

PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

AID TO INDIVIDUALS IN CRISIS SITUATION

Availability of service: Monday - Friday (except holidays) 8:00am - 5:00pm No Noon Break

STEPS	REQUIREMENTS	FORM USED	RESPONSE TIME	SERVICE PROVIDER
For Guarantee Letter				
1. Evaluates submitted documents of clients	a. Medical Certificate b. Clinical Abstract c. Doctors Referral d. Hospital Bills f. Death Certificate			Jannete M. Cielo, SWO II Geraldine I. Roldan, SWO I Concepcion Peredo, CAO II Cherry N. San Juan, SWA Richard S. Janda, CAA I Joyle L. Gandia, SWA Lovejoy Abac, SWA
2. Conducts intake interview to assess client for possible assistance. Basic information will be recorded in the General Intake Sheet.		General Intake Sheet (GIS) Financial Assistance Form (FA)	15-30 mins.	
3. Issues Guarantee Letter to partner hospital/ clinic for a client needing medical assistance and to funeral parlor for burial assistance.		Guarantee Letter		
For Financial Assistance				
1. Please refer to step 1 and 2 of the Guarantee Letter.				
2. Accomplish Financial Assistance Form (FA) for approval of the PSWDO/ Provincial Administrator.		Financial Assistance Form (FA)		Jannete M. Cielo, SWO II Geraldine I. Roldan, SWO I

3. Prepares payroll of approved financial assistance and endorses to Administrative Division for processing of grant/assistance.		Cash Assistance Payroll		Concepcion Peredo, CAO II Cherry San Juan, SWA
4. Inform the beneficiary and MSWDO through call and text message regarding the release of assistance/grant				Joyle L. Gandia, SWA
5. Issues slip to client upon claiming his/her grant at the Provincial Treasurer's Office		Claim slip		Joyle L. Gandia, SWA Love Joy Abac, SWA

For Certificate of Indigency

1. Evaluates submitted documents of clients	a. Medical Certificate b. Clinical Abstract c. Doctors Referral d. Hospital Bills e. Doctors Prescription	Certificate of indigency		Jannete M. Cielo, SWO II Geraldine I. Roldan, SWO I Concepcion Peredo, CAO II Cherry N. San Juan, SWA
2. Conducts intake interview to assess client for possible assistance. Basic information will be recorded in the general intake sheet (GIS) and in the masterlist.		General Intake Sheet (GIS)	5-15 mins	Richard S. Janda, CAA I Joyle L. Gandia, SWA Lovejoy Abac, SWA
3. Issues Certificate of Indigency		Certificate of Indigency		

DAY CARE SERVICE

Availability of service: Monday - Friday (except holidays) 8:00am - 5:00pm No Noon Break

STEPS	REQUIREMENTS	FORM USED	RESPONSE TIME	SERVICE PROVIDER
1. Schedule/disseminate date of registration				
2. Provides Registration form to be accomplished by DCWs and parents.	a. Birth Certificate (NSO authenticated) b. Health record (Immunization record) c. Age Requirements (AM session- 3 1/2 years old to 4 years old/ PM session 4 years old to years and eight months as of June. d. Children of PGOM employee will be given priority. e. Php 200.00 for registration fee/Official receipt from PTO.	Registration Form	1 - 2 hours	Olivia M. Corpuz, DCW II Gleanet M. Marasigan, DCW II Jenny Vi M. Castillo, DCW Aide
3. Conduct orientation about the requirements and policies of the center.			3 hours	Zarah C. Magboo, SWO IV Jannete M. Cielo, SWO II Olivia M. Corpuz, DCW II Gleanet M. Marasigan, DCW II
4. Conduct Regular session.			3 hours	Olivia M. Corpuz, DCW II Gleanet M. Marasigan, DCW II

MAINTENANCE OF CRISIS CENTER FOR ABUSE WOMEN AND CHILDREN

Availability of service: Everyday 24- hour

STEPS	REQUIREMENTS	FORM USED	RESPONSE TIME	SERVICE PROVIDER
A. Referral/Endorsement	Referral letter	Admission Slip	15 mins	
B. Admission	a. Medical Certificate b. Social Case Study Report c. Police Blotter d. Other related documents	General Intake Sheet		Maria Rempillo, SWA Myra Corazon Valenton, SWA Larice Joy Monakil, SWA
1. Intake interview			1 hour	Maria Rempillo, SWA Myra Corazon Valenton, SWA
2. Accomplishment of admission slip		Admission slip		
3. Conduct inventory of clients belongings				Minda Manao, Houseparent Nemia Bacunawa, Houseparent Margie Tabalan, Houseparent Ronelyn Aclan, Houseparent
4. Assignment of case				Maria Rempillo, SWA
5. Orientation				Maria Rempillo, SWA Myra Corazon Valenton, SWA Larice Joy Monakil, SWA
6. Cottage Assessment				
C. Conducts Counselling			1 hour onwards	Maria Rempillo, SWA

D. Assists in dental and medical check-up			4 hrs - 1 day	Myra Corazon Valenton, SWA
E. Assists in group and home life services			Daily	Maria Rempillo, SWA Larice Joy Monakil, SWA
F. Assists in productivity Skills Training			as scheduled	Maria Rempillo, SWA Myra Corazon Valenton, SWA Larice Joy Monakil, SWA
H. Referral to other agency or institutions			as need arises	Maria Rempillo, SWA