical Abstract, Findings)</li> <li>- Valid ID and Photocopy of Birth certificate</li> <li>- PWD Registration Form</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Write the name and purpose of the visit on the logbook.	Instruct client to fill in the logbook.	None.	10 minutes	MSWDO Assigned Staff
Give all the necessary data and cooperate with the staff during the interview.	Conducts interview.	None.	15 minutes	
Submit all the requirements needed.	Prepare for the PWD ID.	PHP 50.00	15 minutes	
<b>TOTAL</b>		<b>50.00</b>	<b>40 minutes</b>	

## 5. PROVISION OF PRE-MARRIAGE COUNSELLING

To provide counselling services to those who want to get married and to couples who need help.

<b>Office or Division:</b>	Municipal Social Welfare and Development			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C–Government to Citizen			
<b>Who may avail:</b>	Couple			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Must be 18 years old and above				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write your name and the purpose of the visit on the client's logbook. Then fill up the Application Form.	Instruct client to fill out the logbook and briefs the client on the services and the requirements.	None.	10 minutes	MSWDO Assigned Staff
2. Submit to an interview and provide the necessary information during the interview.	Conducts interview.	None.	30 minutes	
3. Prepares for the counselling.	Perform schedule counselling for the couple.	None.	45 minutes	
<b>TOTAL</b>		<b>None</b>	<b>1 hour &amp; 25 minutes</b>	

**6. PROVISION OF SENIOR CITIZEN IDENTIFICATION CARD/SOCIAL PENSION**

Among the mandates of MSWDO is to provide assistance to senior citizen in every barangay. The scope of this program is to provide Senior Citizen's ID Card and booklet for buying medicine and other necessities for claiming their 20% discount under R.A. 9994

<b>Office or Division:</b>	Municipal Social Welfare and Development			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C–Government to Citizen			
<b>Who may avail:</b>	Senior Citizen (60 years old and above)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For ID Cards <ul style="list-style-type: none"> <li>- Photocopy of birth certificate or baptismal certificate</li> <li>- Marriage contract</li> <li>- Application Form or Registration Form</li> <li>- 3 pcs. 1x1 ID picture</li> </ul>				
For Social Pension <ul style="list-style-type: none"> <li>- Social Pension Intake Form</li> <li>- Xerox copy of Senior Citizen ID (back-to-back)</li> </ul>				
For Burial Assistance <ul style="list-style-type: none"> <li>- 2 copies of Death Certificate</li> <li>- 2 pcs. Photocopy of Senior Citizen ID</li> <li>- Photocopy of valid ID of claimant</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write your name and purpose of visit on client's logbook then fill up the Application Form.	Instruct client to fill out the logbook. Briefs the clients for the requirements.	None.	10 minutes	MSWDO Assigned Staff
2. Proceed to the interview. You must provide all the necessary information during the interview.	Conducts interview	None.	10 minutes	
3. Prepare for needed assistance.	Release the necessary ID and other documents for the assistance.	None.	20 minutes	
<b>TOTAL</b>		<b>None</b>	<b>40 minutes</b>	



## 7. PROVISION OF DISASTER RELIEF ASSISTANCE

The Municipal Social Welfare and Development office is at the forefront of relief assistance during natural and manmade calamities such as typhoons, fire and earthquakes. Among others, it distributes relief goods and provides housing materials to families whose houses have been destroyed by calamities. It also provides financial assistance and referrals to concerned agencies.

<b>Office or Division:</b>	Municipal Social Welfare and Development			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C–Government to Citizen			
<b>Who may avail:</b>	Victims of natural or manmade calamities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Report/List of the Victims of Calamities				
Barangay Certification testifying that she/he is a victim of calamity				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write your name and the purpose of the visit on the client logbook. Fill up the Application Form.	Briefs the client on the service and requirements.	None.	10 minutes	MSWDO Assigned Staff
2. Proceed to the interview. Give the necessary information and wait as the attending personnel accomplish the Intake Sheet.	Conducts interview and fill up the form.	None.	30 minutes	
3. Fill up the Intake Sheet	Secure the other important signatures.	None.	20 minutes	
4. Received the necessary assistance/referral	Provides assistance: For relief goods and housing materials (usually 2 weeks or 1 month process)	None	5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>1 hour &amp; 5 minutes</b>	