

Office of the Municipal Social Welfare and Development Officer

CITIZEN'S CHARTER

OMSWD MISSION

To effectively and efficiently deliver social protection and innovative sustainable development services to the marginalized sectors through genuine commitment.

FRONTLINE SERVICES

1. *Pre-Marriage Counselling*
2. *Day Care Services*
3. *Counselling or assistance to abused children, battered wives, or to any person in crisis*
4. *Issuance of Solo Parent Identification*
5. *Issuance of Person With Disabilities (PWD) Identification ID*
6. *Counselling/Assistance to children in conflict with the Law (CICL)*
7. *Aid to Individuals In Crisis Situation (AICS) for other needy individuals and other social work interventions*
8. *Provision of sponsored Philhealth Insurance*

1. Pre-Marriage Counselling-The Office of the Municipal Social Welfare and Development Officer provides counseling to engaged and/or married couples for relationship enrichment pursuant to the provisions of the Family Code and Presidential Decree 965 which requires applicant for marriage license to receive instructions on family planning and responsible parenthood.

SERVICE SCHEDULE

a.Filing of application for Pre-Marriage Counseling (**Monday, Wednesday, and Friday 8:00 AM-4:00 PM**)

b.Conduct of Pre Marriage Counseling (**Tuesday and Thursday -1:00 PM-5:00PM**)

REQUIREMENTS:

Duly accomplished PMC Pre-Evaluation Form

FEE/S:

Php150.00

STEPS/PROCESS		Duration/ Processing Time	Staff in Charge
Client	Service Provider		
Applicants to attend the PMC on the date scheduled	Conducts PMC	1 hour	Arlie R. Alonzo
	Signs the PMC Certificates	30 Second per/Certificate	

2. Day Care Services				
SERVICE SCHEDULE: Monday to Friday (8:00 AM – 5:00 PM)				
STEPS/PROCESS		Duration/ Processing Time	Staff in Charge	
Client	Service Provider			
Day Care Workers (DCWs) to submit issues/concerns on Day Care Service(DCS) implementation	Attends to DCWs' issues& concerns: a.Receives reports	2 mins. / DCW	Emy S. Muñoz	
	b. Issues forms needed	2 mins. / DCW		
	c.Consolidates and encode reports <ul style="list-style-type: none"> ○ Accomplishment reports ○ DCC master list ○ DCC nutritional status SFP reports	3 days		
				1 hour/dcc
				1 hour/dcc
				3 days
	d. Submits reports to D/PSWD	2 hours		
	e. Monitors implementation of DCS/SFP	2 hours/day care center		

3. Counselling or assistance to abused children, battered wives, or to any person in crisis

SERVICE SCHEDULE:

Monday to Friday (8:00 AM – 5:00 PM)

REQUIREMENTS:

For abused children/children in crisis:

a. Medical Certificate

b. Police Report

For women in crisis:

a. Medical Certificate/Medico-Legal Certificate

b. Police Report

c. Barangay Protection Order, if applicable

FEE/S: None

STEPS/PROCESS		Duration/ Processing Time	Staff in Charge
Client	Service Provider		
Submits himself/herself for an Office interview	<ul style="list-style-type: none"> Interviews client, accomplish General Intake Sheet (GIS) and extend needed counseling/ referrals 	<i>45 minutes</i>	Erlinda O. Nunan Arlie R. Alonzo
	Reviews documents presented	<i>10 minutes</i>	
	Attends case conference, if needed	<i>2 hours</i>	
	Prepares SCSR, if applicable	<i>1 hour</i>	

4. Issuance of Solo Parent Identification - Issuance of Solo Parent's ID Cards per provision under Republic Act 8972 otherwise known as the "Solo Parent Welfare Act of 2000".

SERVICE SCHEDULE:

Monday to Friday (8:00 AM – 5:00 PM)

REQUIREMENTS:

- Certification from the barangay as a solo parent and is a resident of the said barangay
- Appropriate documentation/evidence that applicant is a solo parent
- ITR or any document that will establish income level of the solo parent
- Birth Certificate of child/children, photocopy
- Two (2) pieces, 1x1 latest ID picture

FEE/S:

None

STEPS/PROCESS		Duration/ Processing Time	Staff in Charge
Client	Service Provider		
Accomplishes application form and submit himself/herself for an interview/assessment	Reviews accomplished application form and supporting documents presented	10 minutes	Emy S. Muñoz Anna L. Montañez
	Interviews client to validate the date indicated in the application form	10 minutes	
	Prepares and issues the ID card, then record in the logbook	5 minutes	
	Conducts home visit, if needed	2 hours	

5. Issuance of Person With Disabilities (PWDS)

SERVICE SCHEDULE:

Monday to Friday (8:00 AM – 5:00 PM)

REQUIREMENTS:

Medical Certificate stating the specific disability

FEE/S: None

STEPS/PROCESS		Duration/ Processing Time	Staff in Charge
Client	Service Provider		
Accomplishes application form and submit himself/herself for an interview/assessment	Reviews accomplished application form and supporting documents presented	<i>10 minutes</i>	Karen E. Jularbal Richard B. Gallema
	Interviews client to validate the date indicated in the application form	<i>10 minutes</i>	
	Prepares and issues the ID card	<i>5 minutes</i>	
	Records in the logbook	<i>5 minutes</i>	

6. COUNSELING/ASSISTANCE TO CHILDREN-IN-CONFLICT WITH THE LAW (CICL)

SERVICE SCHEDULE:

Monday to Friday (8:00 AM – 5:00 PM)

REQUIREMENTS:

Referral letter from PNP/Fiscal's Office

FEE/S: None

STEPS/PROCESS		Duration/ Processing Time	Staff in Charge
Client	Service Provider		
Submits himself/herself for an office interview/ assessment of the case whether the crime was done with or without discernment	Interviews client thru the General Intake Sheet (GIS) and administer the assessment tool to determine whether the act has been done with or without discernment	2 hours	Erlinda O. Nunan Arlie R. Alonzo
	Extends counseling/referral	2 hours	
	Conducts home visitation	2 hours	
	Assists in the preparation of intervention program/contract at the barangay level, if requested/ applicable	2 hours	

7. AID TO INDIVIDUALS IN CRISIS SITUATION (AICS) FOR OTHER NEEDY INDIVIDUALS

SERVICE SCHEDULE:

Monday to Friday (8:00 AM – 5:00 PM)

a. REQUIREMENTS:

For Medical Assistance

- Medical Certificate/Clinical Abstract
- Receipts of expenses

b. For Burial Assistance

- Photocopy of Death Certificate

Note: Client has to wait for the notice from the office for about one (1) week to two (2) months depending on the availability of funds and readiness of checks to be released

c. For massive disaster/calamity

- Certification of damages from the Punong Barangay or blotter report from BFPD, if client is a victim of fire accident
- Certificate of indigency/residency

d. For Education Assistance

- Enrollment Form
- Report Card
- Certificate of Indigency

For transportation Assistance

- Certificate of Indigency/Residency

f. For Food Assistance

- Certificate of Indigency/Residency

g. For Livelihood Assistance

- Project Proposal
- Certificate of Indigency/Residency

h. For Referrals

- Certificate of Indigency/Residency and other related documents

i. For ESA/CFW/FFW

➤ Certificate of Indigency/Residency			
FEE/S: None			
STEPS/POCES		Duration/ Processing Time	Staff in Charge
Client	Service Provider		
Submits himself/herself for an office interview/ assessment	Reviews documents presented	5 minutes	Erlinda O. Nunan Arlie R. Alonzo Karen E. Jularbal
	Interviews client to complete General Intake Sheet (GIS) form, if qualified for social intervention	30 minutes	
	<ul style="list-style-type: none"> Preparation of the following reports will be done: 	10 minutes	
	1. Accomplishment of Form 200/ Certificate of Eligibility	2 hours	
	2. Preparation of Social Case Study Report (SCSR)/ Assessment Report		
	3. Prepares Obligation Request and Disbursement Voucher	15 minutes	Arlie R. Alonzo Karen E. Jularbal Anna L. Montañez
	4. Endorse to Budget Office for further processing	5 minutes	Anna L. Montañez
	<u>Note:</u> For external-funded - SCSR/Assessment Report	1 hour	Arlie R. Alonzo Erlinda O. Nunan Karen E. Jularbal
	- Referral/Transmittal Letter	30 minutes	
	FOR VICTIMS OF CALAMITY	2 hours	Erlinda O. Nunan

	1.Prepare DROMIC Form (Terminal Report)		Karen E. Jularbal
	2.Prepare rehabilitation plan		
	3.Conduct validation to affected families/victims to determine the extent of damages	1 week to 1 month	Arlie R. Alonzo Karen E. Jularbal Emy S. Muñoz Anna L. Montañez Richard B. Gallema
	4.Prepare Project Proposal and Form 200	1 hour	Arlie R. Alonzo Karen E. Jularbal Emy S. Muñoz Anna L. Montañez Richard B. Gallema
	5.Prepare other supporting papers (Obligation Request and Disbursement Voucher)	10 minutes	Arlie R. Alonzo Karen E. Jularbal Emy S. Muñoz Anna L. Montañez Richard B. Gallema

ERLINDA O. NUNAN

Municipal Social Welfare Development Officer
Tel. No. 072-705-0516