

**CITY SOCIAL WELFARE &  
DEVELOPMENT OFFICE**  
**External Services**

## 1. Aid to Individuals in Crisis Situations

Issuance of Social Case Study Report and Certificate of Indigency to families/individuals in crisis situations.

<b>Office or Division:</b>	City Social Welfare and Development Office Emergency Welfare Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizens	
<b>Who may avail:</b>	All Cavite City residents who are indigent and In Crisis Situation	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
A. Social Case Study Report to be submitted to other Government Offices and Non-Government Offices		
a. Hospitalization Assistance		
• Clinical Abstract/Medical Certificate (1 photocopy)	Hospital/Medical Clinic	
• Hospital bill/laboratory (1 photocopy)	Hospital/Medical Clinic	
• Barangay Certificate of Indigency (1 photocopy)	Barangay where the client resides	
• Valid ID of the claimant and client (patient) (1 photocopy)	SSS, GSIS, Passport, Postal, Driver's License, National ID	
b. Burial Assistance		
• Death Certificate (1 photocopy)	Local Civil Registrar	
• Signed Funeral Contract (1 photocopy)	Funeral Parlor that provided the service	
• Barangay Certificate of Indigency (1 photocopy)	Barangay where the client resides	
• Valid ID of the claimant and client (patient) (1 photocopy)	SSS, GSIS, Passport, Postal, Driver's License, National ID	
c. Financial Assistance (Medicines/Maintenance)		
• Medical Certificate (1 photocopy)	Hospital/Medical Clinic	
• Updated prescription (1 photocopy)	Hospital/Medical Clinic	

<p>B. Certificate of Indigency</p> <ul style="list-style-type: none"> <li>•Barangay Clearance or Barangay Certificate of Indigency (Claimant)</li> <li>•Court Resolution/ Affidavit (photocopy)</li> <li>•Valid ID Card (Claimant)</li> </ul>		<p>Barangay where the client resides</p> <p>Court</p> <p>SSS, GSIS, Passport, Postal, Driver's License, National ID</p>		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client walk-in and submit documents at the Emergency Division, CSWDO	1. Receive, conduct intake interview, and assess/check submitted documents	None	15 minutes	Social Welfare Assistant
2. Client wait for the approval	2.1. Assessment/ Preparation of Social Case Study Report or Certificate of Indigency  2.2. Submit for recommendation and approval	None	20 minutes  10 minutes	Social Welfare Officer I
3. Client receives the needed document	3. Release the needed Social Case Study Report/Certificate of Indigency	None	2 minutes	Social Welfare Officer I
<b>TOTAL:</b>		<b>None</b>	<b>47 minutes</b>	

## 2. Center-based programs for Children in Conflict with the Law (CICL)

Center-based Social Protection Services to Child and Youth Center which provides residential care and rehabilitative services to below 18 years old Children in Conflict with the Law (CICL).

<b>Office or Division:</b>	City Social Welfare and Development Child & Youth Welfare Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Children in Conflict with the Law			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Birth Certificate (1 photocopy)</li> <li>• Police or Barangay Blotter (1 photocopy)</li> </ul>			Philippine Statistics Authority	
			Police Station	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client is turned over to the center	1. Conduct intake interview with the client	None	30 minutes	Houseparent
2. The client answers the questions asked by the social worker based on the discernment tool	2.1. Administer Act of Discernment Test	None	7 days	Social Welfare Officer III
	2.2. Prepare Discernment Report		1 day	
	2.3. Submit the Discernment Report to the CSWD Officer for approval		2 hours	
	2.4. Submit approved/noted Discernment Report to the City Prosecutor's Office		2 hours	
3.1. Clients avail of the services while at the Center	3.1. Provides home care and support services	None	24 hours	

<p>3.2. Client participates in the daily activities</p> <p>3.3. Client participates in other activities being conducted in the center in coordination with other GOs and NGOs</p> <p>3.4. Client bonds with relatives during visiting hours</p>	<p>3.2. Monitors daily activities</p> <p>3.3. Assist in the conduct of the activity</p> <p>3.4. Inspect/monitor visitors during visiting times</p> <p>3.5. Logging in to the guest logbook</p>		<p>3 hours</p> <p>2 hours</p>	<p>House parents</p>
<p>4. Attends court hearings</p>	<p>4. Assists the CICL during hearings</p>	<p>None</p>	<p>4 hours</p>	<p>Social Welfare Officer III</p>
<p>5. Waits for the court decision</p>	<p>5.1. Assists in the preparation of documents needed for the processing of bail (if the client opted to post bail)</p> <p>5.2. Coordinate with the NTSB, for the transfer of a client with a suspended sentence</p> <p>5.3. Prepare documents (court order, birth certificate, and Social Case Study Report) to be submitted to the NTSB via e-mail</p>	<p>None</p>	<p>3 hours</p> <p>1 day</p> <p>2 days</p>	<p>Social Welfare Officer III</p>

6. Attends the pre-discharge conference	6. Facilitate pre-discharge conference	None	2 hours	Social Welfare Officer III
7. Minor reintegrated to family or transferred to another agency	7.1. Release the minor to the family and facilitate the signing of the discharge slip	None	2 hours	Social Welfare Officer III
	7.2. Turn over to NTSB		1 day	Social Welfare Officer III
<b>TOTAL:</b>		<b>None</b>	<b>24 hours for temporary shelter/stay of children in the shelter depending on the case</b>	

### 3. Community-based Drug and Rehabilitation Program

Refers to the most cost-effective approach to support PWUDs who were assessed with mild/low drug use and dependence.

<b>Office or Division:</b>	Cavite City Drug Abuse Response Center			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Persons Who Used Drugs (PWUDs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Barangay Clearance (1 original)</li> <li>Valid ID</li> </ul>		Barangay where the client resides  SSS, GSIS, Passport, Postal, Driver's License, National ID		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Walk-in or referred clients will undergo intake interview	1.1. Conduct Intake Interview	None	30 minutes	Community Affairs Officer I
2. Attend Alcohol, Smoking, and Substance Involvement	2. Facilitate/ conduct ASSIST	None	2 hours	ASSIST-trained personnel/DOH Accredited Physician

Screening Test (ASSIST)				
3. Undergo physical/medical examination and submit results to CCDARC	3. Refer the client to City Health Office for a physical/medical examination	None	15 minutes	CHO Medical Officer
4. PWUDs with mild/moderate ASSIST results will attend 3-month intensive CDBRP	4. Facilitate 3-month intensive CDBRP	None		Multi-disciplinary team and volunteers
5. Attend CDBRP after-care program for 3 months	5. Facilitate CDBRP after-care program for 3 months	None		Multi-disciplinary team and volunteers
<b>TOTAL:</b>		<b>None</b>	<b>2 hours and 45 minutes</b>	

#### 4. Disaster Relief Assistance

Provision of appropriate assistance to individuals/families affected by natural or man-made calamities during its onset.

##### A. Outside Evacuation Centers

<b>Office or Division:</b>	City Social Welfare and Development Office			
<b>Classification:</b>	Highly Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Affected individuals/families of natural or man-made calamities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Fire Certification from the Bureau of Fire Protection (if fire incident)</li> <li>Certificate of Eligibility</li> </ul>		Bureau of Fire Protection  City Social Welfare and Development Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Enlist/inform the CSWDO on the list of	1. Receives reports of the number of affected families	None	10 minutes	CSWDO Staff

affected families from barangays	and individuals from barangays			
2. The client undergoes an intake interview	2.1. Conduct intake interview 2.2 Provide hot meals and other non-food items 2.3 Onsite validation (structural assessment to be conducted by City Engineer's Office)	None	5 minutes per client  Immediately  1-3 days depending on the number of affected families	CSWDO Staff
3. The client gets the assistance	3. Provision of relief assistance and other support assistance	None	Immediately (3-5 days)	
<b>TOTAL:</b>		<b>None</b>	<b>3 hours and 10 minutes</b>	

### B. Inside Evacuation Centers

<b>Office or Division:</b>	City Social Welfare and Development Office			
<b>Classification:</b>	Highly Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	Affected individuals/families of natural or man-made calamities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Fire Certification from the Bureau of Fire Protection (if fire incident)</li> <li>Certificate of Eligibility</li> </ul>		Bureau of Fire Protection  City Social Welfare and Development Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Affected individuals/fam	1.1 Setting up of Evacuation Center/s	None	2 hours	CSWDO other LGU Offices



<p>amilies are temporarily sheltered in Evacuation Center/s</p>	<p>and provision of support services</p>			
	<p>1.2 Provision of hot meals and other necessities (sleeping kits, hygiene kits, etc.) during the stay of evacuees in the evacuation center</p>		<p>Immediately</p>	<p>CSWDO staff on duty Barangay Nutrition Scholar</p>
	<p>1.3 Conduct of intake interview</p>		<p>5 minutes per client</p>	<p>CSWDO staff on duty</p>
	<p>1.4 Prepare and submit DROMIC Report / Incident Report</p>		<p>2 hours</p>	<p>Social Welfare Assistant</p>
	<p>1.5 Validation in the area/site</p>		<p>2-3 days or more depending on the number of affected families</p>	<p>Social Worker CSWDO Staff Child Development Worker City Engineering Office</p>
	<p>1.6 Cleansing of master list</p>		<p>2-3 days or more depending on the number of affected families</p>	<p>CSWDO Technical Staff</p>
<p>2. Attend meetings conducted by the City regarding the rehabilitation plan</p>	<p>2.1 Conduct meetings with the evacuees</p> <p>2.2 Implementation of the rehabilitation plan</p>	<p>None</p>	<p>2 hours</p> <p>2 days or longer depending on the number of affected families</p>	<p>CSWDO other LGU Offices concerned</p>

	3. Preparation of Termination Report	None	1 day	Social Welfare Assistant
<b>TOTAL:</b>		<b>None</b>	<b>Depends on the severity of the damage and the number of affected families</b>	

## 5. Issuance of Certificate of Disability

Issuance of certification to Persons with Disabilities (PWDs) for SSS, PhilHealth, or GSIS benefit claims.

<b>Office or Division:</b>	City Social Welfare and Development Office Persons with Disabilities Affairs Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Persons with Disabilities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Barangay Clearance</li> <li>PWD Identification Card (1 photocopy)</li> </ul>		Barangay where the client resides		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Undergo interview/screening and submit documentary requirements	1.1 Conduct an initial interview with the client and receive the submitted documentary requirements	None	10 minutes	PDAO Staff
	1.2 Preparation of Certificate of Disability and submit the Certificate to Social Worker for signature		10 minutes	PDAO Staff

2. The client receives the requested certification	2. Release of Certificate of Disability	of of	None	15 minutes	PDAO Staff
<b>TOTAL:</b>			<b>None</b>	<b>25 minutes</b>	

## 6. Issuance of Parental Capability Assessment Report (PCAR)

A report issued to the requesting agency to establish whether or not the parents are adequately equipped in providing appropriate and stable emotional and physical care to their children.

<b>Office or Division:</b>	City Social Welfare and Development Child and Youth Welfare Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Requesting agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request letter (1 original)</li> <li>Social Case Study Report of the client/ Case summary (1 original)</li> </ul>		Requesting agency		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon receiving the request of Parental Capability Assessment Report from partner agencies, conduct home visitation to client's family.	1. Prepares Feedback Report on Home Visitation conducted.	None	2 hours	Social Welfare Officer III
2. Conduct interview and gather collateral information from neighbor	2. Prepares the Parental Capability Assessment Report (PCAR)	None	2 minutes	Social Welfare Officer III
3. Submit the PCAR to the concerned agencies requested for the report through email/LBC. mailing	3. Signs the Parental Capability Assessment Report (PCAR)	None	2 minutes	City Social Welfare and Development Officer

<b>TOTAL:</b>		<b>None</b>	<b>2 hours and 4 minutes</b>	
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## 7. Issuance of Persons with Disabilities (PWD) Identification Card

Issuance of Identification Cards and Purchase Booklet for the availment of benefits and privileges for Persons with Disabilities (PWDs).

<b>Office or Division:</b>	Persons with Disabilities Affairs Office (PDAO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Any bonafide person with a permanent disability

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>● Barangay Clearance (1 original)</li> <li>● Medical Certificate or Document to confirm the medical or disability condition (1 photocopy)</li> <li>● ID picture (1x1 picture - 3 pcs.)</li> <li>● Valid ID (1 copy)</li> </ul>	<p>Barangay where the client resides</p> <p>Hospital/Respective Health Center</p> <p>SSS, GSIS, Passport, Postal, Driver's License, National ID</p>

<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire at Persons with Disability Affairs Office on requirements	1. Inform the client of the required documents.	None	10 minutes	Social Welfare Assistant
2. Accomplishing the PWD Registration Form manually.	2. Assist the client in filling out the PWD Registration Form	None	30 minutes	Social Welfare Assistant
3. Submission of the accomplished PWD Registration Form and requirements	3.1. Preparation of the PWD Identification Card and Purchase Booklet  3.2. Transmit the PWD Identification Card and Purchase Booklet to the City Mayor's Office for signature	None	30 minutes  30 minutes	Social Welfare Assistant
4. Claiming of signed PWD ID and Purchase Booklet	4. Record and release the PWD ID and Purchase Booklet	None	10 minutes	Social Welfare Assistant

<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 50 minutes</b>	
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## 8. Issuance of Solo Parent ID

Refers to the issuance of Identification Cards to Solo Parents to avail privileges mandated by the law.

<b>Office or Division:</b>	City Social Welfare and Development Family and Community Welfare Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Solo parent

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>A. Birth of a child as a consequence of rape</p> <ul style="list-style-type: none"> <li>• Barangay affidavit</li> <li>• Birth certificate/s of child/children</li> <li>• Complaint affidavit</li> <li>• Medical Record on the incidence of rape</li> <li>• Notarized Sworn Affidavit that he/she has the sole parental care and support of the children</li> <li>• 1x1 picture (2 pcs)</li> <li>• Certificate of Attendance</li> </ul>	<p>Barangay where the client resides Philippine Statistics Authority</p> <p>Hospital</p> <p>Public Attorney's Office</p> <p>City Social Welfare and Development Office</p>
<p>B. Widow/widower</p> <ul style="list-style-type: none"> <li>• Barangay affidavit</li> <li>• Birth certificate/s of child/children</li> <li>• Marriage Certificate</li> <li>• Death Certificate</li> <li>• Affidavit of non-cohabiting/non-co-parenting</li> <li>• 1x1 picture (2 pcs)</li> <li>• Certificate of attendance</li> </ul> <p><i>(For renewal, bullet #5 and #6)</i></p>	<p>Barangay where the client resides Philippine Statistics Authority Philippine Statistics Authority Philippine Statistics Authority</p> <p>Public Attorney's Office</p> <p>City Social Welfare and Development Office</p>
<p>C. Spouse of a person deprived of liberty (PDL)</p> <ul style="list-style-type: none"> <li>• Barangay Affidavit</li> <li>• Birth certificate/s of child/children</li> </ul>	<p>Barangay where the client resides Philippine Statistics Authority</p>

<ul style="list-style-type: none"> <li>• Marriage Certificate</li> <li>• Certificate of Detention</li> <li>• Affidavit of non-cohabiting</li> <li>• 1x1 picture (2 pcs)</li> <li>• Certificate of attendance</li> </ul> <p><i>(For renewal, bullet \$4, 5, &amp; 6)</i></p> <p>D. Spouse of a person with disability (PWD)</p> <ul style="list-style-type: none"> <li>• Barangay affidavit</li> <li>• Birth certificate/s of child/children</li> <li>• Medical Records or Certificate issued not more than 3 months</li> <li>• Affidavit of non-cohabiting/non-co-parenting</li> <li>• 1x1 picture (2pcs)</li> <li>• Certificate of Attendance</li> </ul> <p><i>(For renewal, bullet #3, 4 &amp; 5)</i></p> <p>E. Due to de facto separation</p> <ul style="list-style-type: none"> <li>• Barangay Affidavit</li> <li>• Birth certificate/s of child/children</li> <li>• Marriage Certificate</li> <li>• Affidavit of non-cohabiting/non-co-parenting</li> <li>• Affidavit of two disinterested persons attesting to the fact of separation of the spouses</li> <li>• 1x1 picture (2 pcs)</li> <li>• Certificate of Attendance</li> </ul> <p><i>(For renewal, bullet #4, 5, &amp;6)</i></p> <p>F. Due to the nullity of marriage</p> <ul style="list-style-type: none"> <li>• Barangay affidavit</li> <li>• Birth certificate/s of child/children</li> <li>• Marriage Certificate, with the fact of declaration of nullity, or annulment of marriage</li> <li>• Affidavit of non-cohabiting/non-co-parenting</li> <li>• 1x1 picture (2 pcs)</li> <li>• Certificate of Attendance</li> </ul> <p><i>(For renewal, bullet #4 &amp; 5)</i></p>	<p>Philippine Statistics Authority Bureau of Jail Management and Penology Public Attorney's Office</p> <p>City Social Welfare and Development Office</p> <p>Barangay where the client resides Philippine Statistics Authority Hospital/Clinic</p> <p>Public Attorney's Office</p> <p>City Social Welfare and Development Office</p> <p>Barangay where the client resides Philippine Statistics Authority Philippine Statistics Authority</p> <p>Public Attorney's Office</p> <p>Public Attorney's Office</p> <p>City Social Welfare and Development Office</p> <p>Barangay where the client resides</p> <p>Philippine Statistics Authority</p> <p>Philippine Statistics Authority</p> <p>Public Attorney's Office</p> <p>City Social Welfare and Development Office</p>
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G. Abandoned

- Barangay Affidavit
- Birth certificate/s of child/children
- Marriage Certificate
- Affidavit of two disinterested persons attesting to the abandonment of the spouse
- Police or barangay record of the fact of abandonment
- Notarized Sworn Affidavit of the SP that he/she has the sole parental care and support of the child/children.
- 1x1 picture (2 pcs)
- Certificate of Attendance

*(For Renewal, bullet #6 and 7)*

H. Spouse of an Overseas Filipino Worker

- Barangay Affidavit
- Birth certificate/s of child/children
- Marriage Certificate (if married)
- Proof of relation between the applicant and OFW if a family member
- Photocopy of passport as proof of continuous overseas employment for the last 12 months
- POEC-Sec or any equivalent document
- Affidavit of non-cohabiting
- 1x1 picture (2 pcs)
- Certificate of Attendance

*(For renewal, bullet #4, 5, 6,7, and 8)*

I. Unmarried mother/father who keeps and rears his/her child/children

- Barangay Affidavit
- Birth certificate/s of child/children
- Certificate of no Marriage (CENOMAR)
- Affidavit of non-cohabiting/non-co-parenting

Barangay where the client resides  
Philippine Statistics Authority  
Philippine Statistics Authority

Public Attorney's Office

Philippine National Police

Public Attorney's Office

City Social Welfare and Development Office

Barangay where the client resides  
Philippine Statistics Authority  
Philippine Statistics Authority

Philippine Overseas Employment Administration

Public Attorney's Office

City Social Welfare and Development Office

Barangay where the client resides  
Philippine Statistics Authority

Philippine Statistics Authority  
Public Attorney's Office





CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo initial Interview/ screening	1. Conduct an initial interview with the applicant	None	30 minutes	Social Welfare Officer I
2. Fill out Solo Parent Application Form and submit the requirements	2.1. Screen the requirements and Solo Parent Application Form  2.2. Encode the client's information in the database and prepare the Solo Parent ID  2.3. Submit the Solo Parent ID to the CSWD Officer for signature.  2.4. Transmit the Solo Parent ID to the City Mayor's Office for signature.	None	At least 7 working days	Social Welfare Officer I  Social Welfare Assistant  Social Welfare Assistant  Social Welfare Assistant
3. Claim the Solo Parent ID	3. Issue the Solo Parent ID to the client and inform		10 minutes	Social Welfare Assistant
<b>TOTAL:</b>		<b>None</b>	<b>7 days &amp; 35 minutes</b>	

**Note: Counting of processing time will commence upon receipt of complete documentary requirements from the Solo Parent applicant.**

## 9. Job Referral and Placement

Conduct employment/skills assessment and job matching for referral and placement to companies.

<b>Office or Division:</b>	Public Employment Service Office (PESO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Job seekers
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Resume/Curriculum Vitae/Biodata	Personal

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend intake interview for initial assessment	1. Conduct intake interview and initial assessment	None	30 minutes	Project Evaluation Officer III
2. Fill out the Jobseeker Registration Form	2.1 Receive the Registration Form	None	30 minutes	Project Evaluation Officer III
	2.2 Encode applicant's data to the National Skills Registry System		15 minutes	Encoder
3. Attend Job Coaching	3. Conduct Job Coaching	None	30 minutes	Project Evaluation Officer III
4. Job applicant proceeds to the company with the endorsement/referral letter	4. Issue an endorsement letter/referral letter	None	20 minutes	Project Evaluation Officer III
<b>TOTAL:</b>		<b>None</b>	<b>2 hours and 5 minutes</b>	

## 10. Provision of Assistive Devices and other Support

Assistance is provided to PWDs to enable them to carry out daily activities and participate actively and productively in community life.

<b>Office or Division:</b>	Persons with Disabilities Affairs Office (PDAO)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizens		
<b>Who may avail:</b>	Senior Citizens and Persons with Disabilities (PWDs)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Barangay Clearance/Indigency (1 original)</li> <li>Medical Certificate or Document to confirm the medical or disability condition (1 photocopy)</li> <li>Recent whole-body picture (2 pcs.)</li> </ul>		<p style="text-align: center;">Barangay where the client resides</p> <p style="text-align: center;">Hospital</p>	

<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Undergo initial Interview/ screening to the client (Claimant)	1. Conduct initial Interview and screening to the client (Claimant)	None	20 minutes	Social Welfare Officer I
2. Fill out the application form and submit the requirements	2.1 Screening of submitted requirements and application form for assessment and evaluation  2.2. Record/Log claimants' information in the clientele database  2.3. Processing of Technical Device Assistance  2.4. Coordinate with the City Mayor regarding the schedule of releasing the technical device.	None	At least 10 days	Social Welfare Officer I  Social Welfare Assistant  Social Welfare Officer I  Social Welfare Officer I
3. Claiming of technical device	3.1. Release the Technical device request	None	25 minutes	Social Welfare Officer I
<b>TOTAL:</b>		<b>None</b>	<b>10 days and 45 minutes</b>	

### **11. Registration of Children in Early Childhood Care and Development (ECCD) Service**

Provision of early childhood care and development, programs, and activities to enhance the physical, emotional, cognitive, psychological, spiritual, and language development of young children.

<b>Office or Division:</b>	City Social Welfare and Development Child and Youth Welfare Division
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	3- 4 years old and 11 months pre-school			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Child's Birth Certificate (1 photocopy)</li> <li>• Immunization Records (1 photocopy)</li> <li>• ID pictures <ul style="list-style-type: none"> <li>○ 1x1 picture (1pc)</li> <li>○ 2x2 picture (1pc)</li> </ul> </li> </ul>		Local Civil Registrar Office/Philippine Statistics Authority  Health Center/Private Clinic/Hospital		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Child stays in his/her home	1. Mapping/survey of children in the barangay	None	15 minutes	Child Development Worker
2. Parents attend meetings/orientation	2. Meeting on ECCD mode of learning and informing the parents of the required documents.	None	1 hour	Child Development Worker
3. Fill out the registration form	3. Assist the parents in filling out the registration form	None	20 minutes	Child Development Worker
4. Submit the necessary documents	4. Screen of submitted documents	None	10 minutes	Child Development Worker
5. Parent assists his/her child in doing the structured activities at home	5. Provide learning materials/modules	None	2 hours a day	Child Development Worker
6. Parent provides feedback on the progress of his/her child's learning	6. Conduct weekly monitoring through home visitation or video conferencing/ messages.	None	15 minutes/ child	Child Development Worker
7.1. Child participates in the CDC	7.1. Provides hot meals and dry ration foods for	None	20 minutes	

Supplementary Feeding	Supplementary Feeding			
7.2. Parent assists in getting the child's monthly height and weight	7.2. Conduct height and weight monitoring		10 minutes	Child Development Worker
7.3. Child completes the 10-month modular sessions	7.3. Termination of service/recognition ceremony		3 hours	
<b>TOTAL:</b>		<b>None</b>	<b>1 day</b>	

## 12. Request for assistance to a child alleged victim of abuse, neglect, and exploitation

Refers to the handling and management of children needing special protection and appropriate intervention.

<b>Office or Division:</b>	City Social Welfare and Development Office Special Cases Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Children Needing Special Protection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Birth Certificate (1 photocopy)</li> <li>• Baptismal Certificate (1 photocopy)</li> <li>• School Records (1 photocopy)</li> </ul>		Local Civil Registrar Office/Philippine Statistics Authority Church  School		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client is turned over to the center	1. Conduct intake interview	None	30 minutes	Social Welfare Officer III
2. Child undergoes medical or medico-legal	2. Assist the minor with the medical or medico-legal	None	1 day	Social Welfare Officer III

examination if needed	examination in Health Center or Child Protection Unit – PGH			
3. Child gives a statement at PNP – WCPD if needed	3. Assist the child/minor to give a statement at the PNP-WCPD	None	4 hours	Social Welfare Officer III
4. Goes to the Prosecutor's Office to personally submit Sworn Statement, if needed	4. Assist in filing the case at the Prosecutor's Office	None	4 hours	Social Welfare Officer III
5. Child/minor is transferred to other institution for temporary shelter	5. Refer to other institutions for temporary shelter	None	4 hours	Social Welfare Officer III
<b>TOTAL</b>		<b>None</b>	<b>*1 day to 2 months</b>	

*\*Provision of assistance may be extended depending on the case.*

### 13. Rescue operation for Children at Risk (CAR)

Conduct rescue operations for Children at Risk (CAR) – street children, abandoned, physically, emotionally, and sexually abused children.

<b>Office or Division:</b>	City Social Welfare and Development Child and Youth Welfare Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Children at Risk			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Birth Certificate (1 photocopy)</li> <li>• Referral letter from Barangay or PNP (1 photocopy)</li> </ul>		Philippine Statistics Authority (PSA)  Barangay where the client resides/Philippine National Police		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Undergo intake interview	1.1. Conduct Intake Interview with the client upon	None	5 days	Social Welfare Officer III

	referral to the barangay or PNP 1.2. Conduct home visitation for data gathering  1.3. Prepare Case Study Report  1.4. Develop a treatment plan based on the assessment of needs			Social Welfare Officer III
2. Participate in the activities based on the treatment plan				
<b>TOTAL</b>		<b>None</b>	<b>5 days</b>	

#### 14. Request for Certificate of Indigency and Registration as Urban Poor member

Issuance of Certificate of Indigency and registration as Urban Poor members in support of their water and electric installation application.

<b>Office or Division:</b>	Urban Poor Affairs Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Urban Poor members
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>● Barangay Clearance (1 photocopy)</li> <li>● Barangay Indigency (1 photocopy)</li> <li>● Sworn Statement (for Meralco only) - (1 photocopy)</li> <li>● Urban Poor Membership form (for non-members)</li> </ul>	Barangay where the client resides  Barangay where the client resides  Public Attorney's Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Indigency or proof of membership	1.1 Screen the requirements submitted by the client.  1.2. If a non-Urban Poor member, issue an Urban Poor Membership Form and advise the client to process membership in his/her respective barangay.  1.3 Prepare the Certification for the signing of the CSWD Officer	None	30 minutes	Social Welfare Officer I
<b>TOTAL</b>		<b>None</b>	<b>*1-2 days</b>	

*\*Depending on the availability of the client's requirements upon inquiry*

### 15. Request for Pre-marriage orientation and counseling

It refers to the orientation and counseling provided to couples before getting married as mandated by the Family Code.

<b>Office or Division:</b>	City Social Welfare and Development Family and Community Welfare Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Couples who are planning to get married			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>● Official Receipt (1 original)</li> <li>● PMC Forms</li> <li>● Valid ID (1 photocopy)</li> </ul>		City Treasurer's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Inquire at the Family and Community Welfare Division	1. Inform/advise of the needed requirements	None	15 minutes	Social Welfare Assistant
2. Fill out Pre-Marriage Counseling Forms, answer the questionnaires, and Official Receipt	2. Check the filled-out Pre-Marriage Counseling Forms and questionnaires and receive a copy of the Official Receipt	None	30 minutes	Social Welfare Assistant
3. Attend Pre-Marriage Counselling Session	3.1. Conduct Pre-Marriage Counseling for couples to be married  3.2. Prepare the Pre-Marriage Counseling Certificate	None	3 hours	Social Welfare Officer I  Social Welfare Assistant
4. Claim the Pre-Marriage Counseling Certificate	4. Issue the Pre-Marriage Counseling Certificate	None	15 minutes	Social Welfare Assistant
<b>TOTAL</b>		<b>None</b>	<b>4 hours</b>	

## 16. Special Program for Employment of Students

It refers to the temporary employment of poor but deserving students during summer, providing them with compensation to support/provide their educational needs.

<b>Office or Division:</b>	Public Employment Service Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizens	
<b>Who may avail:</b>	Indigent students	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>● Latest school registration form (3 photocopies)</li> <li>● Birth Certificate/Baptismal Certificate (1 photocopy)</li> <li>● Parent's residence certificate (1 photocopy)</li> </ul>	<p style="text-align: center;">School where the student is enrolled</p> <p style="text-align: center;">Local Civil Registrar's Office</p>	

<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client accomplishes the SPES Application Form along with other documentary requirements	1. Receive and screen the documents submitted by the student	None	5 minutes/applicant	Project Evaluation Officer III
2. Attend orientation and sign the contract	2.1. Facilitate orientation and signing of the contract  2.2. Processing and submission of documents to DOLE	None	1 hour	Project Evaluation Officer III
3. Participate in the SPES for 22 days	3. Monitoring of SPES implementation	None	22 days	Project Evaluation Officer III
4.1 Receive LGU-counterpart compensation  4.2. Wait for further advice on the schedule of DOLE compensation release for payout	4.1 Facilitate release of LGU-counterpart compensation  4.2. Facilitate release of DOLE compensation	None	2 days	Project Evaluation Officer III
<b>TOTAL</b>		<b>None</b>	<b>24 days, 1 hour, and 5 minutes</b>	