

**Municipal Social Welfare and Development
Office
(External)**

1. Aid for Individual in Crisis Situation/s and Emergency Shelter Assistance

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C – Client is the transacting public			
Who may avail:	All types of clientele group			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
AICS 1. Certificate of Indigency 2. Hospital bill/receipt of medicines 3. Medical Certificate or abstract 4. Cedula 5. Sulat Kamay ESA 1. Certificate of Indigency 2. Cedula 3. Sulat Kamay 4. Picture of the house		1. Respective Barangay Hall 2. Hospital where the client was confined/ underwent check-up or in Rural Health Unit of Polangui. 3. Hospital where the client was confined/ underwent check-up or in Rural Health Unit of Polangui. 4. Municipal Treasurer's Office 5. Administer by client. 1. Respective Barangay Hall. 2. Municipal Treasurer's Office. 3. Administer by the client. 4. Administer by the client.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will approach the MSWDO for financial Assistance	Social Worker will inform the client regarding the process in availing the AICS or ESA.	None	2 Minutes	Social worker or social welfare aide Mun. Social Welfare & Development Office
2. Submission of requirements, and for interview.	Assess the eligibility of the client to avail the needed assistance; evaluate for funding.	None	5 minutes	Social Worker or social welfare aide Mun. Social Welfare & Development Office

3. Approval and Release of funds	Inform client to submit the processed papers to the Municipal Budget Office, Accounting Office for appropriation. The Local Chief Executive will approve so that the Municipal Treasurer's Office could release the requested assistance	None	10-15 minutes	Budget Office, Accounting Office, LCE and Treasurer's Office. Mun. Budget Office/Mun. Accounting Office
TOTAL				

2. PRE-MARRIAGE COUNSELING

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C – Client is the transacting public			
Who may avail:	Couples who are planning to get wed.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Referral 2. PMC Questionnaire			1. Local Civil Registrar 2. MSWDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Couples will submit their requirements for pre-marriage counseling services.	1. The MSWD Staff will interview the clients and check their submitted requirements.	None	1 Minute	<i>MSWD Staff - Municipal Social Welfare and Development Office</i>
2. Couples will answer the PMC Questionnaire.	2. Assist client if they have inquiry.	None	10-15 minutes	<i>MSWD Staff - Municipal Social Welfare and Development Office</i>
3. Pre-Marriage Counseling Session	3. Provide counseling	None	4 hours	<i>DA, RHU, POPCOM and MSWDO Personnel</i>

4. Acquiring the PMC Certificate	4. Released of PMC Certificate	None	2 Minutes	DA, RHU, POPCOM and MSWDO Personnel
TOTAL				

3. CHILD VICTIM OF SEXUAL ABUSE

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	COMPLEX and HIGHLY TECHNICAL			
Type of Transaction:	G2B – Government to Business Entity, G2C – Client is the transacting public			
Who may avail:	Children Victim of Sexual Abuse.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Referral from the PNP - WCPD a. Blotter Report b. Criminal Complaint c. Affidavit of Sworn Statement d. Medico-Legal			1. PNP – WCPD	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Child/ren with his or her accompany will walk in the MSWDO along with the necessary requirements.	1. The social worker will conduct an intake interview, guidance and counseling and stress debriefing.	None	10-20 Minutes	<i>Social Worker - Municipal Social Welfare and Development Office</i>
	1.1 Refer clients to concern agency	None	5 minutes	<i>Social Worker - Municipal Social Welfare and Development Office</i>
2. Submission of legal documents necessary for filling a case.	2. Assist clients in a filling a case in Regional Trial Court and throughout court hearings.	None	Half Day hours	<i>Social Worker - Municipal Social Welfare and Development Office</i>
	2.1 Home visitation and collateral interview	None	Half Day	<i>Social Worker - Municipal Social Welfare and</i>

				Development Office
TOTAL		None		

4. CHILDREN IN CONFLICT WITH THE LAW

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	COMPLEX and HIGHLY TECHNICAL			
Type of Transaction:	G2B – Government to Business Entity G2C – Client is the transacting public			
Who may avail:	Children In Conflict with the Law and Child at risk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral from the PNP – WCPD or barangay a. Blotter Report b. Birth Certificate		1. PNP – WCPD/ Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Child/ren with his or her accompany will walk in the MSWDO along with the necessary requirements.	1. The social worker will conduct an intake interview, guidance and counseling and stress debriefing.	None	10-20 Minutes	<i>Social Worker - Municipal Social Welfare and Development Office</i>
	1.1 Refer clients to concern agency	None	5 minutes	<i>Social Worker - Municipal Social Welfare and Development Office</i>
2. Submission of legal documents necessary for filling a case.	2. Assist clients in a filling a case in Regional Trial Court and throughout court hearings.	None	Half Day hours	<i>Social Worker - Municipal Social Welfare and Development Office</i>
	2.1 Home visitation and collateral interview	None	Half Day	<i>Social Worker - Municipal Social Welfare and</i>

				<i>Development Office</i>
TOTAL		None		

5. LEADERSHIP TRAINING OR PRACTICAL SKILLS DEVELOPMENT TRAINING FOR OUT OF SCHOOL YOUTH AND PERSON WHO USED DRUGS.

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	COMPLEX and HIGHLY TECHNICAL			
Type of Transaction:	G2B – Government to Business Entity, G2C – Client is the transacting public			
Who may avail:	Out of school youths and Person who used drugs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Rooster Form 2. PFS		1. PNP – WCPD/ Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the organizational meeting.	1. Facilitate the organizational meeting	None	2-3 days	<i>MSWD Staff/s - Municipal Social Welfare and Development Office</i>
	1.1 Intake interview and home visits.	None	2-3 days	<i>MSWD Staff/s- Municipal Social Welfare and Development Office</i>
2. Attend training.	2. Training Proper	None	5-15 days depending upon the training to be undertaken	
TOTAL		None		

6. ISSUANCE OF SOCIAL CASE STUDY REPORT

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	COMPLEX			
Type of Transaction:	G2B – Government to Business Entity, G2C – Client is the the transacting public			
Who may avail:	Types of clientele group			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency 2. Hospital bill/receipt of medicines 3. Medical Certificate or abstract		1. Respective Barangay Hall 2. Hospital where the client was confined/ underwent check-up or in Rural Health Unit of Polangui. 3. Hospital where the client was confined/ underwent check-up or in Rural Health Unit of Polangui.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary requirements.	1. Conduct intake interview and administer the social case study report.	None	30-45 minutes	<i>Social Worker - Municipal Social Welfare and Development Office</i>
2. Acquire the case study report.	2. Released of social case study report.	None	1 minute	<i>Social Worker - Municipal Social Welfare and Development Office</i>
TOTAL		None	31-45 minutes	

7. ISSUANCE OF SOLO PARENT ID

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE		
Classification:	SIMPLE		
Type of Transaction:	G2C – Client is the transacting public		
Who may avail:	Types of clientele group		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Certification from the barangay.		1. Respective Barangay Hall	

2. 2 pcs 1x1 picture 3. Solo Parent Form		2. Administer by the client. 3. MSWDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements.	1. Conduct intake interview assessment.	None	5-10 minutes	<i>Social Worker/MSWD Personnel - Municipal Social Welfare and Development Office</i>
2. Acquire the requested ID	2. Released of the requested document	None	1 minute	<i>MSWD Personnel - Municipal Social Welfare and Development Office</i>
TOTAL		None	31-45 minutes	

8. ISSUANCE OF SENIOR CITIZEN ID

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C – Client is the transacting public			
Who may avail:	Person ageing from 60 years old and above.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate		1. Local civil Registrar or Administer by the client.		
2. 1x1 picture		2. Administer by the client.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements.	1. Conduct interview	None	5 minutes	<i>MSWD Personnel - Municipal Social Welfare and Development Office</i>

2. Acquire the requested ID	2. Released of the requested document	None	5 minutes	<i>MSWD Personnel - Municipal Social Welfare and Development Office</i>
TOTAL		None	10 minutes	

9. ISSUANCE OF PERSON WITH DISABILITY ID

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C – Client is the transacting public			
Who may avail:	Persons with disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate 2. 1x1 picture 3. PWD ID Application form		1. Public or private hospitals or practitioner. 2. Administer by the client. 3. MSWDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements.	Conduct interview	None	5 minutes	<i>MSWD Personnel - Municipal Social Welfare and Development Office</i>
2. Acquire the requested ID	Released of the requested document	None	5 minutes	<i>MSWD Personnel - Municipal Social Welfare and Development Office</i>
TOTAL		None	10 minutes	

