

## CURRENT PROCEDURES AND SYSTEMS

### MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

#### 1. Assistance to Individual in Crisis Situation (AICS)

Steps/Process		Duration	Type of Assistance/Requirements	Fee	Person Responsible
Client	Provider				
18 years old and above	Checking the requirements	1 min	<b>Medical Assistance</b> – Certificate of Indigency, (original & xerox copy), valid ID (xerox copy), medical abstract/referral/copy of prescribed medicine <b>Educational Assistance</b> – Certificate of Indigency (original & xerox copy), valid ID (xerox copy), school certificate/enrollment form/promissory note <b>Burial Assistance</b> - Certificate of Indigency (original & xerox copy), valid ID (xerox copy), funeral contract and death certificate <b>Transportation Assistance</b> - Certificate of Indigency (original & xerox copy), valid ID (xerox copy), police blotter <b>Food Assistance</b> – Certificate of Indigency and valid ID (for senior citizen)	N/A	Wilfredo E. Hapa
	Interview Clients	5 mins			Wilfredo E. Hapa
	Processing of certificate of eligibility, voucher (DV or Petty Cash) and allobs	3 mins			Wilfredo E. Hapa
	Signature of client	2 min			Wilfredo E. Hapa
	Forward to MSWDO/SWO I for signature	2 min			Fausta Ruth G. Salto/Angela N. Azore
	Forward to Disbursement Officer for cash release for petty cash	5 min			Wilfredo E. Hapa
	Forward to Mayor's Office	2 min			Wilfredo E. Hapa

#### 2. Medical Social Case Study Report

Steps/Process		Duration	Requirements	Fee	Person Responsible
Client	Provider				
For All	Interview and doing Intake Form of the client	15 minutes	Medical Abstract or List of Requirements from Social Service Section of the Hospital	N/A	Angela N. Azore/Fausta Ruth G. Salto
	Signature of client	1 minute			Angela N. Azore/Fausta Ruth G. Salto
	Doing Social Case Study Report	30 minutes			Angela N. Azore/Fausta Ruth G. Salto
	Signature of Social Worker	1 minute			Angela N. Azore/Fausta Ruth G. Salto
	Signature of Mayor	2 minutes			Angela N. Azore/Fausta Ruth G. Salto

**3. Special Cases (Rape, Violence Against Women and their Children (VAWC), Children in Conflict with Law (CICL), Children at Risk (CAR), Child Support and Child Custody,**

Steps/Process		Duration	Requirement	Fee	Person Responsible
Client	Provider				
Rape Victim & VAWC cases	Interview, counseling and doing Intake Form of the client	30 minutes to 1hour	Birth Certificate for rape victim	N/A	Angela N. Azore/ Fausta Ruth G. Salto
	Assist client for medico legal procedure	30 minutes to 1 hour		500	Angela N. Azore/Fausta Ruth G. Salto Municipal Health Officer Municipal Treasurers Office
	Assist client at PNP for judicial affidavit, police blotter and filling a case	30 minutes to 1 hour		N/A	Angela N. Azore/Fausta Ruth G. Salto PNP
CICL/CAR; Child Support & Custody	Interview, counseling and doing Intake Form of the client	30 minutes to 1hour	Birth Certificate	N/A	Angela N. Azore/ Fausta Ruth G. Salto

As a service provider of LGU – Barcelona, we hereby pledge to deliver and serve clients with smile, courtesy, honesty, promptness and without discrimination and to provide clients with satisfactory services and promote integrity and professionalism at work.

Thank you.

Prepared by:

**ANGELA N. AZORE, RSW**  
Social Welfare Officer I

**WILFREDO E. HAPA**  
Social Welfare Aide

Noted by:

**FAUSTA RUTH G. SALTO, RSW**  
MSWDO