

## 15. SOCIAL WELFARE AND DEVELOPMENT OFFICE

### EXTERNAL SERVICE



#### A. ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION

It is the provision of limited assistance, in cash or in kind, to individuals/families who are hampered to function normally because of socio-economic difficulties. The nature of difficulty is usually short term and emergency in nature, thus the assistance is on a one shot deal basis.

<b>Office or Division:</b>	<b>SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	Patients or their immediate family member	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Barangay Indigency (1 original)	Barangay Hall
	Letter of request addressed to Municipal Mayor	To be accomplished by client
	Photocopy of client's ID	To be accomplished by client
	Photocopy of ID ( patient and the immediate family who's requesting the assistance)  *for medical assistance	To be accomplished by client
	Medical Abstract or Medical Certificate (1 original, 1 photocopy)  *for medical assistance (payment of hospital bill, medical procedure/treatment, professional fee)	Hospital/ Physician
	Hospital bill (1 original, 1 photocopy)  *for medical assistance	Hospital
	Protocol of dialysis or chemotherapy  *for patients requesting for assistance for dialysis or chemotherapy	Hospital
	Certificate of Registration  *for educational assistance	School Registrar

Statement of Account *for educational assistance		School Accounting Office		
School ID (1 photocopy) *for educational assistance		To be accomplished by client		
Funeral Contract (balance indicated; 1 original) *for burial assistance		Funeral Service Provider		
Death Certificate (1 photocopy) *for burial assistance		Municipal Registrar		
Prescription of medicines (1 original, 1 photocopy) *for medical assistance		Physician		
Laboratory request and quotation (1 original, 1 photocopy)		Diagnostic center, hospital, physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1. Evaluate documents submitted.	none	2 minutes	Clerk (MSWD Office)
	2. Conduct interview and assessment of client.	none	15 minutes	Clerk (MSWD Office)
	3. Endorse to Budget Office for processing of voucher.	none	3 minutes	Clerk (MSWD Office)
	<b>TOTAL:</b>	<b>none</b>	<b>20 minutes</b>	

- Processing and releasing of financial assistance is courtesy of Municipal Treasurer's Office

## B. BURIAL ASSISTANCE FOR SENIOR CITIZENS

Provision of 5,000 financial assistance to the immediate family of deceased senior citizen.

<b>Office or Division:</b>	<b>SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Immediate family member of deceased senior citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original and Photocopy of senior's ID issued in Pulilan		To be accomplished by client		
Photocopy of valid ID (immediate family who's requesting the assistance)		To be accomplished by client		
Death Certificate (2 photocopies, front and back)		Municipal Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to Mayor's Office.	1. Check completeness of documents.	none	5 minutes	Clerk (MSWDO)
	2. Record information to logbook and forward to Budget Office.	none	5 minutes	Clerk (MSWDO)
	<b>TOTAL</b>	<b>none</b>	<b>10 Minutes</b>	

- Processing and release of burial assistance is courtesy of Municipal Treasurer's Office.

## C. CASE MANAGEMENT (SPECIAL CASES)

It is a collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual's holistic needs through communication and available resources to promote quality cost-effective outcomes. Clients who seek assistance usually fall under VAWC (Violence Against Women and Their Children), Child Abuse, WEDC (Women in Especially Difficult Circumstances), CNSP (Children in Need of Special Protection), CAR (Child at Risk) and CICL (Children in Conflict with the Law).

<b>Office or Division:</b>	<b>SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Blotter report from barangay (1 photocopy) *if applicable		Barangay Hall		
Referral letter *if applicable		From referring agency (PNP, Court, Barangay, or other government and non-government institutions)		
Marriage certificate of parents (1 photocopy) *for child custody issues		PSA		
Birth certificate of minor (1 photocopy) *for child support concerns		PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for assistance from social worker or clerk.	1. Check completeness of documents.	none	10 minutes	Social Worker or Clerk (MSWD Office)
2. Answer questions, clarifications of social worker or clerk to complete assessment.	2. Conduct interview and assessment of client and family as needed.	none	30 minutes	Social Worker or Clerk (MSWD Office)
3. Participate in decision-making and planning of interventions.	3. Discuss options with clients and prepare intervention plan. Provide counseling	none	10 minutes	Social Worker or Clerk (MSWD Office)
	<b>TOTAL:</b>	<b>none</b>	<b>50 minutes</b>	

## D. CERTIFICATION

Some services needed by clients are provided by other organizations. One requirement is a certification from MSWD Office that such client is an indigent needing the services of a Public Attorney's Office. In some cases, a certificate of guardianship is required in order for a minor to avail services or programs in the absence of their parents.

<b>Office or Division:</b>	<b>SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Residents of Pulilan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Indigency (1original, 1photocopy) *for certificate of indigency (PAO)		Barangay Hall		
Birth certificate of children (1 photocopy) *for certificate of guardianship		PSA		
Guardian's valid ID (1 photocopy)		To be accomplished by the client		
Affidavit of Guardianship (1 original)		Notary Public		
Certification from barangay indicating the circumstances of the minor *for certificate of guardianship		Barangay Hall		
Death certificate of parents (1 photocopy)		Local Civil Registry		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to clerk.	1. Check completeness of documents.	none	2 minutes	Clerk (MSWD Office)
2. Answer questions, clarifications of clerk to complete assessment.	2. Conduct interview and assessment of client.	none	10 minutes	Clerk (MSWD Office)
	3. Prepare and sign certification	none	3 minutes	Social Worker or Clerk (MSWD Office)
	4. Release the certification	none	1 minute	Social Worker or Clerk (MSWD Office)
	<b>TOTAL:</b>	<b>none</b>	<b>16 Minutes</b>	

## E. ISSUANCE OF ASSESSMENT REPORT FOR TRAVEL CLEARANCE

Travel Clearance is a permit issued by the Department of Social Welfare and Development for a minor who is below 18 years old, travelling alone or with an adult other than a parent.

<b>Office or Division:</b>	<b>SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	Residents of Pulilan	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Accomplished Application form		MSWD Office
Birth certificate of minor travelling abroad (2 photocopies)		PSA
Marriage certificate of parents (2 photocopies)		PSA
CENOMAR (for unmarried mother) (2 photocopies)		PSA
Notarized Affidavit of Support and Consent from parents authorizing a person to accompany the minor (2 copies)		Notary Public
Special Power of Attorney and Affidavit of Support and Consent from minor's parents from the Philippine Embassy (for parents working abroad) (1 original 1 photocopy)		Philippine Embassy
Proof of income of travel sponsor (i.e. certificate of employment, latest ITR, or bank statement) (2 photocopies)		Employer, bank
Waiver of Liability (for minors travelling alone) (2 photocopies)		Notary Public
Minor's passport and visa (2 photocopies)		To be accomplished by the client
Travelling companion's passport and visa (2 photocopies)		To be accomplished by the client

Valid IDs of parents (2 photocopies)		To be accomplished by the client		
3 pieces Passport size picture of minor		To be accomplished by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for travel assessment to MSWD office. Submit requirements to social worker.	1. Check completeness of documents.	none	5 minutes	Social Worker (MSWD Office)
2. Answer questions, clarifications of social worker to complete assessment.	2. Conduct interview and assessment of client.	none	30 minutes	Social Worker (MSWD Office)
	3. Prepare Travel Assessment	none	10 minutes	Social Worker (MSWD Office)
	4. Release Travel Assessment to client	none	5 minutes	Social Worker (MSWD Office)
	<b>TOTAL:</b>	<b>none</b>	<b>50 minutes</b>	

## F. ISSUANCE OF PWD ID

A PWD ID is a valid identification card issued to persons with disabilities. This card serves as proof for availing benefits and privileges under RA 10754.

<b>Office or Division:</b>	<b>SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Residents of Pulilan who have disability			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>FOR PWD:</b> Medical Certificate stating the disability (Original Copy)			Physician	
<b>FOR PWD:</b> Certificate of Residency (Original Copy)			Barangay Hall	
<b>FOR PWD:</b> 2 pcs 1 x 1 picture			To be accomplished by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents	1. Check completeness of documents.	none	2 minutes	Disability Affairs Officer (for PWD) (MSWD Office)
2. Submit self to interview and assessment.	2. Interview and assess the client. Prepare ID.	none	2 minutes	Senior Citizens Focal Person (MSWD Office)
	3. Release PWD ID	none	1 minute	Senior Citizens Focal Person (MSWD Office)
	<b>TOTAL:</b>	<b>none</b>	<b>5 minutes</b>	



## G. ISSUANCE OF SOLO PARENTS' ID

Solo Parent ID is issued to single parents which shall serve as proof in availing benefits and privileges under RA 8972 otherwise known as the SOLO PARENT WELFARE ACT OF 2000.

<b>Office or Division:</b>	<b>SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Solo parents who are residents of Pulilan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>FOR SOLO PARENT:</b> Barangay Certification (1 original) * stating the circumstance of being a Solo Parent		Barangay Hall		
<b>FOR SOLO PARENT:</b> Birth certificate of minor children (1 photocopy)		PSA/LCR		
<b>FOR SOLO PARENT:</b>  For widowed: Marriage contract & death certificate of the spouse  For annulled: Declaration of nullity of marriage		Local Civil Registry  Court		
<b>FOR SOLO PARENT:</b> 2 pcs 1 x 1 picture		To be accomplished by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents	1. Check completeness of documents.	none	2 minutes	Solo Parent Focal Person (MSWD Office)
2. Submit self for interview and assessment.	2. Focal Person will interview and assess the client.	none	5 minutes	Solo Parent Focal Person (MSWD Office)
3. Leave documents to focal person and return after 1 month to claim ID	3. Focal Person will verify the veracity of documents submitted	none	30 days	Solo Parent Focal Person (MSWD Office)
	4. Prepare and release ID to solo parent	none	2 minutes	Solo Parent Focal Person (MSWD Office)
	<b>TOTAL:</b>	<b>none</b>	<b>30 days and 10 minutes</b>	

- Release of Solo Parent ID is after one month as per Solo Parents' Act IRR

## H. ISSUANCE OF SENIOR CITIZEN'S ID

Senior Citizen's ID is issued to person ages 60 years old and above. This shall serve as proof in availing benefits given to Senior Citizens under RA 9257.

<b>Office or Division:</b>	<b>SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Senior Citizens (residents of Pulilan) or their immediate family member			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>FOR SENIOR CITIZEN:</b> Birth Certificate (Original Copy)		PSA		
<b>FOR SENIOR CITIZEN:</b> Certificate of Residency (Original Copy)		Barangay Hall		
<b>FOR SENIOR CITIZEN:</b> 2 pcs 1 x 1 picture		To be accomplished by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents	1. Check completeness of documents.	none	2 minutes	Senior Citizens Focal Person (MSWD Office)
2. Submit self to interview and assessment.	2. Interview and assess the client. Prepare ID.	none	2 minutes	Senior Citizens Focal Person (MSWD Office)
	3. Release the senior citizens ID	none	1 minute	Senior Citizens Focal Person (MSWD Office)
	<b>TOTAL:</b>	<b>none</b>	<b>5 minutes</b>	

## I. LIVELIHOOD ASSISTANCE

Provision of interest-free capital assistance and livelihood-oriented services to family heads and family members to enable them to engage in income-generating projects and thus develop them to become self-reliant and socially responsible individuals. It is intended for needy family heads and other family members with skills but has no capital to start a livelihood project.

<b>Office or Division:</b>	<b>SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Residents of Pulilan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Indigency (1 original)		Barangay Hall		
Letter of request addressed to Municipal Mayor		To be accomplished by client		
Photocopy of client's ID		To be accomplished by client		
Photo of client *background should be his/her livelihood project (for additional capital) *background should be the place where he/she intends to put up the business (for starting capital)		To be accomplished by client		
List of products, materials needed in the business with price		To be accomplished by client		
Sketch of location of house		To be accomplished by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents	1. Check completeness of documents.	none	5 minutes	Clerk/ Livelihood Focal Person (MSWD Office)

2. Answer questions, clarifications of Clerk to complete assessment.	2. Conduct initial interview and assessment of client.	none	15 minutes	Clerk/ Livelihood Focal Person (MSWD Office)
3. Leave documents to Clerk and wait for the advice from the Clerk when home visit will be conducted	3. Clerk/ Livelihood Focal Person will conduct home visitation to ascertain eligibility of client to livelihood assistance.	none	5 days	Clerk/ Livelihood Focal Person (MSWD Office)
	4. Submit to MSWDO for approval	none	5 minutes	MSWDO
	<b>TOTAL:</b>	<b>none</b>	<b>5 days and 25 minutes</b>	

- Release of financial assistance to client is courtesy of Municipal Treasurer's Office.

## J. PREPARATION OF SOCIAL CASE STUDY REPORT

Social Case Study Reports are required by government organizations, government hospitals, charitable institutions, and non-government organizations that provide services or assistance to clients and patients.

<b>Office or Division:</b>	<b>SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	Patients or their immediate family member	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Barangay Indigency (1 original, 1 photocopy)	Barangay Hall
	Photocopy of client's ID	To be accomplished by client
	Photocopy of ID ( patient and the immediate family who's requesting the assistance)  *for medical assistance	To be accomplished by client
	Medical Abstract or Medical Certificate (1 original, 1 photocopy)  *for medical assistance (payment of hospital bill, medical procedure/treatment, professional fee)	Hospital/ Physician
	Hospital bill (1 original, 1 photocopy) *for medical assistance	Hospital
	Certificate of Registration  *for educational assistance	School Registrar
	Statement of Account  *for educational assistance	School Accounting Office
	School ID (1 photocopy)  *for educational assistance	To be accomplished by client
	Funeral Contract  (balance indicated;  1 original)  *for burial assistance	Funeral Service Provider

Death Certificate (1 photocopy) *for burial assistance		Municipal Registrar		
Prescription of medicines (1 original, 1 photocopy) *for medical assistance		Physician		
Laboratory request and quotation (1 original, 1 photocopy)		Diagnostic center, hospital, physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Check completeness of documents	none	3 minutes	Clerk (MSWD Office)
2. Answer questions, clarifications of Clerk to complete assessment.	2. Conduct interview and assessment of client. Preparation and printing of Social Case Study Report	none	15 minutes	Clerk (MSWD Office)
	3. Release Social Case Study Report to client.	none	2 minutes	Clerk (MSWD Office)
	<b>TOTAL:</b>	<b>none</b>	<b>20 minutes</b>	

## K. PROVISION OF ASSISTIVE DEVICES

Enabling the differently abled individuals by providing wheelchairs and other assistive devices helping them recover from their physical challenges.

<b>Office or Division:</b>	<b>SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Patients or their immediate family member			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Indigency (1 original)		Barangay Hall		
Letter of request addressed to Municipal Mayor		To be accomplished by client		
Photocopy of ID ( patient and the immediate family who's requesting the assistive device)		To be accomplished by client		
Medical Abstract or Medical Certificate (1 original, 1 photocopy)		Hospital/ Physician		
Photo of patient requesting assistive device		To be accomplished by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to MSWD clerk.	1. Check completeness of documents.	none	3 minutes	Clerk (MSWD Office)
2. Answer questions, clarifications of Clerk to complete assessment.	2. Conduct interview and assessment of client.	none	10 minutes	Clerk (MSWD Office)
	3. Release assistive device to client	none	5 minutes	Clerk (MSWD Office)
	<b>TOTAL:</b>	<b>none</b>	<b>18 minutes</b>	