

**CITY SOCIAL WELFARE AND
DEVELOPMENT OFFICE**
External Services

1. Aid to Individuals in Crisis Situations

Issuance of Social Case Study Report and Certificate of Indigency to families/individuals in crisis situations.

Office or Division:	City Social Welfare and Development Office Emergency Welfare Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	All Cavite City residents who are indigent and In Crisis Situation	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
A. Social Case Study Report to be submitted to other Government Offices and Non-Government Offices		
a. Hospitalization Assistance		
• Clinical Abstract/Medical Certificate (1 photocopy)	Hospital/Medical Clinic	
• Hospital bill/laboratory (1 photocopy)	Hospital/Medical Clinic	
• Barangay Certificate of Indigency (1 photocopy)	Barangay where the client resides	
• Valid ID of the claimant and client (patient) (1 photocopy)	SSS, GSIS, Passport, Postal, Driver's License, National ID	
b. Burial Assistance		
• Death Certificate (1 photocopy)	Local Civil Registrar	
• Signed Funeral Contract (1 photocopy)	Funeral Parlor that provided the service	
• Barangay Certificate of Indigency (1 photocopy)	Barangay where the client resides	
• Valid ID of the claimant and client (patient) (1 photocopy)	SSS, GSIS, Passport, Postal, Driver's License, National ID	
c. Financial Assistance (Medicines/Maintenance)		
• Medical Certificate (1 photocopy)	Hospital/Medical Clinic	
• Updated prescription (1 photocopy)	Hospital/Medical Clinic	

<p>B. Certificate of Indigency</p> <ul style="list-style-type: none"> • Barangay Clearance or Barangay Certificate of Indigency (Claimant) • Court Resolution/ Affidavit (photocopy) • Valid ID Card (Claimant) 		<p>Barangay where the client resides</p> <p>Court</p> <p>SSS, GSIS, Passport, Postal, Driver's License, National ID</p>		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client walk-in and submit documents at the Emergency Division, CSWDO	1. Receive, conduct intake interview, and assess/check submitted documents	None	15 minutes	Social Welfare Assistant
2. Client waiting for approval	2.1. Assessment/ Preparation of Social Case Study Report or Certificate of Indigency 2.2. Submit for recommendation and approval	None	20 minutes 10 minutes	Social Welfare Officer I
3. Client receives the needed document	3. Release the needed Social Case Study Report/Certificate of Indigency	None	2 minutes	Social Welfare Officer I
TOTAL:		None	47 minutes	

2. Center-based programs for Children in Conflict with the Law (CICL)

Center-based Social Protection Services to Child and Youth Center which provides residential care and rehabilitative services to below 18 years old Children in Conflict with the Law (CICL).

Office or Division:	City Social Welfare and Development Child & Youth Welfare Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Children in Conflict with the Law			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Birth Certificate (1 photocopy) • Police or Barangay Blotter (1 photocopy) 			Philippine Statistics Authority Police Station	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client is turned over to the center	1. Conduct intake interview with the client	None	30 minutes	Houseparent
2. The client answers the questions asked by the social worker based on the discernment tool	2.1. Administer Act of Discernment Test 2.2. Prepare Discernment Report 2.3. Submit the Discernment Report to the CSWD Officer for approval 2.4. Submit approved/noted Discernment Report to the City Prosecutor's Office	None	7 days 1 day 2 hours 2 hours	Social Welfare Officer III
3.1. Clients avail of the services while at the Center 3.2. Client participates in the daily activities 3.3. Client participates in other activities being conducted	3.1. Provides home care and support services 3.2. Monitors daily activities 3.3. Assist in the conduct of the activity	None	24 hours 3 hours	House parents

<p>in the center in coordination with other GOs and NGOs</p> <p>3.4. Client bonds with relatives during visiting hours</p>	<p>3.4. Inspect/monitor visitors during visiting times</p> <p>3.5. Logging in to the guest logbook</p>		<p>2 hours</p>	
<p>4. Attends court hearings</p>	<p>4. Assists the CICL during hearings</p>	<p>None</p>	<p>4 hours</p>	<p>Social Welfare Officer III</p>
<p>5. Waits for the court decision</p>	<p>5.1. Assists in the preparation of documents needed for the processing of bail (if the client opted to post bail)</p> <p>5.2. Coordinate with the NTSB, for the transfer of a client with a suspended sentence</p> <p>5.3. Prepare documents (court order, birth certificate, and Social Case Study Report) to be submitted to the NTSB via e-mail</p>	<p>None</p>	<p>3 hours</p> <p>1 day</p> <p>2 days</p>	<p>Social Welfare Officer III</p>
<p>6. Attends the pre-discharge conference</p>	<p>6. Facilitate pre-discharge conference</p>	<p>None</p>	<p>2 hours</p>	<p>Social Welfare Officer III</p>

7. Minor reintegrated to family or transferred to another agency	7.1. Release the minor to the family and facilitate the signing of the discharge slip	None	2 hours	Social Welfare Officer III
	7.2. Turn over to NTSB		1 day	Social Welfare Officer III
TOTAL:		None	24 hours for temporary shelter/stay of children in the shelter depending on the case	

3. Community-based Drug Rehabilitation Program

Refers to the most cost-effective approach to support PWUDs who were assessed with mild/low drug use and dependence.

Office or Division:	Cavite City Drug Abuse Response Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Persons Who Used Drugs (PWUDs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay Clearance (1 original) Valid ID 		Barangay where the client resides SSS, GSIS, Passport, Postal, Driver's License, National ID		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in or referred clients will undergo intake interview	1.1. Conduct Intake Interview	None	30 minutes	Community Affairs Officer I
2. Attend Alcohol, Smoking, and Substance Involvement Screening Test (ASSIST)	2. Facilitate/ conduct ASSIST	None	2 hours	ASSIST-trained personnel/DOH Accredited Physician

3. Undergo physical/medical examination and submit results to CCDARC	3. Refer the client to the City Health Office for a physical/medical examination	None	15 minutes	CHO Medical Officer
4. PWUDs with mild/moderate ASSIST results will attend 3-month intensive CDBRP	4. Facilitate 3-month intensive CDBRP	None		Multi-disciplinary team and volunteers
5. Attend the CDBRP after-care program for 3 months	5. Facilitate CDBRP after-care program for 3 months	None		Multi-disciplinary team and volunteers
TOTAL:		None	2 hours and 45 minutes	

4. Disaster Relief Assistance

Provision of appropriate assistance to individuals/families affected by natural or man-made calamities during its onset.

A. Outside Evacuation Centers

Office or Division:	City Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Affected individuals/families of natural or man-made calamities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Fire Certification from the Bureau of Fire Protection (if fire incident) Certificate of Eligibility 		Bureau of Fire Protection City Social Welfare and Development Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlist/inform the CSWDO on the list of	1. Receives reports of the number of affected families	None	10 minutes	CSWDO Staff

affected families from barangays	and individuals from barangays			
2. The client undergoes an intake interview	2.1. Conduct intake interview 2.2 Provide hot meals and other non-food items 2.3 Onsite validation (structural assessment to be conducted by City Engineer's Office)	None	5 minutes per client Immediately 1-3 days depending on the number of affected families	CSWDO Staff
3. The client gets the assistance	3. Provision of relief assistance and other support assistance	None	Immediately (3-5 days)	
TOTAL		None	8 days and 15 minutes	

B. Inside Evacuation Centers

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Complex			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	Affected individuals/families of natural or man-made calamities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Fire Certification from the Bureau of Fire Protection (if fire incident) Certificate of Eligibility 		Bureau of Fire Protection City Social Welfare and Development Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Affected individuals/fam	1.1 Setting up of Evacuation Center/s	None	2 hours	CSWDO other LGU Offices

<p>amilies are temporarily sheltered in the Evacuation Center/s</p>	<p>and provision of support services</p>		<p>Immediately</p>	<p>CSWDO staff on duty Barangay Nutrition Scholar</p>
	<p>1.2 Provision of hot meals and other necessities (sleeping kits, hygiene kits, etc.) during the stay of evacuees in the evacuation center</p>		<p>5 minutes per client</p>	<p>CSWDO staff on duty</p>
	<p>1.3 Conduct of intake interview</p>		<p>2 hours</p>	<p>Social Welfare Assistant</p>
	<p>1.4 Prepare and submit DROMIC Report / Incident Report</p>		<p>2-3 days or more depending on the number of affected families</p>	<p>Social Worker CSWDO Staff Child Development Worker City Engineering Office</p>
	<p>1.5 Validation in the area/site</p>		<p>2-3 days or more depending on the number of affected families</p>	<p>CSWDO Technical Staff</p>
<p>1.6 Cleansing of master list</p>				
<p>2. Attend meetings conducted by the City regarding the rehabilitation plan</p>	<p>2.1 Conduct meetings with the evacuees</p> <p>2.2 Implementation of the rehabilitation plan</p>	<p>None</p>	<p>2 hours</p> <p>2 days or longer depending on the number of affected families</p>	<p>CSWDO other LGU Offices concerned</p>

	3.1 Provision of relief assistance and other support assistance	None	Immediately	Social Welfare Assistant
	3.2 Preparation of Termination Report		1 day	
TOTAL:		None	Depends on the severity of the damage and the number of affected families	

5. Early Childhood Care and Development (ECCD) Service

Provision of early childhood care and development, programs, and activities to enhance the physical, emotional, cognitive, psychological, spiritual, and language development of young children.

Office or Division:	City Social Welfare and Development Child and Youth Welfare Division			
Classification:	Highly Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	3- 4 years old and 11 months pre-school			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Child's Birth Certificate (1 photocopy) • Immunization Records (1 photocopy) • ID pictures <ul style="list-style-type: none"> ○ 1x1 picture (1pc) ○ 2x2 picture (1pc) 		Local Civil Registrar Office/Philippine Statistics Authority Health Center/Private Clinic/Hospital		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parents will register their child through Intake Form	1. Child Development Workers accept and review submitted form	150.00	30 minutes	Child Development Worker

	and requirements			
2. Parents attend face to face orientation	2. Conduct face to face orientation to parents of Daycare Children	None	3 hours	Child Development Worker
3. Child attends face to face classes	3. Provide structured learning activities to Daycare Children	*100.00/month	2 hours/day Mondays – Fridays 10 months	Child Development Worker
3.1 Child participates in the CDC Supplementary Feeding Program	3.1 Provides hot meals and dry ration foods for Supplementary Feeding		20 minutes for 120 days	
3.2 Parents assist in getting the child's monthly height and weight	3.2 Conduct height and weight monitoring		10 minutes	
4. Child completes the 10-month Early Childhood Care and Development Service	4. Conduct Recognition Rites		3 hours – one time only	City Social Welfare and Development Office
TOTAL:		None	10 months / 3 hrs and 30 minutes for registration	

6. Issuance of Certificate of Disability

Issuance of certification to Persons with Disabilities (PWDs) for SSS, PhilHealth, or GSIS benefit claims.

Office or Division:	City Social Welfare and Development Office Persons with Disabilities Affairs Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Persons with Disabilities

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay Clearance PWD Identification Card (1 photocopy) 		Barangay where the client resides		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo interview/screening and submit documentary requirements	1.1 Conduct an initial interview with the client and receive the submitted documentary requirements	None	20 minutes	PDAO Staff
	1.2 Preparation of Certificate of Disability and submit the Certificate to Social Worker for signature			PDAO Staff
2. The client receives the requested certification	2. Release of Certificate of Disability	None	5 minutes	PDAO Staff
TOTAL:		None	25 minutes	

7. Issuance of Parental Capability Assessment Report (PCAR)

A report issued to the requesting agency to establish whether or not the parents are adequately equipped to provide appropriate and stable emotional and physical care to their children.

Office or Division:	City Social Welfare and Development Child and Youth Welfare Division		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Requesting agency		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> Request letter (1 original) Social Case Study Report of the client/ Case summary (1 original) 		Requesting agency	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon receiving the request of Parental Capability Assessment Report from partner agencies, conduct home visitation to client's family.	1. Prepares Feedback Report on Home Visitation conducted.	None	2 hours	Social Welfare Officer III
2. Conduct interview and gather collateral information from neighbor	2. Prepare the Parental Capability Assessment Report (PCAR)	None	2 hours	Social Welfare Officer III
3. Submit the PCAR to the concerned agencies requested for the report through email/LBC. mailing	3. Signs the Parental Capability Assessment Report (PCAR)	None	2 minutes	City Social Welfare and Development Officer
TOTAL:		None	4 hours and 2 minutes	

8. Issuance of Persons with Disabilities (PWD) Identification Card

Issuance of Identification Cards and Purchase Booklet for the availment of benefits and privileges for Persons with Disabilities (PWDs).

Office or Division:	Persons with Disabilities Affairs Office (PDAO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Any bonafide person with a permanent disability
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Barangay Clearance (1 original) Medical Certificate or Document to confirm the medical or disability condition (1 photocopy) ID picture (1x1 picture - 3 pcs.) Valid ID (1 copy) 	<p>Barangay where the client resides</p> <p>Hospital/Respective Health Center</p> <p>SSS, GSIS, Passport, Postal, Driver's License, National ID</p>

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at Persons with Disability Affairs Office on requirements	1. Inform the client of the required documents.	None	10 minutes	Social Welfare Assistant
2. Accomplishing the PWD Registration Form manually.	2. Assist the client in filling out the PWD Registration Form	None	30 minutes	Social Welfare Assistant
3. Submission of the accomplished PWD Registration Form and requirements	3.1. Preparation of the PWD Identification Card and Purchase Booklet 3.2. Transmit the PWD Identification Card and Purchase Booklet to the City Mayor's Office for signature	None	30 minutes 30 minutes	Social Welfare Assistant
4. Claiming of signed PWD ID and Purchase Booklet	4. Record and release the PWD ID and Purchase Booklet	None	10 minutes	Social Welfare Assistant
TOTAL:		None	1 hour and 50 minutes	

9. Issuance of Solo Parent ID

Refers to the issuance of Identification Cards to Solo Parents to avail privileges mandated by the law.

Office or Division:	City Social Welfare and Development Family and Community Welfare Division	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Solo parent	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
A. Birth of a child as a consequence of rape <ul style="list-style-type: none"> • Barangay affidavit • Birth certificate/s of child/children • Complaint affidavit • Medical Record on the incidence of rape 	<p style="text-align: center;">Barangay where the client resides Philippine Statistics Authority</p> <p style="text-align: center;">Hospital</p>	

<ul style="list-style-type: none"> • Notarized Sworn Affidavit that he/she has the sole parental care and support of the children • 1x1 picture (2 pcs) • Certificate of Attendance <p>B. Widow/widower</p> <ul style="list-style-type: none"> • Barangay affidavit • Birth certificate/s of child/children • Marriage Certificate • Death Certificate • Affidavit of non-cohabiting/non-co-parenting • 1x1 picture (2 pcs) • Certificate of attendance <p><i>(For renewal, bullet #5 and #6)</i></p> <p>C. Spouse of a person deprived of liberty (PDL)</p> <ul style="list-style-type: none"> • Barangay Affidavit • Birth certificate/s of child/children • Marriage Certificate • Certificate of Detention • Affidavit of non-cohabiting • 1x1 picture (2 pcs) • Certificate of attendance <p><i>(For renewal, bullet \$4, 5, & 6)</i></p> <p>D. Spouse of a person with disability (PWD)</p> <ul style="list-style-type: none"> • Barangay affidavit • Birth certificate/s of child/children • Medical Records or Certificate issued not more than 3 months • Affidavit of non-cohabiting/non-co-parenting • 1x1 picture (2pcs) • Certificate of Attendance <p><i>(For renewal, bullet #3, 4 & 5)</i></p> <p>E. Due to de facto separation</p> <ul style="list-style-type: none"> • Barangay Affidavit • Birth certificate/s of child/children 	<p>Public Attorney's Office</p> <p>City Social Welfare and Development Office</p> <p>Barangay where the client resides Philippine Statistics Authority Philippine Statistics Authority Philippine Statistics Authority</p> <p>Public Attorney's Office</p> <p>City Social Welfare and Development Office</p> <p>Barangay where the client resides Philippine Statistics Authority Philippine Statistics Authority Bureau of Jail Management and Penology Public Attorney's Office</p> <p>City Social Welfare and Development Office</p> <p>Barangay where the client resides Philippine Statistics Authority Hospital/Clinic</p> <p>Public Attorney's Office</p> <p>City Social Welfare and Development Office</p> <p>Barangay where the client resides</p>
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<ul style="list-style-type: none"> • Marriage Certificate • Affidavit of non-cohabiting/non-co-parenting • Affidavit of two disinterested persons attesting to the fact of separation of the spouses • 1x1 picture (2 pcs) • Certificate of Attendance <p><i>(For renewal, bullet #4, 5, &6)</i></p> <p>F. Due to the nullity of marriage</p> <ul style="list-style-type: none"> • Barangay affidavit • Birth certificate/s of child/children • Marriage Certificate, with the fact of declaration of nullity, or annulment of marriage • Affidavit of non-cohabiting/non-co-parenting • 1x1 picture (2 pcs) • Certificate of Attendance <p><i>(For renewal, bullet #4 & 5)</i></p> <p>G. Abandoned</p> <ul style="list-style-type: none"> • Barangay Affidavit • Birth certificate/s of child/children • Marriage Certificate • Affidavit of two disinterested persons attesting to the abandonment of the spouse • Police or barangay record of the fact of abandonment • Notarized Sworn Affidavit of the SP that he/she has the sole parental care and support of the child/children. • 1x1 picture (2 pcs) • Certificate of Attendance <p><i>(For Renewal, bullet #6 and 7)</i></p> <p>H. Spouse of an Overseas Filipino Worker</p> <ul style="list-style-type: none"> • Barangay Affidavit • Birth certificate/s of child/children • Marriage Certificate (if married) 	<p>Philippine Statistics Authority Philippine Statistics Authority</p> <p>Public Attorney's Office</p> <p>Public Attorney's Office</p> <p>City Social Welfare and Development Office</p> <p>Barangay where the client resides</p> <p>Philippine Statistics Authority</p> <p>Philippine Statistics Authority</p> <p>Public Attorney's Office City Social Welfare and Development Office</p> <p>Barangay where the client resides Philippine Statistics Authority Philippine Statistics Authority</p> <p>Public Attorney's Office</p> <p>Philippine National Police</p> <p>Public Attorney's Office</p> <p>City Social Welfare and Development Office</p> <p>Barangay where the client resides Philippine Statistics Authority</p>
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<ul style="list-style-type: none"> • Proof of relation between the applicant and OFW if a family member • Photocopy of passport as proof of continuous overseas employment for the last 12 months • POEC-Sec or any equivalent document • Affidavit of non-cohabiting • 1x1 picture (2 pcs) • Certificate of Attendance <p><i>(For renewal, bullet #4, 5, 6,7, and 8)</i></p> <p>I. Unmarried mother/father who keeps and rears his/her child/children</p> <ul style="list-style-type: none"> • Barangay Affidavit • Birth certificate/s of child/children • Certificate of no Marriage (CENOMAR) • Affidavit of non-cohabiting/non-co-parenting • 1x1 picture (2pcs) • Certificate of Attendance <p><i>(For renewal, bullet #1, 3, 4, and 5)</i></p> <p>J. Legal guardian, adoptive or foster parent who solely provides parental care and support to a child or children</p> <ul style="list-style-type: none"> • Barangay Affidavit • Proof of guardianship, proof of adoption, or proof of Foster Care • Affidavit of non-cohabiting/non-co-parenting • 1x1 picture (2 pcs) • Certificate of Attendance <p><i>(For renewal, bullet #1, 3 & 4)</i></p> <p>K. Any relative within the fourth (4th) civil degree of consanguinity or affinity</p> <ul style="list-style-type: none"> • Barangay Affidavit • Birth certificate/s of child/children 	<p>Philippine Statistics Authority</p> <p>Philippine Overseas Employment Administration</p> <p>Public Attorney's Office</p> <p>City Social Welfare and Development Office</p> <p>Barangay where the client resides Philippine Statistics Authority</p> <p>Philippine Statistics Authority Public Attorney's Office</p> <p>City Social Welfare and Development Office</p> <p>Barangay where the client resides</p> <p>Public Attorney's Office</p> <p>City Social Welfare and Development Office</p> <p>Barangay where the client resides Philippine Statistics Authority</p>
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<ul style="list-style-type: none"> • Death Certificate or Judicial declaration of absence or presumptive death of the parents or legal guardian • Proof of relationship of the relative to the legal guardian (Birth Certificate) • Affidavit of non-cohabiting • 1x1 picture (2 pcs) • Certificate of Attendance <p><i>(For renewal, bullet #4, 5 & 6)</i></p> <p>L. A pregnant woman who provides sole parental care and support to her unborn child or children</p> <ul style="list-style-type: none"> • Barangay Affidavit • Medical Record of her pregnancy • Affidavit of non-cohabiting/non-co-parent who is providing support to the pregnant woman • 1x1 picture (2 pcs) • Certificate of Attendance 	<p>Philippine Statistics Authority</p> <p>Philippine Statistics Authority</p> <p>Public Attorney's Office</p> <p>City Social Welfare and Development Office</p> <p>Barangay where the client resides</p> <p>Hospital/Clinic</p> <p>Public Attorney's Office</p> <p>City Social Welfare and Development Office</p>			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo initial Interview/ screening	1. Conduct an initial interview with the applicant	None	30 minutes	Social Welfare Officer I
2. Fill out the Solo Parent Application Form and submit the requirements	<p>2.1. Screen the requirements and Solo Parent Application Form</p> <p>2.2. Encode the client's information in the database and prepare the Solo Parent ID</p> <p>2.3. Submit the Solo Parent ID to the CSWD Officer for signature.</p>	None	At least 7 working days	<p>Social Welfare Officer I</p> <p>Social Welfare Assistant</p> <p>Social Welfare Assistant</p>

	2.4. Transmit the Solo Parent ID to the City Mayor's Office for signature.			Social Welfare Assistant
3. Claim the Solo Parent ID	3. Issue the Solo Parent ID to the client and inform		5 minutes	Social Welfare Assistant
TOTAL:		None	7 days & 35 minutes	

Note: Counting of processing time will commence upon receipt of complete documentary requirements from the Solo Parent applicant.

10. Job Referral and Placement

Conduct employment/skills assessment and job matching for referral and placement to companies.

Office or Division:	Public Employment Service Office (PESO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Job seekers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume/Curriculum Vitae/Biodata		Personal		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend intake interview for initial assessment	1. Conduct intake interview and initial assessment	None	30 minutes	Public Employment Service Officer
2. Fill out the Jobseeker Registration Form	2.1 Receive the Registration Form	None	30 minutes	Public Employment Service Officer
	2.2 Encode applicant's data to the National Skills Registry System		15 minutes	Encoder
3. Attend Job Coaching	3. Conduct Job Coaching	None	30 minutes	Public Employment Service Officer
4. The job applicant proceeds to the company with	4. Issue an endorsement letter/referral letter	None	20 minutes	Public Employment Service Officer

the endorsement/referral letter				
TOTAL:		None	2 hours and 5 minutes	

11. Pre-marriage orientation and counseling

It refers to the orientation and counseling provided to couples before getting married as mandated by the Family Code.

Office or Division:	City Social Welfare and Development Family and Community Welfare Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Would-be-married couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Official Receipt (1 original) • PMC Forms • Valid ID (1 photocopy) 		City Treasurer's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the Family and Community Welfare Division	1. Inform/advise of the needed requirements	None	15 minutes	Social Welfare Assistant
2. Fill out Pre-Marriage Counseling Forms, answer the questionnaires, and Official Receipt	2. Check the filled-out Pre-Marriage Counseling Forms and questionnaires and receive a copy of the Official Receipt	None	30 minutes	Accredited Pre-Marriage Counselor
3. Attend a Pre-Marriage Counselling Session	3.1. Conduct Pre-Marriage Counseling for couples to be married	None	3 hours	Accredited Pre-Marriage Counselor
	3.2. Prepare the Pre-Marriage Counseling Certificate			Social Welfare Assistant

4. Claim the Pre-Marriage Counseling Certificate	4. Issue the Pre-Marriage Counseling Certificate	None	15 minutes	Social Welfare Assistant
TOTAL		None	4 hours	

12. Provision of Assistive Devices and other Support

Assistance is provided to PWDs to enable them to carry out daily activities and participate actively and productively in community life.

Office or Division:	Persons with Disabilities Affairs Office (PDAO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Senior Citizens and Persons with Disabilities (PWDs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay Clearance/Indigency (1 original) Medical Certificate or Document to confirm the medical or disability condition (1 photocopy) Recent whole-body picture (2 pcs.) 		<p>Barangay where the client resides</p> <p>Hospital</p>		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo initial Interview/ screening to the client (Claimant)	1. Conduct initial Interview and screening to the client (Claimant)	None	20 minutes	Social Welfare Officer I
2. Fill out the application form and submit the requirements	2.1 Screening of submitted requirements and application form for assessment and evaluation	None	At least 10 days	Social Welfare Officer I
	2.2. Record/Log claimants' information in the clientele database			Social Welfare Assistant
				Social Welfare Officer I

	2.3. Processing of Technical Device Assistance 2.4. Coordinate with the City Mayor regarding the schedule of releasing the technical device.			Social Welfare Officer I
3. Claiming of technical device	3.1. Release the Technical device request	None	25 minutes	Social Welfare Officer I
TOTAL:		None	10 days and 45 minutes	

13. Request for assistance to a child alleged victim of abuse, neglect, and exploitation

Refers to the handling and management of children needing special protection and appropriate intervention.

Office or Division:	City Social Welfare and Development Office Special Cases Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Children Needing Special Protection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Birth Certificate (1 photocopy) • Baptismal Certificate (1 photocopy) • School Records (1 photocopy) 		Local Civil Registrar Office/Philippine Statistics Authority Church School		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client is turned over to the center	1. Conduct intake interview	None	30 minutes	Social Welfare Officer III

2. The child undergoes medical or medico-legal examination if needed	2. Assist the minor with the medical or medico-legal examination in Health Center or Child Protection Unit – PGH	None	1 day	Social Welfare Officer III
3. Child gives a statement at PNP – WCPD if needed	3. Assist the child/minor to give a statement at the PNP-WCPD	None	4 hours	Social Welfare Officer III
4. Goes to the Prosecutor's Office to personally submit a Sworn Statement, if needed	4. Assist in filing the case at the Prosecutor's Office	None	4 hours	Social Welfare Officer III
5. The child/minor is transferred to other institution for temporary shelter	5. Refer to other institutions for temporary shelter	None	4 hours	Social Welfare Officer III
TOTAL		None	*2 days, 4 hours and 30 minutes	

**Provision of assistance may be extended depending on the case.*

14. Rescue operation for Children at Risk (CAR)

Conduct rescue operations for Children at Risk (CAR) – street children, abandoned, physically, emotionally, and sexually abused children.

Office or Division:	City Social Welfare and Development Child and Youth Welfare Division	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Children at Risk	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Birth Certificate (1 photocopy) • Referral letter from Barangay or PNP (1 photocopy) 		Philippine Statistics Authority (PSA) Barangay where the client resides/Philippine National Police

CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo intake interview	1.1. Conduct Intake Interview with the client upon referral to the barangay or PNP 1.2. Conduct home visitation for data gathering 1.3. Prepare Case Study Report 1.4. Develop a treatment plan based on the assessment of needs	None	5 days	Social Welfare Officer III Social Welfare Officer III
2. Participate in the activities based on the treatment plan				
TOTAL		None	5 days	

15. Request for Certificate of Indigency and Registration as Urban Poor member

Issuance of Certificate of Indigency and registration as Urban Poor members in support of their water and electric installation application.

Office or Division:	Urban Poor Affairs Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Urban Poor members
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Barangay Clearance (1 photocopy) Barangay Indigency (1 photocopy) 	<p>Barangay where the client resides</p> <p>Barangay where the client resides</p>

<ul style="list-style-type: none"> Sworn Statement (for Meralco only) - (1 photocopy) Urban Poor Membership form (for non-members) 		Public Attorney's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Indigency or proof of membership	1.1 Screen the requirements submitted by the client.	None	30 minutes	Social Welfare Officer I
	1.2. If a non-Urban Poor member, issue an Urban Poor Membership Form and advise the client to process membership in his/her respective barangay.		*1-2 days *may be extended depending on client's membership processing in his/her respective barangay	
	1.3 Prepare the Certification for the signing of the CSWD Officer		10 minutes	
TOTAL		None	*2 days and 40 minutes	

**Depending on the availability of the client's requirements upon inquiry*

16. Special Program for Employment of Students

It refers to the temporary employment of poor but deserving students during summer, providing them with compensation to support/provide their educational needs.

Office or Division:	Public Employment Service Office
Classification:	Highly Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Indigent students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Latest school registration form (3 photocopies) • Birth Certificate/Baptismal Certificate (1 photocopy) • Parent's residence certificate (1 photocopy) 		<p>School where the student is enrolled</p> <p>Local Civil Registrar's Office</p>		
CLIENTS STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client accomplishes the SPES Application Form along with other documentary requirements	1. Receive and screen the documents submitted by the student	None	5 minutes/application	Project Evaluation Officer III
2. Attend orientation and sign the contract	2.1. Facilitate orientation and signing of the contract 2.2. Processing and submission of documents to DOLE	None	1 hour	Project Evaluation Officer III
3. Participate in the SPES for 22 days	3. Monitoring of SPES implementation	None	22 days	Project Evaluation Officer III
4.1 Receive LGU-counterpart compensation 4.2. Wait for further advice on the schedule of DOLE compensation release for payout	4.1 Facilitate release of LGU-counterpart compensation 4.2. Facilitate release of DOLE compensation	None	2 days	Project Evaluation Officer III
TOTAL		None	24 days, 1 hour, and 5 minutes	