

1. Provision of Assistance to Individual in Crisis Situation (AICS)

Aid to Individual in Crisis Situation (AICS) is the provision of a direct financial assistance and material assistance including medical, transportation, financial, burial and food.

Office of Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
	G2G - Government to Government			
Who may avail:	Individuals and Families who are in crisis and difficult situations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency (one (1) original copy, and one (1) photocopy)		1. Barangay office		
2. Clinical Abstract (one (1) original copy, and one (1) photocopy)		2. Physician		
3. Billing Statement (one (1) original copy)		3. Hospital Billing Station		
4. Registered death certificate (for burial assistance) (one (1) original copy, and one (1) photocopy)		4. Municipal Civil Registrar		
5. Certificate of Enrollemnt (for educational assistance) (one (1) original copy, and one (1) photocopy)		5. School Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to information desk (table 1) and sign in the client logbook,	1. Register the name and purpose of the walk in client in the client logbook	None	2 minutes	Admin Assistant DCW I
2. Proceed to table 5 (focal person on AICS) Submit self to an interview and give all the necessary documents and	2. Receive and verify the documents 2.1 Conduct interview to the client and gather relevant information needed.	None	5 minutes	Miriam M. Cauilan Day Care Worker I
3. Sign the general intake sheet, certificate of eligibility. And wait for the approval of assistance	3. Preparation of assessment, cash grant, and payroll 3.1. Review and approval of the MSWDO	None	20 minutes	Miriam M. Cauilan Day Care Worker I
4. Receive the approved assistance whether financial/guarantee letter	4. Treasury/MSWDO provides assistance 4.1 for Medical Assistance: issue the referral letter to the client and provide guarantee letter 4.2 for burial, educational, and financial assistance: prepares disbursement voucher and refers client to the treasurers office for the release of financial assistance 4.3 for the transportation assistance: issue the prepared request and guarantee letter address to transport companies.	None	10 minutes	Miriam M. Cauilan Day Care Worker I
5. Affix the signature as proof for the assistance given	5. Let the client affix his/her signature on the payroll	None	2 minutes	Miriam M. Cauilan Day Care Worker I
TOTAL		NONE	39 minutes	

2. Issuance of Social Case Study Report

Social Case Study Report and Referral Letter is being issued to clients who need the documents for financial, medical, referral assistance and court related cases.

Office of Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple/ Complex			
Type of Transaction:	G2C - Government to Client			
	G2G - Government to Government			
Who may avail:	Individuals and Families who are in crisis and difficult situations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency/Residency (one (1) original copy, and one (1) photocopy)		1. Barangay office		
2. Clinical Abstract/ Medical Certificate (one (1) original copy, and one (1) photocopy)		2. Physician		
3. Updated hospital bill or latest doctor's prescription with amount indicated and stamped by		3. Hospital Billing Station		
3. Police blotter/ court order (for court related cases)		4. PNP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to information desk (table 1) and sign in the client logbook	1. Register the name and purpose of the walk in client in the client logbook	None	2 minutes	Admin Assistant DCW I
2. Proceed to table 5 (focal person on AICS) and Submit self to an interview and give all the necessary documents and information	2. Receive and verify the documents 2.1 Conduct interview to the client and gather relevant information needed. 2.2 Accomplishes the General intake sheet	None	10 minutes	Elma O. Gonzales MSWDO
3. Waiting for the preparation and approval of Social Case Study Report and Referral letter	3. Preparation of Social Case Study Report and referral letter 3.1. Review and approval of the MSWDO	None	60 minutes	Elma O. Gonzales MSWDO
3.1 For court related cases client will be advised to wait for 5 days	3.1.1 Conduct home visit, and collateral interview 3.1.1.1. Preparation of Social Case Study Report and referral letter 3.1.1.2 Review and approval of the MSWDO		7200 minutes	Elma O. Gonzales MSWDO
4. Receive the signed Social Case Study Report	4. Issue the signed Social Case Study Report and Referral Letter	None	2 minutes	Elma O. Gonzales MSWDO
TOTAL		NONE	1 hour and 14 minutes	
		NONE	5 days and 14 minutes	for court related cases

3. Issuance of Certificate of Indigency

Certificate of Indigency is required to avail free or discounted programs and services that are available in other charitable institutions, government and non-government institutions and for legal assistance to public attorney's office.

Office of Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
	G2G - Government to Government			
Who may avail:	Indigent individuals and families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency/Residency (one (1) original copy, and one (1) photocopy)		1. Barangay office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to information desk (table 1) and sign in the client logbook	1. Register the name and purpose of the walk in client in the client logbook	None	2 minutes	Admin Assistant MSWD Office
2. Proceed to table 5 (focal person on AICS) and Submit self to an interview and give all the necessary documents and information	2. Receive and verify the documents 2.1 Conduct interview to the client and gather relevant information needed to assess the financial capability of the requesting party	None	5 minutes	Miriam M. Cauilan Day Care Worker I
3. Waiting for the preparation and approval of Certificate of Indigency	3. Preparation of Certificate of Indigency 3.1. Sign and approval of the MSWDO	None	5 minutes	Miriam M. Cauilan Day Care Worker I Elma O. Gonzales MSWDO Officer
4. Receive the signed Certificate of Indigency	4. Issue the signed Certificate of Indigency	None	2 minutes	Miriam M. Cauilan Day Care Worker I
TOTAL		NONE	14 minutes	

4. Provision of Protective and Psychosocial Intervention to Children (CICL), Children at Risk (CAR) and Children Needs Special Protection (CNSP)

It is the provision of counseling, stress debriefing, psychosocial first aid (like food, clothing, and medical assistance), and protective services to victims of child abuse, children at risk, and children in conflict with the law.

Office of Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Indigent individuals and families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BCPC Report (one (1) original)		1. Barangay office		
2. Police blotter (one (1) original)		2. PNP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in/Referred/ Any person have knowledge with the incident proceed to information desk (table 1)	1. Register the name and purpose of the walk in client in the logbook	None	2 minutes	Admin Assistant MSWD Office
2. Proceed to MSWD table. Submit self to an interview and give all the necessary information needed	2. Receive and verify the documents 2.1 Conduct interview to the client and gather relevant information needed.	None	1 hours	Elma O. Gonzales MSWD Officer
3. Client undergo debriefing, counselling/ psychosocial intervention	3. Conduct stress debriefing/counseling 3.1 Assess appropriate assistance	None	1 hours	Elma O. Gonzales MSWD Officer
4. Affix signature in the intake sheet and logbook of CICL/CAR/CNSP	4. Let the client affix her/his signature on the logbook	None	2 minutes	Elma O. Gonzales MSWD Officer
5. Wait for the action/activities to be undertaken by the social worker	5. Disclosure of case/incident/ referral/ accompany victim in filing of case	None	It depends on the gravity of case/ activities to be undertaken	Elma O. Gonzales MSWD Officer
TOTAL		NONE	2 hours and 4 minutes	

5. Provision of Protective and Psychosocial Intervention to victims of Violence Against Women and their Children (VAWC)

It is the provision of counselling, stress debriefing, psychosocial first aid (like food, clothing, and medical assistance) , and protective services to victims Violence Against Women

Office of Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Victims of VAWC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay VAW Desk Report (one (1) original)		1. Barangay VAW Desk office		
2. or Police blotter (one (1) original)		2. PNP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in/Referred/ Any person have knowledge with the incident proceed to information desk (table 1)	1. Register the name and purpose of the walk in client	None	2 minutes	Admin Assistant MSWD Office
2. Proceed to MSWD table. Submit self to an interview and give all the necessary information needed	2. Receive and verify the documents 2.1 Conduct interview to the client and gather relevant information needed.	None	1 hours	Elma O. Gonzales MSWDO
3. Client undergo debriefing, counselling/ psychosocial intervention	3. Conduct stress debriefing/counseling and assess appropriate assistance	None	1 hours	Elma O. Gonzales MSWDO
4. Affix signature in the intake sheet and logbook of VAWC cases	4. Let the client affix her signature on the logbook	None	2 minutes	Elma O. Gonzales MSWDO
5. Wait for the action/activities to be undertaken by the social worker	5. Disclosure of case/incident/ referral/ filing of case/file petition for protection order	None	It depends on the gravity of case/ activities to be undertaken	Elma O. Gonzales MSWDO
TOTAL		NONE	14 minutes	

6. Issuance of OSCA Senior Citizen's ID, Purchase booklet on Medicine and Basic Necessities and Prime Commodities

The issued identification card will served as proof for availment of discount to ensure that Senior Citizen shall fully enjoy the benefits and privileges as provided for in the Expanded Senior Citizen's Act of 2010

Office of Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Must be 60 years old and a resident of Palanan, Isabela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Birth: Birth Certificate/ Marriage Certificate/ Birth Cetificate of Child (one (1))		1. Municipal Registrar		
2. Or Valid ID stating date of birth		2. Client		
3. . Two (2) copies "1x1" recent ID pictures		3. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to information desk (table1) and sign in the client logbook	1. Register the name of the client	None	2 minutes	Admin Assistant MSWD Office
2. Proceed to table 2 (focal person on Senior Citizen's). Submit the requirements and provide the necessary information during interview.	2. Receive and verify the documents 2.1 Conduct interview to the client and gather relevant information needed.	None	15 minutes	Day Care Worker MSWD Office
3. Sign the application and Intake form	3. Let the applicant sign the application form and intake form	None	2 minutes	Day Care Worker MSWD Office
4. Wait for the preparation of ID Card	4. Prepare the ID Card 4.1 Register the name, address and ID number and date issued at the Senior Citizen's Registry Book	None	5 minutes	Day Care Worker MSWD Office
5. Receive and sign the ID Card and Purchase Booklet	5. Issue the ID Card and purchase booklet	None	2 minutes	Day Care Worker MSWD Office
TOTAL		None	26 minutes	

7. Issuance of PWD ID Card

The issued identification card will served as proof for availment of discount to ensure that persons with disabilities shall fully enjoy the benefits and privileges as provided for in Republic Act 9442.

Office of Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Must be a Person with Disability and a resident of Palanan, Isabela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate (one (1) original copy and one (1) photocopy)		1. Municipal Registrar		
2. Medical Certificate (one (1) original copy)		2. Physician		
3. Two (2) copies "1x1" recent ID pictures		2. Client		
4. One (1) copy of whole body picture		3. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to information desk (table1) and sign in the client logbook	1. Register the name of the client in the logbook	None	2 minutes	Admin Assistant MSWD Office
2. Proceed to table 4 (focal person on PWD's). Submit the requirements and provide the necessary information during interview.	2. Receive and verify the documents 2.1 Conduct interview to the client and gather relevant information needed.	None	15 minutes	Ma. Leonora M. Baquidan Day Care Worker I
3. Sign the application and Intake form	3. Let the applicant sign the application form and intake form	None	2 minutes	Ma. Leonora M. Baquidan Day Care Worker I
4. Wait for the preparation of ID Card	4. Prepare the ID Card and register the name and ID number at the PWD's Registry Book	None	5 minutes	Ma. Leonora M. Baquidan Day Care Worker I
5. Receive and sign the ID Card and Purchase Booklet	5. Issue the ID Card	None	2 minutes	Ma. Leonora M. Baquidan Day Care Worker I
TOTAL		NONE	26 minutes	

8. Issuance of Solo Parent's ID Card

Holders of Solo Parent's ID Card are entitled to comprehensive package of programs and services offered by various government entities

Office of Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Must be a Solo Parent's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Residency (one (1) original copy , one (1) photocopy)		1. Barangay Office		
2. Death Certificate of spouse for widow/widower (one (1) original copy, and one (1) photocopy)		2. Municipal Civil Registrar's Office		
3. Certificate of a public medical practitioner for mentally ill/physically handicapped spouse (one (1) original copy)		3. Medical practioner		
4. Court Order for legally separated or in jail		4. Municipal Trial Court/ Regional Trial Court		
5. Punong barangay certification indicating applicants status as a solo parent		5. Barangay Office		
6. PSA Birth Certificate of minor child/children (one (1) original copy, and one (1) photocopy)		6. Municipal Civil Registrar's Office		
7. Two (2) pieces of 1x1 picture		7. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to information desk (table1) and sign in the client logbook	1. Register the name of the client in the logbook	None	2 minutes	Admin Assistant MSWD Office
2. Proceed to table 3 (focal person on Solo Parent's) and submit the requirements and provide the necessary information during interview.	2. Receive and verify the documents 2.1 Conduct interview to the client and gather relevant information needed. 2.2 Fill up the application and intake sheet if the required documnets were given	None	15 minutes	Tessie T. Paguigan Day Care Worker II
3. Sign the application and Intake form	3. Let the applicant sign the application form and intake form	None	2 minutes	Tessie T. Paguigan Day Care Worker II
4. Wait for the preparation of ID Card	4. Prepare the ID Card and register the name and ID number at the Solo Parent's Registry Book	None	5 minutes	Tessie T. Paguigan Day Care Worker II
5. Receive and sign the ID Card and Purchase Booklet	5. Issue the ID Card to the client	None	2 minutes	Tessie T. Paguigan Day Care Worker II
TOTAL		NONE	26 minutes	