



**PROVINCIAL SOCIAL WELFARE AND
DEVELOPMENT OFFICE**
External Service



1. Assistance to Client in Need of Special Protection

Provision of assistance to disadvantaged sectors in need of special protective interventions including basic specialized services by reason of their difficult circumstances which gravely threaten their social and economic development. Service availability is 24/7.

Office or Division	Family Welfare Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	Disadvantaged Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government issued Valid Identification/ID of the victim (1 original, 1 photocopy)		Client		
2. Copy of original NSO/PSA Birth Certificate of the child if necessary (1 original, 1 photocopy)		PSA/Local Civil Registrar		
3. Copy of medico-legal of abuse if necessary (1 original, 1 photocopy)		Accredited Hospital with Physician's Signature		
4. Police Blotter/Report (1 original, 1 photocopy)		Philippine National Police/ Women & Children Protection Desk		
5. Medical Certificate (1 original, 1 photocopy)		Attending Physician		
6. Referral Letter from City/Municipal Social Welfare and Development Office or other Law Enforcement Agencies (1 original, 1 photocopy)		City/Municipal Social Welfare and Development Office and other Law Enforcement Agencies		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
For Counseling				
1. Register in clients' logbook	1. Assist client in registering in logbook	None	2 minutes	<i>Officer of the Day</i> Provincial Social Welfare and Development Office
2. Submit for initial/basic interview	2. Direct client to Division/Unit/Social Worker handling cases	None	2 minutes	<i>Officer of the Day</i> PSWDO



<p>3. Proceed to division/unit/social workers routed to and participate in interview</p>	<p>3. Conduct detailed interview and assessment of case using the General Intake Sheet Form</p> <p>3.1 Conduct counseling if necessary</p> <p>3.2 Provide food assistance if necessary</p> <p>3.3 Provide transportation assistance if necessary</p>	<p>None</p> <p>None</p>	<p>30 minutes</p> <p>30 minutes for simple cases; 2 hours for difficult cases</p>	<p><i>Social Welfare Officer II Social Welfare Officer / PSWDO</i></p> <p><i>Social Welfare Officer II Social Welfare Officer / PSWDO</i></p>
<p>For rescue</p> <p>1. Report/request for rescue of an abuse</p>	<p>1. Assess if rescue is needed</p> <p>1.1 If yes, coordinate with PNP/NBI or refer to Local Social Welfare and Development Officer of their respective LGUs or meet with other staff or social worker for an urgent case conference, contact shelter could take in client</p>	<p>None</p> <p>None</p>	<p>20 minutes</p> <p>1 day</p>	<p><i>Social Welfare Officer II Social Welfare Officer / PSWDO</i></p> <p><i>Social Welfare Officer II Social</i></p>



	1.2 If rescue not needed, refer to LSWDOs to conduct collateral information	None	2 hours	<i>Welfare Officer / PSWDO</i>
	1.3 Conduct the rescue either on its own or with a Law Enforcement Agency	None	4 hours	<i>Social Welfare Officer II Social Welfare Officer / PSWDO</i>
		None	2 hours	<i>Social Welfare Officer II Social Welfare Officer / PSWDO</i>
	1.4 If client needs custody, referral is made to appropriate shelter or take into temporary custody with Bahay Kanlungan or other partner agencies	None	4 hours	<i>Social Welfare Officer II Social Welfare Officer / PSWDO</i>
	1.5 If client is accepted by a shelter, LSWDO/assigned social worker prepares documents and attend the admission conference			
	2. Accompanies rescuer/s	2. Bring client to shelter	None	2 hours
3. Cooperate in the entire case management process	3. Prepare necessary documents	None	1 day	
TOTAL		None	Counseling-3 hours and 4 minutes	



		Rescue- 2 days, 14 hours and 20 minutes	
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2. 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). Service availability is from 8:00AM to 5:00PM.

Office or Division	Family Welfare Division			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail:	Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Statement from DSWD (1 copy sent via email)		DSWD - MIMAROPA Youth Center (MYC) and National Training School for Boys (NTSB)		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Forward billing statement for the month	1. Receive billing statement from MYC/ NTSB	None	2 minutes	<i>Administrative Aide IV</i> Provincial Social Welfare and Development Office
	1.1 Prepare necessary documents for payment	None	1 day	<i>Administrative Aide IV</i> PSWDO
	1.2 Processing of documents for payment	None	5 days	Provincial Budget Office, Office of the Provincial Accountant, Provincial Treasurer's Office



2. Receive payment for 1/3 share	2. Payment for 1/3 share	None	1 day	Provincial Treasurer's Office
TOTAL		None	7 days and 2 minutes	

3. Children Welfare Assistance

Provision of program materials to child development centers province wide. Service availability is from 8:00AM to 5:00PM.

Office or Division	Family Welfare Division			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	Child Development Workers/ Centers Province wide			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Resolution (2 original copies)		Barangay		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Forward Barangay Resolution with MSWDO's endorsement to Office of the Governor	1. Receive Barangay Resolution from the barangay	None	2 minutes	<i>Administrative Aide IV</i> Provincial Social Welfare and Development Office
	1.1 Review of request/ resolution for child development centers (CDC) program materials	None	2 minutes	<i>Social Welfare Officer II</i> PSWDO
	1.2 Encode resolution to master list of approved requests	None	1 hour	<i>Social Welfare Officer II</i> PSWDO
	1.3 Validate request for	None	5 days	<i>Social Welfare Officer II</i>



	CDC program materials			
	1.4 Consolidate validated request	None	2 days	<i>Day Care Worker II</i> <i>PSWDO</i> <i>Social Welfare Officer II</i> <i>PSWDO</i>
	1.5 Forward approved master list to Admin Division for preparation of necessary documents for processing	None	10 minutes	<i>Social Welfare Officer II</i> <i>PSWDO</i>
	1.6 Process documents	None	10 days	Provincial Budget Office, Office of the Provincial Accountant, Provincial Treasurer's Office
2. Proceed to PSWDO for the release of assistance	2. Notify concerned barangay and MSWDO for the release of assistance		1 day	<i>Social Welfare Officer II, Day Care Worker II</i> <i>PSWDO</i>
	2.1 Release of program materials to CDC		1 day	<i>Social Welfare Officer II, Day Care Worker II</i> <i>PSWDO</i>
	TOTAL	None	19 days, 1 hour and 14 minutes	



4. Disaster Relief

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

Office or Division	Community Welfare Division			
Classification	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Victims of disaster (natural and manmade) including displaced families, indigent families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>For Fire Victim.</u> 1. Bureau of Fire Certification (1 original copy) 2. Picture of burned house (1 original copy) 3. Barangay Certification (1 original copy)		Bureau of Fire Protection (BFP) Requesting Client Barangay Captain		
<u>For Typhoon Victim</u> 1. Sangguniang Panlalawigan certification under state of calamity 2. Signed disaster report (1 copy)		Sangguniang Panlalawigan Municipal Local Government Unit (MLGU) or Provincial Disaster and Risk Reduction Management Office (PDRRMO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and other documents to Governor's Office	1. Receive the letter request together with other documents from Governor's Office, record the request and forwarded to the program focal	None	10 minutes	<i>Administrative Aide IV</i> Provincial Social Welfare and Development Office (PSWDO)



	1.1 Evaluate the submitted documents	None	10 minutes	<i>Social Welfare Officer II</i> PSWDO
2. Receive assistance	2. Provide disaster assistance food and non-food item.	None	15 minutes	<i>Social Welfare Officer II</i> PSWDO
	TOTAL:	None	35 minutes	
For Municipalities				
1. The LGU submits report of affected families at the office	1. Receive, record and forwarded to PSWDO	None	10 minutes	<i>Administrative Aide IV</i> PSWDO
	1.1 Identify areas for augmentation based on submitted and validated report of damages by the MSWDOs/LGUs.	None	10 minutes	<i>Provincial Social Welfare Officer</i> <i>Social Welfare Officer II</i> PSWDO
	1.2 Coordinate with the LGU re: relief distribution schedule.	None	4 hours	<i>Social Welfare Officer II</i> <i>Social Welfare Officer I</i> PSWDO
2. Receive assistance	2. Distribute relief packs to affected families. *Goods are always available	None	1 day	PSWDO Staff
	TOTAL:	None	1 day, 4 hours and 55 minutes	



5. Emergency Shelter Assistance

Provision of housing materials to victims of natural and manmade disasters, poor, displaced families and those living in makeshift houses. Service availability is from 8:00AM to 5:00PM.

Office or Division	Community Welfare Division			
Classification	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Victims of manmade & natural disaster, individuals in crisis			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>For Fire Victim</u>				
1. Letter request or barangay resolution (1 original copy)		Client		
2. Photos of burned house (1 original)		Client Bureau of Fire (BFP)		
3. Certificate from Bureau of Fire Protection (BFP) (1 original copy)		Barangay Captain		
<u>For typhoon victim</u>		Municipal Disaster Risk Reduction and Management Office (MDRRMO)		
1. Barangay certification (1 original copy)		Client		
2. Municipal Disaster Risk Reduction and Management Office (MDRRMO) certification (1 original copy)				
3. Photos of damage house (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit request to Governor's Office</p>	<p>1. Receive approved request of clients and record it in the logbook after to Provincial Social Welfare and Development Officer down to Division Chief for routing</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Aide IV</i> Provincial Social Welfare and Development Office (PSWDO)</p>
	<p>1.1 Notify the client for the schedule of home visitation and screening</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Social Welfare Officer I</i> PSWDO</p>
	<p>1.2 Conduct field validation and collateral interview</p>	<p>None</p>	<p>14 days</p>	<p><i>Social Welfare Officer I</i> PSWDO</p>
	<p>1.3 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</p>	<p>None</p>	<p>5 days</p>	<p><i>Social Welfare Officer I</i> PSWDO</p>
	<p>1.4 Receive and log the approved</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Social Welfare Officer I</i> PSWDO</p>



	<p>proposals. And rout to the focal person for payroll preparation.</p> <p>1.5 Prepare the payroll and endorse to the Administrative Division for payroll processing and other office signatories.</p> <p>1.6 Encode the approved payroll and notify the client of the release of assistance</p>	<p>None</p> <p>None</p>	<p>10 days</p> <p>1 day</p>	<p><i>Social Welfare Officer I</i> <i>Social Welfare Assistant</i> <i>PSWDO</i></p> <p><i>Social Welfare Officer I</i> <i>PSWDO</i></p>
2. Client prepares list of housing materials; Client receives assistance and purchase materials needed	2. Issue slip for the release of the assistance.	None	5 minutes	<p><i>Social Welfare Officer I</i> <i>PSWDO</i> <i>Disbursing Officer I</i> <i>Provincial Treasurer's Office</i></p>
	TOTAL:	None	30 days and 27 minutes	



6. Enhanced Comprehensive Local Integration Program

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

Office or Division	Community Welfare Division			
Classification	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Former rebels and Militia ng Bayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Joint Armed Forces of the Philippines- Philippine National Police Intelligence Committee Certification (2 original) 2. Enhanced Comprehensive Local Integration Program (ECLIP) Enrollment form (1 original copy)		Philippine National Police (PNP) Provincial Director's Office and Army Brigade Commander's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the names of the surrenderees to the Provincial Social Welfare and Development Office (PSWDO)	1. Receive and record Joint AFP-PNP Intelligence Committee Certification Enhanced Comprehensive Local Integration Program (ECLIP) Enrollment form and other documents forwarded to Department Head to Division	None	10 minutes	<i>Administrative Aide IV Social Welfare Officer IV Provincial Social Welfare Officer Provincial Social Welfare and Development Office</i>
		None	10 minutes	<i>Social Welfare Officer IV</i>



	<p>Chief for verification</p> <p>1.1 Validates the name of the Former Rebel (FR) and Militia ng Bayan (MB) in the databank to ascertain whether they are already beneficiaries of previous program and notify the receiving unit for the schedule of interview</p>			<p><i>Social Welfare Officer I</i> PSWDO</p>
2. Attend scheduled interview	2.1 Conduct interview with the applicant using the prescribed program forms and submit accomplished documents to ECLIP committee for signature	<p>None</p> <p>None</p>	<p>45 days</p> <p>3 hours</p>	<p><i>Social Welfare Officer I</i> PSWDO</p> <p><i>Social Welfare Officer I</i> PSWDO</p>



	and approval 2.2 Online Enrolment of the Former Rebel (FR) to the given website. 2.3 Notify the ECLIP committee of the approved assistance and the former rebel.	None	1 day	<i>Social Welfare Officer I PSWDO</i>
3. Receive assistance	3. Release of Assistance in the designated venue.	None	1 day	<i>Social Welfare Officer I PSWDO Department of Interior and Local Government (DILG) Personnel DILG</i>
	TOTAL:	None	47 days, 3 hours and 20 minutes	



7. 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. Service availability is from 8:00AM to 5:00PM.

Office or Division	Community Welfare Division			
Classification	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Victims of manmade & natural disaster, barangay undertaking rehabilitation or restoration activities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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. Submit request & other documents at the Provincial Social Welfare and Development Office	1. Receive the letter request together with other documents, record the letter request and forwarded to Department Head.	None	10 minutes	<i>Administrative Aide IV</i> Provincial Social Welfare and Development Office
	1.1 Evaluate the eligibility of the requesting barangay. And if eligible the document will be returned to the Administrative Officer with instruction indicating the	None	30 minutes	<i>Provincial Social Welfare Officer</i> PSWDO



	number of goods to be release.			
2. Receive the assistance	2. Prepare Requisition and Issue Slip (RIS) and Inventory Custodian Slip (ICS) for signature of the client and then release the assistance as indicated in the RIS	None	30 minutes	<i>Social Welfare Officer II</i> PSWDO
	TOTAL:	None	1 hour and 10 minutes	

8. Issuance of Certificate of Eligibility

For a client eligible for medical, burial and financial assistance extended by the Office of the Governor thru Galing at Serbisyo para sa Mindoreño Action Center (GSMAC). Service availability is 24/7.

Office or Division	Family Welfare Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	Disadvantaged Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate or 1. Clinical Abstract 2. Doctors Referral 3. Hospital Bill 4. Doctor's Prescription 5. Request for Laboratory Examination 6. Death Certificate/Funeral Contract		Hospital of Confinement or hospital/ clinic where he/she underwent medical examination (with Doctor's signature) Attending Physician Local Civil Registrar		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible



<p>For Certificate of Eligibility:</p>				
<p>1. Sign in the client logbook in the office lobby</p>	<p>1. Give the logbook to the client</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Social Welfare Assistant</i> Provincial Social Welfare and Development Office</p>
<p>2. Submit the required documents to the worker</p>	<p>2. Receive the required documents and check for completeness (if not, give them list of documentary requirements)</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Social Welfare Officer II</i> <i>Social Welfare Officer I</i> <i>Social Welfare Assistant</i> <i>Community Affairs Officer I</i> PSWDO</p>
	<p>2.1 Verify eligibility of client in the database. If eligible proceed to Step 3. If not eligible, refer to other concerned agency.</p>	<p>None</p>		
<p>3. Give the required data or basic information upon interview</p>	<p>3. Conduct intake interview with the client using General Intake Sheet (GIS)</p>		<p>10 minutes</p>	<p><i>Social Welfare Officer II</i> <i>Social Welfare Officer I</i> <i>Social Welfare Assistant</i> <i>Community Affairs Officer I</i> PSWDO</p>
<p>4. Receive the certificate of eligibility and proceed to</p>	<p>4. Issue certificate of eligibility to client</p>		<p>1 minute</p>	<p><i>Social Welfare Officer II</i> <i>Social Welfare Officer I</i></p>



GSMAC staff for the grant of assistance.				<i>Social Welfare Assistant Community Affairs Officer / PSWDO</i>
TOTAL		None	17 minutes	

9. 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. Service availability is from 8:00AM to 5:00PM.

Office or Division	Community Welfare Division			
Classification	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Women, elderly, person with disability, Indigenous People and other needy adults are qualified to avail this program.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request or resolution from the requesting party (1 original)		Client		
2. Valid identification cards (1 photocopy)				
3. Barangay Certification/Residency (1 original)		Barangay Captain		
4. Photo of Existing project (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit request & other documents at the Administrative Division	1.6 Receive request together with other documents, record the request in the logbook forwarded to Department Head down then to Division Chief	None	5 minutes	<i>Administrative Aide IV Provincial Social Welfare Officer Provincial Social Welfare and Development Office</i>
	1.1 Receive and evaluate the request based on the program eligibility criteria forwarded to focal person	None	5 minutes	<i>Social Welfare Officer IV Social Welfare Assistant PSWDO</i>
	1.2 Conduct on site interview with the clients and notify the client to attend Basic Management Training if qualified	None	1 hour	<i>Social Welfare Assistant PSWDO</i>
2. Attend Basic Business Management Training and prepared Project Proposal	1.6 Conduct Basic Business Management Training with clients	None	2 days	<i>Social Welfare Assistant Social Welfare Officer IV Provincial Social Welfare Officer PSWDO</i>



	<p>2.1 Review and endorse clients project proposal to Division Chief, Provincial Social Welfare and Development Officer, and Provincial Administrator's Office for their approval and signature</p> <p>2.2 Receive approve project proposal and prepare payroll for signature and approval of Provincial Social Welfare and Development Office and other concern agencies</p>	<p>None</p> <p>None</p>	<p>20 days</p> <p>40 days</p>	<p><i>Social Welfare Assistant Social Welfare Officer IV Provincial Social Welfare Officer PSWDO</i></p> <p><i>Social Welfare Assistant Provincial Social Welfare Officer PSWDO</i> Provincial Budget Office, Office of the Provincial Accountant Provincial Treasurer's Office and Provincial Administrator's Office</p>
1.6 Receive the livelihood assistance	3. Notify requesting party and Municipal Social Welfare and Development Office for the	<p>None</p> <p>None</p>	<p>3 minutes</p> <p>5 minutes</p>	<p><i>Social Welfare Assistant PSWDO Provincial Treasurer's Office</i></p>



	schedule of release 3.1 Issue claim stub to clients to disbursing officer and given a copy of amortization schedule			<i>Social Welfare Assistant</i> <i>PSWDO</i> <i>Disbursing Officer</i> <i>/</i> <i>Provincial Treasurer's Office</i>
	TOTAL:	None	62 days, 1 hour & 18 minutes	

10. Logistical Assistance

Provision of financial/ logistical assistance to the federations/associations of Senior Citizen/Persons with Disability in every barangay. Service availability is from 8:00AM to 5:00 PM.

Office or Division	Family Welfare Division	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizen	
Who may avail:	Associations/Federations of Senior Citizens/ Person with Disability	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Barangay Resolution (2 original copies)	Barangay Sangguniang Panlalawigan
	2. Sangguniang Panlalawigan resolution accrediting the Non-Government Organizations/People's Organizations (1 original, 2 photocopies)	SEC/DOLE
	3. Certificate of registration (Securities and Exchange Commission/Cooperative Development Authority/Department of Labor and Employment) (1 original, 2 photocopies)	Organization Organization
	4. Audited Financial Statements (1 original, 2 photocopies)	Organization



<p>5. Disclosure of other related business and extent of ownership therein; (1 original, 2 photocopies)</p> <p>6. Work and Financial Plan, Sources and Details of Proponents Equity Participation in the Project; (1 original, 2 photocopies)</p> <p>7. List and or photographs of similar projects previously completed by the NGO/PO; (1 original, 2 photocopies)</p> <p>8. Sworn Secretary's Affidavit that none of the incorporators, organizers, directors (1 original, 2 photocopies)</p>		<p>Organization</p> <p>Organization</p>		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Memorandum of Agreement/Project Proposal endorsed by the Municipal Social Welfare and Development Office along with other requirements	1. Receive MOA/Project Proposal and other documents from the Barangay Association/Municipal Federation	None	2 minutes	<i>Office of the Governor's Staff Provincial Governor's Office</i>
		None	1 day	<i>Social Welfare Officer I/II, Social Welfare Assistant, Administrative Aide IV PSWDO</i>
	1.1 Endorse the documents to Provincial Social Welfare and Development Office (PSWDO)	None	5 days	<i>Social Welfare Officer I/II PSWDO</i>
		None	1 day	<i>Social Welfare Officer I/II PSWDO</i>
	1.2 Receive requests/documents from the Office of the Governor	None	1 hour	<i>Social Welfare Officer I/II, Social Welfare Assistant PSWDO</i>
	1.3 Review of requests/documents for logistical assistance	None	10 days	<i>Social Welfare Officer I/II, Social Welfare Assistant PSWDO</i>
	1.4 Encode resolution to master list of approved requests	None	3 days	<i>Social Welfare Officer I/II PSWDO</i>
	1.5 Validate request for	None	10 minutes	<i>Social Welfare Officer I/II, Social Welfare Assistant</i>



	logistical assistance			PSWDO
	1.6 Consolidate validated request and submit to Governor's Office for marginal note/ approval	None	15 days	Provincial Budget Office, Office of the Provincial Accountant, Provincial Treasurer's Office
	1.7 Forward approved masterlist to Admin Division for preparation of necessary documents for processing	None	1 day	<i>Social Welfare Officer I/II, Social Welfare Assistant PSWDO</i>
2. Proceed to PSWDO for the release of assistance	1.8 Process documents	None	1 day	<i>Provincial Social Welfare and Development Officer, Social Welfare Officer I/ II, Social Welfare Assistant PSWDO</i>
3. Proceed to Provincial Treasurer's Office for claiming of assistance.	2. Notify concerned barangay/ association/federation and MSWDO for the release of assistance			
	3. Release of logistical assistance to			



	Senior Citizens/ PWD barangay association/fed eration			
TOTAL:		None	37 days, 1 hour and 12 minutes	

11. Maintenance of Crisis Center

Provision of programs and services such as temporary shelter, treatment and rehabilitation, group life and home care, health and nutrition, and productivity skills training program to abuse women and children. Service availability is 24/7.

Office or Division	Center & Institution Management Division
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail:	Abused Women and Children
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



<ol style="list-style-type: none"> 1. Referral letter (1 original) 2. Social Case Study Report (1 original) 3. Court Order (if any) (1 original) 4. Birth Certificate (1 photocopy) 5. Chest X-Ray, Swab Test, CBC, Urinalysis, and Fecalalysis Result (1 original copy each) 6. Medical Certificate reflecting physically fit for admission (1 original) 7. Medico Legal (1 photocopy) 8. Police Report/Complaints (1 photocopy) 9. Sinumpaang Salaysay (1 photocopy) 10. Card/School Records (if any) (1 photocopy) 	<p>Municipal Social Welfare and Development Office Regional Trial Court Branch/Family Court Local Civil Registrar/ Philippine Statistics Office Accredited Hospital and Laboratory</p> <p>Municipal Health Office</p> <p>Philippine National Police Office</p> <p>Last School Attended</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>For the Referring Party:</p> <ol style="list-style-type: none"> 1. Coordinate thru mobile numbers 0920-805-6423 and 0920-969-5817 or email at bahaykanlungan_ormin@yahoo.com. 2. Accomplish necessary 	<ol style="list-style-type: none"> 1. Initial interview/ pre-admission conference to the referring party about the case 	None	15 minutes	<p style="text-align: center;"><i>Social Welfare Officer I</i></p> <p style="text-align: center;">Provincial Social Welfare and Development Office</p>
	<ol style="list-style-type: none"> 1.1 Discuss the referral to the Provincial Social Welfare and Development Officer and Center Head 	None	15 minutes	<p style="text-align: center;"><i>Provincial Social Welfare and Development Officer, Social Welfare Officer II, Social Welfare Officer I</i></p>
	<ol style="list-style-type: none"> 1.1 Discuss the referral to the Provincial Social Welfare and Development Officer and Center Head 	None	2 days	<p style="text-align: center;">PSWDO <i>Social Welfare Officer I</i> PSWDO</p>



documents for admission or facilitate referral to other agency if not eligible for admission	2. Confirm the result of pre-admission conference	None	4 hours	<i>Social Welfare Officer I</i> PSWDO	
3. Bring the client to the center for admission	3. Conduct admission conference with the referring party	None			
For the Client (after admission conference)	6.1 Prepare documents for client's admission	None	2 hours	<i>Social Welfare Officer II</i> <i>Social Welfare Officer I</i> PSWDO	
	6.2 Facilitate the admission of client	None	30 minutes	<i>Social Welfare Officer I</i> PSWDO	
	1. Provide necessary information about herself, family and significant others	None	10 minutes	<i>Social Welfare Officer I</i> PSWDO	
	2. Surrender belongings to the houseparent on duty	1. Conduct intake interview and orientation about the center			
	3. Proceed to bed assignment and arrangement of personal belongings to the assigned cabinet	2. Conduct inventory of client's belongings	None	15 days after admission	<i>Social Welfare Officer II, Social Welfare Officer I</i> PSWDO
		3. Assign bed	None	30 days after admission	<i>Social Welfare Officer I</i> PSWDO



4. Participate in the preparation of the intervention plan	For BK Social Workers:	None	24 hours	<i>Social Welfare Officer II, Social Welfare Officer I PSWDO</i>
	4. Prepare intervention plan	None	90 days after admission	<i>Social Welfare Officer I PSWDO</i>
	4.1 Prepare Social Case Study Report (SCSR)	None	1 day	<i>Social Welfare Officer II, Social Welfare Officer I PSWDO</i>
5. Participate in the center's activities (as per intervention plan)	4.2 Monitor daily activities and progress of the client	None	1 day	<i>Social Welfare Officer II, Social Welfare Officer I PSWDO</i>
6. Attend scheduled court hearing	5. Prepare progress report	None	3 hours	<i>Social Welfare Officer II, Social Welfare Officer I PSWDO</i>
For the Referring Party: 1. Conduct home visitation and assessment of the client's family/relatives for possible reintegration	1.1 Attend/ escort client's court hearing	None	After 60 days	<i>Social Welfare Officer II, Social Welfare Officer I PSWDO</i> <i>Social Welfare Officer I</i>
	1. Coordinate with the Municipal Social Welfare and	None	1 day	



2. Attend case conference for discharged/ reintegration 3. For the client	Development Office (MSWDO)/ Court Social Worker for the preparation of Parent Capability Assessment Report (PCAR) 2. Conduct of case conference for the client's discharge 2.1 Monitor discharged client 3. Reintegrate to family			
TOTAL:		None	200 days, 34 hours & 10 minutes	

12. Men and Women in Uniformed Personnel Welfare Assistance

Provision of monetary and other related assistance to uniformed Personnel/agents. Service availability is from 8:00Am to 5:00PM.

Office or Division	Community Welfare Division
Classification	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	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
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



<ol style="list-style-type: none"> 1. Certificate of Assignment in the province (1 original copy) 2. Death certificate (1 photocopy) 3. Certification that the uniformed personnel/agent suffered or acquired illness/died in the performance of his/her official (1 original copy) 4. Copy of the court decision of acquitting the uniformed personnel (1 photocopy) 	<ol style="list-style-type: none"> 1. Office Head of the applicant 2. Local Civil Registrar 3. Office Head of the applicant 4. Regional Trial Court (RTC)/Department of Justice (DOJ) 			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit request & other documents at the Administrative Division 	<ol style="list-style-type: none"> 1. Receive the letter request together with other document, recorded in the logbook and Route slip will then be prepared and submitted to the Administrative Officer and then forwarded to the Department Head. 	None	20 minutes	<i>Administrative Aide IV</i> Provincial Social Welfare and Development Office
	<ol style="list-style-type: none"> 1.1 Evaluate the submitted documents based on the document requirements per Provincial Ordinance No. 008-2009 and Provincial Ordinance No. 80-2018 	None	20 minutes	<i>Social Welfare Assistant</i> <i>Social Welfare Officer II</i> PSWDO
		None	20 minutes	<i>Social Welfare Assistant</i> <i>Social Welfare Officer II</i>



	<p>1.2 Conduct intake interview of the program applicant.</p> <p>1.2a 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.</p> <p>1.3 Submit the accomplished FA form including its supporting documents to the Administrative Division for processing</p>	None	10 minutes	<p>PSWDO</p> <p><i>Social Welfare Officer II</i> <i>Administrative Aide IV</i> PSWDO</p>
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	<p>1.4 Prepare voucher once the financial assistance form is approved. The voucher will then be route again for signature of concerned head of the agency</p> <p>1.5 Prepare the payroll and endorse to the Administrative Division for payroll processing and other office signatories</p>	None	3 days	<i>Administrative Aide IV</i> PSWDO
	1.6 Contact the beneficiary for the schedule of release	None	5 minutes	<i>Social Welfare Assistant</i> PSWDO
2. Receive the assistance	2. Issue a claim stub to the client for the release of his/her assistance at the Provincial Treasurer's office.	None	10 minutes	<i>Social Welfare Assistant</i> PSWDO Provincial Treasurer's Office
	TOTAL:	None	3 days, 1 hour & 25 minutes	



13. Recognition and Awarding of Incentives to Qualified Senior Citizens

Provision of financial incentive and recognition to qualified senior citizens provincewide.
Service availability is from 8:00AM to 5:00PM.

Office or Division	Family Welfare Division			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	Senior Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate or any proof of birth		Phil. Statistics Authority/ Local Civil Registrar		
2. Barangay Residency		Barangay, Member Data Record from Philhealth, Social Security System, GSIS, Commission on Elections, Department of Foreign Affairs		
3. Senior Citizen's ID (Office of the Senior Citizens Affairs ID)		Sangguniang Barangay Office of the Senior Citizens Affairs		
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	2 minutes	<i>Administrative Aide IV</i> Provincial Social Welfare and Development Office (PSWDO)
2. Submit the required documents to the Administrative Division	2. Receive the required documents and check/review its veracity and completeness	None	2 days	<i>Social Welfare Officer I, Social Welfare Assistant, Administrative Aide IV</i> PSWDO
	2.1 Encode submitted documents to the master list	None	1 day	<i>Social Welfare Officer I, Social Welfare Assistant</i> PSWDO
	2.2 If centenarian, validation of submitted documents of centenarian, if	None	10 days	<i>Social Welfare Officer I, Social Welfare Assistant</i>



	not proceed to Step No. 2.5			PSWDO
	2.3 Consolidate validated centenarian documents and submit to PSWDO and Provincial Administrator's Office for approval	None	3 days	<i>Social Welfare Officer I, Social Welfare Assistant</i> PSWDO
	2.4 Prepare payroll for processing	None	3 days	<i>Social Welfare Officer I, Social Welfare Assistant</i> PSWDO
	2.5 Process documents			
	3. Notify client and MSWDO for the release of assistance	None	15 days	Provincial Budget Office, Office of the Provincial Accountant, Provincial Treasurer's Office
	4. Release of financial incentives	None	1 day	<i>Social Welfare Officer I, Social Welfare Assistant</i> PSWDO
3. Proceed to PSWDO for the release of assistance		None	1 day	<i>Provincial Social Welfare and Development Officer, Social Welfare Officer I, Social Welfare Assistant</i> PSWDO
4. Proceed to Provincial Treasurer's Office for claiming of assistance.				Provincial Treasurer's Office
TOTAL:		None	36 days and 2 minutes	



**PROVINCIAL SOCIAL WELFARE AND
DEVELOPMENT OFFICE**
Internal Service



1. Early Childhood Care and Development

Provision of substitute parental care to pre-school children of Provincial Government of Oriental Mindoro (PGOM) employees from 8:00AM to 5:00PM.

Office or Division	Center & Institution Management Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail:	Provincial Government of Oriental Mindoro (PGOM) employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate (1 photocopy) 2. Health Record (Immunization) (1 photocopy) 3. Registration Form (1 original)		Philippine Statistics Authority Health Center or Private clinic Child Development Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration of preschoolers	1. Conduct of registration for the current school year	None	10 minutes	Day Care Worker // Provincial Social Welfare and Development Office (PSWDO)
2. Submit required documents upon registration	2. Review of submitted documents	None	3 minutes	Day Care Worker // PSWDO
3. Accomplish registration form	3. Provide registration form to be accomplished by parents	500.00 registration fee	5 minutes	Day Care Worker // PSWDO
4. Proceed to Provincial Treasurer's Office for payment of registration fee	4. Get the receipt number of payment and record to the registration list	200.00 per month participation fee	15 minutes	Day Care Worker // PSWDO



and monthly participation fee				
5. Receive the list of materials to bring	5. Provide the list of materials to bring		3 minutes	<i>Day Care Worker II</i> PSWDO
	5.1 Advise to be back on the schedule date of parent's orientation and start of classes		3 minutes	<i>Day Care Worker II</i> PSWDO
6. Attend parent's orientation	6. Conduct orientation about day care service, center's policies and monthly activities		2 hours	<i>Provincial Social Welfare and Development Officer, Social Welfare Officer II, Day Care Worker II</i> PSWDO
7. Attend daily session	7. Conduct regular session		3 1/2 hours	<i>Day Care Worker II</i> PSWDO
TOTAL:		2,500.00 per child per school year	6 hours and 9 minutes	