

Mandate:

To effectively implement comprehensive programs, projects, services, social welfare measures through plans and strategies that would promote holistic welfare and development among its constituents. This office bears the obligation to be one of the frontlines responding agencies in circumstances of relief assistance and empowerment of all clientele sectors.

Vision:

A municipality composed of child – friendly barangays and where the vulnerable, disadvantaged, and marginalized individuals, families and communities are empowered for an improved quality of life.

Mission:

To uplift the living condition of the poor, vulnerable, and disadvantaged individuals, families and communities through the provision of appropriate programs and services in collaboration with GO's, NGO's, and other functional organizations.

Service Pledge:

We are committed to provide you quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M to 5:00 P.M., without noon breaks;

We shall endeavor to complete your transactions with us within the day. We will inform you promptly of our actions taken so far and clearly explain to you the reason/s should we not be able to complete within the day the delivery of the service you need.

We shall ensure availability of staff to attend to your concern/s even during lunch break.

We shall appreciate any positive or negative feedback regarding our services, facilities and personnel.

The Officers – In – Charge of our front line services shall be available at all times for consultation and advice.

All these we pledge for the best interest of the clients/ customers we serve.

I. PROVISION OF SPECIAL PROTECTION SERVICES TO CHILDREN UNDER DIFFICULT CIRCUMSTANCES - CHILD AT RISK AND CHILD IN CONFLICT WITH THE LAW

Anchored from the mandate of R.A 7610 and other protective laws, the agency is tasked to respond to the needs of children who are victims of abuse, neglect, exploitation and other forms of violence.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2G (Government to Government), G2C (Government to Client), G2B (Government to NGOS's)
Who May Avail:	Clients, Victims, and Perpetrator
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
Referral Letter/ Slip	Barangay VAWC Desk Officer (BVDO)
Birth Certificate (1 photocopy)	MCR/ PSA

Please follow these steps (CLIENT STEPS)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	1. Give the logbook and assist the client	None	1 minute	<i>Admin. Aide II MSWDO</i>
2. Undergo interview to pre assess the presented problem	2. Interview the client then assess through the data gathered	None	30 minutes	<i>Social Welfare Assistant Social Welfare Officer MSWDO</i>
3. Undergo proper counseling (includes case conference)	3. Proper counseling	None	2 - 3 hours	<i>Social Welfare Assistant Social Welfare Officer MSWDO</i>
4. Proceed to the concern agency for further intervention (depending from the assessment)	4. Refer and assist the client to other concerned agencies	None	20 minutes	<i>Social Welfare Assistant Social Welfare Officer MSWDO</i>
5. Return afterwards to receive other assistance – goods or financial assistance	5. Inform the client to comeback and provide other assistance needed	None	5 minutes	<i>Social Welfare Assistant Social Welfare Officer MSWDO</i>

6. Undergo Case Monitoring	6. Conduct home visit to validate the case - basis for further intervention or termination of the case or helping process	None	3 days	<i>Social Welfare Assistant Social Welfare Officer MSWDO</i>
TOTAL		None	3 days, 3 hours and 56 minutes	

II. PROVISION OF PSYCHOSOCIAL RECOVERY, PROTECTION AND ECONOMIC REINTEGRATION OF DISADVANTAGED WOMEN

The prompt provision of care, protection, and rehabilitation to women who are victims or who are vulnerable to abuse, exploitation, neglect and other forms of violence.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2G (Government to Government), G2C (Government to Client), G2B (Government to NGOS's)
Who May Avail:	Clients and Victims
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
Barangay Endorsement	Barangay
Medical Certificate (1 copy)	MHO/ Hospital
Police Investigation Report	PNP

Please follow these steps (CLIENT STEPS)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	1. Give the logbook and assist the client	None	1 minute	<i>Admin. Aide VI MSWDO</i>
2. Undergo interview for assessment	2. Interview and assess the client	None	30 minutes	<i>Social Welfare Assistant Social Welfare Officer MSWDO</i>

3. Undergo proper counseling (includes case conference)	3. Conduct proper counseling	None	1 – 2 hours	<i>Social Welfare Assistant Social Welfare Officer MSWDO</i>
4. Proceed to the concern agency for further intervention (depending from the assessment)	4. Refer and assist the client to other concerned agencies	None	30 minutes	<i>Social Welfare Assistant Social Welfare Officer MSWDO</i>
5. Return afterwards to receive other assistance – goods or financial assistance	5. Inform the client to comeback and provide other assistance needed	None	5 minutes	<i>Social Welfare Assistant Social Welfare Officer MSWDO</i>
6. Undergo Case Monitoring	6. Conduct home visit to validate the case - basis for further intervention or termination of the case or helping process	None	3 days	<i>Social Welfare Assistant Social Welfare Officer MSWDO</i>
TOTAL		None	3 days, 3 hours and 6 minutes	

III. ISSUANCE OF IDENTIFICATION CARDS FOR SENIOR CITIZENS, PERSON WITH DISABILITIES (PWD) AND SOLO PARENT, PURCHASE BOOKLET FOR DISCOUNT TO SENIOR CITIZEN AND PERSON WITH DISABILITIES (PWD)

Issuance of identification cards (I. D's) and purchase booklets to senior citizens and PWD to avail of the privileges intended for them. The program covers the following benefits and privileges:

- Free medical and dental services in all government facilities.
- 20% discount in purchase of medicines
- 20% discounts in hotels, restaurants, recreation centers, funeral parlor and similar establishments.
- 20% discount on theaters, cinema houses and concert halls, etc.
- 20% discount on medical and dental services, diagnostic and laboratory fees in private facilities.
- 20% discount in fare for domestic air, sea travel and public land transportation.
- 20% discount and exemption from VAT if applicable.
- 5% discount on prime commodities.

- 50% discount on electricity for Senior Citizens centers.
- 5% discount on electricity of households under a Senior Citizen's name that does not exceed to 100kwh.

Providing validated solo parents of an identification card which can be used to avail of the privileges indicated in R.A 8972
The program covers the following benefits and privileges:

- Flexible work schedule
- No work discrimination
- Parental leave
- Educational benefits (solo parent and his/ her children)

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	Government to Government (G2G), Government to NGO's (G2B), Government to Client (G2C)
Who May Avail:	PWD and Senior Citizens beneficiaries
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
Birth Certificate (1 photocopy)	MCR/ PSA
Senior Citizen/ PWD Form (1 copy)	MSWDO
Physician Certificate of Disability (1 copy)	MHO

Please follow these steps (CLIENT STEPS)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	1. Give the logbook and assist the client	None	1 minute	<i>Admin. Aide VI Admin. Aide II MSWDO</i>
2. Secure and accomplish application form signed by the Punong Barangay	2. Receive and review the application form	None	8 minutes	<i>Admin. Aide II Admin. Aide VI Social Welfare Assistant Social Welfare Officer MSWDO</i>
2.1 Return to the office and submit the form	2.1 Prepare and print the I.D card and discount booklet and process for signing		3 days	

3. For Solo Parent - Wait for the validation	3. Conduct home visit or collateral interview to validate the client	None	3 days	<i>Admin. Aide II Social Welfare Assistant Social Welfare Officer MSWDO</i>
4. Return after three (3) days and receive the identification card and discount booklet	4. Issue the card and discount booklet	None	5 minutes	<i>Admin. Aide II Admin. Aide VI Social Welfare Assistant Social Welfare Officer MSWDO</i>
TOTAL		None	3 days and 14 minutes	

IV. PROVISION OF FINANCIAL ASSISTANCE - AID TO INDIVIDUALS IN CRISIS SITUATION FOR BURIAL, MEDICAL, EDUCATIONAL AND EMERGENCY SHELTER ASSISTANCE

The provision of limited in cash or in-kind assistance to individuals/ families who are hampered to function normally because of socioeconomic difficulties. And provision of timely and appropriate assistance to victims of natural or incidental disasters and to help in the construction/ repair of houses destroyed.

Burial assistance to families of the deceased senior citizen.

Medical assistance to indigent senior citizens and person with disabilities experiencing health complications.

Educational assistance aims to support the educational needs of in-school youth PWD through the provision of cash grants.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2G (Government to Government), G2C (Government to Clients), G2B (Government to NGO's)
Who May Avail:	Individual victims or barangays affected of disaster, indigent individuals/ families in need, Person With Disability and Senior Citizen
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
Request letter duly approved by the LCE	MMO

Certificate of Indigency (1 copy)	Barangay
Medical Abstract (1 copy)	Hospital
Hospital Billing (1 photocopy)	Hospital
Photocopy of any valid I.D (1 photocopy)	Client
Additional requirement for ESA - Picture of affected portion of the residence	Client
Certification of Punong Barangay that the family is a victim of disaster	Barangay
For Person with Disability and Senior Citizen's Burial Assistance - Death certificate (1 photocopy)	MCR/ PSA
For Person with Disability Educational Assistance - School Identification Card (1 photocopy) and certificate of enrollment or school assessment	School
Request letter duly approved by the LCE	MMO

Please follow these steps (CLIENT STEPS)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	1. Give the logbook and assist the client	None	1 minute	<i>Admin. Aide II Admin. Aide VI MSWDO</i>
2. Undergo interview, submit the required attachments	2. Conduct interview to the client, receive and check the completeness of the submitted requirements and assess the authenticity of presented problem	None	20 minutes	<i>Admin. Aide II Social Welfare Assistant Social Welfare Officer MSWDO</i>
3. Return after 5 working days to receive the check	3. Prepare the voucher, certificate of eligibility and process until check is ready for release	None	30 minutes 5 days	<i>Admin. Aide II Social Welfare Assistant Social Welfare Officer MSWDO</i>
4. Proceed to the MTO to receive the check	4. Issue the check	None	5 minutes	Municipal Treasury Office

TOTAL	None	5 days and 56 minutes	
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V. PROVISION OF COUNSELLING SERVICES AND STRESS DEBRIEFING

This is a professional guidance or approach and practice to guide the individuals or families who are in critical incidences by utilizing psychological methods and techniques in improving the social functioning and well-being. This includes the conduct of pre-marriage counselling to would-be couples with a basis for making an informed and responsible decision about marital life.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Highly Technical
Type of Transaction:	G2G (Government to Government), G2C (Government to Clients), G2B (Government to NGO's)
Who May Avail:	would-be couples, husband and wife, children and women victims of VAWC and Rape
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE

Please follow these steps (CLIENT STEPS)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	1. Give the logbook and assist the client	None	1 minute	<i>Admin. Aide II</i> MSWDO
2. Undergo counselling 2.1 couples to be 2.2 husband and wife	2. Conduct Proper Counseling 2.1 Pre-marriage counseling 2.2 Counseling	None	1 hour	<i>Admin. Aide II</i> <i>Social Welfare Assistant</i> <i>Social Welfare Officer</i> MSWDO
3. Cases with complex situation, undergo pre and post assessment process	3. Assessment through in-depth interview to determine/ validate the needs/ problems of the client	None	2 -3 hours	<i>Admin. Aide II</i> <i>Social Welfare Assistant</i> <i>Social Welfare Officer</i> MSWDO
4. After the assessment, wait for the recommendation	4. Recommend for possible or initial intervention	None		<i>Admin. Aide II</i> <i>Social Welfare Assistant</i>

4.1 If needed - wait for the referral letter/ slip	4.1 Refer and assist the client to other concern agencies		30 minutes	<i>Social Welfare Officer MSWDO</i>
4.2 If goods assistance needed - wait and sign in the receiving slip	4.2 Prepare the goods and receiving slip		5 minutes	
4.3 If financial assistance needed - wait and sign in the eligibility form	4.3 Prepare the eligibility form, vouchers and process. Instruct the client to comeback after 5 days		5 days	
5. Case filed or not filed - Undergo Monitoring Phase	5. Conduct home visit / monitoring - basis for further intervention or termination of the case or helping process	None	2 days	<i>Admin. Aide II Social Welfare Assistant Social Welfare Officer MSWDO</i>
TOTAL		None	7 days, 4 hours and 36 minutes	

VI. PROVISION OF PARENT EFFECTIVENESS SERVICE TRAINING (P.E.S), INFORMATION EDUCATION CAMPAIGN AND ADVOCACY

The provision and expansion of knowledge and skills of parents and others involved in child caring.

The conduct of municipal wide dissemination of the law – based privileges for Children, Youth, Women, PWD, Senior Citizen, Family and Community.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2G (Government to Government), G2C (Government to Clients), G2B (Government to NGO's)
Who May Avail:	Barangay
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
Request Letter duly approved by the LCE	MMO

Please follow these steps (CLIENT STEPS)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	1. Give the logbook and assist the client	None	1 minute	<i>Admin. Aide II</i> MSWDO
2. Submit the approved request letter, coordinate and plan the activity	2. Receive the letter, conduct dialogue for planning of the activity and confirm	None	30 minutes	<i>Admin. Aide II</i> <i>Social Welfare Assistant</i> <i>Social Welfare Officer</i> MSWDO
3. Disseminate and convene the participants	3. Facilitate the activity	None	1 – 2 days	<i>Admin. Aide II</i> <i>Social Welfare Assistant</i> <i>Social Welfare Officer</i> MSWDO
TOTAL		None	2 days and 31 minutes	

VII. PROVISION OF GOODS/ COMMODITIES ASSISTANCE FOR EMERGENCY RELIEF AND FOOD FOR WORK

The provision of food or cash augmentation support to the distressed/ displaced individuals who temporary loss his/ her source of income.

Extended to disaster victims/ vulnerable individuals for them to be equipped with stress management strategy to cope up with their traumatic experience.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2G (Government to Government), G2C (Government to Clients), G2B (Government to NGO's)
Who May Avail:	Individual victims or barangays affected of disaster, indigent individuals/ families in need
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE

For Food For Work - Request Letter duly approved by the LCE (1 copy)	MMO
Project Proposal with signed pledge (1 copy)	Barangay

Please follow these steps (CLIENT STEPS)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	1. Give the logbook and assist the client	None	1 minute	<i>Admin. Aide II Admin. Aide VI MSWDO</i>
2. Undergo interview and submit the required attachments	2. Conduct interview and check the submitted requirements	None	20 minutes	<i>Admin. Aide II Social Welfare Assistant Social Welfare Officer MSWDO</i>
3. Receive goods/ commodities assistance	3. Prepare the goods and receiving slip	None	5 minutes	<i>Admin. Aide II Social Welfare Assistant MSWDO</i>
4. For the Food for Work - Undergo Project monitoring	4. Conduct monitoring	None	2 - 3 days	<i>Admin. Aide II Social Welfare Assistant Social Welfare Officer MSWDO</i>
TOTAL		None	3 days and 26 minutes	

VIII. ISSUANCE OF REFERRALS, INDIGENT AND PHILHEALTH CERTIFICATION

Certification of indigency is issued to target beneficiaries to qualify for needed services or assistance from other institutions requiring such certifications as attachment.

The service provides for the speedy transaction of Philippine Health Insurance Corporation (PHIC) members in the availment of medical benefits. The office processes the issuance of certification for the members during and while renewal and updating of master list.

Office or Division:	Municipal Social Welfare and Development Office
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Classification:	SIMPLE
Type of Transaction:	G2G (Government to Government), G2C (Government to Clients), Government to NGO's (G2B)
Who May Avail:	Indigent clients, Victims of abuse and Perpetrator, beneficiaries of LGU/ NHTS Philhealth
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
Barangay Certificate of Indigency/ Residency (1 copy)	Barangay
For MEDICAL REFERRAL – Medical Abstract (1 copy), hospital billings (1 photocopy)	Hospital
For EDUCATIONAL REFFERAL – Certificate of enrollment and statement of account (1 copy each), validated school Identification Card (1 photocopy)	School

Please follow these steps (CLIENT STEPS)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	1. Give the logbook and assist the client	None	1 minute	<i>Admin. Aide II Admin. Aide VI MSWDO</i>
2. Undergo interview/ assessment	2. Conduct interview to assess the referred or presented problem	None	15 minutes	<i>Admin. Aide II Social Welfare Assistant Social Welfare Officer MSWDO</i>
3. Proceed to the Treasury to pay the required fee	3. Issue official receipt	P 50.00	5 minutes	MTO
4. Return to the MSWDO and wait while the staff prepares the certification/ referral	4. Prepare certification/ referral	None	30 minutes	<i>Admin. Aide II Social Welfare Assistant Social Welfare Officer MSWDO</i>
5. Receive certification/ referrals	5. Issue / Release the certification/ referrals	None	2 minutes	<i>Admin. Aide II Social Welfare Assistant</i>

				Social Welfare Officer MSWDO
TOTAL		None	53 minutes	

IX. PROVISION OF CASE STUDY REPORT FOR EXTENDED INTERVENTIONS

This is a requirement to qualify the patient for medical, financial assistance and for case intervention, based on the assessment, recommendation and evaluation of the office in the area.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2G (Government to Government), G2C (Government to Clients), Government to NGO's (G2B)
Who May Avail:	Clients, Victims, and Perpetrator
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
Certificate of Indigency	Barangay
Medical Abstract	Hospital
Police Blotter	PNP

Please follow these steps (CLIENT STEPS)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	1. Give the logbook and assist the client	None	1 minute	<i>Admin. Aide II Admin. Aide VI MSWDO</i>
2. Undergo interview/ assessment	2. Conduct interview to assess the referred or presented problem	None	20 minutes	<i>Admin. Aide II Social Welfare Assistant Social Welfare Officer MSWDO</i>
3. Wait for home visitation/ validation of information within 3 days	3. Conduct home visit and collateral interview	None	3 days	<i>Admin. Aide II Social Welfare Assistant Social Welfare Officer</i>

				MSWDO
4. Wait for 3 days for the preparation of case study report	4. Prepare the case study report	None	3 days	<i>Admin. Aide II</i> <i>Social Welfare Assistant</i> <i>Social Welfare Officer</i> MSWDO
5. Receive case study report	5. Issue / Release case study report	None	5 minutes	<i>Admin. Aide II</i> <i>Social Welfare Assistant</i> <i>Social Welfare Officer</i> MSWDO
TOTAL		None	5 days and 26 minutes	

X. PROVISION OF 4P'S AND MCCT-IP SERVICES

The program is designed to promote investment in human capital among poor families with 0-18 years old. This is a flagship program of the national government in poverty reduction and social development which provides conditional cash grants to extremely poor households to improve their health, nutrition and education particularly their children.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	SIMPLE
Type of Transaction:	G2G (Government to Government), G2C (Government to Client), G2B (Government to NGOS's)
Who May Avail:	Beneficiaries
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
None	None

Please follow these steps (CLIENT STEPS)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	1. Give the logbook and assist the client	None	1 minute	<i>Admin. Aide II</i> MSWDO
2. Undergo interview to know the presenting problem or queries	2. Conduct interview	None	20 minutes	<i>Assigned Municipal Link and Community Facilitator</i>

				DSWD/ MSWDO
3. Undergo orientation or discussion on issues and concerns (depending on queries)	3. Conduct dialogue regarding the issues inquired	None	30 minutes	<i>Assigned Municipal Link and Community Facilitator</i> DSWD/ MSWDO
4. For beneficiaries requesting certification – Proceed to the MTO to pay required fees	4. Issue official receipt	P 50.00	5 minutes	Municipal Treasury Office
5. Return to the MSWDO and wait while the staff prepares the update forms	5. Prepare and explain the content of the update forms	None	10 minutes	<i>SWA and Community Facilitator Assistant</i> DSWD/ MSWDO
6. Receive the forms – BUS, GRS, CVS	6. Release the forms	None	5 minutes	<i>SWA and Community Facilitator Assistant</i> DSWD/ MSWDO
7. Undergo Counseling	7. Conduct counseling if necessary	None	30 minutes	<i>Assigned Municipal Link and Community Facilitator</i> DSWD/ MSWDO
TOTAL		P 50.00	1 hour and 41 minutes	