



**CITY SOCIAL WELFARE AND
DEVELOPMENT OFFICE**



1. Assistance to Individuals in Crisis Situation (AICS)

Service Description: AICS is an emergency relief in form of limited financial assistance for medical, burial and fire disaster to individuals or families in crisis situation.

Office or Division:	City Social Welfare and Development Office			
Classification:	Complex Transaction			
Type of Transaction:	G2G– Government to Government			
Who may avail:	Individuals or families in crisis situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Assistance: 1. Barangay Certificate of Indigency 2. Medical Certificate/Clinical Abstract 3. Protocol of treatment 4. Hospital Statement of Account 5. Medicine Prescription 6. Police Blotter if Vehicular Accident 7. Photocopy of Valid ID Burial Assistance: 1. Barangay Certificate of Indigency 2. Death Certificate 3. Service Contract 4. Photocopy of Valid ID Fire Disaster Assistance: 1. Barangay Certificate of Indigency 2. Certification from BFP		Medical Assistance: 1. Barangay Hall 2. Doctor/Physician or Hospital 3. Doctor/Physician or Hospital 4. Doctor/Physician or Hospital 5. Doctor/Physician or Hospital 6. Police Station 7. Self Burial Assistance: 1. Barangay Hall 2. Local Civil Registrar 3. Funeral Service Provider 4. Self Fire Disaster Assistance: 1. Barangay Hall 2. Bureau of Fire Protection		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Submit supporting documents. * For initial interview for assessment if Qualified 2. If qualified, for interview and Counseling	1. Preparation of Social Case Study Report 2. After signed intake sheet are prepared, controller will prepare 3 copies for AICS voucher, 3 copies of ALLOBS and attached it to individual intake sheet of the client.	No fees or charges	1-2 weeks	<i>Social Workers</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Wait for the notification thru text message or phone call to receive assistance</p>	<p>3. Controller will bring documents at the Mayor's Office. It will pass thru Budget Office, then Accounting Office and Treasurer's Office for the preparation of Cheques. 4. The prepared cheques will be signed by the Mayor or designated staff and goes back to treasury for releasing. 5. Treasury Office will notify CSWDO of available checks and informs clients thru text. Only thru personal appearance or authorization letters will permit releasing of cheques.</p>	<p>No fees or charges</p>	<p>1-2 weeks</p>	<p><i>Social Workers</i></p>



2. Issuance of Solo Parent ID Cards

Service Description: Issuance of Solo Parent ID Cards to solo parents so that they can enjoy privileges and benefits.

Office or Division:	City Social Welfare and Development Office			
Classification:	Complex Transaction			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	Solo Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Death Certificate of spouse if widowed 2. Copy of Court Decision for annulled marriages 3. Barangay Certificate of Residency and Affidavit stating years of abandonment for separation de facto 4. Birth Certificate of Children below 18 years old 5. Certificate of Net take home pay/ ITR for Employed Solo Parents 6. Employment Certificate for Employed Solo Parents, 7. Copy of Valid Identification Cards 8. 1x1 ID Pictures 		<p>Local Civil Registrar</p> <p>Court of Justice Barangay Hall and Law Office</p> <p>Philippine Statistic Authority</p> <p>Work Place or BIR Work Place Self Self</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Present/Submit supporting documents 2. Fill up application form 3. Claim solo parent ID 	<ol style="list-style-type: none"> 1. After the client submits his/her documents, Conduct interview or counseling will be conducted 2. Assist on the filling up of application form 3. Conduct home visit/ collateral interview 4. Preparation of ID Card 5. Text and inform client to get the solo parent ID at the office. 	N/A	2-4 Weeks	RSW Social Welfare Officer III



3. Educational Assistance to ALS Passers

Service Description: Provides assistance for the care, development and continuous education for ALS passers.

Office or Division:		City Social Welfare and Development Office		
Classification:		Complex Transaction		
Type of Transaction:		G2C– Government to Citizen		
Who may avail:		ALS Passers who are pursuing college education		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Barangay Certificate of Indigency or Residency 2. Certificate of Completion 3. Certificate of Rating 4. University Assessment for school fees 5. Photocopy of school ID 6. Photocopy of Voter's ID or voter's certification of either the student or their parents 		<ol style="list-style-type: none"> 1. Barangay Hall 2. ALS Teacher or the City School's Division Office 3. ALS Teacher or the City School's Division Office 4. College or University 5. Self 6. Self or Parents 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Present/Submit supporting documents 2. Undergo interview to provide data or counseling 3. Claim educational assistance 	<ol style="list-style-type: none"> 1. After the client submits his/her documents, conduct interview or counseling 2. Process the payroll to be submitted to the Budget Office 3. Payroll will pass thru Mayor's Office, then Accounting Office and Treasurer's Office for the preparation of Cheques. 4. The prepared cheques will be signed by the Mayor or designated staff and goes back to treasury for releasing 	N/A	2-4 Weeks	<i>Ma. Teresa T. Singson, RSW Social Welfare Officer III</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5. Assigned staff will text and inform client to get the educational assistance.	None		<i>Ma. Teresa T. Singson, RSW Social Welfare Officer III</i>



4. Children Welfare Program

Service Description: Provides services and activities for the care, protection, participation, development and rehabilitation of children in different situations and ensures social adjustment, total growth and development .

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical Application			
Type of Transaction:	G2C– Government to Citizen G2B– Government to Business Entity G2G– Government to Government			
Who may avail:	Children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client/s can be or bring the following: 1. Walk-in 2. Referral Letter and/or Endorsement		1. City Social Welfare and Development Office 2. Referring agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Submit supporting documents 2. Conduct interview to provide data or counseling will be conducted 3. Received programs and services	Identification of programs and services to be availed: - Early Childhood Care and Development - Child Development Program (Day Care Services) - Supplemental Feeding Program - Protective services such as: • Child Placement Services	None	2-4 weeks	<i>Social Welfare Officers</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>-Special Social Services to Children in Especially Difficult Circumstances (CEDC) and Children in Conflict with the Law (CICL) such as:</p> <ul style="list-style-type: none"> - Follow-up services - Management of temporary shelters / CICL-VAWC Center - Aftercare services - Diversion program / Community-based rehabilitation program - Rehabilitation services - Financial Assistance - Referrals to other government agencies <ol style="list-style-type: none"> 1. After the client submits his/her documents, conduct interview or counseling 2. Assigned worker will process client's request 3. Assessment will be conducted 	None	2-4 weeks	<i>Social Welfare Officers</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Interventions will be provided base on the needs of the client 5. Updates and notice will be executed	None		<i>Social Welfare Officers</i>



4. Youth Welfare Program

Service Description: Provides services and activities for the care, protection, participation, development and rehabilitation of children in different situations and ensured social adjustment, total growth and development .

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical Application			
Type of Transaction:	G2C– Government to Citizen G2B– Government to Business Entity G2G– Government to Government			
Who may avail:	Children			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Client/s can be or bring the following: 1. Walk-in 2. Referral Letter and/or Endorsement			1. City Social Welfare and Development Office 2. Referring agency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/ Submit supporting documents 2. Conduct interview to provide data or counseling will be conducted 3. Received programs and services	Identification of programs and services to be availed: - Alternative Learning System (ALS) - Youth / Support Services - Educational Assistance - Financial Assistance - Referrals to other government agencies 1. After the client submits his/ her documents, conduct interview or counselling 2. Assigned worker will process client's request 3. Assessment will be conducted	None	2-4 weeks	<i>Social Welfare Officers</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Interventions will be provided base on the needs of the client 5. Updates and notice will be executed	None		<i>Social Welfare Officers</i>



5. Women Welfare Program

Service Description: Provides package of support to women enabling them to resolve their problems and to restore normal functioning and become productive and contributing members of the society .

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical Application			
Type of Transaction:	G2C– Government to Citizen G2B– Government to Business Entity G2G– Government to Government			
Who may avail:	Women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client/s can be or bring the following: 1. Walk-in 2. Referral Letter and/or Endorsement		1. City Social Welfare and Development Office 2. Referring agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Submit supporting documents 2. Conduct interview to provide data or counseling will be conducted 3. Received programs and services	Identification of programs and services to be availed: - Self Enhancement and Skills Development - Self-employment Assistance - Productivity Skills / Livelihood Development - Sustainable Livelihood Program - Special Social Services to Women in Especially Difficult Circumstances and/or Violence Against Women and Children (VAWC) such as: Referrals for: 1. After the client submits his/her documents, conduct interview or counseling 2. Assigned worker will process client's request	None	2-4 weeks	<i>Social Welfare Officers</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Assessment will be conducted 4. Interventions will be provided base on the needs of the client 5. Updates and notice will be executed	None		<i>Social Welfare Officers</i>



6. Family Welfare Program

Service Description: Provides services to socially disadvantaged families to develop their capability in defining needs and formulating solutions. Target beneficiaries include parents, solo parents, families belonging to low income group, families with problems in relationships, un-employed family heads and other needy adults.

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical Application			
Type of Transaction:	G2C– Government to Citizen G2B– Government to Business Entity G2G– Government to Government			
Who may avail:	Family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client/s can be or bring the following: 1. Walk-in 2. Referral Letter and/or Endorsement		1. City Social Welfare and Development Office 2. Referring agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Submit supporting documents 2. Conduct interview to provide data or counseling will be conducted 3. Received programs and services	Identification of programs and services to be availed: - Marriage and Pre-marriage Counseling - Responsible Parenthood Service - Parent Effectiveness Service (PES) - Empowerment and Reaffirmation of Parental Abilities Training - Self Enhancement and Skills Development - Self-employment Assistance - Productivity Skills / Livelihood Development	None	2-4 weeks	<i>Social Welfare Officers</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> - Sustainable Livelihood Program - Special Social Services to Solo Parents: <ul style="list-style-type: none"> Referrals for: <ul style="list-style-type: none"> - Legal Assistance - Financial Assistance 1. After the client submits his/her documents, conduct interview or counseling 2. Assigned worker will process client's request 3. Assessment will be conducted 4. Interventions will be provided base on the needs of the client 5. Updates and notice will be executed 	None		<i>Social Welfare Officers</i>



7. Community Welfare Program

Service Description: Provides services to socially disadvantaged communities to develop their capability in defining needs and formulating solutions as well as setting up viable community structure to bring social change.

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical Application			
Type of Transaction:	G2C– Government to Citizen G2B– Government to Business Entity G2G– Government to Government			
Who may avail:	Family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client/s can be or bring the following: 1. Walk-in 2. Referral Letter and/or Endorsement		1. City Social Welfare and Development Office 2. Referring agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Submit supporting documents 2. Conduct interview to provide data or counseling will be conducted 3. Received programs and services	Identification of programs and services to be availed: - Social Preparation for People's Participation - Community Volunteer Resource Program - Community Mobilization Service - Social Welfare Structure Development - Enhancement Training for Community Leaders - Strengthening Community Structures - Update Community Data Survey - Community-based Rehabilitation Center - Referrals to other government agencies 1. After the client submits his/her documents, conduct interview or counseling 2. Assigned worker will process client's request	None	2-4 weeks	Social Welfare Officers



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Assessment will be conducted 4. Interventions will be provided base on the needs of the client 5. Updates and notice will be executed	None		<i>Social Welfare Officers</i>



8. Community Welfare Program

Service Description: Provides services to socially disadvantaged communities to develop their capability in defining needs and formulating solutions as well as setting up viable community structure to bring social change.

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical Application			
Type of Transaction:	G2C– Government to Citizen G2B– Government to Business Entity G2G– Government to Government			
Who may avail:	Family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client/s can be or bring the following: 1. Walk-in 2. Referral Letter and/or Endorsement		1. City Social Welfare and Development Office 2. Referring agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Submit supporting documents 2. Conduct interview to provide data or counseling will be conducted 3. Received programs and services	Identification of programs and services to be availed: - Social Preparation for People’s Participation - Community Volunteer Resource Program - Community Mobilization Service - Social Welfare Structure Development - Enhancement Training for Community Leaders - Strengthening Community Structures - Update Community Data Survey - Community-based Rehabilitation Center - Referrals to other government agencies 1. After the client submits his/her documents, intake interview or counseling will be conducted 2. Assigned worker will process client’s request	None	2-4 weeks	<i>Social Welfare Officers</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Assessment will be conducted 4. Interventions will be provided base on the needs of the client 5. Updates and notice will be executed	None		<i>Social Welfare Officers</i>



9. Emergency Assistance Welfare Program

Service Description: Provides prompt delivery of programs and services to commit and emergent need which may include but not limited to natural disasters, immediate financial or material assistance such as food, clothing, shelter and referred to other agencies for services that helps to address underlying causes of crisis.

Office or Division:	City Social Welfare and Development Office			
Classification:	High Technical			
Type of Transaction:	G2C– Government to Citizen G2B– Government to Business Entity G2G– Government to Government			
Who may avail:	Family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client/s can be or bring the following: 1. Walk-in 2. Referral Letter and/or Endorsement		1. City Social Welfare and Development Office 2. Referring agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Identification of programs and services to be availed: - Disaster Mitigation / Preparedness / Prevention - Disaster Operations - Emergency Relief Operations - Evacuation Management: Management of Evacuation Centers Management of Community Kitchen Management of Mobile Kitchen - E-Balde including Dignity Kits - Cash for Work - Food for Work - Emergency Shelter Assistance - Crisis Intervention Program - Balik Probinsya Program - Transport / Vehicle Assistance - Financial Assistance - Assistance to Individuals in Crisis Situations (AICS) - Referrals to other government agencies	None		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/ Submit supporting documents 2. Conduct interview to provide data or counseling will be conducted 3. Received programs and services	1. After the client submits his/ her documents, conduct interview or counseling 2. Assigned worker will process client's request 3. Assessment will be conducted 4. Interventions will be provided base on the needs of the client 5. Updates and notice will be executed	None	2-4 weeks	<i>Social Welfare Officers</i>



10. Senior Citizen Welfare Program

Service Description: Provides activities and social services for positive socialization, creative self-expressions and active participation in community life.

Office or Division:	City Social Welfare and Development Office			
Classification:	High Technical			
Type of Transaction:	G2C– Government to Citizen G2B– Government to Business Entity G2G– Government to Government			
Who may avail:	Family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client/s can be or bring the following: 1. Walk-in 2. Referral Letter and/or Endorsement *Other needs and services are provided by the OSCA		1. City Social Welfare and Development Office 2. Referring agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Submit supporting documents 2. Conduct interview to provide data or counseling will be conducted 3. Received programs and services	Identification of programs and services to be availed: - Implementation of Social Pension Program - Provision of Assistive Devices - Monitoring of OSCA Activities - Aftercare Services - Special Social Services to Senior Citizens - Financial Assistance - Referrals to other government agencies *Other needs and services are provided by the OSCA 1. After the client submits his/her documents, conduct interview or counseling 2. Assigned worker will process client's request	None	2-4 weeks	Social Welfare Officers



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Assessment will be conducted 4. Interventions will be provided base on the needs of the client 5. Updates and notice will be executed	None		<i>Social Welfare Officers</i>



11. Persons with Disability Welfare Program

Service Description: Provides activities and social services for positive socialization, creative self-expressions and active participation in community life.

Office or Division:	City Social Welfare and Development Office			
Classification:	High Technical			
Type of Transaction:	G2C– Government to Citizen			
	G2B– Government to Business Entity			
	G2G– Government to Government			
Who may avail:	Family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client/s can be or bring the following: 1. Walk-in 2. Referral Letter and/or Endorsement *Other needs and services are provided by the OSCA		1. City Social Welfare and Development Office 2. Referring agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Identification of programs and services to be availed: - Provision of Assistive Devices - Follow-up and Aftercare Services - Educational Assistance - Self-employment Assistance - Livelihood Program - Special Social Services to PWD - Financial Assistance - Referrals to other government agencies <i>*Other needs and services are provided by the PDAO</i>	None		Social Welfare Officers



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/ Submit supporting documents 2. Conduct interview to provide data or counseling will be conducted 3. Received programs and services	1. After the client submits his/her documents, conduct interview or counseling 2. Assigned worker will process client's request 3. Assessment will be conducted 4. Interventions will be provided base on the needs of the client 5. Updates and notice will be executed	None	2-4 weeks	<i>Social Welfare Officers</i>