

MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE

Assistance to Individual Crisis Situation (AICS) Hospitalization, Death

Requirements to be submitted by the client.

1. Medical Certificate/Medical Abstract
2. Death Certificate
3. Statement of Account from the Hospital
4. Certificate of Indigency from the Barangay

HOW TO AVAIL OF THE SERVICE

STEP	WHAT THE CLIENTS SHOULD DO	WHAT THE OFFICE SHALL DO AND SERVICE TIME	PERSON IN-CHARGE
1	Present needed requirement	Check the requirement 5 minutes	Mercedes R. Bigay, RSW Jeffrey A. Ramos Belinda C. Sison Ellen M. Galpao Maricris M. Licuanan
2	Wait for the preparation of the documents	Prepare the voucher, ALOBS, Form 300, Certificate of Eligibility 15 minutes	Jeffrey A. Ramos Belinda C. Sison Ellen M. Galpao Maricris M. Licuanan Jimmy D. Germono Wina A. Sibayan Davies A. De Guzman
3	Present Voucher to the MSWDO, Budget Office, Accounting Office, Treasurer's Office for signature	For signature and approval Release of financial assistance	MSWDO Budget Officer Accountant Treasurer LCE
Total Service Time per Client: 20 minutes			
END OF TRANSACTION			

MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE

**ISSUANCE OF SOCIAL CASE STUDY REPORT
To Different Agency Concern/PCSO/Gov't Hospital**

Requirements to be submitted by the client.

1. Medical Certificate/Medical Abstract
3. Statement of Account from the Hospital
4. Certificate of Indigency duly sign by Barangay Captain

HOW TO AVAIL OF THE SERVICE

STEP	WHAT THE CLIENTS SHOULD DO	WHAT THE OFFICE SHALL DO AND SERVICE TIME	PERSON IN-CHARGE
1	Request for Social Case Study Report	Check the requirement of the client and conduct initial background by interviewing 30 minutes	Mercedes R. Bigay, RSW MSWDO
2	Wait for the result of validation and verification	Conduct home visit to the client for validation/ verification of our background information 1 day	Jeffrey A. Ramos Belinda C. Sison
3	Claim the requested Social Case Study Report	Drafts, prepare Social Case Study Report - For signature 2 hours and 30 minutes	Mercedes R. Bigay, RSW MSWDO
Total Service Time per Client: 1 day and 3 hours			
END OF TRANSACTION			

MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE

APPLICATION FOR IDENTIFICATION CARD FOR SENIOR CITIZEN, SOLO PARENTS AND PERSON WITH DISABILITY (PWD) (At the Municipal Social Welfare & Development Office)

Requirements to be submitted by the client.

➤ **For Senior Citizen**

1. Picture 1x1 (2pcs)
3. Birth Certificate
4. Application Form

➤ **For Solo Parents**

1. Certification from court, barangay that a person is a solo parent.
2. Picture 1x1 (2pcs)
3. Application Form

➤ **For PWD**

1. Medical Certificate
2. Picture 1x1 (2pcs)
3. Application Form

HOW TO AVAIL OF THE SERVICE

STEP	WHAT THE CLIENTS SHOULD DO	WHAT THE OFFICE SHALL DO AND SERVICE TIME	PERSON IN-CHARGE
1	Present the needed requirements	Check all requirements 15 minutes	Jeffrey A. Ramos Ellen M. Galpao Jimmy D. Germono
2	Fill up the application form	Assist the client fill up the form 15 minutes	Jeffrey A. Ramos Ellen M. Galpao Jimmy D. Germono
3	Acknowledge receipt of ID by signing the release log book	For signature of requesting head of office For approval of the LCE 10 minutes	MSWDO LCE
Total Service Time per Client: 40 minutes			
END OF TRANSACTION			

MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE

APPLICATION FOR PRE-MARRIAGE COUNSELLING (At the Municipal Social Welfare & Development)

Requirements to be submitted by the client.

1. Personal Appearance of the couple
2. Application form from the LCR with corresponding official receipt of payment

HOW TO AVAIL OF THE SERVICE

STEP	WHAT THE CLIENTS SHOULD DO	WHAT THE OFFICE SHALL DO AND SERVICE TIME	PERSON IN-CHARGE
1	Apply pre-marriage Counseling (PMC)	Conduct interview with the applicants 15 minutes	Mercedes R. Bigay, RSW MSWDO Pre-Marriage Counselor
2	Answer Marriage Expectation Inventory	Give instruction in accomplishing the Inventory 5 minutes	Mercedes R. Bigay, RSW MSWDO Pre-Marriage Counselor
3	Attend/participate in the lecture/discussion	Provide and discuss PMC modules 3 hours	Mercedes R. Bigay, RSW MSWDO Pre-Marriage Counselor
4		Prepare PMC certificate of the applicants 5 minutes	Jeffrey A. Ramos Wina A. Sibayan Davies A. De guzman
5	Submit PMC Certificate to Municipal Civil Registrar (MCR)	For Signature of Pre-Marriage Counselor Receive and file PMC Certificate	Mercedes R. Bigay, RSW MSWDO
Total Service Time per Client: 3 hours and 25 minutes			
END OF TRANSACTION			

MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE

ASSISTANCE TO VICTIMS OF CHILD ABUSE/VIOLENCE AGAINST WOMEN AND CHILD (VAWC)

(At the Municipal Social Welfare & Development)

Requirements to be submitted by the client.

1. Birth Certificate of the child
2. Medical Certificate
3. Police Blotter

HOW TO AVAIL OF THE SERVICE

STEP	WHAT THE CLIENTS SHOULD DO	WHAT THE OFFICE SHALL DO AND SERVICE TIME	PERSONSON IN-CHARGE
1	Report his/her problem	Conduct interview with the child and family 15 minutes	Mercedes R. Bigay, RSW MSWDO
2	Prepare all documents /requirements needed	Review submitted requirements 30 minutes	Mercedes R. Bigay, RSW MSWDO
3.	Undergo Medico-legal at the hospital	Coordinate with the police for investigation and request for the issuance of Medico-legal 15 minutes	Mercedes R. Bigay, RSW Jeffrey A. Ramos Maricris M. Licuanan Belinda C. Sison
4.	Submit result of Medico-legal procedures to the WCPP – Women and Child Protection Program	Interview/assess other clients needs/resource for the solution of the problem 1day	Mercedes R. Bigay, RSW MSWDO
5.	File complaint	Prepare assessment Social Case Study Report 6 hours	Mercedes R. Bigay, RSW MSWDO
6.	Wait (and attend scheduled court hearings) if required	Extend available assistance to the victim	Mercedes R. Bigay, RSW MSWDO
Total Service Time per Client: 1day, 6 hours & 60 minutes			
END OF TRANSACTION			

MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE

ASSISTANCE TO CHILDREN IN CONFLICT WITH THE LAW (CICL) (At the Municipal Social Welfare & Development)

Requirements to be submitted by the client.

1. Birth Certificate of the concerned child
2. Initial assessment report
3. Police Blotter

HOW TO AVAIL OF THE SERVICE

STEP	WHAT THE CLIENTS SHOULD DO	WHAT THE OFFICE SHALL DO AND SERVICE TIME	PERSON IN-CHARGE
1	Report to the Social Welfare & Development Office	Intake/Interview the Child in Conflict with the Law(CICL) 2 hours	Mercedes R. Bigay, RSW MSWDO
2.	Submit Birth Certificate	Check Birth Certificate and other important documents needed 10 minutes	Mercedes R. Bigay, RSW MSWDO
3.	Cooperate with the accomplishment of assessment for discernment	-Interview CICL and parents -Prepare Social Case Study Report then present this to RTC, San Carlos City, Pangasinan 3-5 days	Mercedes R. Bigay, RSW MSWDO
4.	Wait and attend schedule court hearings	Attend court hearings as scheduled by the court	Mercedes R. Bigay, RSW MSWDO Jeffrey A. Ramos
Total Service Time per Client: 3 to 5 days, 2 hour & 10 minutes			
END OF TRANSACTION			

MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE

DAY CARE SERVICE PROGRAM/ SUPPLEMENTAL FEEDING ASSISTANCE (At the Municipal Social Welfare & Development)

Requirements to be submitted by the client.

1. Must be 3-4 years old
2. Birth Certificate

HOW TO AVAIL OF THE SERVICE

STEP	WHAT THE CLIENTS SHOULD DO	WHAT THE OFFICE SHALL DO & SERVICE TME	PERSON IN-CHARGE
1	Proceed to Day Care Center to their Respective Barangay and present birth certificate of the child	Check and enrolled the child Brief/Orient the parents to the policy of the center	Mercedes R. Bigay, RSW MSWDO Staff Day Care Workers
2.	Accompany the child in going to the center	Day Care Service also serve supplemental feeding to children enrolled most especially to 1 st ,2 nd .3 rd degree malnourished children. They served food in addition to the regular meals	
END OF TRANSACTION			

MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE

ISSUANCE OF SOLICITATION PERMIT (At the Municipal Social Welfare & Development)

Requirements to be submitted by the client.

1. Certification/Endorsement of the Barangay
2. Payment of Solicitation Permit/Official Receipt

HOW TO AVAIL OF THE SERVICE

STEP	WHAT THE CLIENTS SHOULD DO	WHAT THE OFFICE SHALL DO & SERVICE TIME	PERSON IN-CHARGE
1	Presents the necessary requirements	Check the presented requirements 15 minutes	MSWDO and STAFF
2.	Wait for the preparation	Drafts and prepare the permit 10 minutes	
3.		For signature of the agency head	Mercedes R. Bigay,RSW MSWDO
Total Service Time per Client: 25 minutes			
END OF TRANSACTION			

MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE

ISSUANCE OF CERTIFICATE OF INDIGENCY TO DIFFERENT AGENCY, HOSPITAL & PUBLIC
ATTORNEY OFFICE

(At the Municipal Social Welfare & Development)

Requirements to be submitted by the client.

1. Barangay Certificate of Indigency, duly signed by Punong Barangay
2. Validation and Verification

HOW TO AVAIL OF THE SERVICE

STEP	WHAT THE CLIENTS SHOULD DO	WHAT THE OFFICE SHALL DO & SERVICE TIME	PERSON IN-CHARGE
1	Presents all requirements stated above	Check and verified the presented requirements 1 day	MSWDO and STAFF
2.	Wait for the result of validation & verification	Drafts and prepare certificate of indigency 20 minutes	
3.		For signature of the approving officer 5 minutes	Mercedes R. Bigay,RSW MSWDO
Total Service Time per Client: 1 day and 25 minutes			
END OF TRANSACTION			