



# **City Social Welfare and Development Office**



## Management of Child Abuse Cases

<b>Office or Division:</b>		CITY SOCIAL WELFARE & DEVELOPMENT OFFICE		
<b>Classification:</b>		Management of Child Abuse Cases		
<b>Type of Transaction:</b>		G2C		
<b>Who may Avail:</b>		Children victims of abuse under RA 7610		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Conducts intake Interview & initial counseling	None	30minutes - 45minutes	Social welfare officer II
	2. Assists client & refer them to Agencies providing necessary service/s - PNP - City Hospital - Hall of Justice	None	Case to case basis	Police blotter Medico Legal Other Legal documents
	3. Schedules activities for - follow-up intervention	None	30 – 45 minutes	Social welfare officer II
Attends/cooperates in the various follow-up activities	4. Facilitates session: - Court hearing - conduct - counseling	None	2 hours/hearing 1 hour / session	Social Welfare Officer II
	<b>Total</b>	<b>None</b>	<b>4 hours 30 minutes</b>	
<b>End of transaction</b>				



## Management for Legal Adoption for Minors

<b>Office or Division:</b>	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE	
<b>Classification:</b>	Management of Child Abuse Cases	
<b>Type of Transaction:</b>	G2C	
<b>Who may Avail:</b>	Children victims of abuse under RA 7610	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Notarized petition for adoption with CANA		LCR/PSA
Home study report and child study report or social case study report (whichever is applicable, prepared within six (6) months based on the date of report		CSWDO
PSA copies of birth record of the PAP/S and the child		LCR/PSA
PSA copies of mirage certificate and/or certificate of no marriage in SFCPA form, in case of termination of marriage, Authenticated divorce papers with copy of court decision and certificate of finality by their consulate if foreign applicant; annulment decree with certificate of finality declaration of nullity, or legal separation documents for Filipino applicant.		LCR/PSA
National Bureau of Investigation (NBI), Police Clearance or Court Clearance. If foreign national clearance from police authorities where he or she has lived for more than twelve (12) months anytime in the past fifteen (15) years.		NBI
PSA copy of the death certificate of the child's biological parents, if applicable		LCR/PSA
Written consent from the following: <input type="checkbox"/> Biological parent(S) exercising substitute parental authority over the child. If the child is a non-marital child, only the written consent of the mother is required. <input type="checkbox"/> Child (ADOPTEE), if ten (10) years of age or over. <input type="checkbox"/> Marital and adopted children of PAP/S, ten (10) years of age or over <input type="checkbox"/> Non-Marital child/ren, ten years of age or over, of whom PAP/S is living with or whom PAP/S exercises parental authority, if any. <input type="checkbox"/> The spouse, if any , of the adoptee.		CLIENT /APPLICATION



Result of the recent medical evaluation of the child and the PAP/S prepared within six (6) months prior to application.		CLIENT /APPLICATION		
Psychological evaluation of the child, for children five (5) years old and above prepared within two (2) years based on the date of the report.		CLIENT /APPLICATION		
Psychological evaluation of the child, for children five (5) years old and above prepared within two (2) years based on the date of the report		CLIENT /APPLICATION		
Child care plan with a list of at least three (3) temporary custodians of the child in order of preference in case of death, absence or incapacity of the PAP/S		CLIENT /APPLICATION		
Letters attesting to the character and general reputation of the PAP/S from the least three (3) non-related character references, of one preferably from an employer or supervisor dealing. Contact details of the persons must be indicated in the letter		CLIENT /APPLICATION		
Recent 5R (127x178 millimeter) close-up and whole-body pictures of the child and the PAP/S taken within the last six (6) months		CLIENT /APPLICATION		
Document showing the financial capacity of the PAP/S.		BIR		
Attendance at pre-adoption training or in applicable cases, undertaking to complete pre-adoption training prior to the issuance of adoption order.		DSWDO FO VI		
Verification and certification against non-forum shopping		DSWDO FO VI		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Filing of application form and providing information for home study report	Conducts intake interview and initial counseling	None	2 hours	Social Welfare Officer II
	Conducts home visitation	None	2 hours	Social Welfare Officer II
	Submits reports to DSWD F.O. 6	None	Case to Case Basis	Social Welfare Officer II



2.Attends post legal adoption counseling	Conducts post legal adoption counseling	None	2 hours/ session	Social Welfare Officer II
	<b>Total</b>	<b>None</b>	<b>6 hours</b>	
<b>End of transaction</b>				



## Securing of Papers for Minors Travelling Abroad

<b>Office or Division:</b>	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
<b>Classification:</b>	Securing of Papers for Minors Travelling Abroad			
<b>Type of Transaction:</b>	G2C			
<b>Who may Avail:</b>	Individual/Family requesting to bring minors in travelling abroad.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Application form			LCR/PSA	
Birth certificate			CSWDO	
Notarized parent consent			Notary public	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fills up application form	Conducts intake interview with orient documents needed	None	None	Social Welfare Officer II
	Submits documents to DSWD F.O. 6	None	None	Social Welfare Officer II
	<b>Total</b>	<b>None</b>		
<b>End of transaction</b>				





## Management of Street Children

<b>Office or Division:</b>	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
<b>Classification:</b>	Management of Street Children			
<b>Type of Transaction:</b>				
<b>Who may Avail:</b>	Individuals referring at Risk child/minors in the street.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Presentation of the street child to social workers	Do intake Interview	none	30min.	Social Welfare Officer I Social Welfare Aide
	Contact families of street children & turn over the latter	none	1 Hour	Social Welfare Officer I Social Welfare Aide
	Conduct program intervention to street children	none	1 Hour	Social Welfare Officer I Social Welfare Aide
	<b>Total</b>	<b>None</b>	<b>2 hours 30 minutes</b>	
<b>End of transaction</b>				



## Management of Children in Conflict with the Law

<b>Office or Division:</b>	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
<b>Classification:</b>	Management of Children in conflict with the Law			
<b>Type of Transaction:</b>				
<b>Who may Avail:</b>	Family/PNP Personnel referring JICL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Turn-over/Presentation of child/case to person/s in charge (once turned over by the PNP)	Conducts intake interview and initial counseling	none	1 hour	Social Welfare Officer I
	Advises minor to stay temporarily at the Guidance Center for Minors for counseling and other social welfare intervention	none	1 hour	Social Welfare Officer I
	Attends diversion conference in the barangay or court	none	1 hour	Social Welfare Officer I
	Prepares Case Management Report & Plan to return CICL to his/her family/community	none	1 hour	Social Welfare Officer I
2. Integration to family/community	Conducts follow-up activities in the community	none	1 – 2 hrs.	Social Welfare Officer I
	<b>Total</b>	<b>None</b>	<b>6 hours</b>	
<b>End of transaction</b>				





## Management of Minors who violated “Curfew Ordinance for Minors of 2008”

<b>Office or Division:</b>		CITY SOCIAL WELFARE & DEVELOPMENT OFFICE		
<b>Classification:</b>				
<b>Type of Transaction:</b>				
<b>Who may Avail:</b>		Minors taken for custodial care		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Turn-over of minor/s from PNP Roving Team in charge	Conducts intake interview & initial counseling	none	1 Hour	Social Welfare Officer II Job Order
	Contact parents/guardian for turn over	none	2 Hours	Social Welfare Officer II Job Order
	Minor to stay temporarily at the curfew Center for counseling	none	none	Social Welfare Officer II Job Order
	Counseling, referral & implementation of community service activity if repeat offenders	None	Not more than 24 hours	Social Welfare Officer II Job Order
	Conduct follow-up activities in the community	none	none	Social Welfare Officer II Job Order
	<b>Total</b>	<b>None</b>	<b>27 hours</b>	
<b>End of transaction</b>				



## Management of Women in Especially Difficult Circumstance

<b>Office or Division:</b>		CITY SOCIAL WELFARE & DEVELOPMENT OFFICE		
<b>Classification:</b>		Management of Women in Especially Difficult Circumstance		
<b>Type of Transaction:</b>				
<b>Who may Avail:</b>		Disadvantaged Women		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Report case to CSWD staff and present self for interview	Do data gathering and initial counseling	none	1 Hour	Social Welfare Officer II
	Offers victim to temporarily stay at the center specially (if perpetrator is a family member) for safe keeping	none	none	Social Welfare Officer II
	Conducts counseling and referral	none	1 hour – 2 hours	Social Welfare Officer II
	Makes referral for medical and legal assistance	None	30 min.	Social Welfare Officer II
2.Attends center activities	Conducts practical Skills Dep't. Activities	none	Case to case basis	Social Welfare Officer II
	<b>Total</b>	<b>None</b>	<b>3 hrs 30 mins.</b>	
<b>End of transaction</b>				



## Issuance of Solo Parent ID

<b>Office or Division:</b>	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
<b>Classification:</b>	Issuance of Solo Parent ID			
<b>Type of Transaction:</b>	G2C			
<b>Who may Avail:</b>	Solo parents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Two pieces 1x1 ID picture of the applicant				
Birth certificate of children below eighteen years old (photocopy)			LCR	
Court decision if the child is legally adopted			LCR	
Barangay certificate of the applicant			Court	
Income tax return (photocopy)			Barangay	
Death certificate of spouse (photocopy)			BIR	
Duly accomplish application form			LCR	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits accomplished application form with attached documents	Interviews and makes assessment of applicants collect pertinent documents	None	15-30 minutes	Social Welfare Officer I Job Order
	Prepares ID for signature of CSWDO and City Mayor	None	Maximum of 3 days	Social Welfare Officer I Job Order
	Conducts home visitation & prepares case study	none	1 hour	Social Welfare Officer I Job Order
2.Attend orientation claims solo parent ID card	Conducts orientation to applicants Issuance of solo parent ID	None	5-7 days	Social Welfare Officer I Job Order
	<b>Total</b>	<b>None</b>	<b>3 days 3.5 hours</b>	
<b>End of transaction</b>				



## Issuance of Certificate of Pre-Marriage Counseling (PMC)

<b>Office or Division:</b>	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
<b>Classification:</b>	Issuance of Certificate of Pre-Marriage Counseling (PMC)			
<b>Type of Transaction:</b>				
<b>Who may Avail:</b>	Couple who are applying for PMC for marriage license			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Applies at CHO	Conduct of PMC	none	1 hour - 1½ hrs.	Social Welfare Officer II
2.Secures PMC certificate from the CHO	none	none	20 minutes	Social Welfare Officer II
	<b>Total</b>	<b>None 1 hour 50 minutes</b>		
<b>End of transaction</b>				



## Issuance of Senior Citizens ID and Booklet

### Services for Senior Citizens

<b>Office or Division:</b>	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may Avail:</b>	Senior Citizens (above 60 years old)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior citizen OSCA ID		Senior Citizens Affairs Office		
2x2 ID picture		Applicant		
Duly accomplished application form		Senior Citizen Affairs Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits accomplished application form with required documents.	Prepare printed ID's and booklets for signature of CSWD officer and City Mayor	none	15 minutes	Job Order Administrative Officer III Social Welfare Officer II Job Order
2.Pick up ID's & booklets at senior Citizen's Office	Releases of Senior Citizen's ID and Booklets duly signed by the owner	none	Maximum of 2 days	
<b>Total</b>		<b>None</b>	<b>2 days 15 minutes</b>	
<b>End of transaction</b>				



## Birthday Cash Gift for Senior Citizens

<b>Office or Division:</b>	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may Avail:</b>	All Senior Citizens (above 61 years old)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Senior citizen OSCA ID			Senior Citizens Affairs Office	
Vaccination Card			Client	
Duly accomplished application form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Senior Citizen submits needed documents	Evaluate the document presented	none	10 minutes	OSCA Office in-charge
	Prepares & process voucher for birthday cash gift upon received application	none	2-3 days	CSWD Office Social Welfare Aide and Staff
2.Claims birthday cash gift at city treasurer's office	Guide and assist/senior citizens/claimant where to claim their voucher	None	1 day	Social Welfare Aide Job Order
	<b>Total</b>	<b>None</b>	<b>4 days 20 minutes</b>	
<b>End of transaction</b>				





## Burial Assistance for Senior Citizen

<b>Office or Division:</b>	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may Avail:</b>	Couple/Family requesting to adopt a child			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Death certificate/OSCA ID/Certificate of Residency			Senior Citizens Affairs Office	
Duly accomplished application form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Nearest kin submit needed documents	Interview nearest kin and check submitted documents	none	15 minutes	OSCA Office in-charge
	Prepares & process voucher for burial assistance	none	2-3 days	CSWD Office Youth Development Assistant Job Order
2. Claims burial assistance at City Treasurers Office	Assist claimant to CTO	None	5 minutes	CTO Staff
	<b>Total</b>	<b>None</b>	<b>4 days 15 minutes</b>	
<b>End of transaction</b>				



## Issuance of PWD IDs & Booklets

### Services for Persons with Disabilities (PWD)

<b>Office or Division:</b>	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may Avail:</b>	Needy Person with Disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Certificate for unapparent disability		CHO		
Residence Certificate from Barangay		Barangay		
Duly accomplished application form		PDAO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Accomplished application form to CHO Doctor for medical certificate	Assessment of applicants by CHO, Diagnosed type of disability	none	30 minutes	City Health Officer
2. Pick up ID'S & booklets at PDAO	Issuance of PWD ID & booklet to client	none	Maximum of 2 days	PWD in-charge at PDAO Social Welfare Assistant Disability Affairs Assistant
	<b>Total</b>	<b>None</b>	<b>2 days 30 minutes</b>	
<b>End of transaction</b>				



## Burial Assistance for Person with Disability

<b>Office or Division:</b>	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may Avail:</b>	Family of Deceased Person with Disability			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Certified true copy of deceased PWD			PDAO	
Identification card of deceased PWD			PDAO	
Identification card of claimant			PDAO	
Barangay Death Certificate (Notarized)			Barangay	
Duly accomplished application form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Nearest kin submit needed documents	Reviews needed documents	none	15 minutes	Social Welfare Assistant Job Order
	Prepares and process voucher for burial assistance of claimants	None	2-3 days	Social Welfare Aide
2. Claims Burial Assistance at CTO	Guides claimants where to claim the assistance	none	1 day	CSWDO
	<b>Total</b>	<b>None</b>	<b>4 days 15 minutes</b>	
<b>End of transaction</b>				



## Assistance to individuals in Crisis Situation

### Relief Assistance

<b>Office or Division:</b>	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
<b>Classification:</b>	Assistance to individuals in Crisis Situation			
<b>Type of Transaction:</b>				
<b>Who may Avail:</b>	Indigent individual in crisis situation			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Presents case to CSWD Office/Personnel	Interviews and do assessment of applicant and gives instructions on needed documents; barangay certification, certificate of eligibility	NONE	1 Hour	Social Welfare Officer IV Social Welfare Officer II Social Welfare Officer I Job Order
2.Submits required documents	If applicant is qualified, prepares Case Study Report and financial documents for AICS	none	3 days	Social Welfare Officer IV Social Welfare Officer II Social Welfare Officer I Job Order
	Endorsed case finding to CMO for approval and endorsement to SP for resolution	none	1 -2 weeks	Social Welfare Officer IV Social Welfare Officer II Social Welfare Officer I Job Order
	Prepares and process DV for financial assistance	none	2 -3 days	Social Welfare Aide
3.Claims Financial assistance to CTO	Guide claimant where to claim his/her financial assistance	none	15 – 45 minutes	CSWDO Staff
	<b>Total</b>	<b>None</b>	<b>20 days 1 hr. 45 minutes</b>	
<b>End of transaction</b>				