



# MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

## MANDATE

To provide balance approach to welfare and development whereby the needs and interest of the population are addressed not only to the outbreak of crisis but more important at the stage the relentlessly leads to such crisis.

## VISION

A community of empowered and enlightened individuals caring and protecting the gains of their presents and adopting innovation for the future thru the prudent utilization of resources towards a sustainable development worthy of human dignity and emulation.

## MISSION

To established an empowered society through a wholistic and participatory implementation of social equity and sustainable development including the vulnerable and dysfunctional sectors of society.



## A. PROVISION OF FINANCIAL ASSISTANCE FOR INDIVIDUALS IN CRISIS SITUATION

1. Medical Assistance
2. Burial
3. Education
4. Transportation

### THE SERVICE:

Provision of timely and appropriate aid to individuals/families in extreme difficulties brought about by a stressful situation.

| STEPS/PROCEDURES  | REQUIREMENTS  | PROCESSING TIME   | PERSON INCHARGE                |
|---|---|-------------------|--------------------------------|
| 1. Interview clients  | a. Certificate of Indigency from the Barangay<br>b. Medical Certificate<br>c. Personal Letter to the LCE<br>d. School Records<br>e. General Intake Sheet(GIS)<br>f. Certificate of Eligibility for Cash Grant | 3 minutes         | Gerlyn Yang<br><br>Analyn Apil |
| 2. Prepare vouchers with necessary attachments  |   | 20 minutes        |                                |
| 3. Review and sign vouchers   |   | 5 minutes         |                                |
| 4. Forward vouchers to the Mun. Budget Office   |   | 2 minutes         |                                |
| Accomplish Client Feed Back Form and drop at designated drop box in front of the Municipal Hall at the Public Assistance Center |   |                   |                                |
| <b>TOTAL RESPONSE TIME:</b>   |   | <b>30 MINUTES</b> |                                |



## B. PREPARATION OF SOCIAL CASE STUDY REPORT

1. Medical Assistance from PGO/PCSO/DSWD
2. Adoption
3. Children in conflict with the law (CICL) with court order.
4. Referral from other concerned agencies requesting for PCAR (Parenting capability assessment report)

### THE SERVICE:

This service is given to families who wish to avail medical assistance from the Provincial Government or PCSO .The service also include adoption of children.

| STEPS/PROCEDURES   | REQUIREMENTS   | PROCESSING TIME | PERSON INCHARGE |
|--|--|-----------------|-----------------|
| <b>A. MEDICAL ASSISTANCE</b><br><br>1. Interview and asses clients                                     | A .Medical Certificate<br><br>b. Barangay certification of indigency<br><br>c. Hospital bill statement | 3 minutes       | LEI D. GUMANGAN |
| 2.Preparation of Social Case Study Report /Collateral Interview and Home Visit ( if necessary)         |  | 3 days          | LEI D. GUMANGAN |
| 3.Review and Signing of Case Study   |  | 5 minutes       | NENITA MACASPAC |
| 4. Get Social Case Study Report and proceed to Mayor's Office for the signature of the Municipal Mayor |  | 5 minutes       | LCE             |

Accomplish Client Feed Back Form and drop at designated drop box infront of the Municipal Hall at the Public Assistance Center



**TOTAL RESPONSE TIME: 3 DAYS and 10 MINUTES**

| STEPS/PROCEDURES   | REQUIREMENTS   | PROCESSING TIME                              | PERSON INCHARGE        |
|--|--|--|------------------------|
| <b>ADOPTION/CICL/PCAR</b><br><br>1. Interview Child and Family   | a. Referral from Court<br>b. Birth Certificate<br>c. Marriage Contract<br>d. Other Essential Documents | 3 minutes                                    | <b>LEI D. GUMNGAN</b>  |
| 2. Collateral Interview/Series of Home Visits to Family, School and Community<br><br>2. Review the prepared social case study report |  | Depends on the schedule/request by the Court | <b>NENITA MACASPAC</b> |
| Accomplish Client Feed Back Form and drop at designated drop box in front of the Municipal Hall at the Public Assistance Center      |  |  |                        |
| <b>TOTAL RESPONSE TIME:</b>  |  |  |                        |

### C. **ISSUANCE OF PRIVILEGE ID CARDS**

1. Person's with Disability
2. Solo Parents

#### **THE SERVICE:**

This service is given to individuals availing of the special privileges authorized by law.



| STEPS/PROCEDURES   | REQUIREMENTS   | PROCESSING TIME   | PLEASE APPROACH  |
|--|--|-------------------|------------------|
| <b>1. Collateral Interview/Validation and Assessment</b> | <p><b>For Person's with Disability:</b></p> <ul style="list-style-type: none"> <li>a. Medical Certificate for non-apparent</li> <li>b. Barangay Certification</li> </ul> <p><b>Solo Parent:</b></p> <ul style="list-style-type: none"> <li>a. Fill out Solo Parent Form</li> <li>b. Home Visitation</li> </ul> | <b>15 minutes</b> | Lei R. Gumanagan |
| <b>2. Prepare and issue ID</b>                           |  | <b>15 minutes</b> |                  |
|  | <b>Total Response Time</b>   | <b>30 minutes</b> |                  |