SOP 1 (EQ/RS): Meet, Assess & Report

Fast Offering Assistance | Agoo 2nd Ward | For EQ/RS presidents and counselors

Goal: Understand the need and what the family has already done, then give the bishopric a clear, complete report. Nobody pays or promises anything in this step.

Starts when: A member asks for help, or the bishop assigns you a family. **Done when:** The Supporting Document and documents are with the bishopric.

Use with: Leader Toolkit (questions and checklist) · Fast-Offering Guide (rules)

1. Before the visit

- ☐ Visit at the home or hospital if possible; it shows the real situation.
- ☐ Bring the **Leader Toolkit**, a blank **Self-Reliance Plan**, and a blank **Supporting Document**.
- ☐ Know the nearest Malasakit Center, DSWD, PCSO, barangay, and hospital social service (see Local Resource Directory).

2. Stop-now checks (same day)

Tell the bishop right away if any of these are true.

- ☐ **Emergency?** The patient is stabilized at the nearest hospital first. There is no emergency fast-offering process.
- ☐ **Did anyone tell the hospital the Church will pay, or sign anything?** The family must take it back. The Church never guarantees bills.
- ☐ **Was anything paid by credit card or loan?** Fast offerings can't repay debts or reimburse paid bills.
- ☐ **Still admitted?** Submit PhilHealth papers before discharge.

3. During the visit

Say at the start:

1. "We can't promise any help or amount. The bishop gives the final decision."
2. "Please don't tell the hospital the Church will pay."
3. "What we talk about stays confidential."

Ask and record (full questions in the Leader Toolkit):

- ☐ **The need:** who, what (medical, food, utilities, housing), how long.
- ☐ **Medical:** diagnosis, one-time or chronic, hospital and why, room type, latest bill.
- ☐ **Own efforts:** household income, savings, what immediate and extended family gave (amounts).
- ☐ **Resources tried:** PhilHealth, discounts, insurance, Malasakit, DSWD, PCSO, LGU, NGOs. Amount, or why not.
- ☐ **Household:** lost income, expenses that can be cut, who can work.

Then:

- ☐ Start the **Self-Reliance Plan** with the member (Steps 1–2: needs, income and expenses).
- ☐ Tell the family what each agency needs, so they apply the right way (Local Resource Directory).
- ☐ Collect documents (checklist in the Leader Toolkit).

Say at the end: "Thank you for sharing. We'll report to the bishop, and he'll make the final decision. We'll follow up with you soon."

4. Report to the bishopric

Fill in the **Supporting Document**. It uses the same lines as the FOAR, so the bishop can decide quickly.

Line	What to write
Gross amount needed	Latest official bill or total need (₱)
− Own efforts	Immediate family + extended family and friends (₱)
− Government and community	PhilHealth, discounts, Malasakit, DSWD, PCSO, LGU, NGOs (₱)
= Remaining need	What may be requested from fast offerings (₱)

Also include:

- ☐ Resources not yet tried, and why.
- ☐ Red flags (chronic illness, premium hospital or private room, non-member, leader's family, credit card or loan, anything that doesn't add up).
- ☐ Self-Reliance Plan status.
- ☐ Your recommendation: need met, or bishop should interview.

Sign as **"Prepared by"** and give it, with the documents and SRP, to the bishopric.

Never

- Promise help or an amount.
- Speak for the Church to the hospital, or pay anything.
- Say "your illness doesn't qualify." Report the facts; the bishop decides.
- Discuss the case outside the bishopric and ward council.

Next: SOP 2 (Bishopric): Review & Decide.

Rules and sources: see the Fast-Offering Guide.