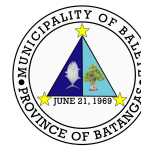




OFFICE OF THE MSWDO

1. Protective Services
2. Assistance to Individuals in Crisis Situation (AICS)
3. Emergency Relief Assistance Program
4. Disaster Rehabilitation and Recovery
5. Issuance of Senior Citizen's ID, Benefits and Privileges
6. Person with Disability Program
7. Issuance of Senior Citizens Identification Card
8. Issuance of Person with Disabilities (PWDs) Identification Card
9. Speech and hearing



1. PROTECTIVE SERVICES

Extends assistance to victims of all kinds of domestic violence by providing counseling sessions and referral to legal service

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	C2G - Citizen to Government			
Who may avail:	All residents of Balete who needs assistance for protection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Incident report		PNP		
Birth certificate of minor		Local Civil Registrar/ Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write name and the purpose of the visit on a client logbook.	Acknowledges incident report	None	2 minutes	Social Worker Women's Desk Officer
2. Submit requirements	Review the submitted documents	None	30 minutes	Social Worker PNP Doctor
3. Submit to an interview and give all necessary information and cooperation during the interview	Assists client to report PNP women's desk for proper disposition of the case--MSWDO extends support services such as counselling and referral _Refers client for medico-legal _Provides temporary shelter if necessary	None	1 hour	Social Worker PNP Doctor
4. Submit herself for medico-legal procedure			2 hours	Social Worker PNP Doctor Social Worker PNP Doctor
			1 hour	



	Conduct case conference -Secures copy of the medico-legal			
TOTAL		None	4 Hours, 32 Minutes	

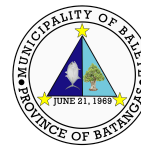
2. ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION (AICS)

The MSWDO extends financial assistance to indigent individuals and families this service covers Food, Medical and Burial transportation assistance to individual clients and families

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C -Government to Citizen
Who may avail:	All residents of Balete In Crisis Situation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Community Tax Certificate	Municipal Treasurer's Office
Brgy. Clearance	Barangay
Medical Abstract/Certificate	Rural Health Unit/ Hospital
Certificate of Indigency	Barangay
Death Certificate	Local Civil Registrar/ Philippine Statistics Authority
CTC/Identification Card	Outside source/Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write name and the purpose of the visit on a client logbook.	Instruct client to fill-in the logbook	None	1 minute	MSWD Staff
2. Submit yourself to an interview and give all the necessary information and cooperation during an interview	Conduct interview and accomplish the AICS form to enable client to avail of the	None None	10 minutes per client	MA Office



	assistance requested. Processing of papers and other documents		30 minutes	
3. Client directly receives financial assistance	Refer client to the office of the treasurer for the release of financial assistance	None	5 minutes per client	MTO
TOTAL		None	46 Minutes	

3. EMERGENCY RELIEF ASSISTANCE PROGRAM

The MSWDO is at the forefront of relief assistance during natural or manmade calamities such as typhoons, fires and earthquakes, among others it distributes relief goods and provides housing materials to families whose houses have been destroyed by calamities

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All residents of Balete who are victims and needs relief assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Brgy. Certification		Respective Offices		
Brgy. Clearance		Respective Offices		
Picture of damaged houses		Outside source/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client reported the incident at the BDRRMC Chairman and reported it to the office of MSWDO for possible assistance.	Validation of the status of victims	None	10 minutes	MSWD Staff



2. Submit to an interview and give all the necessary information during the interview	Conduct an interview and accomplishments ESA/ERA form	None	14 minutes	MSWD Staff
TOTAL		None	25 minutes	

4. DISASTER REHABILITATION AND RECOVERY

Request for projects of rehabilitation and recovery activities.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All residents of Balete			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Brgy. Certificate		Barangay		
ID picture		Outside source/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write name and the purpose of visit on a client logbook. Take note of the details in the service briefing	Instruct client to fill-in the logbook	None	2 minutes	Social Worker
	Brief client s on the service		5 minutes	
2. Submit to an interview and give all the necessary information and cooperation during the interview	Conduct interview Prepare ID card	None	10 minutes	Social Worker
3. Wait until the ID card is released	Issuance of Solo Parent ID card	None	2 minutes	MSWDO STAFF
TOTAL		None	19 Minutes	



5. ISSUANCE OF SENIOR CITIZEN'S ID, BENEFITS AND PRIVILEGES

The MSWDO is the lead agency in the implementation of RA 9257 otherwise known as the Expanded Senior Citizen's Act. This office provides senior citizen's ID to 60 years old and above to avail all the rights and privileges under this act

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All qualified senior residents in Balete			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form		MSWD staff		
CTC		Barangay/ Cashier-Treasurer's Office		
1x1 picture		Outside source/Client		
Senior Citizen's ID		MSWD Office		
Certificate of confinement; OR of Hospital Bill or Death Certificate		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write name and the purpose of the visit on a client logbook.	Instruct client to fill-in the logbook.	None	2 minutes	MSWD Staff
Submit to an interview and give all the necessary information and cooperation during the interview. (secure application form)	Brief client on the service and its requirements	None	5 minutes	MSWD Staff
	Conduct interview and accomplish SC form	None	2 minutes	
Submit requirements Secure the SC ID card, purchase slip booklet for groceries and medicines	Evaluate the requirements Release the SC ID card/purchase slip booklet for medicines and groceries		15 minutes	



Sign the logbook				
2.Fill up application form for mutual aid benefit system	Interview and validate documents submitted	None	5 minutes	Staff
Payment of membership fee and monthly dues	Issue official receipt		5 minutes	
Claims benefit	Issue benefits as the need arises		10 minutes	
TOTAL		None	44 Minutes	

6. PERSON WITH DISABILITY PROGRAM

The MSWDO extends assistance such as assistive device to physically handicapped, visually impaired that will enable them to perform tasks with minimum supervision. Livelihood program, and issuance of PWD ID card

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	'G2C- Government to Citizen			
Who may avail:	All Individuals/Residents in Balete with disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical certificate		Doctor/Hospital		
Certification from the doctor of attending physician indicating the need for assistive gadgets		Doctor/Attending Physician		
Acknowledgement receipt		MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Acknowledgement receipt	Instruct client to fill-in the logbook	None	1 minute	Social Welfare Staff
2.Give all the necessary data and cooperate during the initial interview.	PWD ID Card Conduct interview and Fill up PWD profiler form	None	5 minutes	Social Welfare Staff



Provide a sketch of the location of your residence for visitation	Assess and evaluate the data		5 minutes	
3.Receives PWD ID	Issuance of PWD ID Card	None	5 minutes	Social Welfare Staff
4.The client provides information during the interview	ASSISTIVE DEVICE -Conduct initial interview -Advises schedule of home visit	None	30 minutes	Social Welfare Staff
5.Client available for home visit	Visitation to check client's status and to further determine needs.	None	1 hour	Social Welfare Staff
6.Receives the assistive device	Distribute the assistive device	None	5 minutes	Social Welfare Staff
TOTAL		None	1 Hour , 51 minutes	

7. Issuance of Senior Citizens Identification Card

The service entails the provision of twenty percent (20%) discount on food, medicine, hospitalization transportation and other expenses on services as stated in RA 9257. Citizens aged 60 years old and above may apply for the identification card. A purchase booklet will be issued and should be presented to the following establishments to avail of the discount:

- ❖ Pharmacy or drugstore to claim 20% discount on purchased medicines
- ❖ Supermarket, grocery stores, convenience stores, shops and bakeries to avail of 5% discount on purchased basic necessities and prime agricultural commodities

Office or Division:	Municipal Social Welfare and Development Office	
Classification:	Simple	
Type of Transaction:	G2C-government to citizens	
Who may avail:	Persons Ages 60 years old and above	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Secure Citizen Application Form	OSCA/SC Chapter President	
2 copies of 1x1 ID picture	Outside source/Client	



Residence Certificate		Barangay/Municipal Treasurer's Office-Cashier		
Certified true copy of birth certificate		Local Civil Registrar		
Secure Citizen Application Form		OSCA/SC Chapter President		
2 copies of 1x1 ID picture		Outside source/Client		
Residence Certificate		Barangay		
Certified true copy of birth certificate		Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client secures action slip/ endorsement from the office of the Municipal mayor for MSWDO's intervention	1. Assist clients in filling up the application form at the Office of Senior Citizen's affairs (OSCA) 2. Verifies and validates applicant's information based on document 3. Prepares ID 4. Endorses the ID to OSCA Chairman for approval and counter signing 5. Endorses the ID to the Municipal Mayor for signature. 6. Signs the ID	None	10 minutes 5 minutes 5 minutes 5 minutes	Focal Person Senior Citizen
2.Receives ID (Working and Non-Working Parent)	Releases the ID card together with 2 purchase and free mobile booklet	None	1 minute	MSWDO Staff
TOTAL		None	31 Minutes	

8. Issuance of Person with Disabilities (PWDs) Identification Card

The PWD identification card shall serve as the Standard National Identification card for Persons with Disabilities, and shall be prescribes as a proof o availment of the 20% discount and other benefits with disabilities as provided in RA 9447.

Identification card shall be issued to any bona fide PWD with permanent disabilities due any one or more of the following conditions:

1. Psychosocial
2. Chronic illness
3. Learning
4. Mental
5. Visual
6. Orthopedic



9. Speech and hearing

This includes persons suffering from disabling disease resulting to a person's limitations to do day to day activities as normally as possible as such but not limited to those undergoing dialysis heart disorders, severe cancer cases and such other similar cases resulting to temporary or permanent disability.

The identification card is valid for three (3) years.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-government to citizens			
Who may avail:	Persons with Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up Application Form		MSWD Office		
2 copies of 1x1 recent ID picture with the name and signature or thumb mark at the back of the picture		Outside source/Client		
One (1) valid ID		Client		
Document to confirm the medical or disability condition of the applicant		Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client secures action slip/ endorsement from the office of the Municipal mayor for MSWDO's intervention	1. Assist clients in filling up the application form at the Office of the City Social Welfare and Development PDAO 2. Verifies and validates applicant's information based on document 3. Prepares ID 4. Endorses the ID to the Municipal Mayor for signature 5. Signs ID 6. Releases the ID card together with the purchase Booklet and free movie booklet	None	10 minutes 5 minutes	MSWDO Staff



2.Receives ID (Working and Non -Working Solo Parent)	Releases the ID card together with 2 purchase and free mobile booklet	None	1 minute	MSWDO Staff
TOTAL		None	16 Minutes	