

Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Issuance of Senior Citizens I.D.*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break

Monday - Friday

Who May Avail of the Service:

Senior Citizens (60 years old and above)

What are the Requirements:

- 1) application form
- 2) affidavit of loss (in case of loss ID)
- 3) police blotter (in case of loss ID)

Duration: 2 hrs.& 9 minutes

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Senior Citizens (60 years old and above) applies for OSCA I.D. Fill- up forms	MSWDO/ OSCA - for verification - assist the Seniors in filling- up the application forms	5 minutes * ID will be released every first week of the month	Lilibeth M. Abrenica/ Haidee R. Suyat/ Arlyn M. Manalo	Fill up the application forms / Birth Certificate for Dual Citizen – proof of dual citizenship
2 nd	Senior Citizens applies for replacement of Loss I.D	MSWDO-information POLICE STATION- Police blotter MAYOR’S OFFICE- affidavit of Loss	30 minutes- 1 hour	Arlyn M. Manalo	Police Blotter Affidavit of Loss:P100.00
3 rd		MSWDO Encode the Master list	1-30 minutes *every last week of the month	Arlyn M. Manalo	Application forms

4 th	Client will receive the I.D every first week of the month	For signature of OSCA Head For Signature of MCR For Signature of BIR For signature of the Mayor Type the OSCA I.D For Signature of the OSCA Head/ MAYOR	30 minutes 1-2 minutes * ID will be released every first week of the month TOTAL : 2 hrs.& 9 minutes	Arlyn M. Manalo	Senior Citizen I.D
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--- End of transaction ---

Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Provision of Financial Assistance under Aid to Individual in Crisis Situations (AICS)/
Emergency Shelter Assistance (ESA)*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break
Monday - Friday

Who May Avail of the Service:

Less fortunate and Disadvantage sector of the Community

What are the Requirements:

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|-----------------------------|-------------------------------|---------------------------------|---------------------------------------|
| 1) Certificate of Indigency | 2) Medical Certificate | 3) Death Certificate for burial | 4) Proof of billing as the case maybe |
| 5) Police blotter for ESA | 6) Fire certification for ESA | 7) Project proposal for ESA | 8) Certificate eligibility |

Duration: 41-55 minutes

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Less fortunate and Disadvantage sector of the Community in Crisis seek financial assistance	MSWDO Interview/ Intake, verify documents presented	15- 20 mins.	Lilibeth M. Abrenica/ Haidee R. Suyat/ Arlyn M. Manalo Cyrelle Q. Romero	* medical certificate(for medical assistance) * death certificate (for burial assistance) *proof of billing *certificate of Indigency *police blotter/fire certification/project proposal(for shelter assistance) *certificate of eligibility
2 nd	Client submit all requirements Client waits for the preparation of the requirements	MSWDO preparation of social case study reports Encode or typewritten as the case maybe	15 mins.	Lilibeth M. Abrenica/ Haidee R. Suyat/ Arlyn M. Manalo Cyrelle Q. Romero	
		MSWDO For signature	1-2mins	Haidee R. Suyat Lilibeth M. Abrenica	

3 rd		Budget Office - for budget allocation/ existence of appropriation Accounting Office - for obligation of allotment Mayor's Office For signature	5-10mins 1 min.(if the Mayor is in)	BUDGET OFFICER & STAFF (Carmelita Molina, Krizaliz Tubig) ACCOUNTANT & STAFF (Mary Jane Bonita & Marlene Francisco) HON. NONATO S. ABRENICA	Case study with all the required documents with petty cash voucher Case study with all the required documents with petty cash voucher
4 th	Less fortunate and Disadvantage sector of the Community in Crisis receives financial assistance	Treasury Office - for disbursement	3-5mins 1-2mins TOTAL: 41-55 minutes	TREASURY OFFICE Jeanna Villablanca	Case study with all the required documents with petty cash voucher

---- End of transaction ----

Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Issuance of Social Case Study Reports To Different Agencies*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break

Monday - Friday

Who May Avail of the Service:

Less fortunate and Disadvantage sector of the Community

What are the Requirements:

- 1) Certificate of Indigency
- 2) Medical Certificate
- 3) Death Certificate
- 4) Proof of billing as the case maybe
- 5) Request letters
- 6) Request letter reference from other agency

Duration: 1 day and 37 minutes

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Less fortunate and Disadvantage sector of the Community avail of Social case Study Report as requirement by other agencies for them to avail assistance. Submit all requirements	MSWDO Interview/ Intake, verify documents presented	15-20 minutes	Lilibeth M. Abrenica/ Haidee R. Suyat/ Arlyn M. Manalo Cyrelle Q. Romero	medical certificate/abstract/death certificate, letter request, billing account *Request letter reference from other agency *certificate of Indigency
2 nd		Home visitation	1 day	Lilibeth M. Abrenica/ Haidee R. Suyat	
3 rd		MSWDO preparation of social case study reports Encode or typewritten as the case maybe	15 minutes	Lilibeth M. Abrenica/ Haidee R. Suyat/ Arlyn M. Manalo Cyrelle Q. Romero	

4 th	Client returns and receives Social Case Study Report	For signature- Haidee R. Suyat For Signature-Lilibeth M. Abrenica For Signature- Hon. Nonato S. Abrenica	1-2mins TOTAL :1 day and 37 minutes	Lilibeth M. Abrenica/ Haidee R. Suyat	
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Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Issuance of Referral Letters to Different Agencies*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break
Monday - Friday

Who May Avail of the Service:

Less fortunate and Disadvantage sector of the Community

What are the Requirements:

- 1) Certificate of Indigency
- 2) Request letter reference from other agency

Duration: 43 minutes

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Less fortunate and Disadvantage sector of the Community in Crisis seek referral for them to avail social services	MSWDO Interview/ Intake Verify documents submitted	15-20 minutes	Lilibeth M. Abrenica or Haidee R. Suyat or Arlyn M. Manalo Cyrelle Q. Romero	*Certificate of Indigency *Request letter from other agencies
2 nd	Client waits while reports being prepared	MSWDO Encode or typewritten	15 minutes	Lilibeth M. Abrenica/ Haidee R. Suyat/ Arlyn M. Manalo Cyrelle Q. Romero	
3 rd		MSWDO For signature- Haidee R. Suyat For Signature-Lilibeth M. Abrenica For Signature- Hon. Nonato S. Abrenica	1-5 minutes	Lilibeth M. Abrenica/ Haidee R. Suyat	
4 th	Receive the Referral Letter		1 minute TOTAL: 43 minutes		

---- End of transaction ----

Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Issuance of Persons With Disabilities I.D.*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break
Monday - Friday

Who May Avail of the Service:

Less fortunate and Disadvantage sector of the Community

What are the Requirements:

- 1) Medical Certificate
- 2) Application Forms

Duration: 15 minutes

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Person with Disabilities Applies for I.D. Fill up forms	MSWDO - information	1-5 minutes	Cyrille Q. Romero	Medical Certificate
2 nd		MSWDO - identification/ evaluation/ verification	1-5 minutes	Lilibeth M. Abrenica Haidee R. Suyat Dr. Gloria A. Liberato	Fill up the application form Medical Certificate
3 rd		MSWDO - encode/ type the PWD I.D	1-2 minutes	Cyrille Q. Romero	Fill up the application form
4 th		For signature- Mayor NONATO S. ABRENICA	1-2 minutes * ID will be release every first week of the month	Cyrille Q. Romero	Application forms
			TOTAL: 15 minutes		PWD'S I.D

---- End of transaction ----

Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Children In Conflict With Law*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break
Monday - Friday

Who May Avail of the Service:

Minor Children

What are the Requirements:

- 1) Police Reports
- 2) Others

Duration: 1 day or more

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Children in Conflict with Law	MSWDO Interview/ Intake, verify submitted reports	1 hour- more	Lilibeth M. Abrenica/ Haidee R. Suyat	Police reports Others
2 nd		Preparations of initial report	1 hour-more	Lilibeth M. Abrenica/ Haidee R. Suyat	
3 rd		Home visitation	1 day or more	Lilibeth M. Abrenica/ Haidee R. Suyat	
4 th		Evaluation/ finalization of the case study reports	Total: 1 day or more	Lilibeth M. Abrenica/ Haidee R. Suyat	

---- End of transaction ----

Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: VICTIM OF ABUSED VIOLENCE

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break

Monday - Friday

Who May Avail of the Service:

Abused Person/Citizen

What are the Requirements:

1) Police Reports

2) Others

Duration: 1 day or more

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Victim of abused violence seeks assistance	MSWDO Interview/ Intake, verify reports submitted (initials)	1 hour- more	Lilibeth M. Abrenica/ Haidee R. Suyat	Police reports Others
2 nd		Preparations of social case study report	1 hour-more	Lilibeth M. Abrenica/ Haidee R. Suyat	
3 rd		Home visitation	1 day or more	Lilibeth M. Abrenica/ Haidee R. Suyat	
4 th		Evaluation/ finalization of the report	1 day or more	Lilibeth M. Abrenica/ Haidee R. Suyat	
		Encode/ type study reports	30 minutes	Lilibeth M. Abrenica/ Haidee R. Suyat	
		MSWDO For signature- Haidee R. Suyat For Signature-Lilibeth M. Abrenica For Signature- Hon. Nonato S. Abrenica	1-5 minutes	Lilibeth M. Abrenica/ Haidee R. Suyat	
			TOTAL:1 day or more		

--- End of transaction ---

Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Issuance of Solo Parent I.D.*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break

Monday - Friday

Who May Avail of the Service:

Single/ Solo Parent

What are the Requirements:

1) Social Case Study

2) Application forms

Duration: 1 day or more

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Solo parent	MSWDO Intake, verify documents Interview for social case study	30mins- 1 hour	Lilibeth M. Abrenica/ Haidee R. Suyat	Certification -annulled -abandoned
2 nd		Home visitation	1 day	Lilibeth M. Abrenica/ Haidee R. Suyat	
3 rd		Encode the Social Case study type the ID For Signature- Hon. NONATO S. ABRENICA	5-10 mins 1-2 mins * I.D will be released after 30 days)	Lilibeth M. Abrenica/ Haidee R. Suyat	
4 th	Client will receive the I.D		TOTAL: 1 day and more		Application forms/certifications

----- End of transaction -----

Municipal Social Welfare and Development Office (MSWDO)

SERVICE RENDERED: *Couple Applying For Marriage Counseling Certificate*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break
Monday - Friday

Who May Avail of the Service:

Couple (below 25 years old but not less than 18 years old)

What are the Requirements:

1 couple below 25 years old but not less than 18 years old

Duration: 1 hour & 30 minutes

How to Avail of the Service:

Steps	Applicant / Client	Service Provider / Office Activity	Duration of Activity (Under Normal Circumstances)	Person in charge	Required documents / Fees
1 st	Couple	MSWDO Intake, Interview	30mins	Lilibeth M. Abrenica/ Haidee R. Suyat	
2 nd		Marriage counseling session	1 hour		
3 rd		Marriage counseling certificate release			
			TOTAL: 1 hour & 30 minutes		

---- End of transaction ----