MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

SERVICE CATEGORY

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

1. REQUEST FOR SOCIAL CASE STUDY REPORT

OFFICE / DIVISION:	Municipal Social Welfare and Development Office
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	All clients within the jurisdiction of the municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Client Intake Forms	LGU Castillejos - MSWDO

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client will undergo interview with the Social Worker to Accomplish Client Intake Form	1. Interviewed and collected data from client	None	5 minutes	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
2. Client will submit copy of Barangay Certificate of Indigency, Medical Certificate / Abstract, Death Certificate and Recommendation /Referral (if available)	2. Received Required Documents	None	2 minutes	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
3. Assessment and Evaluation	3. Assessed and Evaluate clients	None	3 days	**MS. ROMINA L. BOCALBOS** MSWDO

	Prepare and Released requested Social Case Study Report			**MS. DYAN AMBER M. TIJIDOR** SWO1
TOTAL:		**None**	**3 days and 7 minutes**	

2. REQUESTING FOR THE ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION

OFFICE / DIVISION:	Municipal Social Welfare and Development Office
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	All clients within the jurisdiction of the municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Certificate of Eligibility and Form 200	LGU Castillejos - MSWDO

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client will undergo interview with the Social Worker for the Certificate of Eligibility and Form 200	1. Interviewed and collected data from client	None	5 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
2. Client will submit copy of		None	2 mins	

Barangay Certificate of Indigency and any of: Medical Certificate / Abstract/ Hospital Bill/ Death Certificate/ Transportation Slip/ Referral or Recommendation (if available) 3. Assessment and Evaluation	2. Received Required Documents 3. Assessed and Evaluate clients Prepare and Process AICS and submit to Municipal Accounting Office/ Municipal Treasurer's Office 4. Release of Assistance to Individual in Crisis Situation	None None	3 days 5 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 **MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 Municipal Accounting Office/ Municipal Treasurer's Office
TOTAL:		**None**	**3 days and 12 minutes**	

3. REQUESTING FOR THE CERTIFICATE OF INDIGENCY FOR PUBLIC ATTORNEY'S OFFICE

OFFICE / DIVISION:	Municipal Social Welfare and Development Office

CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	All clients within the jurisdiction of the municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Referral/Request letter of checklist endorsed by concerned office (PAO)	LGU Castillejos - MSWDO

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client will undergo interview with the Social Worker for the Certificate of Indigency for PAO	1. Interviewed and collected data from client	None	3 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
2. Client will submit copy of Barangay Certificate of Indigency and Certificate of No Property from Assessor's Office	2. Received Required Documents	None	2 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
	3. Release of Certificate of Indigency for Public Attorney's Office	None	5 Mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
TOTAL:		**None**	**10 minutes**	

4. REQUESTING FOR THE CERTIFICATE OF FINANCIAL ASSESSMENT (PHILHEALTH)

OFFICE / DIVISION:	Municipal Social Welfare and Development Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	All clients within the jurisdiction of the municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly Accomplish Philhealth Membership Registration Form (PMRF)	LGU Castillejos - MSWDO

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client will submit copy of Duly Accomplish Philhealth Membership Registration Form (PMRF)	1. Received Required Documents	None	2 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
	2. Release of Certificate of Financial Assessment (Philhealth)	None	5 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
TOTAL:		**None**	**7 minutes**	

5. REQUESTING FOR PUBLIC SOLICITATION PERMIT

OFFICE / DIVISION:	Municipal Social Welfare and Development Office
CLASSIFICATION:	Complex
TYPE OF TRANSACION:	G2C- Government to Citizens
WHO MAY AVAIL:	All clients within the jurisdiction of the municipality

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplish Application for Public Solicitation Form		LGU Castillejos - MSWDO		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Bring required documents such as • Letter of Intent from Organization • Duly Accomplish Public Solicitation Form • List of Officers of Organization • Minutes of the Meeting and Attendance	1. Received Required Documents and Processing of request	None	2 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
2. Wait for the request to be process.	2. Assessment for Approve or Disapprove the request If Disapproved, Notify the requesting party immediately.	None	2 days	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 **HON. JEFFREY D. KHONGHUN** Municipal Mayor
3. If Approved, Pay at the Municipal Treasures Office for securing Public Solicitation Permit	3. Issuance of Official Receipt for Public Solicitation Permit	1,000.00 None	2 mins 5 Mins	Municipal Trasurer's Office

	4. Release of Public Solicitation Permit number and Certificate			**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
TOTAL:		**None**	**2 days and 9 minutes**	

6. COMPLAINTS

OFFICE / DIVISION:	Municipal Social Welfare and Development Office			
CLASSIFICATION:	Complex			
TYPE OF TRANSACION:	G2C- Government to Citizens			
WHO MAY AVAIL:	All clients within the jurisdiction of the municipality			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Copy of Barangay Blotter report of Barangay Referral Letter		LGU Castillejos - MSWDO		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Interview client regarding complaint	1. Accomplished General Intake Sheet	None	20 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
2. Assessment & Evaluation	2. Assessment of the client's clientele category , type of complaint, and Assessment for Confrontation/ Dialogue or Referral	None	10 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1

	If Confrontation: Schedule and send inviatation letters to the concerened clients Referral: Communicate with the Agency and prepare refferral letter for the client		4 days	
TOTAL:		**None**	**4 days and 30 minutes**	

5. CASE MANAGEMENT FOR CHILDREN IN NEED OF SPECIAL PROTECTION AND VICTIM OF VAWC

OFFICE / DIVISION:	Municipal Social Welfare and Development Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACION:	G2C - Government to Citizens, G2G- Government to Government, Government to Non-Government Agencies
WHO MAY AVAIL:	Clients within the jurisdiction of the municipality who are victim of abuse/violence
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
	LGU Castillejos - MSWDO

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring required documents such as : • Referral Letter from Barangay / other agencies (if available)	1. Received copy of blotter report and referral letter	None	2 mins	Information Desk Officer (Day Care Teacher) **MS. ROMINA L. BOCALBOS** MSWDO

• Copy of Blotter (if available)				**MS. DYAN AMBER M. TIJIDOR** SWO1
2. Interview client regarding reported incident	2. Accomplished General Intake Sheet If Confrontation: Schedule and send inviatation letters to the concerened clients Referral: Communicate with the Agency and prepare refferral letter for the client	None	20 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
3. Assessment & Evaluation	3. Assessment of the client's clientele category , Refer to PNP for proper disposition (if decided to file legal case Refer to RHU/ Hospital (if needed) Refer to Barangay for tha application of Barangay Protection Order	None	5 hours	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1

4. Secure Safety of the Clients	(if needed) RESCUE/RETRIEVAL OPERATION OF MINORS 4. Prepare Case Summary and coordination /conduct Case Coference together with partner agencies. Refer to partner agencies catering VAWC Victims and or Child Abuse Victim 5. Intervention and Termination of client's case	None None	7 days (Depending on Court Order) (Depending on Court Order)	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 Municipal Police Station (WCPD) **MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 Regional Trial Court
TOTAL:		**None**	**7 days and 5 hours**	

6. CASE MANAGEMENT FOR CHILDREN IN CONFLICT WITH THE LAW

OFFICE / DIVISION:	Municipal Social Welfare and Development Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACION:	G2C - Government to Citizens, G2G- Government to Government, Government to Non-Government Agencies
WHO MAY AVAIL:	Clients within the jurisdiction of the municipality who identified as CICL

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Refferal Letter and or Order/ Directive from Government Agencies	LGU Castillejos - MSWDO

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Bring required documents such as : • Referral Letter from Barangay / other agencies (if available) • Copy of Blotter (if available) • Court Order/ Directive	1. Received copy of blotter report and referral letter FROM PNP	None	2 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 Municipal Police Station (WCPD) Barangay Council for the protection of Children (BCPC)
2. Interview the client and family	2. Interview client and administer Discernment Examination	None	2 hours	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1

3. Assessment & Evaluation	3. Assessed the Discernment examination and prepare case Study Report	None	7 days	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
	4. Submit Case Study Report and Result of Discerment Examination	None	1 day	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
	5. Waiting for Resolution/ Order/ Directive	None	(Depending on Court Order)	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
	6. Intervention and Termination of client's case	None	(Depending on Court Order)	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1

4. Aftercare Service	7. Provide Aftercare service (monitoring etc.)	None	6 months – 1 year upon termination of the case	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 **MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
TOTAL:		**None**	**1 year upon termination of the case**	

7. CASE MANAGEMENT FOR CHILDREN IN CHILD AT RISK

OFFICE / DIVISION:	Municipal Social Welfare and Development Office
CLASSIFICATION:	Highly Technical

TYPE OF TRANSACION:	G2C - Government to Citizens, G2G- Government to Government, Government to Non-Government Agencies
WHO MAY AVAIL:	Clients within the jurisdiction of the municipality who identified as CAR

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Refferal Letter and or Order/ Directive from Government Agencies	LGU Castillejos - MSWDO

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Bring required documents such as : • Referral Letter from Barangay / other agencies (if available) • Copy of Blotter (if available) • Court Order/ Directive	1. Received copy of blotter report and referral letter FROM PNP	None	2 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 Municipal Police Station (WCPD) Barangay Council for the protection of Children (BCPC)
2. Interview the client and family	2. Interview client and Assessment	None		**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
		None	7 days	

3. Coordination with the Barangay	3. Assessment of the client Intervention: If Community Based Intervention: Prepare Intervention Plan and Refer to Barangay Council for the Protection of Children, If Institutionalization: Submit Social Case Study of the client and schedule case conference with the partner agency 4. Send communication letter and intervention plan to refer client to BCPC	None None	Depending on assessment Depending on assessment	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 Barangay Council for the protection of Children (BCPC) Partner Agencies **MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 Partner Agencies

4. Coordination with Partner Agencies	5. Admission of the client to the Institution	None	3 months	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 Partner Agencies
5. Afrercare Service	6. Termination and Provide Aftercare service (monitoring etc.)			**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
TOTAL:		**None**	**3 months (Depending on assessment)**	