



OFFICE OF THE CITY SOCIAL WELFARE AND DEVELOPMENT OFFICER

External Services



1. Issuance of Social Case Study Report

Clients may apply for a Social Case Study Report which also serves as a referral to their chosen welfare agency/ies whether Government Organizations (GOs) or Non-Government Organizations (NGOs) to help avail of needed assistance.

Office or Division:	City Social Welfare and Development Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client; G2G – Government to Government	
Who may avail:	Residents of City of Meycauayan	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.	Certificate of Indigency (Original)	Barangay Hall where client is residing
2.	Photocopy of Valid Government Issued ID of client and/or beneficiary	Government Offices issuing valid IDs
3.	Referral Letter if referred by any agency/office	Referring office/agency
<i>For Medical Assistance</i>		
1.	Photocopy of Medical Abstract or Medical Certificate issued not later than three months upon application	Hospital/clinic where client is currently admitted/diagnosed
2.	Photocopy of any of the following supporting medical documents issued not later than three months upon application: <ul style="list-style-type: none"> 2.1 Quotation for Dialysis 2.2 Quotation for Surgery 2.3 Quotation for Orthopedic Implants (locking plates, screws, etc.) 2.4 Treatment Protocol 2.5 Drug Prescription (Reseta) 2.6 Laboratory Request (Referral) Hospital Bill or Statement of Account 	Hospital/clinic where client is currently admitted/diagnosed
<i>For Burial Assistance</i>		
1.	Photocopy of Funeral Contract and/or Promissory Note or Certification from Funeral indicating outstanding balance	Funeral parlor providing the service
2.	Photocopy of Death Certificate	PSA / City Civil Registry Office, Ground Flr., New City Hall Bldg.
<i>For Scholarship/Educational Assistance</i>		
1.	Photocopy of Registration Form or Certificate of Enrollment	School where client/beneficiary is enrolled
2.	Photocopy of Statement of Account (SOA)	School where client/beneficiary is enrolled
3.	Photocopy of Student's ID	School where client/beneficiary is enrolled and Government Offices issuing valid IDs



<i>For Fire Victims</i>				
1. Original Certificate from Bureau of Fire Protection (BFP)			City of Meycauayan Bureau of Fire Protection	
2. Picture of Burnt House			Client/Barangay Hall where client is residing	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements and filled-out General Intake Sheet	1. Review submitted documents and conduct intake interview	None	30 minutes	Mary Ann B. Isiderio Lorna C. Paccial Lord Allen Mendieta April M. San Pedro Maria Asuncion Garcia Christian Jay Q. Abad Angelita M. Catolico Christine S. Legaspi Wilma C. Barazon CSWDO Staff City Social Welfare & Dev't. Office
	2. Prepare Social Case Study Report and Endorsement Letter for approval and signature	None	20 minutes	Mary Ann B. Isiderio Lorna C. Paccial Lord Allen Mendieta April M. San Pedro Maria Asuncion Garcia Wilma C. Barazon Christine S. Legaspi CSWDO Staff Vilma R. Rupac, RSW City Social Welfare and Development Officer Venus Q. Gaoiran, RSW Social Welfare Officer III Shanny Lyn B. Telimban, RSW Social Welfare Officer I Zussy Dhianne B. Hular, RSW Social Worker Amelia A. Legaspi Social Welfare Assistant City Social Welfare & Dev't. Office
3. Receive the Social Case Study Report and Endorsement Letter and sign the logbook.	Log the name of client and release the Social Case Study Report and Endorsement Letter	None	10 minutes	Mary Ann B. Isiderio Lorna C. Paccial Lord Allen Mendieta April M. San Pedro Maria Asuncion Garcia Wilma C. Barazon Christine S. Legaspi CSWDO Staff CSWDO
	Total	None	1 hour	



2. Issuance of Certificate of Indigency / Financial Incapability

Clients may apply for a Certificate of Indigence as required by the office/agency he/she is applying to avail of services for indigent individuals.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client; G2G – Government to Government			
Who may avail:	Residents of City of Meycauayan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Original Barangay Certificate of Indigency			Barangay Hall where client is residing	
2. Photocopy of Valid Government Issued ID			Government Offices issuing valid IDs	
3. Referral Letter if referred by any agency/office			Referring office/agency	
<i>For Legal Purposes</i>				
1. Complete photocopy of case			PNP/Prosecutor’s Office/Regional Trial Court	
2. Certificate of No Property/Property Holding			Office of the City Assessor, Ground Flr., New City Hall Bldg.	
3. Pay slip (if available)			Office/company where client is working	
<i>For PhilHealth</i>				
1. Photocopy of Medical Abstract/Medical Certificate			Hospital/clinic where client is currently admitted/diagnosed	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Review submitted documents and conduct intake interview	None	30 minutes	Mary Ann B. Isiderio April M. San Pedro Christine S. Legaspi CSWDO Staff City Social Welfare & Dev’t. Office
	2. Prepare Certificate of Indigency / Financial Incapability for approval and signature	None	20 minutes	Mary Ann B. Isiderio April M. San Pedro Christine S. Legaspi CSWDO Staff Vilma R. Rupac, RSW City Social Welfare and Development Officer Shanny Lyn B. Telimban, RSW Social Welfare Officer I



				Amelia A. Legaspi Social Welfare Assistant City Social Welfare & Dev't. Office
2. Receive the Certificate of Indigency and sign the logbook	3. Log the name of client and release the Certificate of Indigency	None	10 minutes	Mary Ann B. Isiderio April M. San Pedro Christine S. Legaspi CSWDO Staff City Social Welfare & Dev't. Office
	Total	None	1 hour	

3. Issuance of Certificate of Guardianship

Clients may apply for Certificate of Guardianship in the absence of the child's parents as required by the office/agency he/she is applying to avail of services.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client; G2G – Government to Government			
Who may avail:	Residents of City of Meycauayan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Original Barangay Certificate of Guardianship			Barangay Hall where client is residing	
2. Photocopy of Valid Government Issued ID			Government Offices issuing valid IDs	
3. Photocopy of Birth Certificates of concerned parties			PSA / City Civil Registry, Ground Flr., New City Hall Bldg.	
4. Photocopy of the Marriage Certificate of child’s parents (if available)			PSA / City Civil Registry, Ground Flr., New City Hall Bldg.	
5. Photocopy of the Death Certificate of either deceased parent (for children with deceased parent/s)			PSA / City Civil Registry, Ground Flr., New City Hall Bldg.	
6. Original and Notarized Affidavit of Two (2) Disinterested Persons with attached photocopy of valid government issued IDs (For abandoned children)			Legal Office / Notary Public	
7. Referral Letter if referred by any agency/office			Referring office/agency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit complete requirements	1. Review submitted documents and conduct intake interview	None	30 minutes	Zussy Dianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center) Shanny Lyn B. Telimban, RSW Social Welfare Officer I City Social Welfare & Dev't. Office
	2. Prepare Certificate of Guardianship for approval and signature		20 minutes	Zussy Dianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center) Shanny Lyn B. Telimban, RSW Social Welfare Officer I Vilma R. Rupac, RSW City Social Welfare and Development Officer City Social Welfare & Dev't. Office
3. Receive the Certificate of Guardianship and sign the logbook	3. Log the name of client and release the Certificate of Guardianship	None	10 minutes	Zussy Dianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center) Shanny Lyn B. Telimban, RSW Social Welfare Officer I City Social Welfare & Dev't. Office
	Total	None	1 hour	

4. Issuance of Senior Citizen ID

The LGU facilitates the issuance of identification cards and purchase booklets to all Senior Citizens in the respective jurisdiction to ensure that Senior Citizens enjoy the benefits and privileges provided for in Republic Act 9994.

Office or Division:	City Social Welfare and Development Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to Client; G2G – Government to Government		
Who may avail:	Residents of City of Meycauayan (Ages 60 above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished Senior Citizen ID Application Form		Office of the Senior Citizen’s Affairs, Community Center, Ground Flr., New City Hall Bldg.	
2. Barangay Clearance (original)		Barangay Hall where client is residing	



3. Two (2) pcs. latest 1x1 picture			To be produced by the client	
4. Photocopy of Valid Government Issued ID			Government Offices issuing valid IDs	
5. Photocopy of Birth Certificate			PSA / City Civil Registry, Ground Flr., New City Hall Bldg.	
For Lost SC ID				
1. Notarized Affidavit of Loss			Notary Public	
2. Photocopy of Valid Government Issued ID			Government Offices issuing valid IDs	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out form with complete requirements	1.1 Review documents submitted and conduct intake interview	None	10 minutes	Jenet M. Carrillo Jose Ferdinand I. De Leon OSCA Staff City Social Welfare & Dev't. Office
	1.2 Issue claim stub with schedule date of release of Senior Citizen ID			
	1.3 Prepare Senior Citizen ID for recommending approval of OSCA Chairman	None	20 minutes	Jenet M. Carrillo OSCA Staff Angel A. Pedro, Jr. OSCA Chairman City Social Welfare & Dev't. Office
	1.4 Forward the Senior Citizen ID to the Office of the City Mayor for approval and signature	None	2 working days	Jenet M. Carrillo OSCA Staff City Social Welfare & Dev't. Office Atty. Henry R. Villarica City Mayor
	1.5 Contact client for the receipt of signed and approved Senior Citizen ID	None		Jenet M. Carrillo Jose Ferdinand I. De Leon OSCA Staff City Social Welfare & Dev't. Office
2. Receive Senior Citizen ID and sign the logbook	2.1 Log the name of client and release the Senior Citizen ID	None	10 minutes	Jenet M. Carrillo Jose Ferdinand I. De Leon OSCA Staff City Social Welfare & Dev't. Office
	Total	None	2 working days and 40 minutes	



5. Issuance of Solo Parent ID

The LGU facilitates the issuance of identification cards to all Solo Parents in the respective jurisdiction to ensure that they enjoy the benefits and privileges provided for in Republic Act 8972.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client; G2G – Government to Government			
Who may avail:	Residents of City of Meycauayan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Solo Parent ID Application Form			CSWD Office, 2 nd Flr., New City Hall Bldg. / Barangay Hall where client is residing	
2. Certificate of Solo Parent from the Barangay			Barangay Hall where client is residing	
3. Marriage Certificate (if married)			PSA / City Civil Registry, Ground Flr., New City Hall Bldg.	
4. Notarized Sworn Affidavit of Non-marriage			Legal Office / Notary Public	
5. Two (2) pcs. latest 1x1 and 2x2 pictures			To be produced by the client	
6. Photocopy of Birth Certificate of children under 18 years of age			PSA / City Civil Registry, Ground Flr., New City Hall Bldg.	
7. Photocopy of Birth Certificate of Applicant			PSA / City Civil Registry, Ground Flr., New City Hall Bldg.	
8. Photocopy of Death Certificate (if the spouse is dead)			PSA / City Civil Registry, Ground Flr., New City Hall Bldg.	
9. Copy of filed / pending petition for annulment of marriage or legal separation (if any)			To be produced by the client	
<i>For Solo Parent ID Lost within the Validity Period</i>				
1. Notarized Affidavit of Loss			Notary Public	
2. Photocopy of Valid Government Issued ID			Government Offices issuing valid IDs	
3. Endorsement/Certification from Solo Parent President			Barangay where client is residing	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out form with complete requirements	1.1 Review documents submitted and conduct intake interview	None	10 minutes	Maria Asuncion DF. Garcia CSWDO Staff City Social Welfare & Dev't. Office



	1.2 Issue claim stub with schedule date of release of Solo Parent ID	None		Maria Asuncion DF. Garcia CSWDO Staff City Social Welfare & Dev't. Office
	1.3 Prepare Solo Parent ID for recommending approval of the CSWD Officer	None	20 minutes	Maria Asuncion DF. Garcia CSWDO Staff Vilma R. Rupac, RSW City Social Welfare and Development Officer CSWDO
	1.4 Forward the Solo Parent ID to the Office of the City Mayor for approval and signature	None	3 working days	Maria Asuncion DF. Garcia CSWDO Staff Atty. Henry R. Villarica City Mayor Office of the City Mayor
	1.5 Contact client for the receipt of signed and approved Solo Parent ID			Maria Asuncion DF. Garcia CSWDO Staff City Social Welfare & Dev't. Office
2. Receive Solo Parent ID and sign the logbook	2.1 Log the name of client and release the Solo Parent ID	None	10 minutes	Maria Asuncion DF. Garcia CSWDO Staff City Social Welfare & Dev't. Office
	Total	None	3 working days and 40 minutes	



6. Issuance of Person With Disability (PWD) ID

The LGU facilitates the issuance of identification cards and purchase booklets to all PWDs in the respective jurisdiction to ensure that PWDs enjoy the benefits and privileges provided for in Republic Act 9442.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client; G2G – Government to Government			
Who may avail:	Residents of City of Meycauayan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished PWD ID Application Form			Persons with Disability Affairs Office (PDAO), Community Center, Ground Flr., New City Hall Bldg.	
2. Original Barangay Clearance / Barangay Certificate of Indigency / Barangay Certificate of Residency for PWD ID Application			Barangay Hall where client is residing	
3. Photocopy of Medical Certificate / Clinical Abstract Stating the Disability issues not later than 1 year from date of application			City Health Unit of residence / City Health Office of residence / Government or Private Hospital	
4. Certificate of Disability from the Barangay			Barangay Hall where client is residing	
5. Two (2) pcs. 1x1 picture and one (1) pc 2x2 ID picture issued not later than 6 months from date of application			To be produced by the client	
6. One (1) latest whole body colored picture (for apparent disability)			To be produced by the client	
7. School Assessment by a Licensed Teacher duly signed by School Principal (for SPED students)			SPED School where client is enrolled	
For PWD ID Lost within the Validity Period				
1. Notarized Affidavit of Loss			Notary Public	
2. For apparent disability - Whole Body Picture For non-apparent disability – Medical Certificate/Abstract issued not later than 1 year from date of application stating the disability			To be produced by the client / City Health Unit of residence / City Health Office of residence / Government or Private Hospital	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit filled-out form with complete requirements	1.1 Review documents submitted and conduct intake interview	None	10 minutes	Criselda M. Talusig Christian B. Talusig <i>PDAO Staff</i> City Social Welfare & Development Office (CSWDO)
	1.2 Issue claim stub with schedule date of release of PWD ID			
	1.3 Forward the application to the City Health Office for assessment and recommending approval	None	1 day	Criselda M. Talusig <i>PDAO Staff</i> City Social Welfare & Development Office (CSWDO) Dr. Christian B. Roque City Health Officer (CHO)
	1.4 Prepare PWD ID and forward to CSWD Office for further evaluation and recommending approval of the CSWD Officer	None	1 day	Criselda M. Talusig PDAO Staff Maria Asuncion DF. Garcia CSWDO Staff Vilma R. Rupac, RSW City Social Welfare and Development Officer City Social Welfare & Development Office (CSWDO)
	1.5 Forward the PWD ID to the Office of the City Mayor for approval and signature	None	1 day	Criselda M. Talusig PDAO Staff City Social Welfare & Development Office (CSWDO) Atty. Henry R. Villarica City Mayor
	1.6 Contact client for the receipt of signed and approved PWD ID			Criselda M. Talusig PDAO Staff City Social Welfare & Development Office
2. Receive PWD ID and sign the logbook	2.1 Log the name of client and release the PWD ID	None	10 minutes	Criselda M. Talusig Christian B. Talusig PDAO Staff City Social Welfare & Development Office (CSWDO)
	Total	None	3 working days and 20 minutes	



7. Issuance of Parental Capability Assessment Report (PCAR)

The assessment of parenting capacity is a core child protection task, both in the context of assessing parents' capacity to protect children from risk and enhance their developmental experiences, as well as in decision-making about removing and/or restoring children to the care of their parents.

Office or Division:		City Social Welfare and Development Office		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Any Child Welfare Agency whose Clients are Residents of the City of Meycauayan		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Request/Referral Letter to Conduct PCAR				Concerned Child Welfare Agency
2. Photocopy of Valid Government Issued ID				Government Offices issuing valid IDs
3. Barangay Certificate of Residency				Barangay Hall of Current Residence
4. Social Case Study Report of the minor including services provided at the center and the child's progress				Concerned Child Welfare Agency
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Review documents submitted and inform client of possible random home visit	None	10 minutes	Zussy Dhianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center) Shanny Lyn B. Telimban, RSW Social Welfare Officer I Venus Q. Gaoiran, RSW Social Welfare Officer III City Social Welfare & Development Office (CSWDO)
	1.2 Conduct intake interview			
	1.3 Prepare schedule and conduct home visitation	None	20 working days	Zussy Dhianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center) Shanny Lyn B. Telimban, RSW Social Welfare Officer I Venus Q. Gaoiran, RSW Social Welfare Officer III Vilma R. Rupac, RSW City Social Welfare and Development Officer City Social Welfare & Development Office (CSWDO)
	1.4 Prepare the PCAR for CSWDO's approval and signature			



2. Receive the PCAR and sign the logbook	2.1 Release the PCAR to the concerned agency representative a. If referral is made through e-mail, send the PCAR through e-mail.	None	10 minutes	Zussy Dianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center) Shanny Lyn B. Telimban, RSW Social Welfare Officer I Venus Q. Gaoiran, RSW Social Welfare Officer III City Social Welfare & Development Office (CSWDO)
	TOTAL	None	20 working days and 20 minutes	

8. Application for Foster Parenting

Foster care is a full-time ancillary care of children outside their own home by people other than their biological or adoptive parents or legal guardian. In foster care cases, the child's biological or adoptive parents, or other legal guardians temporarily give up legal custody of the child. A child may be placed in foster care with the parents' consent.

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Residents of the City of Meycauayan			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Original PSA Birth Certificate of each spouse				Philippine Statistics Office (PSA)
2. Original Police / NBI clearance				Philippine National Police (PNP) / National Bureau of Investigation (NBI)
3. Original Marriage Certificate in security paper (SECPA) – if married				Philippine Statistics Office (PSA)
4. Three (3) character references (relatives, friends or co-workers)				To be produced by applicant
5. Latest Income Tax Return (ITR)				Bureau of Internal Revenue (BIR)
6. Result of psychological evaluation				Government/Private Hospital/Clinic
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit complete requirements	1.1 Review documents submitted, conduct intake interview and inform of random home visit	None	10 minutes	<p>Zussy Dhiannie B. Hular, RSW Social Worker (CSWDO/Drop-in Center)</p> <p>Shanny Lyn B. Telimban, RSW Social Welfare Officer I Venus Q. Gaoiran, RSW Social Welfare Officer III City Social Welfare & Development Office (CSWDO)</p>
	1.2 Prepare schedule and conduct home visit	None	10 working days	<p>Zussy Dhiannie B. Hular, RSW Social Worker (CSWDO/Drop-in Center)</p> <p>Shanny Lyn B. Telimban, RSW Social Welfare Officer I</p> <p>Venus Q. Gaoiran, RSW Social Welfare Officer III</p> <p>Vilma R. Rupac, RSW City Social Welfare and Development Officer City Social Welfare & Development Office (CSWDO)</p>
	1.3 Prepare home study report for approval and signature of CSWD Officer			
	1.4 Endorse the application and requirements to DSWD FO III	None	1 working day	<p>Shanny Lyn B. Telimban, RSW Social Welfare Officer I</p> <p>Venus Q. Gaoiran, RSW Social Welfare Officer III City Social Welfare and Development Office (CSWDO)</p>
	Total	None	11 working days and 10 minutes	



9. Application for Aftercare / Diversion Contract of a Child

Provision of opportunities that will enable children and/or youths from institutions to go back to the mainstream of community life and participate in productive community activities.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client; G2G – Government to Government			
Who may avail:	Any Child Welfare Agency whose Clients are Residents of the City of Meycauayan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request/Referral Letter/Court Order			Concerned Child Welfare Agency/Family Court	
2. Photocopy of Valid Government Issued ID of Parent/s/Guardian/Barangay Council for the Protection of Children Representative			Government Offices issuing valid IDs	
3. Barangay Certificate of Residency			Barangay Hall of where client is residing	
4. Social Case Study Report/Summary Report of the minor including services provided at the center and the child's progress			Concerned Child Welfare Agency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Review documents submitted, conduct intake interview and Case Conference	None	1 working day	Zussy Dianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center) Shanny Lyn B. Telimban, RSW Social Welfare Officer I Venus Q. Gaoiran, RSW Social Welfare Officer III City Social Welfare & Development Office (CSWDO)
	1.2 Present the Aftercare / Diversion Contract for finalization and signature of concerned parties	None		Zussy Dianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center) Shanny Lyn B. Telimban, RSW Social Welfare Officer I Venus Q. Gaoiran, RSW Social Welfare Officer III City Social Welfare & Development Office (CSWDO)



2. Sign the and receive the Aftercare / Diversion Contract	2.1 Prepare the finalized Aftercare / Diversion Contract and release the contract upon conform of concerned parties	None		<p>Zussy Dhianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center)</p> <p>Shanny Lyn B. Telimban, RSW Social Welfare Officer I Venus Q. Gaoiran, RSW Social Welfare Officer III City Social Welfare & Development Office (CSWDO)</p>
	Total	None	1 working day	

10. PROVISION OF ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION

Clients who are in crisis situation may be provided with assistance depending on the assessed needs of the client such as medical, burial, etc.

Office or Division:	City Social Welfare and Development Office		
Classification:	Simple/Highly Technical		
Type of Transaction:	G2C – Government to Client		
Who may avail:	Residents of the City of Meycauayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Certificate of Indigency (Original)		Barangay Hall where client is residing	
2. Photocopy of Valid Government Issued ID of client and/or beneficiary		Government Offices issuing valid IDs	
3. Referral Letter if referred by any agency/office		Referring office/agency	
For Medical Assistance			
1. Photocopy of Medical Abstract or Medical Certificate issued not later than three months upon application		Hospital/clinic where client is currently admitted/diagnosed	
2. Photocopy of any of the following supporting medical documents issued not later than three months upon application: 2.1 Quotation for Dialysis 2.2 Quotation for Surgery		Hospital/clinic where client is currently admitted/diagnosed	



2.3 Quotation for Orthopedic Implants (locking plates, screws, etc.)	
2.4 Treatment Protocol	
2.5 Drug Prescription (Reseta)	
2.6 Laboratory Request (Referral) Hospital Bill or Statement of Account	
<i>For Burial Assistance</i>	
1. Photocopy of Funeral Contract and/or Promissory Note or Certification from Funeral indicating outstanding balance	Funeral parlor providing the service
2. Photocopy of Death Certificate	PSA / City Civil Registry Office, Ground Flr., New City Hall Bldg.
<i>For Scholarship/Educational Assistance</i>	
1. Photocopy of Registration Form or Certificate of Enrollment	School where client/beneficiary is enrolled
2. Photocopy of Statement of Account (SOA)	School where client/beneficiary is enrolled
3. Photocopy of Student's ID	School where client/beneficiary is enrolled and Government Offices issuing valid IDs
4. House photo (kitchen, receiving areas, bedroom and comfort room)	To be produced by client
<i>Emergency Shelter Assistance</i>	
1. Original Certificate that they were affected by the calamity	City of Meycauayan Bureau of Fire Protection – for fire victims / City Disaster Risk Reduction and Management Office – for victims of calamity
2. Picture of Burnt / Destroyed / Damaged House	Client/Barangay Hall where client is residing
3. Court order or notice of violation, if any	Respective Trial Court
4. Barangay Blotter Report as additional requirement for those who were evicted	Barangay Hall where client is residing
<i>For Children-in-Conflict with the Law / Victims of Abuse</i>	
1. Photocopy of court order / investigation report / blotter report	Family Court/City Prosecutor's Office/PNP-WCPD/Barangay Hall where client is residing
<i>For Distressed Overseas Filipino Workers (OFWs)</i>	
1. Photocopy of working contract – if employed	Concerned employment agency
2. Photocopy of OWWA Certification of being distressed	Overseas Workers Welfare Administration (OWWA)
3. Request Letter addressed to the Mayor	To be produced by client
4. Photocopy of Passport and visa	Department of Foreign Affairs (DFA) / Concerned Embassy/Consulate



5. If victim of maltreatment, evidence / photo documentation and/or written records			To be produced by client	
6. Photocopy of plane ticket			Concerned airline	
For Balik Probinsya				
1. Request Letter addressed to the Mayor			To be produced by client	
2. Photocopy of PSA Birth Certificate			PSA	
3. Vaccination Card			DOH/City Health Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Review submitted documents	None	2 minutes	Mary Ann B. Isiderio Lorna C. Paccial Lord Allen Mendieta April M. San Pedro Maria Asuncion Garcia Wilma C. Barazon Christine S. Legaspi CSWDO Staff Zussy Dhianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center) Shanny Lyn B. Telimban, RSW Social Welfare Officer I Venus Q. Gaoiran, RSW Social Welfare Officer III City Social Welfare & Development Office (CSWDO)
	1.2 Conduct interview and prepare the Social Case Study Report	None	15 minutes	Mary Ann B. Isiderio Lorna C. Paccial Lord Allen Mendieta April M. San Pedro Maria Asuncion Garcia Wilma C. Barazon Christine S. Legaspi CSWDO Staff Zussy Dhianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center) Shanny Lyn B. Telimban, RSW Social Welfare Officer I Venus Q. Gaoiran, RSW



				Social Welfare Officer III City Social Welfare & Development Office (CSWDO)
	1.3 Inform client to return as to scheduled date of release of assistance	None		Mary Ann B. Isiderio Lorna C. Paccial Lord Allen Mendieta April M. San Pedro Maria Asuncion Garcia Wilma C. Barazon Christine S. Legaspi CSWDO Staff City Social Welfare and Development Office (CSWDO)
	1.4 Prepare voucher upon receipt of approved assistance for signature of CSWD Officer and forward to City Budget Office	None	1 working day	April M. San Pedro Lord Allen Mendieta Christine S. Legaspi CSWDO Staff Vilma R. Rupac, RSW City Social Welfare and Development Officer City Social Welfare and Development Office (CSWDO)
Total		None	1 working day and 17 minutes	

11. Application for Early Childhood Care and Development (Day Care)

Children ages 3-4 years old are nurtured for their physical and mental development to prepare them for schooling with right attitudes and habits.

Note: In case of pandemic, fill out child's profile for children ages 3-4 years old.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Children ages 3-4 and residents of the City of Meycauayan
CHECKLIST OF REQUIREMENTS	
1. Photocopy of child birth certificate (SECPA)	PSA
2. Barangay Certificate of Indigency / Residency	Barangay Hall where client is residing



3. Immunization Record of child				To be produced by parent/client
4. Cedula				Barangay Hall where client is residing
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Review submitted documents	None	10 minutes	Liwayway R. Fabre Rizalyn M. Bajolo Elizabeth M. Dela Cruz Carmelita A. Lasprillas Editha M. Andaya Jasmin C. Sta.Ana Cynthia N. Cruz Rowena T. Molina Racquel M. Matociños Jacquelyn C. Alcantara Janet U. Yap Raquel V. Francisco Merry Grace P. Legaspi Marilyn P. De Guzman Mariel L. Dumalay Milanie V. Cojo Ma.Rosalina Luz P. Ipapo Marife V. Lagustan Rhodora S. Lunaria Cherrielyn R. Guevarra Herminia L. Villarico Geraldine S. Bautista Ma.Theresa H. Maquirang Rosalie A. Maasin Concepcion S. Balingit Rhodora C. Del Rosario Carolina S. Rodriguez Teresita A. Facto Eloisa O. Antonio Gerlie B. Aguilar Graceshell F. Altoveros Ma. Tricia C. Beltran Princess D. Siongco Lolita L. Operio Lorelie B. Minguito Alma M. Agarez Nellie M. Fernandez Adoracion V. Esguerra May T. Marasigan Christine S. Legaspi Amelia A. Legaspi Day Care Workers



				City Social Welfare and Development Office (CSWDO)
	1.2 Conduct interview with the Parent / Guardian and prepare and sign the Certificate of Enrollment / Registration		45 minutes	Liwayway R. Fabre Rizalyn M. Bajolo Elizabeth M. Dela Cruz Carmelita A. Lasprillas Editha M. Andaya Jasmin C. Sta.Ana Cynthia N. Cruz Rowena T. Molina Racquel M. Matociños Jacquelyn C. Alcantara Janet U. Yap Raquel V. Francisco Merry Grace P. Legaspi Marilyn P. De Guzman Mariel L. Dumalay Milanie V. Cojo Ma.Rosalina Luz P. Ipapo Marife V. Lagustan Rhodora S. Lunaria Cherrielyn R. Guevarra Herminia L. Villarico Geraldine S. Bautista Ma.Theresa H. Maquirang Rosalie A. Maasin Concepcion S. Balingit Rhodora C. Del Rosario Carolina S. Rodriguez Teresita A. Facto Eloisa O. Antonio Gerlie B. Aguilar Graceshell F. Altoveros Ma. Tricia C. Beltran Princess D. Siongco Lolita L. Operio Lorelie B. Minguito Alma M. Agarez Nellie M. Fernandez Adoracion V. Esguerra May T. Marasigan Christine S. Legaspi Amelia A. Legaspi Day Care Workers City Social Welfare and Development Office (CSWDO)



2. Receive the Certificate of Enrollment / Registration	2.1 Issue the Certificate of Enrollment / Registration		5 minutes	Liwayway R. Fabre Rizalyn M. Bajolo Elizabeth M. Dela Cruz Carmelita A. Lasprillas Editha M. Andaya Jasmin C. Sta.Ana Cynthia N. Cruz Rowena T. Molina Racquel M. Matociños Jacquelyn C. Alcantara Janet U. Yap Raquel V. Francisco Merry Grace P. Legaspi Marilyn P. De Guzman Mariel L. Dumalay Milanie V. Cojo Ma.Rosalina Luz P. Ipapo Marife V. Lagustan Rhodora S. Lunaria Cherrielyn R. Guevarra Herminia L. Villarico Geraldine S. Bautista Ma.Theresa H. Maquirang Rosalie A. Maasin Concepcion S. Balingit Rhodora C. Del Rosario Carolina S. Rodriguez Teresita A. Facto Eloisa O. Antonio Gerlie B. Aguilar Graceshell F. Altoveros Ma. Tricia C. Beltran Princess D. Siongco Lolita L. Operio Lorelie B. Minguito Alma M. Agarez Nellie M. Fernandez Adoracion V. Esguerra May T. Marasigan Christine S. Legaspi Amelia A. Legaspi Day Care Workers City Social Welfare and Development Office (CSWDO)
	Total	None	1 hour	



12. APPLICATION FOR ADOPTING A CHILD

Adoption is a socio-legal process of providing a permanent home to a child whose parents have voluntarily or involuntarily relinquished parental authority over the child.

Note: Application may last from 6 months to 1 year depending on the case.

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client; G2G – Government to Government			
Who may avail:	Residents of the City of Meycauayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		CSWDO/DSWD Field Office		
2. Birth Certificate		Philippine Statistics Office (PSA)		
3. Certificate of Attendance on Adoption Forum		Regional DSWD		
4. Police/NBI Clearance (issues at least one year		National Bureau of Investigation (NBI) / Philippine National Police (PNP)		
5. Marriage Certificate / Divorce Annulment / Declaration of Nullity of legal separation in SECPA (if any)		Philippine Statistics Office (PSA)		
6. Written Consent to Adoption		To be produced by Prospective Adoptive Parent/s (PAPs)		
7. Medical Certificate (issued at least 6 months)		Government/Private Hospital/Clinic		
8. 3 character references (Relatives, friends, co-workers)		To be produced by client		
9. Latest Income Tax Return (ITR) or Certificate of Employment		Bureau of Internal Revenue (BIR) / Office where PAP/s is or are working		
10. 3x5 inch sized Whole Body Photos of the applicant and, where applicable, his/her family taken within the last three (3) months		To be produced by client		
11. Result of psychological evaluation		Government/Private Hospital/Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit complete requirements	1.1 Review documents submitted, conduct intake interview and inform of random home visit	None	10 minutes	Zussy Dianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center) Shanny Lyn B. Telimban, RSW Social Welfare Officer I Venus Q. Gaoiran, RSW Social Welfare Officer III City Social Welfare & Development Office (CSWDO)
	1.2 Prepare schedule and conduct home visit	None	60 working days	Zussy Dianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center) Shanny Lyn B. Telimban, RSW Social Welfare Officer I Venus Q. Gaoiran, RSW Social Welfare Officer III City Social Welfare & Development Office (CSWDO)
	1.3 Prepare home study report for approval and signature of CSWD Officer	None	3 working days	Zussy Dianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center) Shanny Lyn B. Telimban, RSW Social Welfare Officer I Venus Q. Gaoiran, RSW Social Welfare Officer III Vilma R. Rupac, RSW City Social Welfare and Development Officer City Social Welfare & Development Office (CSWDO)
	1.4 Endorse the application and requirements to DSWD FO III	None	1 working day	Zussy Dianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center) Shanny Lyn B. Telimban, RSW Social Welfare Officer I Venus Q. Gaoiran, RSW Social Welfare Officer III City Social Welfare & Development Office (CSWDO)
Total		None	11 working days and 10 minutes	



13. Request for Assessment of Discernment of a Child In Conflict with the Law

The determination of discernment shall take into account the ability of a child to understand the moral and psychological components of criminal responsibility and the consequences of the wrongful act; and whether a child can be held responsible for essentially antisocial behavior.

Note: Preparation and issuance of Social Case Study Report with Assessment of Discernment may take up to 7 working days depending on the submitted requirements.

Office or Division:	City Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client; G2G – Government to Government			
Who may avail:	Residents of the City of Meycauayan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Referral Letter to Conduct Social Case			City Prosecutor's Office and/or PNP	
2. Barangay blotter or police investigation report			City Prosecutor's Office and/or PNP	
3. Birth Certificate / Baptismal Certificate / Result of Dental Ageing (for proof of the minor's birthdate and age)			PSA/City Civil Registry/Health Center/City Health Unit/Respective Church	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Review submitted documents.	None	10 minutes	Zussy Dianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center) Shanny Lyn B. Telimban, RSW Social Welfare Officer I Venus Q. Gaoiran, RSW Social Welfare Officer III City Social Welfare & Development Office (CSWDO)
	1.2 Conduct interview and guide the minor in accomplishing the Child Functioning Assessment Tool, Family Functioning		1 working day	Zussy Dianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center) Shanny Lyn B. Telimban, RSW Social Welfare Officer I Venus Q. Gaoiran, RSW Social Welfare Officer III City Social Welfare & Development Office (CSWDO)



	Assessment Tool, Index of Value Judgement Tool, and Level of Moral Development Tool			
	1.3 Prepare the Social Case Study Report with Assessment of Discernment for signature and approval of CSWD Officer.		2 working days	<p>Zussy Dhianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center) Shanny Lyn B. Telimban, RSW Social Welfare Officer I Venus Q. Gaoiran, RSW Social Welfare Officer III</p> <p>Vilma R. Rupac, RSW City Social Welfare and Development Officer</p> <p>City Social Welfare & Development Office (CSWDO)</p>
	1.4 Endorse the Social Case Study Report with Assessment of Discernment to referring office / agency.		1 working day	<p>Zussy Dhianne B. Hular, RSW Social Worker (CSWDO/Drop-in Center)</p> <p>Shanny Lyn B. Telimban, RSW Social Welfare Officer I Venus Q. Gaoiran, RSW Social Welfare Officer III</p> <p>City Social Welfare & Development Office (CSWDO)</p>
Total:		None	4 working days and 10 minutes	



14. APPLICATION FOR AFTERCARE PROGRAM

Aftercare Program (ACP) refers to services that help recovering drug-dependent persons to adapt to everyday community life, after completing earlier phases of treatment and rehabilitation. Individuals whose sentence is not more than six (6) months of imprisonment may also apply depending on the court's recommendation. The program provides an opportunity to address important issues and problems associated with abstinence and recovery.

Office or Division:		City Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client; G2G – Government to Government		
Who may avail:		Residents of the City of Meycauayan who are required to under the Aftercare Program		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Court Order directing client to undergo aftercare/counselling at the CSWDO Meycauayan			Respective Trial Court	
2. Photocopy of Valid Government Issued ID			Government Offices issuing valid IDs	
3. Barangay Certificate of Residency / Indigency			Barangay Hall where client is residing	
4. Referral Letter if referred by any agency/office			Referring office/agency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Review documents submitted and conduct intake interview.	None	1 working day	Maria Asuncion DF. Garcia CSWDO Staff City Social Welfare and Development Office (CSWDO)
	1.2 Present the Aftercare Contract for finalization and signature of concerned parties			Maria Asuncion DF. Garcia CSWDO Staff City Social Welfare and Development Office (CSWDO)
2. Sign the and receive the Aftercare Contract	2.1 Prepare the finalized Aftercare Contract and release the contract upon conforme of concerned parties			Maria Asuncion DF. Garcia CSWDO Staff City Social Welfare and Development Office (CSWDO)
	Total	None	1 working day	