

# CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

## EXTERNAL SERVICES



## 1. PROVIDE ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS)

The Assistance to Individual in Crisis Situation (AICS) is the provision of limited assistance (medical/ financial, burial) in cash or in kind, to individuals / families who are hampered to function normally because of socio-economic difficulties or poor health conditions. A client can avail of the assistance only once within six months. Availment of assistance beyond this limit / time frame must be supported by a justification based on the special need of the client per assessment of the social worker.

<b>OFFICE OR DIVISION</b>	CSWDO – Crisis Intervention Unit	
<b>CLASSIFICATION</b>	Complex	
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens	
<b>WHO MAY AVAIL THE SERVICE</b>	All registered voters of the City of Imus, Cavite	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p><b>General Requirements: (Latest)</b></p> <ul style="list-style-type: none"> <li>• Barangay Clearance of the beneficiary or their immediate relative (Original copy)</li> <li>• COMELEC Certification of the beneficiary or their immediate relative (Original copy)</li> <li>• Government Issued ID of the Client (Photocopy only)</li> <li>• Letter of Request addressed to the City Mayor</li> </ul>	<ul style="list-style-type: none"> <li>• Barangay Hall</li> <li>• COMELEC</li> <li>• Client</li> <li>• Client</li> </ul>
	<p><b>For Medical Assistance:</b>  <b>For Out-patient:</b></p> <ul style="list-style-type: none"> <li>• Medical Certificate Issued within 3 months (Original or Certified True Copy with Attending Doctor's License No. and signature)</li> <li>• Medical Prescription (Xerox Copy / with Attending Doctor's License No. and signature)</li> <li>• Laboratory tests and other medical procedure requests (Photocopy)</li> </ul> <p><b>For Hospitalization / In-patient:</b></p> <ul style="list-style-type: none"> <li>• Clinical Abstract (Original or Certified True Copy with Attending Doctor's License No. and signature)</li> <li>• Tentative Hospital Bill (Photocopy only)</li> </ul>	<ul style="list-style-type: none"> <li>• Doctor or Attending Physician</li> <li>• Doctor or Attending Physician</li> <li>• Doctor or Attending Physician</li> <li>• Doctor or Attending Physician</li> <li>• Doctor or Attending Physician</li> </ul>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to the Evaluation Section of the City Social Welfare and Development Office.	1. Verify the completeness documents and check if the client has existing record.	None	3 minutes	Support Staff
2. Proceed to the assigned social worker for interview	2. Conduct interview of the client and formulate the General Intake Sheet (GIS)	None	15 minutes	Ruby Marie Pelaez; Anne Grace Bolotaolo
1. Get the documents.	2. Approve and sign the duly accomplished GIS Form	None	2 minutes	Hermana B. Revilla
2. Proceed to Mayor's Office	3. For Mayor's Note	None	5 days	Mayor Emmanuel Maliksi
3. Wait for notification of the availability of the assistance.	5.1 Process the Assistance	None	6 days (stop time: 44 working days for the availability of fund)	Support Staff  Gemma Dionaldo
	5.2 Attach white slip and process the documents at Accounting Office	None		
	5.3 Processing of liquidation and cash advances	None		
4. Receive the assistance	4. Release the Assistance	None	2 minutes	Ferlina Del Rosario
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>56 days, 22 minutes</b>	

NOTE: Due to cash advance of Php 500,000 only every after one week is very limited and we follow on a first come first serve basis, all medical assistance cannot be release immediately. This took 2 months at most.

## 2. PROVIDE ASSISTANCE TO REPATRIATED OR DEPORTED OVERSEAS FILIPINO WORKER (OFW)

An assistance in the form of outright cash provided to individuals/ families in extremely difficult circumstance. Cash assistance for repatriates and deportees OFs, as may be justified by social worker or through a case consultation/conference.

<b>OFFICE OR DIVISION</b>	CSWDO – Crisis Intervention Unit				
<b>CLASSIFICATION</b>	Complex				
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens				
<b>WHO MAY AVAIL THE SERVICE</b>	All registered voters of the City of Imus, Cavite				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
<ul style="list-style-type: none"> <li>Barangay Clearance of the client (Original copy)</li> <li>Government Issued ID of the Client (Photocopy only)</li> <li>Letter of Request addressed to the City Mayor</li> <li>Travel Document/ Passport (Photocopy only)</li> <li>Contract/ Referral letter from OWWA (Photocopy only)</li> </ul>		<ul style="list-style-type: none"> <li>Barangay Hall</li> <li>Client</li> <li>Client</li> <li>Client/ Department of Foreign Affairs (DFA)</li> <li>Employer/ Overseas Workers Welfare Administration (OWWA)</li> </ul>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Present the requirements to the Evaluation Section of the City Social Welfare and Development Office.	1. Refer the client to social worker in-charge.	None	3 minutes	Anne Grace Bolotaolo	
2. Proceed to the assigned social worker for interview	2. Conduct interview of the client and formulate the General Intake Sheet (GIS)	None	15 minutes	Anne Grace Bolotaolo	
3. Get the documents.	3. Approve and sign the duly accomplished GIS Form	None	2 minutes	Hermana B. Revilla	
4. Proceed to Mayor's Office	4. For Mayor's Note	None	5 days	Mayor Emmanuel Maliksi	
5. Wait for notification of the availability of the assistance.	5.1 Process the Assistance	None	6 days (stop time: 44 working days for	Gemma Dionaldo	
	5.2 Attach white slip and process the documents at Accounting Office	None			1 day
	5.3 Processing of liquidation and cash advances	None			

			the availability of fund)	
6. Receive the assistance	5. Release the Assistance	None	2 minutes	Ferlina Del Rosario
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>56 days, 22 minutes</b>	

NOTE: Due to cash advance of Php 500,000 only every after one week is very limited and we follow on a first come first serve basis, all medical assistance cannot be release immediately. This took 2 months at most.

### 3. BURIAL ASSISTANCE

Assistance given to those in need. Take note that clients that are senior citizens and PWDs shall proceed to Office of the Senior Citizens Affairs (OSCA) and Persons with Disability Affairs Office (PDAO), respectively.

<b>OFFICE OR DIVISION</b>	CSWDO – Crisis Intervention Unit			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	All registered voters of the City of Imus, Cavite			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>General Requirements: (Latest)</b> <ul style="list-style-type: none"> <li>Barangay Clearance of the beneficiary or their immediate relative (Original copy)</li> <li>COMELEC Certification of the beneficiary or their immediate relative (Original copy)</li> <li>Government Issued ID of the Client (Photocopy only)</li> <li>Proof of relationship (Photocopy of Birth Certificate or Marriage Contract of Client and Original Certification from Barangay)</li> <li>Letter of Request addressed to the City Mayor</li> </ul>		<ul style="list-style-type: none"> <li>Barangay Hall</li> <li>COMELEC</li> <li>Client</li> <li>Philippine Statistics Authority (PSA)/ Barangay Hall</li> <li>Client</li> </ul>		
<ul style="list-style-type: none"> <li>Original or Certified True Copy of Death Certificate with Registry Number of deceased immediate relative</li> <li>Funeral Contract (Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>Hospital/ City Civil Registrar's Office – 2<sup>nd</sup> Floor Imus City Hall</li> <li>Funeral Parlor</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements to the Evaluation Section of the City Social Welfare and Development Office.	1. Verify the completeness documents and check if the client has existing record.	None	3 minutes	Support Staff
2. Proceed to the assigned social worker for interview	2. Conduct interview of the client and formulate the General Intake Sheet (GIS)	None	15 minutes	Ruby Marie Pelaez; Anne Grace Bolotaolo
3. Get the documents.	3. Approve and sign the duly accomplished GIS Form	None	2 minutes	Hermana B. Revilla
4. Proceed to Mayor's Office	4. For Mayor's Note	None	5 days	Mayor Emmanuel Maliksi

5. Wait for notification of the availability of the assistance.	5.1 Process the Assistance	None		
	5.2 Receive the documents from Mayor's Office Formulation of Voucher and signature of Department Head and forward to Budget Office	None	20 minutes	Ferlina Del Rosario / Gemma Dionaldo
	5.3 Process the documents (at Budget Office, Accounting Office, Administrative Office and Treasurer's Office)	None	5 days	Respective Offices
6. Receive the assistance	6. Release the Assistance	None	5 minutes	City Treasurer's Office
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>10 days, 45 minutes</b>	



#### 4. PROVIDE ASSISTANCE IN PERSON WHO USE DRUGS (PWUDs) FOR AFTER-CARE SESSION

Provision of post-rehab aftercare, helping people in recovery stay on track. It decreases the probability they will relapse and return to their addictive behavior.

<b>OFFICE OR DIVISION</b>	CSWDO – Crisis Intervention Unit			
<b>CLASSIFICATION</b>	Highly-technical			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	All registered voters of the City of Imus, Cavite			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Court Order (Photocopy only)</li> <li>• Referral Letter for After Care (Original Copy)</li> <li>• Drug Test for 18 months (Original Copy)</li> </ul>		<ul style="list-style-type: none"> <li>• Court</li> <li>• Rehabilitation Center</li> <li>• Diagnostic clinic accredited by DOH</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements to the Evaluation Section of the City Social Welfare and Development Office.	1. Refer the client to social worker in-charge.	None	3 minutes	Anne Grace Bolotaolo
2. Proceed to the assigned social worker for interview	2. Conduct interview of the client and formulate the General Intake Sheet (GIS)	None	15 minutes	Anne Grace Bolotaolo
3. Monthly reporting	3. 18 months after care report, with submission of monthly drug test report and journal	None	18 months	
<b>TOTAL</b>		<b>None</b>	<b>18 months</b>	



## 5. PROVISION OF TRANSPORTATION ASSISTANCE/ BALIK – PROBINSYA PROGRAM (REFERRAL LETTER)

The Transportation Assistance/ Balik-Probinsiya Program provides assistance for the payment of transportation expenses (such as to purchase tickets to sea, air, land transport facilities) or issuance of Referral Letter to bus company, to enable them to return to their home provinces and start anew.

<b>OFFICE OR DIVISION</b>	CSWDO – Crisis Intervention Unit			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	All registered voters of the City of Imus, Cavite			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>General Requirements: (Latest/Optional)</b> <ul style="list-style-type: none"> <li>• Barangay Clearance (Original, if any)</li> <li>• COMELEC Certification (Original, if any)</li> <li>• Government Issued ID (Photocopy)</li> <li>• Letter request addressed to Mayor</li> </ul>		<ul style="list-style-type: none"> <li>• Barangay Hall</li> <li>• COMELEC</li> <li>• Client</li> <li>• Client</li> </ul>		
<ul style="list-style-type: none"> <li>• Police Blotter Report (if victim of pickpockets or illegal recruitment)</li> <li>• Preferably VAWC or WEDC victims with Barangay/ Police Blotter</li> </ul>		<ul style="list-style-type: none"> <li>• Philippine National Police (PNP)/ Barangay Hall</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up "Salaysay Form"	1. Wait for the client to finish. Refer client to social worker in-charge	None	4 minutes	Support Staff , Katherine Grace Padilla; Rose Anne Monzon
2. Proceed to the assigned social worker for interview	2. Conduct interview and initial assessment of the client if she/he is qualified for the assistance.	None	15 minutes	Ruby Marie Pelaez
3. Wait for the Referral Letter	3. Approve and sign the duly accomplished Referral Letter	None	1 minute	Hermana B. Revilla
4. Receive the Referral Letter	4. Release the Referral Letter	None	1 minute	Ruby Marie Pelaez
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>21 minutes</b>	

## 6. PROVISION OF TRANSPORTATION ASSISTANCE/ BALIK – PROBINSYA PROGRAM (TICKET ASSISTANCE)

The Transportation Assistance/ Balik-Probinsiya Program provides assistance for the payment of transportation expenses (such as to purchase tickets to sea, air, land transport facilities) or issuance of Referral Letter to bus company, to enable them to return to their home provinces and start anew.

<b>OFFICE OR DIVISION</b>	CSWDO – Crisis Intervention Unit			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	All registered voters of the City of Imus, Cavite			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>General Requirements: (Latest/Optional)</b>				
<ul style="list-style-type: none"> <li>Barangay Clearance (Original, if any)</li> <li>COMELEC Certification (Original, if any)</li> <li>Government Issued ID (Photocopy)</li> <li>Letter request addressed to Mayor</li> </ul>		<ul style="list-style-type: none"> <li>Barangay Hall</li> <li>COMELEC</li> <li>Client</li> <li>Client</li> </ul>		
<ul style="list-style-type: none"> <li>Police Blotter Report (if victim of pickpockets or illegal recruitment)</li> <li>Preferably VAWC or WEDC victims with Barangay/ Police Blotter</li> </ul>		<ul style="list-style-type: none"> <li>Philippine National Police (PNP)/ Barangay Hall</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up "Salaysay Form"	1. Wait for the client to finish. Refer client to social worker in-charge	None	4 minutes	Support Staff , Katherine Grace Padilla; Rose Anne Monzon
2. Proceed to the assigned social worker for interview	2. Conduct interview and initial assessment of the client if she/he is qualified for the assistance.	None	15 minutes	Ruby Marie Pelaez
3. Wait for Home Visitation	3. Client is schedule for final assessment and evaluation through Home visitation	None	3 hours (stop time - scheduled)	Ruby Marie Pelaez
4. Wait for documents	4. Processing of Assistance  4.1 Formulation of General Intake Sheet (GIS)	None	30 minutes	Ruby Marie Pelaez

	4.2 Approve and sign the duly accomplished GIS Form	None	1 minute	Hermana B. Revilla
5. Proceed to Mayor's Office	5. For Mayor's Note	None	2 days	Mayor Emmanuel L. Maliksi
6. Wait for assistance	6. Processing of Assistance (continuation)			
	6.1 Receive the documents from Mayor's Office	None	2 minutes	Katherine Grace Padilla; Rose Anne Monzon
	6.2 Attach white slip and process it to Accounting Office.	None	1 hour	Support Staff
	6.3 Wait for the availability of cash advance	None	7 days	Ruby Marie Pelaez
	6.4 Purchase ticket	None	5 hours	Ruby Marie Pelaez
7. Receive the Ticket	7. Release the ticket. Accompany the client in the bus terminal, if possible.	None	5 minutes	Ruby Marie Pelaez
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>10 days, 1 hour, 57 minutes</b>	



## 7. ISSUANCE OF SOCIAL CASE STUDY REPORT (PRO-FORMAT)

A Social Case Study Report (SCSR) is a description of socio-economic condition of the client that justifies his/her eligibility to avail assistance such as medical, financial, burial, transportation, and educational assistance from government, non-government, or civil society organizations like the Philippine Charity Sweepstakes Office (PCSO), Office of the President and Vice President of the Philippines, Offices of the Senators and Representatives, and many others.

<b>OFFICE OR DIVISION</b>	CSWDO – Crisis Intervention Unit			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	All residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Medical</b> <ul style="list-style-type: none"> <li>Barangay Clearance (Original copy)</li> <li>Medical Certificate (Latest)</li> </ul>		<ul style="list-style-type: none"> <li>Barangay Hall</li> <li>Attending Doctor or Physician</li> </ul>		
<b>For Education</b> <ul style="list-style-type: none"> <li>Barangay Indigency (Original copy)</li> <li>Registration Form or Certificate of Enrollment (Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>Barangay Hall</li> <li>Respective School</li> </ul>		
<b>For Burial</b> <ul style="list-style-type: none"> <li>Barangay Clearance (Original copy)</li> <li>Death Certificate (Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>Barangay Hall</li> <li>City Civil Registrar's Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements to the Information Section of the City Social Welfare and Development Office	1. Verify the documents and check the record in the data base.	None	3 minutes	Katherine Grace Padilla; Rose Anne Monzon
2. Proceed to the assigned social worker for interview	2. Interview the client and write the given information in the Social Case Study Report (Pro-format)	None	15 minutes	Ruby Marie Pelaez
3. Wait for the document.	3. Approve and Sign the SCSR	None	1 minute	Hermana B. Revilla
4. Register the name and purpose in the logbook	4. Assist the client in the registration	None	1 minute	Katherine Grace Padilla;

				Rose Anne Monzon; Ruby Marie Pelaez; Anne Grace Bolotaolo
5. Receive the Social Case Study Report	5. Release the Social Case Study Report	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon; Ruby Marie Pelaez; Anne Grace Bolotaolo
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>21 minutes</b>	



## 8. ISSUANCE OF SOCIAL CASE STUDY REPORT (NARRATIVE CASE STUDY REPORT)

A Social Case Study Report (SCSR) is a description of socio-economic condition of the client that justifies his/her eligibility to avail assistance such as medical, financial, burial, transportation, and educational assistance from government, non-government, or civil society organizations like the Philippine Charity Sweepstakes Office (PCSO), Office of the President and Vice President of the Philippines, Offices of the Senators and Representatives, and many others.

<b>OFFICE OR DIVISION</b>	CSWDO – Crisis Intervention Unit			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	All residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Medical</b> <ul style="list-style-type: none"> <li>Barangay Clearance (Original copy)</li> <li>Medical Certificate (Latest)</li> </ul>		<ul style="list-style-type: none"> <li>Barangay Hall</li> <li>Attending Doctor or Physician</li> </ul>		
<b>For Education</b> <ul style="list-style-type: none"> <li>Barangay Indigency (Original copy)</li> <li>Registration Form or Certificate of Enrollment (Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>Barangay Hall</li> <li>Respective School</li> </ul>		
<b>For Burial</b> <ul style="list-style-type: none"> <li>Barangay Clearance (Original copy)</li> <li>Death Certificate (Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>Barangay Hall</li> <li>City Civil Registrar's Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements to the Information Section of the City Social Welfare and Development Office	1. Verify the documents and check the record in the data base.	None	3 minutes	Katherine Grace Padilla; Rose Anne Monzon
2. Proceed to the assigned social worker for interview and assist the social worker in data gathering	2. Processing of Report	None	2 hours	Ruby Marie Pelaez; Anne Grace Bolotaolo
	2.1 Data Gathering			
	2.2 Approve and Sign the SCSR	None	1 minute	Hermana B. Revilla

3. Register the name and purpose in the logbook	3. Assist the client in the registration	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon; Ruby Marie Pelaez; Anne Grace Bolotaolo
4. Receive the Social Case Study Report	4. Release the Social Case Study Report	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon; Ruby Marie Pelaez; Anne Grace Bolotaolo
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>2 hours, 6 minutes</b>	

NOTE: If it requires home visitation, client will get the document after one day



## 9. ISSUANCE OF CERTIFICATE OF INDIGENCY

Certificate Of Indigency is issued so that less fortunate can avail of the privileges from the municipal/ city as well as referrals to agencies to avail and apply for assistance such as: scholarship, short term employment, medical services, fire aid, PhilHealth, legal assistance from Public Attorney's office (PAO), etc.

<b>OFFICE OR DIVISION</b>	CSWDO – Crisis Intervention Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	All residents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>For Public Attorney's Office (PAO)</b> <ul style="list-style-type: none"> <li>Barangay Certification of Indigency (Photocopy)</li> <li>Government Issued ID (Photocopy)</li> <li>Case File (Photocopy)</li> <li>Certification from the City Assessor's Office (non-ownership of real property) (Original copy)</li> </ul>			<ul style="list-style-type: none"> <li>Barangay Hall</li> <li>Client</li> <li>PAO Office</li> <li>City Assessor's Office</li> </ul>	
<b>For Educational Assistance</b> <ul style="list-style-type: none"> <li>Barangay Certification of Indigency (Original copy)</li> </ul>			<ul style="list-style-type: none"> <li>Barangay Hall</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements to the Information Section of the City Social Welfare and Development Office	1. Check and verify the requirements Refer the client to CSWDO personnel available.	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon
2. Undergo one-on-one interview (May be required to sketch the residence for home visit)	2. Processing of Document	None	25 minutes	Katherine Grace Padilla; Rose Anne Monzon
	2.1 Conduct interview of the client and prepare the requested certification.			
	2.2 Approve and sign the Certificate of Indigency	None	1 minute	Hermana B. Revilla



3. Register the name and purpose in the logbook	3. Assist the client in the registration	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon;
4. Receive the Certificate of Indigency	4. Release the Certificate of Indigency	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>29 minutes</b>	

NOTE: If it requires home visitation, client will get the document after one day

## 10. ISSUANCE OF CERTIFICATE OF INDIGENCY (FOR AMBULANCE CONDUCTION – NON-EMERGENCY CASES AND PHILHEALTH)

Certificate Of Indigency is issued so that less fortunate can avail of the privileges from the municipal/ city as well as referrals to agencies to avail and apply for assistance such as: scholarship, short term employment, medical services, fire aid, PhilHealth, legal assistance from Public Attorney's office (PAO), etc.

<b>OFFICE OR DIVISION</b>	CSWDO – Crisis Intervention Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	All residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Ambulance Conduction – Non-Emergency Cases</b> <ul style="list-style-type: none"> <li>• Barangay Certification of Indigency (Original copy)</li> <li>• Certification from the City Assessor's Office (non-ownership of real property) (Original copy)</li> <li>• Latest Medical Certificate (Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>• Barangay Hall</li> <li>• City Assessor's Office</li> <li>• Attending Doctor or Physician</li> </ul>		
<b>For Philhealth</b> <ul style="list-style-type: none"> <li>• Barangay Certification of Indigency (Original copy)</li> <li>• Certification from the City Assessor's Office (non-ownership of real property) (Original copy)</li> <li>• Latest Medical Certificate or Clinical Abstract (Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>• Barangay Hall</li> <li>• City Assessor's Office</li> <li>• Attending Doctor or Physician</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements to the Information Section of the City Social Welfare and Development Office	1. Refer the client to CSWDO personnel available.	None	1 minute	Ruby Marie Pelaez
2. Undergo one-on-one interview (May be required to sketch the residence for home visit)	2. Processing of Document 2.1 Conduct interview / assessment of the client and prepare the requested certification.	None	25 minutes	Ruby Marie Pelaez

	2.2 Approve and sign the Certificate of Indigency	None	1 minute	Hermana B. Revilla
3. Register the name and purpose in the logbook	3. Assist the client in the registration	None	1 minute	Ruby Marie Pelaez
4. Receive the Certificate of Indigency	4. Release the Certificate of Indigency	None	1 minute	Ruby Marie Pelaez
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>29 minutes</b>	

NOTE: If it requires home visitation, client will get the document after one day



## 11. ISSUANCE OF REFERRAL FOR MIGRANT WORKER

Assisting the Migrant worker to their needs/queries. Referral for the migrant workers to other concerned agencies.

<b>OFFICE OR DIVISION</b>	CSWDO – Crisis Intervention Unit			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	All migrant worker residents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>For Public Attorney's Office (PAO)</b> <ul style="list-style-type: none"> <li>• Travel Document/ Passport (Photocopy)</li> <li>• Contract/ Referral letter of OWWA (Photocopy)</li> <li>• Government Issued ID (Photocopy)</li> </ul>			<ul style="list-style-type: none"> <li>• Client/ Department of Foreign Affairs (DFA)</li> <li>• Employer/ OWWA</li> <li>• Client</li> </ul>	
<b>For Educational Assistance</b> <ul style="list-style-type: none"> <li>• Barangay Certification of Indigency (Original copy)</li> </ul>			<ul style="list-style-type: none"> <li>• Barangay Hall</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements to the Information Section of the City Social Welfare and Development Office	1. Refer the client to CSWDO personnel available.	None	3 minutes	Anne Grace Bolotaolo
2. Personal interview	2. Processing of Document	None	15 minutes	Ruby Marie Pelaez
	2.1 Interview the client and formulate the General Intake Sheet (GIS)			
	2.2 Approve and sign the Certificate of Indigency			
3. Receive the Referral Letter	3. Release the Referral Letter	None	1 minute	Ruby Marie Pelaez
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>20 minutes</b>	

## 12. ISSUANCE OF SOLO-PARENT ID

The City Social Welfare and Development Office (CSWDO) facilitates the issuance of Solo Parent ID. It is a requirement in availing of the benefits and privileges due to a Solo Parent as provided by R.A. No. 8972 known as the Solo Parent Act of 2000. Pursuant to the IRR of R.A. No. 8972, the social worker shall inform the solo parent of the status of his/her application within thirty (30) working days from the filing of such and shall require him/her to visit the agency/institution providing the assistance.

<b>OFFICE OR DIVISION</b>	CSWDO – Protective Service			
<b>CLASSIFICATION</b>	Highly-technical			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	All solo-parent residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Solo-Parent Application Form</li> <li>• 1 x 1 ID Picture (1 piece)</li> <li>• Minor's Birth Certificate (Photocopy)</li> <li>• Barangay Certification of being Solo parent (Original copy)</li> <li>• Certificate of Employment, if employed (Original copy)</li> <li>• COMELEC Certification (Original copy)</li> <li>• Any of the following proofs of being a solo parent: <ul style="list-style-type: none"> <li>* Death Certificate, if partner is deceased (Photocopy)</li> <li>* Annulment Paper, if annulled (Photocopy)</li> <li>* Detention Paper, if the partner is detained (Photocopy)</li> <li>* Adoption Paper, if the child is adopted (Photocopy)</li> <li>* Affidavit of Being a Solo Parent, if abandoned (Original copy)</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>• City Social Welfare</li> <li>• Client</li> <li>• PSA/ City Civil Registrar's Office</li> <li>• Barangay Hall</li> <li>• Employer</li> <li>• COMELEC</li>   <li>• PSA/ City Civil Registrar's Office</li> <li>• Court</li> <li>• Bureau of Jail Management and Penology (BJMP)</li> <li>• Court/Attorney</li> <li>• Attorney</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of filled-up form and complete documents to Solo-parent Section of the City Social Welfare and Development Office	1. Initial interview and verify the complete submitted documents.	None	20 minutes	Support Staffs
2. Undergo one-on-one interview	2. Assessment through interview and/ or Home visit.	None	Within 29 days	Josephine Villanueva

(May be required to sketch the residence for home visit				
3. Wait for the availability of the ID	2.1 Preparation of Solo Parent ID	None	3 minutes	Gemma Dionaldo
	2.2 For signature	None	1 minute	Hermana B. Revilla
3. Register the name and other information in the logbook and receive the ID.	3. Release the Solo Parent ID	None	2 minutes	Gemma Dionaldo
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>29 days, 26 minutes</b>	



### 13. ISSUANCE OF PRE-MARRIAGE ORIENTATION AND COUNSELLING CERTIFICATE

Issuance of PMC Certificate to 18 to 24 years old would-be-couples who have undergone Pre-marriage Orientation and Counselling (PMOC) pursuant to the provisions of the Family Code and Presidential Decree 965 which requires applicants for marriage license to receive instruction on family planning and responsible parenthood.

<b>OFFICE OR DIVISION</b>	CSWDO – Crisis Intervention Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	18-24 years old would-be couples who have undergone Pre-marriage Orientation and Counseling (PMOC)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Pre-marriage Counselling (Original copy)</li> </ul>		<ul style="list-style-type: none"> <li>Population Development Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the certificate	1. Process the document  1.1 Verify the document and prepare the certificate.  1.2 For signature	None	1 minute	Rose Anne Monzon; Katherine Grace Padilla
2. Receive the	2. Release the certificate	None	1 minute	Hermana B. Revilla Rose Anne Monzon; Katherine Grace Padilla
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>3 minutes</b>	



#### 14. CALAMITY ASSISTANCE (FIRE, TYPHOON AND DEMOLITION)

Provision of calamity assistance either in cash or in kind to the families affected during man-made and natural disasters. Counseling for individuals and families who have been emotionally and psychologically depressed by the calamity.

<b>OFFICE OR DIVISION</b>	CSWDO – Crisis Intervention Unit			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	All registered voters of the City of Imus , Cavite who were affected by disaster			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Barangay Certification indicating that the client is affected by the disaster (Original copy)</li> <li>• Barangay Clearance (Original copy)</li> <li>• COMELEC Certification (Original copy)</li> <li>• Government Issued ID (Photocopy)</li> <li>• Certificate from the Bureau of Fire Protection (Original) (For fire victims only)</li> <li>• Pictures of burned house/s (for fire victims only)</li> <li>•</li> </ul>		<ul style="list-style-type: none"> <li>• Barangay Hall</li> <li>• Barangay Hall</li> <li>• COMELEC</li> <li>• Client</li> <li>• Bureau of Fire Protection (BFP)</li> <li>• Client</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements to the Evaluation Section of the City Social Welfare and Development Office.	1. Check and verify the requirements. Refer the client to CSWDO personnel available.	None	3 minutes	Support Staff
2. Proceed to the assigned social worker for interview	2. Interview the client and prepare the General Intake Sheet (GIS)	None	15 minutes	Ruby Marie Pelaez; Anne Grace Bolotaolo
3. Wait for approval	3. Approve and sign the duly accomplished GIS Form	None	2 minutes	Hermana B. Revilla
4. Proceed to Mayor's Office	4. For Mayor's Note	Note	2 days	Mayor Emmanuel L. Maliksi





5. Wait for the availability of assistance	5. Processing of document			
	5.1 Receive the documents from Mayor's Office	None	2 minutes	
	5.2 Formulation of vouchers	None	7 minutes	
	5.3 Processing of liquidation and cash advances	None	5 days	
6. Receive the assistance	6. Release the assistance	None	2 minutes	
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>7 days, 31 minutes</b>	