

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

<p>The office provides opportunities to the distressed and disadvantaged individuals, families, groups, and communities in order that they can live harmoniously, healthy and decently in a peaceful environment.</p>	<p>LOCATION MAP</p> <p>Ground Floor</p> <p>For more information, please contact Municipal Social Welfare and Development Office Email Address: Mobile No.:</p>
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HEAD: VACANT
Municipal Social Welfare And Development Office
MARLYN DESIREE M. GACULA
Population Program Worker II
NOVELYN V. MALINAY
Day Care Worker I
CONTRACT OF SERVICES:
Social Welfare Assistant
Social Welfare AIDE
Data Encoder
Utility - Messenger

FRONTLINE SERVICES:

- A. PROVISION OF ASSISTANCE FOR INDIVIDUALS IN CRISIS SITUATION**
- B. PROVISION OF CARE AND PROTECTION OF CHILDREN & YOUTH UNDER DIFFICULT CIRCUMSTANCES**
- C. PROMOTION OF WELFARE OF SOCIALLY DISADVANTAGED WOMEN**
- D. PROVISION OF SUPPLEMENTAL FEEDING PROGRAM**
- E. PROVISION OF RELIEF ASSISTANCE**
- F. PROVISION OF EMERGENCY SHELTER ASSISTANCE**
- G. PROVISION OF SOCIAL CASE STUDY REPORT FOR MEDICAL ASSISTANCE FROM PCSO AND REFERRALS TO OTHER AGENCIES FOR ASSISTANCE**
- H. GRANTING OF SENIOR CITIZEN'S IDENTIFICATION CARD**
- I. GRANTING OF IDENTIFICATION CARD FOR PERSONS WITH DISABILITY**
- J. GRANTING OF SOLO PARENT'S IDENTIFICATION CARD**

SCHEDULE OF AVAILABILITY OF SERVICE:

MONDAY – FRIDAY 8:00 AM – 12:00 NN 1:00 PM – 5:00 PM



A. PROVISION OF ASSISTANCE FOR INDIVIDUALS IN CRISIS SITUATION

THE SERVICE: Provision of timely and appropriate aid to individuals/families in extreme difficulty brought by a stressful situation.

Requirements:

For Medical Assistance:

- Medical Certificate
- Latest/Tentative Hospital Bill
- Certificate of Indigency
- Community Tax Certificate
- Valid ID
- Referral Slip from the Mayor's Office

For Burial Assistance:

- Death Certificate
- Certificate of Indigency
- Community Tax Certificate
- Valid ID
- Referral Slip from the Mayor's Office

HOW TO AVAIL OF THE SERVICE:

The Client Shall	The Service Provider Shall	DURATION	PERSON/S RESPONSIBLE
1. Sign visitor's logbook Undergo Interview	Greets client and interview/ gather pertinent data to verify eligibility.	35 minutes	MSWDO/ PPW II/ DCW I
2. Submit needed documents	Review submitted documents. Prepare case study and other needed forms/documents and inform client to just wait for the notice of approval of his/her application.	20 minutes 60 minutes	MSWDO/ PPW II/ DCW I

3. Come back and receive the assistance	Assist client to receive the assistance.	15 minutes	DCW I/Data Encoder
Accomplish the Client feedback Form & drop to designated drop box at the Municipal Hall			
TOTAL RESPONSE TIME: 2 hours & 10 minutes			

B. PROVISION OF CARE AND PROTECTION OF CHILDREN AND YOUTH UNDER DIFFICULT CIRCUMSTANCES

ABOUT THE SERVICE: The Municipal Government of Marcos through the MSWDO assist children and youth whose basic needs are unattended by their parents or guardians or are victims on any form of abuse.

Requirements:

- Medical Certificate for abuse cases
- Birth Certificate for children in conflict of the law

HOW TO AVAIL OF THE SERVICE:

The Client Shall	The Service Provider Shall	DURATION	PERSON/SRES POSSIBLE
1. Register in visitor's logbook and Identifies the problem	Interview & extend counselling, if necessary refer client to other agencies	2 hours	MSWDO
2. Presents result of referral	Prepare Social Case Study Report and provide assistance	1 hour	MSWDO
3. Receives assistance	Assist client to receive the assistance.	15 minutes	DCW I/Data Encoder
Accomplish the Client feedback Form & drop to designated drop box at the Municipal Hall			
TOTAL RESPONSE TIME: 3 hours & 15 minutes			

C. PROMOTION OF WELFARE OF SOCIALLY DISADVANTAGED WOMEN

ABOUT THE SERVICE: The Municipal Government of Marcos through the MSWDO assist and provide special social services to disadvantaged women to cope with problems affecting their social functioning. .

Requirement:

- Medical Certificate for abuse cases

HOW TO AVAIL OF THE SERVICE:

The Client Shall	The Service Provider Shall	DURATION	PERSON/S RESPONSIBLE
1. Register in visitors logbook and identifies the problem	Discusses problems & provides related information. Interviews & extend counselling. Schedule Group counselling sessions with concerned individuals as the case maybe.	2 hours	MSWDO
2. Come back for the counselling	Conduct counselling session. Refer to other concerned agencies if necessary	3 hours	MSWDO
3. Go back to MSWDO and submit/present result of referral	Makes follow-up on services rendered or extended Extend other related services when necessary	30 minutes	MSWDO
Accomplish the Client feedback Form & drop to designated drop box at the Municipal Hall			
TOTAL RESPONSE TIME: 5 hours & 30 minutes			

D. PROVISION OF RELIEF ASSISTANCE

ABOUT THE SERVICE: Provision of timely and appropriate assistance to help alleviate the conditions/situation of distressed/displaced individuals/families and those who are victims of disaster and are in need of food, clothing, temporary shelter, emotional and moral support through efficient & effective management of evacuation center/institution.

HOW TO AVAIL OF THE SERVICE:

The Client Shall	The Service Provider Shall	DURATION	PERSON/S RESPONSIBLE
1. Submit list of affected victims & extent of damages & assistance needed.	Review listing/ gather collateral information/ ocular inspection Prepare request for approval of MDCC chairman	1 hour 30 minutes	MSWDO/PPW II/DCW II/ Data Encoder
2. Fill up prescribed form	Submit request to processing unit	15 minutes	MSWDO/ PPW II
3. Receive relief assistance	Distribute relief goods.	1 day	MSWDO/PPW II/DCW II/ Data Encoder/ members of the MDCC
Accomplish the Client feedback Form & drop to designated drop box at the Municipal Hall			
TOTAL RESPONSE TIME: 1 day, 1 hour & 45 minutes			

E. PROVISION OF EMERGENCY SHELTER ASSISTANCE

ABOUT THE SERVICE: Extends Emergency Shelter Assistance thru the provision of limited funds for the repair/rehabilitation of houses which are partially or totally destroyed by natural or man-made disaster.

Requirements:

- Certification of Indigency
- Referral Slip from the Office of the Mayor
- Community Tax Certificate
- Valid Identification Card

HOW TO AVAIL OF THE SERVICE:

The Client Shall	The Service Provider Shall	DURATION	PERSON/S RESPONSIBLE
1. Register in the visitor's logbook	Conduct preliminary investigation	2 minutes	PPW II/DCW I
2. Submit documentary requirements	Interview client	30 minutes	PPW II/ DCW I
	Receive documentary requirements	2 hours	PPW II/ DCW I/ Data Encoder
	Collateral Information/ Ocular inspection/documentation	2 minutes	Data Encoder
	Inform client to just wait for the notice of approval of the application	1 hour	MSWDO
	Prepares Project Proposal & other needed documents	5 minutes	Data Encoder
	Submits proposal to processing unit		

3. Receive shelter assistance	Refer client to Treasury Office	2 minutes	PPW II/DW I/Data Encoder
Accomplish the Client feedback Form & drop to designated drop box at the Municipal Hall			
TOTAL RESPONSE TIME: 3 hours & 41 minutes			

F. PROVISION OF SOCIAL CASE STUDY REPORT FOR MEDICAL ASSISTANCE FROM PCSO AND REFERRALS TO OTHER AGENCIES FOR ASSISTANCE

ABOUT THE SERVICE: Provision of social case study report to request for any kind of assistance to other government and non-government offices and institutions to help augment needed amount for medications, and some other kind of assistance or appropriate aid to individuals/families in extreme difficulty brought by a stressful situation..

Requirements:

- Certification of Indigency
- Community Tax Certificate

HOW

TO AVAIL OF THE SERVICE:

The Client	The Service Provider Shall	DURATION	PERSON/S RESPONSIBLE
1. Register in the visitor's logbook	Conduct preliminary investigation	2 minutes	PPW II/DCW I
2. Request for the service (Social Case Study Report)	Interview client gather needed information Gather collateral information	30 minutes	MSWDO/ PPW II

3. Submit Required documents	Prepare Social Case Study Report for signature	3 hours	MSWDO Municipal Mayor
4. Receive Social Case Study Report	Hand in the Social Case Study Report.	5 minutes	MSWDO
Accomplish the Client feedback Form & drop to designated drop box at the Municipal Hall			
TOTAL RESPONSE TIME: 3 hrs. & 37 mins.			

G. GRANTING OF SENIOR CITIZEN'S IDENTIFICATION CARD

ABOUT THE SERVICE: The Senior Citizen's Identification Card is provided to residents of the municipality who are 60 years old and above and who are registered member of the office of the Senior Citizen's Affairs. The I.D. can be used to avail the benefits accorded to senior citizens as provided for by R.A. 7432 and other relevant laws.

Requirements:

- Certificate of Residency
- Community Tax Certificate
- 2 pcs (1x1 ID picture)
- 1 pc (passport size ID picture)
- Birth Certificate (if Negative Result, Client must submit negative result and baptismal certificate/ any valid ID)
- Marriage Certificate (if married Female)

HOW TO AVAIL OF THE SERVICE:

The Client Shall	The Service Provider Shall	DURATION	PERSON/S RESPONSIBLE
1. Sign visitors logbook and inquire about the service	Provide the client with a short briefing on the service and the necessary requirements.	35 minutes	MSWD Staff

2. Accomplish and submits application form and needed documents	Review documents for processing of application.	15 minutes	MSWD Staff
	Process ID card for signature	1 hour	MSWD Staff
3. Receive I.D. card	Provide the duly accomplished I.D. card.	15 minutes	MSWD staff
Accomplish the Client feedback Form & drop to designated drop box at the Municipal Hall			
TOTAL RESPONSE TIME: 2 hours & 5 minutes			

H. GRANTING OF IDENTIFICATION CARD FOR PERSONS WITH DISABILITY

ABOUT THE SERVICE: The Identification Card is provided to persons with disability as a requirement to avail the benefits accorded to disabled persons as provided for by R.A. 9442 and other relevant laws.

Requirements:

- Certification of Disability by MHO
- Barangay Certificate of Residency
- Birth Certificate
- CTC
- 2 pcs 1x1 ID Picture

HOW TO AVAIL OF THE SERVICE:

The Client Shall	The Service Provider Shall	DURATION	PERSON/S RESPONSIBLE
1. Sign visitors logbook and inquire about the service Office	Provides the client with a short briefing on the service and the necessary requirements.	35 minutes	MSWD Staff
2. Fill up and submits application and needed documents	Review documents for processing of application.	30 minutes	MSWD Staff
3. Wait for the processing of the	MSWDO staff facilitates the processing of the I.D. card	1 day	MSWD Staff

identification card	(signed by MSWDO & Municipal Mayor.		
4. Applicant receives I.D. card	Issue he duly accomplished ID Card	15 minutes	MSWD staff
Accomplish the Client feedback Form & drop to designated drop box at the Municipal Hall			
TOTAL RESPONSE TIME: 1 day, 1 hour & 20 minutes			

I. GRANTING OF SOLO PARENT'S IDENTIFICATION CARD

ABOUT THE SERVICE: The Solo Parent's Identification Card is provided to residents of the municipality who are assuming the responsibility of head of the family as a result of the death, abandonment, disappearance or absence of a spouse. The I.D. can be used to avail the benefits accorded to solo parents as provided for by R.A. 8972 and other relevant laws.

Requirements:

- Barangay Certification of Residency
- Certificate of Socio-Economic Situation
- Certificate of proof of being a solo parent
- 2 pcs (1x1 ID picture)

HOW TO AVAIL OF THE SERVICE:

The Client Shall	The Service Provider Shall	DURATION	PERSON/S RESPONSIBLE
1. Sign visitors logbook and inquire about the service	Provides the client with a short briefing on the service and the necessary requirements.	35 minutes	MSWD Staff
2. Fill up and submits application and needed documents	Review documents for processing of application.	15 minutes	MSWD Staff

3. Wait for the processing of the identification card	MSWDO staff facilitates the processing of the I.D. card signed by MSWDO & Municipal Mayor.	1 day	MSWD Staff
4. Applicant receives I.D. card	Provide the duly accomplished I.D. card.	15 minutes	MSWD staff
Accomplish the Client feedback Form & drop to designated drop box at the Municipal Hall			
TOTAL RESPONSE TIME: 4 hrs. & 5 mins.			



