



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

The Municipal Social Welfare and Development Office is mandated to care, protect and rehabilitate the segment of the population which has less in life. As such, the office develops programs and services that focuses on the disadvantaged utilizing strategies along rehabilitation of individuals, families & communities.

☑ SERVICES OFFERED

A. Emergency Assistance

☑ ABOUT THE SERVICE

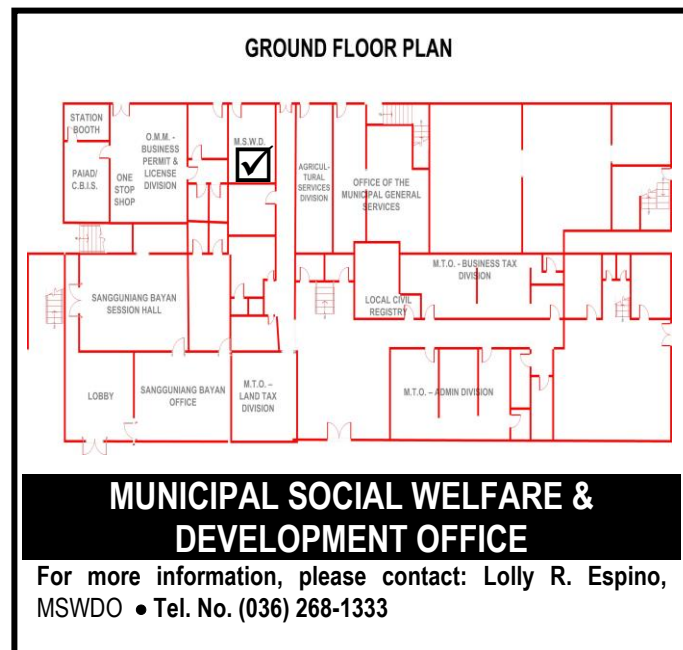
Emergency Assistance refers to the provision of limited assistance in cash or in kind to individuals/families that are in dire need because of socio-economic difficulties. The nature of difficulty is usually short term and emergency in nature thus, assistance is on a one-shot-deal basis.

☑ REQUIREMENTS

- Certificate of Indigency – Barangay
- Certificate of Eligibility – MSWDO
- Medical Certificate (for medical assistance)
- Death Certificate (for burial assistance)
- Estimated Transportation Expenses (If transportation assistance)

☑ HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client requests for assistance; MSWDO staff interviews and assesses the client	15 minutes	Lolly R. Espino, RSW MSWDO
2. Client submits requirements based on assistance needed	5 minutes	Ma. Erle Lisa P. Sahiol, RSW Social Welfare Officer I Mary Jude A. Sabino, RSW Social Welfare Assistant
3. Client signs Certificate of Eligibility. MSWDO staff advises client to wait for the notice of release of assistance.	1 minute	Donabel T. Manalo Social Welfare Assistant Riza Red Felorence De Manuel Remia Dela Cruz Administrative Aides





4. MSWDO staff prepares documents: Brief Case Summary, Voucher, Obligation Request	30 minutes	Cresilda D. Francisco Administrative Aide I
5. Processing of documents.		OMM, Budget Office, Accounting, MTO
6. Staff informs client to claim the assistance.	10 minutes	Any MSWD Staff
7. Client signs voucher and receives assistance		MTO Staff

Approximate Processing Time: 1 hour.

B. Pre- Marriage Counseling

ABOUT THE SERVICE

Provides prospective couples with a realistic overview of what marriage is all about.

REQUIREMENTS

- Duly accomplished Pre-Marriage Counseling Service Application Form.
- Duly Accomplished Marriage Inventory Form.

HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Clients fill in Pre-Marriage Counseling (PMC) and Marriage Inventory Forms (MIF) for Pre-Marriage Counseling with the assistance of Pre-Marriage Counselors, who set schedule for counseling session.	5 minutes	Lolly R. Espino, RSW Ma. Erle Lisa P. Sahiol, RSW Mary Jude A. Sabino, RSW
2. "Would be couple" attends PMC session as scheduled every Thursday at 2:00-5:00 P.M. at the Municipal Health Office	3 hours per session	Pre-Marriage Counselors
3. Pre-Marriage Counselors Issue PMC Certificate to "would be couple."	5 minutes	

Approximate Processing Time: 3 hours and 10 minutes

C. Travel Clearance for Minors Traveling Abroad (MTA)

ABOUT THE SERVICE

Travel Clearance is issued to minors traveling abroad to protect them from abuse, child exploitation and to prevent child trafficking.

REQUIREMENTS

- Birth certificate of the minor to be secured from NSO;
- Marriage Contract of minor's parents, if married; if not married but acknowledge by father he should execute a letter of consent;



- Notarized affidavit of consent from the parents/guardian authorizing a particular person to accompany the child in his/her travels abroad;
- Notarized affidavit of support of sponsoring person;
- Income tax return or proof of income of sponsoring person;
- Three (3) pcs. 1x1 picture of the minor;
- Photocopy of passport or visa of traveling companion; and
- Clearance fee (to be paid at DSWD FO 6)

Additional Requirements for Japan:

- Birth Certificate of Traveling Companion
- Invitation letter/Letter of Guarantee from the Sponsoring Person

HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client secures Application Form, accomplishes and submits the same, together with the requirements.	5 minutes	Lolly R. Espino, RSW Ma. Erle Lisa P. Sahiol, RSW
2. MSWDO staff assists client in accomplishing the forms, review and evaluate the application and other requirements submitted.	5 minutes	
3. MSWDO staff prepares Indorsement Letter and/or recommendation to DSWD-Field Office VI for the issuance of Travel Clearance.	10 minutes	
4. MSWDO staff gives the Indorsement Letter, and all the required documents to client and instruct him/her to proceed to DSWD Field Office VI for the issuance of the Travel Clearance.	10 minutes	

Approximate Processing Time : 30 minutes.

D. Issuance of Solo Parent Identification Card

ABOUT THE SERVICE

This solo parent Identification Card is a credential issued to a solo parent to be able to avail of a comprehensive package of services.

REQUIREMENTS

- Barangay Certification that the applicant is a resident thereof for at least six months.
- Appropriate documentation/evidence that applicant is a solo parent e.g. death certificate of spouse, etc.
- Income tax return or any document that will establish income level of the solo parent.



☑ HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client applies for a solo parent Identification Card and submits requirements. MSWDO staff interviews client to validate eligibility.	15 minutes	Lolly R. Espino, RSW Ma. Erle Lisa P. Sahiol, RSW
2. Applicant submits all the requirements for review and assessment of the Social Worker.	5 minutes	
3. Within 30 days upon filing, MSWDO staff conducts half day home visitation for further validation.	4 hours	
4. MSWDO staff prepares the Social Case Study Report and the Solo Parent Identification Card for signature of the MSWDO and LCE.	30 minutes	
5. MSWDO staff notifies applicant to claim their Solo Parent I.D.	5 minutes	
6. MSWDO staff releases Solo Parent I.D.	5 minutes	

Approximate Processing Time : 5 hours

E. Issuance of Senior Citizen's Identification Card (New or Lost ID)

☑ ABOUT THE SERVICE

The Office of the Senior Citizen's Affairs (OSCA) Identification Card is a credential issued to a senior citizen to be able to avail of a comprehensive package of services.

- For free medical/dental diagnostic and laboratory fees in all government facilities
- 20% discount in purchase of medicines
- 20% discount in hotels, restaurants, recreation centers and funeral parlors
- 20% discount in theaters, cinema house and concert hall, etc.
- 20% discount on medical/dental diagnostic and laboratory fees in private facilities
- 20% discount in fare for domestic air, sea travel and public land transportation
- 5% discount in purchase of groceries

☑ REQUIREMENTS

For New Applicants

- Residence Certificate (xerox copy)
- 2 pcs. 1' x 1' I.D. Picture
- Baptismal certificate/birth certificate or voter's certification (xerox copy)

For Replacement of Lost I.D.

- Barangay/Police Blotter
- 1 pc. 1' x 1' I.D. Picture



☑ FEE

- Replacement Fee P 100.00

☑ HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client submits requirement and fills in application form for issuance of OSCA Identification Card (ID). OSCA staff receives and reviews requirement submitted.	5 minutes	Juvy S. Fuentes Administrative Aide I Franlyne Roldan Marilyn Francisco Almary Ramos Administrative Aides
2. a. Issues receipt to payment made to the client/applicant for the replacement of the lost ID. b. Records client/applicant to OSCA roster to avail of free ID (new).	2 minutes	
3. Prepares the OSCA ID and roster form for signature of the OSCA Head, MSWDO and LCE.	10 minutes	
4. OSCA staff notifies applicant to claim their OSCA I.D.	5 minutes	
5. OSCA staff releases I.D. to Senior Citizen.	5 minutes	

Approximate Processing Time : 30 minutes

F. Issuance of Identification Card to Persons with Disability (PWD)

☑ ABOUT THE SERVICE

The Persons with Disability (PWD) Identification Card is issue to a disabled person to be able to avail the comprehensive package of services under the Republic Act 9442.

- For free medical/dental diagnostic and laboratory fees in all government facilities
- 20% discount in purchase of medicines
- 20% discount in hotels, restaurants, recreation centers and funeral parlors
- 20% discount in theaters, cinema house and concert hall, etc.
- 20% discount on medical/dental diagnostic and laboratory fees in private facilities
- 20% discount in fare for domestic air, sea travel and public land transportation
- 20% discount in purchase of groceries

☑ REQUIREMENTS

- Medical Certificate (xerox copy)
- 2 pcs. 1' x 1' I.D. Picture
- 1 valid I.D./Barangay Certification



☑ HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client applies for a PWD Identification Cards. MSWD staff provides application form and requirements.	5 minutes	Donabel Manalo Marilyn Francisco Felorence De Manuel
2. Applicant submits all the requirements for review and assessment of the MSWD staff.	10 minutes	
3. Assign a PWD I.D. Number	3 minutes	
4. Prepares the PWD ID and roster form for signature of the PWD Head, MSWDO and LCE.	10 minutes	
5. MSWD staff notifies applicant to claim their PWD I.D.	5 minutes	
6. MSWD staff releases I.D.	5 minutes	

Approximate Processing Time : 40 minutes

G. Referral Services

☑ ABOUT THE SERVICE

Referral services is being provided to clients who wanted to avail services of other agencies/entities.

☑ REQUIREMENTS

- Certificate of Indigency- Barangay
- Medical certificate/Medical abstract – for Medical assistance
- Hospital bills – if confined in the hospital
- Death certificate - for burial assistance
- Letter request from requesting agency (optional)

☑ HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client requests referral services secures requirements; MSWDO staff interviews client for evaluation and assessment.	15 minutes	Lolly R. Espino Ma. Erle Lisa P. Sahiol Mary Jude A. Sabino Donabel T. Manalo
2. MSWDO staff reviews the requirements and prepares client's request: a. Social Case study report/client b. Certificate of Indigency c. Referral Letters	2 hours/ client	
3. Municipal Social Welfare & Development Officer reviews and signs Case Study/ Certificate of Indigency/Referral Letter	5 minutes	Lolly R. Espino
4. Releasing of document/s	2 minutes	Lolly R. Espino Ma. Erle Lisa P. Sahiol Mary Jude A. Sabino Donabel T. Manalo

Approximate Processing Time : 2 hours and 25 minutes



SERVICE STANDARDS

- ✚ Serve the client with a smile and utmost courtesy and answers telephone calls with courtesy within two (2) rings;
- ✚ Attend to the needs of the client with one (1) minute after entering the office;
- ✚ Wear official uniform, ID and agency pin;
- ✚ Ensure that the office has rendered prompt, adequate and efficient delivery of basic social services;
- ✚ Provide a gender sensitive bulletin board and post flowchart of transaction and OMSWD organizational chart with pictures
- ✚ Give the public complete direction and referrals;
- ✚ Provide checklist of requirements;
- ✚ Conduct assessment meeting to enhance quality of service;
- ✚ Establish Calendar of Activities for the month, a Daily Time Record corner and a wall clock, to serve as easy access for the whereabouts of the personnel in the office;
- ✚ Plaques, trophies, banners and other forms of awards were displayed in the office which could trigger motivation among employees to improve output productivity and offer excellent service; and
- ✚ Presence of plants for proper office ventilation and to promote good working condition.

PERFORMANCE PLEDGE

We, the staff of the Office of the Municipal Social Welfare and Development together with our Municipal Government Department Head I (MSWDO), Ms. Lolly R. Espino, pledge and commit to render prompt, adequate, efficient and effective delivery of basic social services responsive to the needs of our client. Specifically, we will: serve the client with a smile and utmost courtesy and answers telephone calls with courtesy within two (2) rings; attend to the needs of the client within one (1) minute after entering the office; wear official uniform, ID and agency pin; ensure that the office has rendered prompt, adequate and efficient delivery of basic social services; give the public complete direction and referrals; provide checklist of requirements; and conduct assessment meeting to enhance quality of service.