



14. OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

14.1 External Services



A. Assistance for the Burial Expenses of the Senior Citizen (Senior Citizen's Death Aid)

Financial assistance provided to the family of the deceased senior citizen for the burial expenses.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Deceased Family Of Senior Citizen From Municipality Of Patnongon, Antique

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Death Certificate (2 Photocopies) Certification from the Barangay (1 Original Copy) Certification from the OSCA (1 Original Copy) Valid ID of the claimant (1 Photocopy) Office of the Senior Citizen Association ID Of Senior Citizen (1 Original)	Municipal Civil Registrar Office of the Punong Barangay Office Senior Citizen Association office Any Government Agency Concerned Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT / DIVISION / PERSON RESPONSIBLE	
1. Inquire/ask about requirements	1.1. Interview the client	None	10 minutes	Marieta A. Valde Day Care Worker II Salvacion C. Valero Social Welfare Officer IV	
	1.2. Provide the checklist of requirements		2 minutes		
2. Submit complete required documents	2.1. Review the completeness of submitted documents		5 minutes		
	3.1. Conduct of Intake Interview		10 minutes		
3. Provide personal data	3.2. Validation of the data & Assessment:		1 day		Lilia J. Plameras, RSW Municipal Social Welfare and Development Officer Salvacion C. Valero, RSW Social Welfare Officer IV
	3.3. Prepare the documents: <ul style="list-style-type: none"> - Certificate of Eligibility - Obligation Request - Disbursement Voucher 		15 minutes		Marieta A. Valde Day Care Worker II Salvacion C. Valero Social Welfare Officer IV



	3.4. Sign the documents:		5 minutes	Lilia J. Plameras, RSW Municipal Social Welfare and Development Officer Salvacion C. Valero, RSW Social Welfare Officer IV
	3.5. Endorse for the approval of the Certificate of Eligibility Municipal Mayor		5 minutes	Marieta A. Valde Day Care Worker II Salvacion C. Valero Social Welfare Officer IV
	3.6. Preparation of Obligation Request & Voucher		10 minutes	Marietta A. Valde Day Care Worker II Salvacion C. Valero Social Welfare Officer IV
4. Receive the Check/Financial Assistance	4.1. Release the Check to the client		10 minutes	Municipal Treasurer's Office
	4.2. Log the name of clients who availed of the Financial Assistance		3 minutes	Marietta A. Valde Day Care Worker II Salvacion C. Valero Social Welfare Officer IV
TOTAL		None	1 day 2 Hours and 35 minutes	

B. Assistance to Victims of Violence Against Women and Children Program (VAW-C) RA 9262

Escalating violence of women and always in abusive situations, it is the assistance from R. A. 9262 known as ANTI-VIOLENCE AGAINST WOMEN AND THEIR CHILDREN ACT OF 2004 gives hope, empowerment and protection from all forms of domestic violence.

Office or Division:	Office of the Municipal Social Welfare and Development	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Abused Women And Their Children	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
Brgy. Endorsement / Referral (1 Copy) WCPD Referral/ Police Blotter Report (1 Copy) Intake Sheet/ Log book (1 Copy)		Brgy. VAW-C Desk WCPD - Patnongon MPS MSWDO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT / DIVISION / PERSON RESPONSIBLE
1. Submit self for interview and counselling	1.1. Conduct interview to referred client	None	30 minutes	Lilia J. Plameras, RSW Municipal Social Welfare Development Officer Salvacion C. Valero, RSW Social Welfare Officer IV Jemma N. Arangote, RSW Social Welfare Officer I WCPD/ PAO/ Provincial Prosecutor's Office
	1.2. Conduct counselling to client and support system		30 minutes	
	1.3. Referral for Medico Legal and Psychiatric Intervention		10 minutes	
	1.4. Assist client in filing the case (case to case)		1 day	
	1.5. Data Gathering		1 day	
2. Answer questionnaire	2.1. Case Assessment	None	1 days	Lilia J. Plameras, RSW Municipal Social Welfare and Development Officer Salvacion C. Valero, RSW Social Welfare Officer IV Jemma N. Arangote, RSW Social Welfare Officer I
	2.2. Prepare Social Case Study Report for submission to any concerned institution		2 days	
	2.3. Facilitate case conference		1 hour	
3. Participate in the case conference and planning process	3.1. Case Intervention	None	30 minutes	
	3.2. Conduct monitoring and supervision		as needed	
4. Attend court hearings	4.1. Attend court hearings	None	as needed	
TOTAL		None	5 days, 2 hours and 40 minutes	



C. Day Care Program Enrolment (Pre-Schoolers 2.11 – 4.11 Years Old)

Provide for the holistic needs of young children from age two to four years old and promote their optimum growth and development.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Children Aged 2.11-4.11 Years Old

CHECKLIST REQUIREMENTS

CHECKLIST REQUIREMENTS				WHERE TO SECURE
Birth Certificate (1 Photocopy)				Municipal Civil Registrar
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT / DIVISION / PERSON RESPONSIBLE
1. Inquire at Child Development Center for the requirements	1.1. Interview the parents of pre-school children	None	20 minutes	Consuelo Q. Bantolo Day Care Worker II Esperanza B. Ramirez Day Care Worker II Rowena P. Dagumanpan Day Care Worker II & Child Development Workers in their respective Centers
2. Submit complete required documents	2.1. Gather data and prepare masterlist of children ages 3 to 4 years old		1 day	
3. Bring the pre-schoolers to the Child Development Centers	3.1. Enrol & accomplish up child information sheet and submission of child documents (Birth certificate & Health Card)		30 minutes	
	3.2. Conduct session to the pre-school children (3-4 years old)		3 hours	
	3.3. Conduct feeding and weighing of children enrolled in Day Care		30 minutes	
	3.4. Monitor of height and weight of pre-schoolers		30 minutes	
TOTAL		None	1 day 1 hour & 53 minutes	



D. Issuance of Certificate of Indigency

This is to facilitate the needs of the client in accessing assistance from any charitable institution certifying the client that belongs to the indigent family.

Office or Division:	Office of the Municipal Social Welfare and Development				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	Indigent Individual From Municipality Of Patnongon				
CHECKLIST REQUIREMENTS			WHERE TO SECURE		
1. Certificate of Indigency from the Punong Barangay where the client resides (1 Original) 2. Valid ID (1 Photocopy) 3. Referral Letter from concerned agency (optional) (1 Original)			Office of the Punong Barangay Any Issuing Government Agency Concerned Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT / DIVISION / PERSON RESPONSIBLE	
1. Inquire/ask about requirements to avail certificate of Indigency	1. Interview the Client of their needs	Php 50.00 (Exempt NHTS, 4P's, SOCPEN)	10 minutes	Jemma N. Arangote, RSW Social Welfare Officer I Lerma C. Acupan Day Care Worker I	
2. Submit complete required documents	2. Review and check requirements as to completeness of data		3 minutes		
3. Submit for personal interview	3.1. Administer Intake Interview of client		30 minutes	Lilia J. Plameras, RSW Municipal Social Welfare Development Office Salvacion C. Valero, RSW Social Welfare Officer IV Jemma N. Arangote, RSW Social Welfare Officer I	
	3.2. Conduct Assessment and data validation		30 minutes		
4. Secure Official Receipt from the Municipal Treasurer's Office	4.1. Receive and check Official Receipt		5 Minutes	Jemma N. Arangote, RSW Social Welfare Officer I Lerma C. Acupan Day Care Worker I	
	4.2. Prepare document		5 Minutes		
	4.3. Sign Document		2 minutes		Lilia J. Plameras, RSW Municipal Social Welfare Development Officer
5. Receive and Sign in the Logbook	5. Release the Certificate of Indigency		5 minutes	Jemma N. Arangote, RSW Social Welfare Officer I Lerma C. Acupan Day Care Worker I	
TOTAL			Php 50.00 (Exempt NHTS, 4P's, SOCPEN)	1 hour and 30 minutes	



E. Issuance of Person with Disability Identification Card (ID) with Corresponding Purchase Booklet

As per RA Republic Act 9442 known as Magna Carta for Persons with Disability stated that the state provide the rehabilitation, self-development and self-reliance of disabled persons and their integration into mainstream of society and for other purposes. It is the main concern of the Government to facilitate the integration of persons with disability into the mainstream of society and to advocate and encourage respect and recognizes their role to community development.

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Persons With Disabilities (PWD)			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. One copy of any of the following documents: Birth Certificate (1 Photocopy) Medical Certificate (1 Original) Valid ID (Voter's ID, Phil Health ID, SSS ID, Company ID) (1 Photocopy) 2. 1 x 1 picture of the applicant (2 Copies) 3. Accomplished Application Form (1 Original)			Office of the Municipal Civil Registrar Physician/Hospital/Clinic where the client went for consultation Agency /Company Concerned Persons With Disability Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT / DIVISION / PERSON RESPONSIBLE
1. Inquire/ask about requirements to avail PWD ID and Purchase Booklet	1.1. Entertain client asking for requirements	None	5 minutes	Consuelo Q. Bantolo Day Care Worker II/ PDAO
	1.2. Provide checklist of requirements		2 minutes	
2. Submit complete required documents	2.1. Review the submitted documents		15 minutes	
	2.2. Prepare the Identification Card & Booklet		30 minutes	Consuelo Q. Bantolo Day Care Worker II/ PDAO
	2.3. Sign the Identification Card & Booklet		5 minutes	Consuelo Q. Bantolo Day Care Worker II/ PDAO Lilia J. PLameras Municipal Social Welfare Development Officer Evohn Nee B. Baldestamon Municipal Mayor
	2.4. Record name of the PWD		5 minutes	Consuelo Q. Bantolo Day Care Worker II/ PDAO
3. Receive & Sign in the Logbook	3.1. Release the Identification Card & Booklet	5 minutes	Consuelo Q. Bantolo Day Care Worker II/ PDAO	
TOTAL		None	1 Hour and 12 Minutes	



F. Issuance of Senior Citizen Identification Card (ID) with Corresponding Purchase Booklet

As per RA Republic Act 9994 known as AN ACT GRANTING ADDITIONAL BENEFITS AND PRIVILEGES TO SENIOR CITIZENS, FURTHER AMENDING REPUBLIC ACT NO. 7432, AS AMENDED, OTHERWISE KNOWN AS "AN ACT TO MAXIMIZE THE CONTRIBUTION OF SENIOR CITIZENS TO NATION BUILDING, GRANT BEN EFITS AND SPECIAL PRIVILEGES AND FOR OTHER PURPOSES" declares that it is the duty of the family to take care of its elderly members while the State may design programs of social security for them.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Senior Citizen (60 & Above)

CHECKLIST of REQUIREMENTS	WHERE TO SECURE
1. Any of the following documents: Birth Certificate (1 Photocopy) Baptismal Certificate (1 Photocopy) Joint Affidavit (1 Photocopy) Voter's Identification Card (ID) (1 Photocopy)	Municipal Civil Registrar's Office Parish / Church Office of the Sangguniang Bayan Commission on Elections
2. 1 x 1 picture of the applicant (2 copies) 3. Accomplished Application Form (1 Original Copy) 4. CEDULA (1 Original Copy)	Senior Citizen's Office Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT / DIVISION / PERSON RESPONSIBLE
1. Inquire/ask about requirements to avail Senior Citizen ID and Purchase Booklet	1.1. Entertain client asking for requirements	None	10 minutes	Marieta A. Valde Day Care Worker II Salvacion Valero Social Welfare Officer IV
	1.2. Provide checklist of requirements		10 minutes	
2. Submit complete required documents	2.1 Review the submitted documents		10 minutes	
	2.2 Prepare the Identification Card & Booklet		10 minutes	
	2.3 Sign the Identification Card & Booklet	10 minutes	Evohn Nee B. Baldestamon Municipal Mayor Lilia J. Plameras Municipal Social Welfare Development Officer Amadeo I. Alvaniz Office of the Senior Citizen Association Head	



	2.4. Record the name of Senior Citizen who will avail the Identification Card		5 minutes	Marieta A. Valde Day Care Worker II Salvacion Valero Social Welfare Officer IV
3. Receive & Sign in the Logbook	3.1. Release the Identification Card and Booklet to the applicant		5 minutes	
TOTAL		None	49 minutes	

G. Issuance of Social Case Study Report

Facilitating the needs of client through case assessment and diagnosis of the Social Worker for possible assistance he/she qualified for.

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Disadvantage Individual/Indigent/Individual In Crisis Situation From Municipality Of Patnongon			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Medical Certificate/Medical Abstract (Physician's Name, Signature, License Number) (1 Original Copy)			Physician/Hospital/Clinic where the client went for consultation Office of Punong Barangay / MSWDO Issuing Government Agency Concerned Agency	
2. Certificate of Indigency / Residency / Crisis Situation from the Punong Barangay where the client resides and MSWDO if applicable (1 Original Copy)				
3. Government Issued ID (1 Photocopy)				
4. Referral Letter from concerned agency (optional) (1 Original Copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT / DIVISION / PERSON RESPONSIBLE
1. Inquire/ask about requirements to avail Social Case Study Report	1. Interview the Client of their needs	None	10 minutes	Lilia J. Plameras, RSW Municipal Social Welfare Development Officer Salvacion C. Valero, RSW Social Welfare Officer IV Jemma N. Arangote, RSW Social Welfare Officer I
2. Submit complete required documents	2. Review and check the requirements		3 minutes	
3. Submit for personal interview	3. Conduct Intake Interview of client		1 hour	
4. Submit for counselling	4.1. Conduct Counselling		2 hours	
	4.2. Validate the data and case assessment		2 days	



	4.3. Prepare the Case Study Report		1 day	
	4.4. Sign the Case study Report			Lilia J. Plameras, RSW Municipal Social Welfare Development Officer
5. Receive & Sign in the Logbook	5.1. Release the Case Study Report to Client		5 minutes	Jemma N. Arangote Social Welfare Officer I Salvacion C. Valero Social Welfare Officer IV
TOTAL		None	3 days, 2 Hours and 18 Minutes	

H. Issuance of Solo Parent Identification Card (ID)

Pursuant to RA 8972 known as Solo Parents Welfare Act of 2000 to provide benefits and privileges to solo parents and their children, Solo Parents have crucial roles on their family which faces special challenges most of these is economic since they earned less compare to families with both parents are present.

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Single/Solo Parent			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Death Certificate (of deceased spouse) (1 Photocopy) 2. Barangay Certification issued by the Punong Barangay (if separated or abandoned for more than one year) (1 Original Copy) 3. Certificate of Contract (If one spouse is working abroad-should have 2-year continuous contract - Case to Case basis) (1 Photocopy) 4. Birth Certificate of a minor child (1 Photocopy) 5. 1 x 1 picture of the applicant (1 Copy) 6. Any Valid ID (1 Photocopy)			Municipal Civil Registrar Punong Barangay where the client resides Concerned Agency Municipal Civil Registrar Any Issuing Government Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT / DIVISION / PERSON RESPONSIBLE
1. Inquire/ask about requirements to avail Solo Parent ID	1.1. Entertain client asking for requirements	None	5 minutes	Lerma C. Acupan Day Care Worker I Salvacion C. Valero, RSW Social Welfare Officer IV
	1.2. Provide checklist of requirements		1 hour	
2. Submit complete required documents	2.1. Review the submitted documents			



	2.2. Assess the qualified beneficiary/ home visit /collateral interview		1 day	Salvacion C. Valero, RSW Social Welfare Officer IV
	2.3. Prepare SOLO PARENT ID		30 minutes	Lerma C. Acupan Day Care Worker I
	2.4. Sign the Identification Card:		20 minutes	Lilia J. Plameras, RSW Municipal Social Welfare Development Office Evohn Nee B. Baldestamon Municipal Mayor
	2.5. Record the Identification Card		3 minutes	Lerma C. Acupan Day Care Worker I
3. Receive & Sign in the Logbook	3. Release the Identification Card		5 minutes	Salvacion C. Valero, RSW Social Welfare Officer IV
TOTAL		None	1 day 2 hours and 3 minutes	

I. Processing of Aid to Individual in Crisis Situation (AICS)

Financial assistance provided to individual and family who are in need of medical, burial, food, transportation that helped them alleviate from crisis situation.

Office or Division:	Office of the Municipal Social Welfare and Development	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Disadvantage Individual/Indigent/Individual In Crisis Situation From Municipality Of Patnongon, Antique	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
For Medical Assistance 1. Recommendation or Referral from the Municipal Mayor (1 Original Copy) 2. Medical Certificate (Physician's Name, Signature, License Number) (1 Original Copy) 3. Certificate of Indigency / Residency / Crisis Situation from the Punong Barangay where the client resides and MSWDO if applicable (1 Original Copy) 4. Government Issued ID (1 Photocopy) 5. Doctor's Prescription/Laboratory Requests (Original, depending on the number of prescription given)		Municipal Mayor's Office Physician/Hospital/Clinic where the client went for consultation Office of Punong Barangay / Municipal Social Welfare and Development Office Issuing Government Agency Municipal Health Office/Physician/Hospital/Clinic where the client went for consultation
For Burial Assistance 1. Death Certificate (1 Photocopy)		Municipal Civil Registrar



<p>2. Certificate of Indigency from the Punong Barangay where the client resides (1 Original Copy)</p> <p>3. Government Issued ID (1 Photocopy)</p> <p>4. Funeral Contract (1 Original Copy)</p> <p>Special Cases</p> <p>1. Certification from the Municipal Social Welfare Officer (if applicable) (1 Original Copy)</p> <p>2. Blotter Report from the Philippine National Police (if required) (1 Photocopy)</p> <p>3. Government Issued ID (1 Photocopy)</p> <p>4. Medical Certificate (1 Original Copy)</p>	<p>Office of the Punong Barangay Issuing Government Agency Funeral Homes where the service has been obtained</p> <p>Municipal Social Welfare and Development Office Philippine National Police Issuing Government Agency MHO/Physician/Hospital/Clinic where the client went for consultation</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT / DIVISION / PERSON RESPONSIBLE
1. Inquire/ask about requirements to avail AICS	1.1. Interview the client to determine the assistance needed	None	10 minutes	Renelyn E. Vegafria Day Care Worker I
	1.2. Provide the checklist of requirements		2 minutes	
2. Submit complete required documents	2.1. Review the completeness of submitted documents		5 minutes	
	3. Provide personal data		3.1. Administer Intake Interview	
3.2. Validate & Assess data			1 day	Lilia J. Plameras, RSW Municipal Social Welfare and Development Office
3.3. Conduct Counselling			1 Hour	Salvacion C. Valero, RSW Social Welfare Officer IV
3.4. Prepare the documents:			15 minutes	Renelyn E. Vegafria Day Care Worker I
3.5. Sign the documents			5 minutes	Lilia J. Plameras, RSW Municipal Social Welfare Development Office Salvacion C. Valero, RSW Social Welfare Officer IV
3.6. Submit for approval of the			5 minutes	Renelyn E. Vegafria Day Care Worker I



	Certificate of Eligibility to the Municipal Mayor			
	3.7. Prepare Voucher and supporting documents		10 minutes	Renelyn E. Vegafria Day Care Worker I
	3.8. Review and Sign documents		2 minutes	Lilia J. Plameras, RSW Municipal Social Welfare Development Office
	3.9. Submit documents to the Budget Office		2 minutes	Renelyn E. Vegafria Day Care Worker I
	4. Inform client for the release of assistance		5 minutes	Renelyn E. Vegafria Day Care Worker I
4. Sign logbook	4. Log the name of client/s who availed of the Financial Assistance		1 minute	Renelyn E. Vegafria Day Care Worker I
TOTAL		None	1 day 2 Hours and 12 minutes	

J. SPECIAL CASES – Children in Conflict with the Law (CICL) / Children at Risk (RA9344) & Children in Need of Special Protection (CNSP) RA 7610

Local government units are mandated by virtue of RA 9344, otherwise known as the “Juvenile Justice and Welfare Act of 2006” as amended by RA 10630 (An Act Strengthening the Juvenile Justice System) The frontline services to address and cater the CAR and CICL are the barangay officials particularly the BCPC, the MSWDO through their Children’s Desk and the PNP Women and Children’s Desk. Pursuant to RA 7610 Known as “An Act for Stronger Deterrence and Special Protection Against Child Abuse, Exploitation and Discrimination”; That the state provide special protection to children from all forms of abuse, neglect, cruelty, exploitation and discrimination and other conditions prejudicial to their development and the best interest of children shall be the paramount consideration in all actions concerning them.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Children In Conflict with the Law / Children At Risk & Children in Need of Special Protection
CHECKLIST REQUIREMENTS	
Birth Certificate (Proof that client is a minor) (1 Photocopy) Referral from Women and Children’s Protection Desk / Police Blotter Report (case to case basis) (1 Original Copy)	
WHERE TO SECURE	
Municipal Civil Registrar Philippine National Police	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT / DIVISION / PERSON RESPONSIBLE
1. Submit self for interview and counselling	1.1 Conduct interview to referred client	None	30 minutes	<p>Lilia J. Plameras, RSW Municipal Social Welfare Development Office</p> <p>Salvacion C. Valero, RSW Social Welfare Officer IV</p> <p>Jemma N. Arangote, RSW Social Welfare Officer I</p>
	1.2. Conduct counselling to client and support system		1 hour	
	1.3. Issue Referral for Medico Legal and Psychiatric Intervention		10 minutes	
	1.4. Gather Data		3 days	
2. Answer questionnaire	2.1. Conduct Case Assessment		2 days	
	2.2. Prepare Social Case Study Report for submission to prosecutor's office or any concerned institution		2 days	
3. Participate in the case conference and planning process	3.1. Facilitate case conference		1 hour	
	3.2. Facilitate preparation of rehabilitation plan		30 minutes	
	3.3. Conduct monitoring and supervision		as needed	
4. Attend court hearings	4.1. Attend court hearings		as needed	
TOTAL		None	7 days, 3 hours and 10 minutes	