

# Provincial Social Welfare and Development Office



## 1. Disaster Relief

Provision of clothing, food and other relief goods to disaster victims and displaced families.

<b>Office or Division</b>	Community Welfare Division			
<b>Classification</b>	Simple , Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Victims of disaster (natural and manmade) including displaced families, indigent families			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<u>For fire Victim.</u> 1. Bureau of Fire Certification (1 xerox) 2. Picture of burned house (1 original) <u>For typhoon Victim</u> SP certification under state of calamity' Signed disaster report (1 copy)		Bureau of Fire Client  SP MLGU or PDRRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>(Walk-in fire victim)</b> 1. Client sign in the client Log Book in the Administrative section 2. Submit request & other documents at the Administrative office	1. Give the Logbook to the client	None	5 minutes	Administrative staff
	2. Receive the letter request together with other documents and mark it with the PSWDO stamp.	None	10 minutes	Administrative staff
	3. Record in the logbook. and route to the program focal	None	10 minutes	Administrative staff
	4. The program focal shall evaluate the submitted documents	None	10 minutes	Social Welfare Assistant/Social Welfare Officer

3. Client receive assistance	5. The program focal shall inform the Administrative staff to provide disaster assistance	None	15 minutes	Social Welfare Assistant Social Welfare Officer
	<b>TOTAL.</b>	None	1 hour	
<b>For Municipalities</b>				
1. The LGU submits report of affected families at the administrative division	1. The Administrative staff will receive the disaster report and mark it with the PSWDO stamp.	None	5 minutes	Administrative staff
	2. Record in the logbook. and route to the program focal.	None	10 minutes	Administrative staff
	3. Identify areas for augmentation based on submitted and validated report of damages by the MSWDOs/LGUs.	None	4 hours	PSWDO Social Welfare Officer
	4. Coordinate with the LGU re: relief distribution schedule	None	2 hours	Social Welfare Office
	5. Repacking relief goods	None	2 days	PSWDO staff
2. Client receive assistance	6. Distribute relief packs to affected families	None	5 days	PSWDO staff
	<b>TOTAL</b>	None	7 days, 6 hours & 15 minutes	

## 2. Emergency Shelter Assistance

Provision of housing materials to victims of natural and manmade disasters, poor, displaced families and those living and makeshift houses.

<b>Office or Division</b>	Community Welfare Division			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G-Government to Government			
<b>Who may avail:</b>	Victims of manmade & natural disaster, individuals in crisis			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<u>For Fire Victim</u>				
1. Letter request or barangay resolution (1 original copy)		Client		
2. Photos of burn house (1 original)		Client		
3. Certificate from Bureau of Fire Protection (1 original copy)		Bureau of Fire		
<u>For typhoon victim</u>				
4. Brgy certification (1 original copy)		Barangay Captain		
5. MDRRMO certification (1 original copy).		Municipal Disaster Risk & Reduction Office		
6. Photos of damage house (1 original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client sign in the client Log Book in the Administrative section 2. LGU submits report at the Administrative office	1. Give the Logbook to the client	None	5 minutes	Administrative staff
	2. Receive the report of families with damage houses together with other documents and mark it with the PSWDO stamp and record in the logbook	None	10 minutes	Administrative staff
	2.1 Route slip will then be prepared and submitted to the concerned focal person.	None	5 minutes	Administrative staff

	3. Evaluates the submitted document as to the accuracy, veracity and completeness of the papers.	None	20 minutes	Social Welfare Officer/Assistant
	4. Interview the client to pre-assessed eligibility. 5. Prepare and accomplish ESA Form 200.	None	35 minutes  15 minutes	Social Welfare Officer/Assistant
	6. Conduct field validation and collateral interview	None	7 days	Social Welfare Officer/Social Welfare Assistant
	7. Endorse the accomplished form to Division and Department Head for recommending approval. And then forwarded by the administrative staff to the Provincial Governor for approval.	None	1 day	Social Welfare Officer/Social Welfare Assistant
	8. Receive and log the approved proposals. And rout to the focal person for payroll preparation	None	15 minutes	Administrative staff/Social Welfare Officer/Assistant
	9. Prepares the payroll and endorse to the Admin division for payroll processing and other office signatories.	None	10 days	Social Welfare Officer/Social Welfare Assistant

1. Client prepares list of housing materials	10. Encodes the approved payroll and notify the client of the release of assistance.	None	2 days	Social Welfare Officer/Social Welfare Assistant
2. Client receive assistance	11. Issue slip for the release of the assistance.	None	5 minutes	Social Welfare Officer/Social Welfare Asst./PTO staff
	<b>TOTAL :</b>	None	20 days, 1 hour & 50 minutes	

### 3. Enhanced Comprehensive Local Integration Program

Provision of package of assistance to former rebels and their families including the Militia ng Bayan

<b>Office or Division</b>	Community Welfare Division			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C– Government to Citizens			
<b>Who may avail:</b>	Former rebels and Militia ng Bayan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Joint Army & PNP Intelligence certification (1 original)		PNP Director and Army Brigade Commander		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receiving unit shall endorse the names of the surrenderees to the focal person	1. Receive the endorsement of the FR from the PNP or AFP.	None	10 minutes	Social Welfare Officer
	2. Validates the name of the FR and MB in the databank to ascertain whether they are already beneficiaries of previous program.	None	30 minutes	Social Welfare Officer

	3. Conduct intake interview of the program applicant using the prescribed program forms	None	3 hours	Social Welfare Officer
	4. Submit accomplished documents to the Eclip committee for approval	None	1 day	Social Welfare Officer
	5. Online Enrolment of the FR to the given website	None	5 hours	Social Welfare Officer
	6. Notify the ECLIP committee of the approved assistance and the former rebel	None	1 day	Social Welfare Officer
2. Client receive assistance	7. Release of Assistance in the designated venue	None	5 days	Social Welfare Officer
	<b>TOTAL:</b>	None	8 days & 40 minutes	

#### 4. Food for Work

Provision of food to disaster victims/displaced or distressed persons in exchange for their services or involvement in undertaking restoration or rehabilitation activities.

<b>Office or Division</b>	Community Welfare Division	
<b>Classification</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Victims of manmade & natural disaster, barangay undertaking rehabilitation or restoration activities	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Barangay resolution with list of volunteers (1 original copy)		Barangay Hall

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sign in the client Log Book in the Administrative section 2. Submit request & other documents at the Administrative office	1. Give the Logbook to the client.	None	5 minutes	Administrative staff
	2. Receive the letter request together with other documents and mark it with the PSWDO stamp.	None	3 minutes	Administrative staff
	3. Record in the logbook stating the date and time receive, control number and the name of the requesting barangay		2 minutes	Administrative staff
	4. Prepare route slip and submit to the Administrative officer and then forwarded to the Department Head.		5 minutes	
	5. Evaluate the eligibility of the requesting barangay. And if eligible the document will be returned to the Administrative officer with instruction indicating the number of goods to be release.	None	10 minutes	PSWDO
	6. Prepare RIS and inventory		10 minutes	

	custodian slip for signature of the department head			
3. Client receive the assistance	7. Prepare the goods and release the assistance as indicated in the RIS	None	40 minutes	Administrative staff/
	<b>TOTAL:</b>	None	1 hour & 15 minutes	

## 5. Livelihood Assistance Program

Provision of an interest/ collateral free loan payable from six months to one year for the beneficiary to engage in an income generating project.

<b>Office or Division</b>	Community Welfare Division			
<b>Classification</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Women, elderly, person with disability and other needy adults are qualified to avail this program.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>➤ Letter request or resolution from the requesting party ( original)</li> <li>➤ Valid identification cards (1 xerox)</li> <li>➤ Existing project</li> </ul>			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client sign in the client Log Book in the Administrative section	1. Give the Logbook to the client	None	5 minutes	Administrative
2. Submit request & other documents at the Administrative office	2. Receive the letter request together with other documents and mark it with the PSWDO stamp. and record in the logbook	None	3 minutes	Administrative staff



	3. Prepare route slip and submitted to the Administrative officer and then forwarded to the Department Head	None	5 minutes	Administrative staff
	4. The Department Head will review the request and route it to the concerned staff thru the Admin staff. 5. Receive the letter request or barangay resolution from the client thru Administrative staff. 6. Evaluate the document based on the program eligibility criteria	None None None	20 minutes 5 minutes 20 minutes	Administrative staff/ PSWDO Social Welfare Officer Social Welfare Officer
	7. Screen and validate thru home visitation and conduct interview with the applicants.	None	8 days	
3. If eligible, the client will attend the Basic Business Management Training in the designated location	8. Communicate with the requesting party about the result of validation and shall inform eligible applicants to attend BBMT.	None	1 day	Social Welfare Officer
4. Client prepare the project proposal.	9. Assist the applicants in the preparation of individual project proposals. 10. Review the project proposals 11. Endorse the accomplished form to Division and Department Head for recommending approval. 12. Forward to the Administrative staff to the		5 days 1 hour 2 days	Social Welfare Officer

	Provincial Governor for approval. a. The administrative staff shall now receive and log approved proposals. b. Once logged, the Administrative staff shall endorse the documents to Social Welfare Assistant for the preparation of payroll.		1 hour  1 hour	
5. Client received the livelihood assistance	13. Encode all approved proposals.	None	1 hour	Social Welfare Officer
	14. Communicate/notify concerned requesting party and applicants about the schedule of release of assistance.	None	30 minutes	Social Welfare Officer PTO
	15. Assists the PTO staff in releasing livelihood assistance.	None	1 day	Social Welfare Officer
	<b>TOTAL:</b>	None	18 days, 5 hrs. & 55 minutes	

## 6. Men and Women in Uniformed Personnel Welfare Assistance

Provision of monetary and other related assistance to uniformed Personnel/agents.

<b>Office or Division</b>	Community Welfare Division			
<b>Classification</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Philippine National Police (PNP) and Armed Forces of the Philippines (AFP) including personnel agents of the Philippines Coast Guard (PCG), National Bureau of Investigation (NBI), Bureau of Jail Management and Penology (BJMP), Bureau of Fire Protection (BFP) and Philippine Drug Enforcement Agency (PDEA) of Oriental Mindoro			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Certificate of Assignment in the province (1 original)</li> <li>Death certificate 1( Xerox copy)</li> <li>Certification that the uniformed personnel/agent suffered or acquired illness/died in the performance of his/her official.(1 original copy)</li> <li>Copy of the court decision of acquitting the uniformed personnel (1 xerox copy)</li> </ol>		<ol style="list-style-type: none"> <li>Office Head of the applicant</li> <li>Local Civil Registrar</li> <li>Office Head of the applicant</li> <li>RTC/DOJ</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>Client sign in the client Log Book in the Administrative section</li> <li>Submit request &amp; other documents at the Administrative office</li> </ol>	<ol style="list-style-type: none"> <li>Give the Logbook to the client</li> </ol>	None	5 minutes	Administrative Staff
	<ol style="list-style-type: none"> <li>Receive the letter request together with other documents and mark it with the PSWDO stamp.</li> </ol>	None	3 minutes	Administrative staff
	<ol style="list-style-type: none"> <li>This will then be recorded in the logbook.</li> <li>Route slip will then be prepared and submitted to the Administrative</li> </ol>	None	5 minutes	Administrative staff
		None	5 minutes	

	officer and then forwarded to the Department Head.			Administrative staff/PSWDO
	3. Evaluate the submitted documents based on the document requirements per Provincial Ordinance No. 008-2009 and Provincial Ordinance No. 80-2018	None	20 minutes	Social Welfare Assistant/Social Welfare Officer
	4. Conduct intake interview of the program applicant 3.1 If the program requirements are already complete, proceed in the processing of documents and if not, he/she will advise the client to submit lacking requirements (if any) for immediate processing.	None	20 minutes	Social Welfare Assistant/Social Welfare Officer
	5. Submit the accomplished FA form including its supporting documents to the administrative division for processing	None	10 minutes	Social Welfare Officer Administrative Staff

	6. Prepare voucher once the financial assistance form is approved. The voucher will then be route again for signature of concerned head of the agency	None	3 days	Administrative Staff
	7. Contact the beneficiary for the schedule of release	None	5 minutes	Social Welfare Assistant
3. Client receive the assistance	8. Issue a claim stub to the client for the release of his/her assistance at the Provincial Treasurer's office.	None	10 minutes	PTO Staff/Social Welfare Assistant
	<b>TOTAL:</b>	None	4 days & 38 minutes	

## 7. Aid to Individuals in Crisis Situation (AICS)

Provision of limited assistance either in cash or guarantee letter to meet the urgent needs of qualified clients for medical, transportation, burial and other emergency expenses.

<b>Office or Division</b>	Family Welfare Division	
<b>Classification</b>	Simple & Complex	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Disadvantaged Sectors	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
For Guarantee Letter		
<ul style="list-style-type: none"> <li>a. Medical Certificate or</li> <li>b. Clinical Abstract</li> <li>c. Doctors Referral</li> <li>d. Hospital Bill</li> <li>e. Death Certificate/ Funeral Contract</li> </ul>		<p>Hospital of Confinement</p> <p>Local Civil Registrar</p>

<p>For financial assistance</p> <ul style="list-style-type: none"> <li>a. Medical Certificate or</li> <li>b. Clinical Abstract</li> <li>c. Doctors Referral</li> <li>d. Hospital Bill</li> <li>e. Death Certificate/ Funeral Contract</li> <li>f. Whole body picture (request for assistive device)</li> </ul> <p>For Certificate of Eligibility</p> <ul style="list-style-type: none"> <li>a. Medical Certificate or</li> <li>b. Clinical Abstract</li> <li>c. Doctors Referral</li> <li>d. Hospital Bill</li> <li>e. Doctor's Prescription</li> <li>f. Request for Laboratory Examination</li> </ul>		<p>Hospital of Confinement</p> <p>Local Civil Registrar Client</p> <p>Hospital of Confinement or hospital/ clinic where he/she underwent medical examination</p> <p>Attending Physician</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>For guarantee letter:</b>				
1. Sign in the client logbook in the office lobby	1. Give the logbook to the client	None	1-2 minutes	SWA
2. Submit the required documents to the worker	2. Receive the required documents and check for completeness		2-3 minutes	SWO II, SWO I, SWA, CAO I, CAA I
3. Wait until further notice if the client is eligible or not.	3. Verify eligibility of client in the database. If eligible proceed to Step 4. If not eligible, refer to other concerned agency.		2-3 minutes	SWA AA II
4. Give the required data or basic information upon interview	4. Conduct intake interview with the client using General Intake Sheet (GIS)		5-10 minutes	SWO II, SWO I, SWA, CAO I, CAA I

5. Signed the GIS	5. Give the GIS to client for signing		1 minute	SWO II, SWO I, SWA, CAO I, CAA I
6. Receive the guarantee letter and sign on the documents upon received	6. Prepare guarantee letter to partner hospitals/ funeral parlor and other documents and issue it to the client		5-10 minutes	SWO II, SWO I, SWA, CAO I, CAA I
<b>For financial assistance:</b>				
1. Take steps 1-4 on Guarantee letter issuance	1. Take steps 1-4 on guarantee letter issuance	None	10-20 minutes	SWO II, SWO I, SWA, CAO I, CAA I
2. Sign the GIS & Financial Assistance Form	2. Transfer data on GIS to the Financial Assistance Form and return to client for signing		3-5 minutes	SWO II, SWO I, SWA, CAO I, CAA I
3. Respond to the advised of the worker when to come back for the release of FA	3. Advise the client when to come back for the release of assistance		1 minute	SWO II, SWO I, SWA, CAO I, CAA I
	4. Encode data of client on the master list		5-10 minutes	SWA
	4. Forward FA form to PSWDO and Provincial Administrator's Office for approval		2 days	PSWDO, SWO IV, SWO II, SWA, Admin
	5. Prepare payroll of approved FA form and endorsed to Administrative Division for preparation of necessary documents		1 hour	SWA, CAO I Admin Division

<p>4. Proceed to PSWDO for the release of assistance</p> <p>5. Proceed to Provincial Treasurer's Office for claiming of assistance.</p> <p><b>For Certificate of Eligibility:</b></p> <p>1. Take steps 1-2 of the guarantee letter issuance.</p> <p>2. Give the required data or basic information upon interview</p> <p>3. Receive the certificate of eligibility and proceed to GSMAC staff for the grant of assistance.</p>	<p>6. Processing of payroll and signatory of other offices</p> <p>6. Notify client for the release of assistance</p> <p>7. Issue claim slip to client</p> <p>1. Take steps 1-2 of the guarantee letter issuance.</p> <p>2. Conduct intake interview with the client using General Intake Sheet (GIS)</p> <p>3. Issue certificate of eligibility to client</p>	<p>None</p> <p>None</p>	<p>15 days</p> <p>1 day</p> <p>3-5 minutes</p> <p>2-3 minutes</p> <p>5-10 minutes</p> <p>1 minute</p>	<p>PBO, OPA, PTO</p> <p>SWO II, SWA, AA II</p> <p>SWO II, SWA, AA II</p> <p>SWO II, SWO I, SWA, CAO I, CAA I</p> <p>SWO II, SWO I, SWA, CAO I, CAA I</p>
<p style="text-align: right;"><b>TOTAL:</b></p>		<p>None</p>	<p>Guarantee Letter – 30 minutes</p> <p>Financial Assistance – 18 days, 1 hour &amp; 41 minutes</p> <p>Certificate of Eligibility – 14 minutes</p>	



## 8. Augmentation Support to Children in Conflict with the Law (CICL)

Provision of 1/3 share for the rehabilitation of CICL of the province at the MIMAROPA Youth Center (MYC) / National Training School for Boys (NTSB)

<b>Office or Division</b>	Family Welfare Division			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Agency			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Billing Statement from DSWD			DSWD - MIMAROPA Youth Center (MYC) and National Training School for Boys (NTSB)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward billing statement for the month  2. Receive payment for 1/3 share	1. Receive billing statement from MYC/NTSB	None	2-3 minutes	Admin Division
	2. Prepare necessary documents for payment		1 day	Admin Division
	3. Processing of documents for payment		5 days	PBO, OPA, PTO
	4. Payment for 1/3 share		1 day	PTO
<b>TOTAL:</b>		None	7 days and 3 minutes	

## 9. Children Welfare Assistance

Provision of program materials to child development centers province wide

<b>Office or Division</b>	Family Welfare Division	
<b>Classification</b>	Complex	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Child Development Workers/ Centers Province wide	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Barangay Resolution		Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Barangay Resolution with MSWDO's endorsement to Office of the Governor	1. Receive Barangay Resolution from the barangay Federation	None	2 minutes	GO Staff
	2. Endorse Brgy Resolution to PSWDO		10-15 minutes	SWO II
	3. Receive Barangay Resolution from Governor's Office		3-5 minutes	SWO II
	4. Review of request/ resolution for child development centers (CDC) program materials		1 week	SWO II
	5. Encode resolution to master list of approved request		1 day	SWO II DCW II
	6. Validation of request for CDC program materials		5-10 minutes	SWO II
	7. Consolidate validated request and submit to Office of the Governor for marginal note/ approval		10 days	SWO II
	8. Forward approved master list to Admin Division for preparation of necessary documents for processing		1 day	PBO, OPA, PTO SWO II DCW II
	9. Processing of documents			
	10. Notify concerned barangay and MSWDO			PSWDO SWO II

2. Proceed to PSWDO for the release of assistance	for the release of assistance  11. Release of program materials to CDC			DCW II
<b>TOTAL:</b>		None	18 days and 32 minutes	

## 10. Early Childhood Care and Development

Provision of substitute parental care to pre-school children of PGOM employees

<b>Office or Division</b>	Family Welfare Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail:</b>	Provincial Government employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Birth Certificate 2. Health Record (Immunization) 3. Registration Form			Phil. Statistic Authority Health Center or Private clinic Child Development Center	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire on the schedule of registration	1. Schedule start of registration for the current school year	None	1 day	PSWDO DCW II
2. Proceed to child development center for the registration	2. Disseminate information of the scheduled date of registration		1 day	DCW II
3. Submit required documents upon registration	3. Review of submitted documents		5-10 minutes	DCW II
4. Accomplish registration form	4. Provide registration form to be accomplished by parents		1-2 hours	DCW II

<p>4. Proceed to Provincial Treasurer's Office for payment of registration fee and monthly participation fee</p>	<p>5. Get the receipt number of payment and record to the registration list</p>	<p>200.00 registration fee</p> <p>200.00 per month participation fee</p> <p>100.00 per month participation fee (during COVID period)</p>	<p>30 minutes</p>	<p>DCW II</p>
<p>6. Receive the list of materials to bring</p>	<p>6. Provide the list of materials to bring</p>		<p>2-3 minutes</p>	<p>DCW II</p>
	<p>7. Advise to be back on the schedule date of classes and schedule of parents orientation</p>		<p>2-3 minutes</p>	<p>DCW II</p>
<p>7. Attend parent's orientation</p>	<p>8. Conduct orientation about the requirements and policies of the center</p>		<p>3-4 hours</p>	<p>PSWDO DCW II</p>
<p>8. Attend daily session</p>	<p>9. Conduct regular session</p>		<p>4 hours</p>	<p>DCW II</p>
<p style="text-align: right;"><b>TOTAL:</b></p>		<p>2,200.00 per child per school year</p>	<p>2 days, 10 hours and 46 minutes</p>	

## 11. Logistical Assistance

Provision of financial/ logistical assistance to the federations of SC/ PWD in every barangay

<b>Office or Division</b>	Family Welfare Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Senior Citizens/ Person with Disability			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Barangay Resolution			Barangay	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved Barangay Resolution with MSWDO's endorsement to Office of the Governor	1. Receive Barangay Resolution from the barangay Federation	None	2 minutes	GO staff
	2. Endorse Brgy Resolution to PSWDO		10-15 minutes	SWO II, SWA, Admin
	3. Receive barangay resolution from the Office of the Governor		3-5 minutes	SWO II
	4. Review of request/ resolution for logistical assistance		1 week	SWO II
	5. Encode resolution to master list of approved request		1 day	SWO II SWA
	6. Validation of request for logistical assistance		5-10 minutes	SWO II
	7. Consolidate validated request and submit to Governor's Office for marginal note/ approval		10 days	SWO II, SWA

2. Proceed to PSWDO for the release of assistance  3. Proceed to Provincial Treasurer's Office for claiming of assistance.	8. Forward approved masterlist to Admin Division for preparation of necessary documents for processing		1 day	PBO, OPA, PTO
	9. Processing of documents		1 day	SWO II SWA
	10. Notify concerned barangay and MSWDO for the release of assistance			PSWDO SWO II SWA
	11. Release of logistical assistance to Senior Citizens/ PWD barangay federation			
<b>TOTAL:</b>		None	18 days and 32 minutes	

## 12. Recognition and Awarding of Incentives to Qualified Senior Citizens

Provision of financial incentive and recognition to qualified senior citizens provincewide.

<b>Office or Division</b>	Family Welfare Division	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Senior Citizens	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Birth Certificate or any proof of birth 2. Barangay Residency 3. Senior Citizen's ID		Phil. Statistics Authority/ Local Civil Registrar Barangay Municipal Social Welfare and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby	1. Give the logbook to the client	None	1-2 minutes	SWA
2. Submit the required documents to the worker	2. Receive the required documents and check for completeness		2-3 minutes	SWO II, SWA, Admin Division
	3. Encode submitted documents to the master list		3-5 minutes	SWA
	4. Prepare payroll for processing		1 hour	SWO II
	5. Processing of documents		10 days	PBO, OPA, PTO SWO II, SWA
3. Proceed to PSWDO for the release of assistance	6. Notify client and MSWDO for the release of assistance		1 day	PSWDO SWO II, SWA
4. Proceed to Provincial Treasurer's Office for claiming of assistance.	7. Release of financial incentives		1 day	PTO
<b>TOTAL:</b>		None	12 days, 1 hour and 10 minutes	

### 13. Maintenance of Crisis Center

Provision of programs and services such temporary shelter, treatment and rehabilitation, group life and home care, health and nutrition, and productivity skills training program to abuse women and children

<b>Office or Division</b>	Family Welfare Division			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Abused Women And Children			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral letter 2. Social Case Study Report 3. Court Order (if any) 4. Birth Certificate 5. X-Ray Result 6. Medical Certificate 7. Medico Legal 8. Police Report/Complaints 9. Sinumpaang Salaysay 10. Card/School Records (if any)		Municipal Social Welfare and Development Office Regional Trial Court Branch/Family Court Local Civil Registrar/ Philippine Statistics Office Municipal Health Office  Philippine National Police Office  Last School Attended		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For the Referring Party:</b>				
1. Initial coordination (through telephone inquiry, emails & others)	1. Initial interview/ pre-admission conference to the referring party about the case		10-15 minutes	Social Worker
	2. Discuss the referral to the PSWDO and Center Head		10-20 minutes	PSWDO SWO II SWA
2. Accomplish necessary documents for admission or facilitate referral to other agency if not eligible for admission	3. Confirmation on the result of pre-admission conference		2-3 days	Social Worker
			3-4 hours	Social Worker



<p>3. Bring the client to the center for admission</p> <p>4. Sign documents for the client's admission</p> <p>5. Leave the client at the center</p>	<p>4. Conduct admission conference with the referring party</p> <p>5. Prepare documents for clients admission</p> <p>5. Facilitate the admission of client</p>		<p>25-30 minutes</p> <p>1-2 hours</p>	<p>Social Worker</p> <p>Social Workers Houseparent</p>
<p><b>For the Client (after admission conference)</b></p>				
<p>1. Provide necessary information about herself, family and significant others</p>	<p>1. Conduct intake interview and orientation about the center</p>		<p>1-2 hours</p>	<p>Social Worker</p>
<p>2. Surrender belongings to the houseparent on duty</p>	<p>2. Conduct inventory of client's belongings</p>		<p>20-30 minutes</p>	<p>Houseparent</p>
<p>3. Proceed to bed assignment and arrangement of personal belongings to the assigned cabinet</p>	<p>3. Bed assignment</p>		<p>30 minutes</p>	<p>Client</p>
<p><b>For BK Social Workers:</b></p>				
<p>1. Participate in the preparation of the treatment plan</p>	<p>1. Assignment of case to social worker</p>		<p>10-15 minutes</p>	<p>Social Worker</p>
	<p>2. Preparation of treatment plan</p>		<p>1-2 days</p>	<p>Social Worker Client</p>
<p>2. Participate in the center's activities (as per treatment plan)</p>	<p>3. Monitoring of daily activities and progress of the client</p>		<p>24 hours</p>	<p>Social Worker Psychometrician Houseparent</p>

	3. Preparation of progress report and updating of social case study report (SCSR)		1 day	Social Worker
3. Attend scheduled court hearing	4. Attend/ escort client's court hearing		3-5 days	Social Worker Houseparent
	5. Evaluation of client for possible reintegration		1 day	Social Worker
<b>For the Referring Party:</b>				
1. Conduct home visitation and assessment of the client's family/ relatives for possible reintegration	1. Coordinate with the MSWDO/ Court Social Worker for the preparation of Parent Capability Assessment Report (PCAR)		1 day	Social Worker
2. Attend case conference	2. Schedule of case conference for the client's discharge		3-4 hours	Center Head Social Worker
3. Accompany client to her family/ relative for reintegration	3. Discharge of client		1-2 hours	Social Worker
	<b>TOTAL:</b>	None	24 days, 16 hours & 20 minutes	