City Social Welfare and Development Office
External Services

1. Issuance of Senior Citizens ID

The senior citizen ID refers to the card issued by the OSCA office of the city or municipality where the elderly individual lives. Senior Citizen's Identification Card is vital in the availment of their privileges stipulated under Republic Act No. 9994 or the Expanded Senior Citizens Act of 2010. This locally-issued ID is honored nationwide.

Office or Division:	City Social Welfare And Development Office- Senior Citizen's And PWD Section
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Senior Citizen (60 Years Old And Above)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Registration Form (OSCA Form No. 1)	Senior Citizen Day Center, New Pandan, P.C
Birth Certificate (1 Photocopy)	Philippine Statistics Authority /City Civil Registrar Office
Barangay Certificate (1 Original Copy)	Barangay Hall
2 pcs. 1x1 ID pic	Requesting Client
SC President Certificate (1 Original Copy)	Office of the Barangay Association President of Senior Citizen

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-out registration form and submit complete requirement at the Office of the Senior Citizen Affairs (OSCA) Office	1. Receive and verify the required documents	None	10 Minutes	*SC Focal Person* CSWDO
1.1 Check the correctness of the ID upon receipt	1.1 Print the ID and ensure complete signatories	None	10 Minutes	*SC Focal Person* CSWDO
2. Received and affixed a signature to the logbook as proof of receipt.	2. Release the Senior Citizen ID and ensure that the SC affixes his/her signature as proof of receipt to the logbook	None	10 Minutes	*SC Focal Person* CSWDO
	TOTAL:	**None**	**30 Minutes**	

2. Issuance of Senior Citizens Purchase Booklet

The Office issues Purchase Slip Booklets to senior citizens to enable them avail of the 20% discount on medicines and 5% discount on basic necessities provided them by Law (RA 9257 –expanded Senior Citizens Act). Senior Citizens must bring their Purchase Booklet for the purpose of recording the purchases for every transaction.

Office or Division:	City Social Welfare And Development Office- Senior Citizen's And PWD Section
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Registered Senior Citizen

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Senior Citizens ID	Senior Citizen Day Center, New Pandan, P.C

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Senior Citizen ID at the Office of the Senior Citizen Affairs (OSCA) Office	1. Check the validity of the Identification Card	None	5 Minutes	*SC Focal Person* CSWDO
2. Receive the Booklet and affix the signature as proof of receipt	2. Release the booklet and ensure that the client affixes his/her signature as proof of receipt to the Office's Logbook	None	5 Minutes	*SC Focal Person* CSWDO
	TOTAL:	**None**	**10 Minutes**	

3. Availment of Limited Financial Assistance

The Financial and Medical Assistance is part of the Office's protective services for the individual in crisis situation. The maximum amount to be given for this is 1,200 pesos and can be availed by individual every after three months. Granting of amount is based on the assessment of the assigned worker on the urgency and of the need of the client.

Office or Division:	City Social Welfare And Development Office – Emergency Section
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Indigent Individual In Crisis Situation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Certificate- Indicating that the client is in Crisis Situation (1 original copy)	Barangay Hall
Any government-issued identification card indicating the Panabo City address of the client/person to be interviewed and contact number: (1 photocopy) SSS ID, UMID Card, PhilHealth ID National ID, Driver's License, TIN ID PRC ID, Voter's ID, Postal ID Philippine Passport	Requesting Client/SSS, PhilHealth, PSA, LTO, BIR, PRC, Comelec, Postal Office, DFA
Medical Certificate of Certificate of Confinement with date of issuance, complete name, signature and license number of the attending physician (issued within 5 days- (Original Copy)	Hospital/Attending Physician
Medical Prescription issued within 5 days (with quotation of medicine from the pharmacy) with date of issuance, complete name, signature, and license number of the attending physician- (Original Copy)	Attending Physician
Any government-issued identification card of the claimant and contact number	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit complete documentary requirement at Family, Community and Emergency Section	1. Receive and verify the completeness of the requirements (Return to client if incomplete for compliance)	None	10 Minutes	*Social Welfare Officer/Social Welfare Assistant/Social Welfare Aide*
1.1 Provide information based on the questions indicated in the Intake Sheet for Assessment	1.1 Conduct Intake Interview	None	1 Hour	*Social Welfare Officer/Social Welfare Assistant/Social Welfare Aide*
1.2 Comply with the preparation of necessary documents	1.2 Prepare an acknowledgment receipt and take photo of the client *(for liquidation purposes) then* forward the complete documents to Department Head for signature	None	15 minutes	*Social Welfare Officer/Social Welfare Assistant/Social Welfare Aide*
1.3 Wait for the name to be called to receive the requested assistance	1.3 Review and sign the documents	None	30 minutes	*Department Head*
2. Receive the Cash assistance, sign the Acknowledgement Receipt and logbook as proof of receipt	2. Release the Cash Assistance to the client and ensure to affix his/her signature in the Acknowledgement Receipt and	None	10 minutes	*Disbursing Staff/Administrative Aide*

	logbook as proof of receipt			
	TOTAL:	**None**	**2 Hours and 5 Minutes**	

4. Availment of Shelter Assistance

This program aims to provide financial assistance to families who have lost and damaged their houses due to disaster related incidents based on the Ordinance for the Provision of Financial Assistance to Victims to Disasters and Calamities (Ordinance No. 22-12). A maximum of 5,000 pesos will be granted to the families to augment in their shelter reconstruction.

Office or Division:	City Social Welfare And Development Office- Emergency Section
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Individual And Families With Damaged Houses Due To Disaster

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Barangay Certificate- Indicating that the client is in Crisis Situation (1 original copy)	Barangay Hall
Bureau of Fire Certificate (1 original copy)	Bureau of Fire Protection - City Residence
Picture of the Damaged House	Requesting Client
Any of the following valid ID of the Claimant: (1 photocopy) SSS ID, UMID Card, PhilHealth ID National ID, Driver's License, TIN ID PRC ID, Voter's ID, Postal ID Philippine Passport	Requesting Client/SSS, PhilHealth, PSA, LTO, BIR, PRC, Comelec, Postal Office, DFA

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete documentary requirements at Family, Community and Emergency Section	1. Receive and verify the completeness of the requirements (Return to client if incomplete for compliance)	None	10 minutes	*Social Welfare Assistant/Social Worker*
1.1. Provide information based on the questions indicated in the Intake Sheet for Assessment	1.1 Conduct Intake Interview and make an assessment	None	1 Hour	*Social Welfare Aide/Social Welfare Assistant/Social Worker*

	1.2 Inform the client of the amount to be granted based on the assessment and advise the client to claim the assistance after 7 days at City Treasurer's Office	None	5 minutes	*Social Welfare Aide/Social Welfare Assistant/Social Worker*
	1.3 Prepare a complete set of documents for approval of the Department Head	None	10 Minutes	*Social Welfare Aide/Social Welfare Assistant/Social Worker*
	1.4 Review and sign the documents for approval	None	30 Minutes	*Department Head*
	1.5 The Office will forward the complete documents to the concerned offices for the processing of Assistance:	None	1 Day	*Social Welfare Aide/Social Welfare Assistant/Social Worker*
	a. Approval of OBR	None	6 Hours	*City Budget Officer*
	b. Pre-Audit and Voucher Signature	None	2 Days	*City Accountant City Treasurer City Administrator*

	c. Preparation and Approval of cheque	None	3 Days	*City Treasurer* *City Administrator* *City Accountant*
2. Return client on the 7th day for releasing of the cheque at City Treasurer's Office (Window 10)	2. Release the Cheque	None	35 Minutes	*Cashier* CTO
	TOTAL:	**None**	**7 Days and 30 Minutes**	

*Issuance of Certificate of Augmentation Qualified for multi-stage processing

5. Availment of Paupers Burial

Paupers Burial is an assistance for the indigent and marginalized families help them subsidized the burial cost of the deceased family member with an amount of 1,500 pesos.

Office or Division:	City Social Welfare And Development Office- Emergency Section
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Immediate Family of the Deceased

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Death Certificate	City Civil Registrar Office
Barangay Certificate of Indigency	Barangay Hall
Any of the following Valid ID of the Claimant: (1 photocopy) SSS ID, UMID Card, PhilHealth ID National ID, Driver's License, TIN ID PRC ID, Voter's ID, Postal ID Philippine Passport	Requesting Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete documentary requirements at Family, Community and Emergency Section	1. Receive and review documentary requirements *Conditional Steps*: If funds are available proceed for further interview If funds are not available advise the client to come back after 7 working days (WD)	None	10 Minutes	*AICS Focal Person* CSWDO

1.1 Provide information based on the questions indicated in the Intake Sheet 1.2 Wait for the name to be called to receive the requested assistance.	1.1 Conduct Intake Interview 1.2 Prepares an acknowledgment receipt, take a photo of the client (for liquidation purposes) 1.3 Forward the complete documents to Department Head for signature	None None None	5 Minutes 5 Minutes 5 Minutes	*Department Head* CSWDO
2. Receive cash assistance and affix Signature in the Acknowledgement Receipt	2. Release the Cash Assistance to the client and ensure to affix his/her signature in the Acknowledgement Receipt	None	5 Minutes	*AICS Disbursing Officer* CSWDO
	TOTAL:	**None**	**30 Minutes**	

6. Availment of Senior Citizens Burial Assistance

The senior citizen burial assistance is a financial assistance program of the City Government of Panabo under the City Social Welfare and Development Office for the bereaved family of the Senior citizens of the City.

Office or Division:	City Social Welfare and Development Office- Emergency Section
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Family of The Registered Deceased Senior Citizens

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Barangay Certificate (1 Original Copy)	Barangay Hall
Death Certificate (1 Photocopy)	City Civil Registrar Office
Valid ID of Claimant (1 Photocopy)	Requesting Client
Senior Citizen's Certificate of Membership (1 Original)	Office of Barangay Senior Citizen's Association President
Senior Citizen's ID (1 Original and 1 Photocopy)	Requesting Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete documentary requirements at Family, Community and Emergency Section	1. Receive and review documentary requirements *Conditional Step:* If funds are available proceed to intake interview If funds are not available inform the client and ask for their contact number to be notified when	None	10 Minutes	*AICS Focal Person* CSWDO

1.1 Provide necessary information based on the questions indicated in the Intake Sheet	funds are available 1.1 Conduct Intake Interview 1.2 Ask the client for his/her contact number for notification through text or call that cheque is already available for release	None	20 Minutes	*AICS Focal Person* CSWDO
	1.3 Prepare a complete set of documents for approval of the Department Head	None	20 Minutes	*AICS Focal Person* CSWDO
	1.4 Sign and review the documents for approval	None	10 Minutes	*Department Head* CSWDO
	1.5 Forward the complete documents to concerned offices for the processing of Assistance: a. Approval of OBR	None	1 Day 6 Hours	*AICS Focal Person* CSWDO *Department Head* CBO
	b. Pre-Audit and Voucher Signature	None	2 Days	*Department Heads* CAO/CTO/CADO

	c. Preparation and Approval of Cheque and Cheque Advice	None	3 Days	*Department Heads* CTO/CADO/CAO
2. Claims the cheque at the City Treasurer's Office-(Window 10)	2. Releasing of Cheque	None	4 Hours	*Cashier* CTO
	TOTAL:	**None**	**7 Days and 3 Hours**	

*Issuance of Certificate of Augmentation Qualified for multi-stage processing

7. Availment of Sulong Dunong Program for Youth/ Children

A financial assistance given to Qualified Public School Students given every after 3 months. This assistance is only for those enrolled in a public school where the clients can be granted 1,500 for High School and College; 1,000 pesos for Day Care and Elementary pupils.

Office or Division:	City Social Welfare And Development Office- Youth And Child Section
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Enrolled Public School Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Barangay Certificate of Indigency (1 Original)	Barangay Hall
School ID of the Student	Requesting Client's Current School
School Certificate of Enrollment (1 Original)	Requesting Client's Current School

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a complete set of requirements at Family, Community and Emergency Section	1. Receive and verify the completeness of the requirements	None	5 Minutes	*Youth/Sulong Dunong Focal Person* CSWDO
1.1 Provide information based on the questions indicated in the Intake Sheet	1.1 Conduct Intake Interview	None	10 Minutes	
1.2 Wait for the name to be called to receive the requested assistance	1.2 Prepares an acknowledgment receipt, take a photo of the client (for liquidation purposes)	None	5 Minutes	
		None	5 Minutes	*Department Head*

	1.3 Forward the complete documents to Department Head for signature			CSWDO
2. Receive the cash assistance and affix Signature in the Acknowledgement Receipt	2. Release the Cash Assistance to the client and ensure to affix his/her signature in the Acknowledgement Receipt.	None	10 Minutes	*AICS Disbursing Officer* CSWDO
	TOTAL:	**None**	**35 Minutes**	

8. Issuance of PWD ID

The PWD ID is the standard identification card for persons with disability (PWDs) in the Philippines. It can be used to avail of PWD discounts and other benefits as mandated by the law.

Office or Division:	City Social Welfare And Development Office- Senior Citizen And PWD Section
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Person With Disability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Certificate (1 Original)	Barangay Hall
2 pcs 1x1 ID picture	Requesting Client
Medical Certificate (indicating type of Disability)	City Health Office
Birth Certificate (1 Photocopy)	City Civil Registrar Office/Philippine Statistic Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out application form and submit complete requirements at Office of the Senior Citizen Affairs (PWD Section)	1. Receive and review documentary requirements	None	10 Minutes	*PWD Focal Person* CSWDO
1.1 Check the correctness of the ID and affix signature	1.1 Print the ID and ensure complete Signatories	None	10 Minutes	*PWD Focal Person* CSWDO
	1.2 Laminate the ID	None	5 Minutes	*PWD Focal Person* CSWDO
2. Receive the ID and sign logbook as proof of receipt	2. Release the PWD ID and ensure that the PWD affixes his/her signature	None	5 Minutes	*PWD Focal Person* CSWDO

	as proof of receipt to the logbook.			
	TOTAL:	**None**	**30 Minutes**	

9. Issuance of Person with Disability Purchase

The Office issues Purchase booklet to registered person with disability to enable them to avail of the 20% discount on medicines and 12% VAT exemption and 5% discount on basic necessities provided them by Law (IRR OF RA 10754- An Act Expanding the Benefits and Privileges of Person with Disability (PWD). Person with Disability must bring their Purchase Booklet for the purpose of recording the purchases for every transaction.

Office or Division:	City Social Welfare and Development Office- Senior Citizen's and PWD Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Registered Person With Disability			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Person with Disability ID		Senior Citizen Day Center, New Pandan, P.C		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents PWD ID	1. Check the validity of the Identification Card 1.1 Prepare the PWD purchase booklet for release	None	5 Minutes	*PWD Focal Person* CSWDO
2. Receives the Booklet and affix the signature to the logbook as proof of receipt	2. Release the PWD booklet and ensure that the client affixes his/her signature as proof of receipt.	None	5 Minutes	*PWD Focal Person* CSWDO
	TOTAL:	**None**	**10 Minutes**	

10. Application for Solo Parent Membership and ID

A Solo Parent ID is a government issued ID for solo or single parents in the Philippines as defined under RA 8927 Solo Parent's Welfare Act of 2000. Solo parents who carry such ID can enjoy certain government discounts and benefits as stated in the law.

Office or Division:	City Social Welfare And Development Office- Family Community And Women Section
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Qualified Solo Parent

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Application Form provided by CSWDO	CSWDO
Barangay Certificate of Residency (1 Original)	Barangay Hall
Barangay Captain Certification Indicating your status as a Solo Parent (1 Original)	Barangay Hall
PSA Birth Certificate of your child/children (1 Photocopy)	Philippine Statistic Authority/ City Civil Registrar Office
Documents to establish your income, such as: ▪ Income tax return ▪ Certificate of income by Barangay Treasurer or City Treasurer	Bureau of Internal Revenue Barangay Hall/ City Treasurer's Office
Situational Requirements: ▪ Certificate of No Marriage (CENOMAR) ▪ Declaration of Nullity of Marriage ▪ Spouse's death certificate A medical certificate signed by a licensed public medical practitioner as proof of a spouse's mental or physical incapacity	Philippine Statistic Authority/ City Civil Registrar Office Regional Trial Court City Civil Registrar Office City Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out application form and submits	1. Receives and verifies the	None	10 Minutes	*Solo Parent Focal Person*

complete requirements at City Social Welfare and Development Desk	required documents 1.1 Schedule the Home Visitation 1.2 Conduct Home Visitation and Collateral Interview, assess the eligibility of the client based on the requirements and actual home visitation. 1.3 Inform the client that he/she will be notified through text or call on the approval of the application. 1.4 Submit the assessment home visitation report to the Department Head for review and approval. *Conditional Step:* If approved, prepare the Solo Parent ID and inform the client of the schedule for the release of ID.		CSWDO Within 15 days of application 1 Hour	*Solo Parent Focal Person* CSWDO *Department Head* CSWDO

	If disapproved, inform the client through text or call of the disapproval of the application			
2. Receive the Solo Parent ID and affix signature to the logbook as proof of receipt.	2. Release the Solo Parent ID and ensure that the client affixes his/her signature as proof of receipt.	None	5 Minutes	*Solo Parent Focal Person* CSWDO
	TOTAL:	**None**	**15 Days, 1 hour and 15 Minutes**	

**This service is covered under RA 8927: Solo Parent's Welfare Act of 2000*

11. Issuance of Travel Clearance for Minors Travelling Locally

The City Social Welfare and Development Office issues travel clearance for a Filipino child below 18 years of age traveling locally unaccompanied by any of the parents or persons having parental authority or legal custody over the child. This is to ensure the welfare of the children against trafficking and any forms of abuse.

Office or Division:	City Social Welfare And Development Office- Family Community And Women Section
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Child Below 18 Years Old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Child Birth Certificate (1 Photocopy)	City Civil Registrar Office/Philippine Statistics Authority
Parent/Guardian Affidavit of Consent to Travel (1 Original)	Public Attorney's Office
Affidavit of Guardianship (In absence of parent and the guardian has the custody of the child)	Guardian of the Minor
Written Consent of Guardian (1 Original Copy)	Guardian of the Minor
Barangay Certification (knowledgeable in the desire of the minor and parents to travel)	Barangay Hall
Valid ID of the Child	Child/Parent
Valid ID of the Child's travel companion	Child's Companion
Authorization Letter	Parents
Any government issued-ID of both parents; SSS ID, UMID Card, PhilHealth ID National ID, Driver's License, TIN ID PRC ID, Voter's ID, Postal ID Philippine Passport	Parents- SSS, PhilHealth, PSA, LTO, BIR, PRC, Comelec, Postal Office, DFA
Accomplished Application Form	City Social Welfare and Development Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the documentary	1. Receive and verify the	None	5 minutes	*Social Worker/Social Welfare*

requirements at Child and Youth Section 1.1 Provide information based on the questions	completeness of the requirements (Return to client if incomplete for compliance) 1.1 Conduct Intake Interviews and prepare the travel clearance for approval 1.2 Review the documentary requirements and sign the travel clearance	None None	1 Hour 10 Minutes	*Assistant/Social Welfare Aide* *Social Worker/Social Welfare Assistant/Social Welfare Aide* *Department Head*
2. Receive the Travel Clearance and affix signature in the office logbook as proof of receipt	2. Release the Travel clearance/ permit and ensures that the client sign the logbook as proof of claim	None	5 minutes	*Social Worker/Social Welfare Assistant/Social Welfare Aide*
	TOTAL:	**None**	**1 Hour and 20 Minutes**	

12. Availment of Day Care Services

The Day Care Service promotes the basic rights of the children which are the developmental and participation rights that aim to enhance the physical, social, emotional, cognitive, psychological, spiritual, and language development of young children aged 3-4 years old.

Office or Division:	City Social Welfare And Development Office- Child And Youth Section
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Children aged 3-4 years old

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Birth Certificate	Parent of the Child
Immunization Record	Rural Health Unit
Marriage Contract of Parents (If Married)	Parent of the Child

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete documentary requirements and fill out the Early Childhood Care and Development Checklist.	1. Receive and review documentary requirements 1.2. Inform the parent on the schedule of the Parent Orientation before the classes start	None	1 Hour	*Day Care Worker* CSWDO
	TOTAL:	**None**	**1 Hour**	

13. Hospital Medical Assistance

The assistance to extend help for hospitalization expenses, cost of medicines, other medical treatment or procedures such as implants, laboratory procedures including but not limited to CT scan, ECG, 2D echo and MRI that can be avail once every 6 months with a minimum of 500 up to 10,000 pesos. This is based from the City Ordinance Institutionalizing the Implementation of Medical Assistance to Individuals in Crisis Situation (City Ordinance No. 07-2024)

Office or Division:	City Social Welfare And Development Office – Emergency Section
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Individual Admitted to Private Hospitals Within Panabo City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Certificate stating its residence and purpose, indicating that the client/patient is in crisis situation (1 original copy)	Barangay Hall
Any government issued ID indicating the Panabo City address of the client/patient to be interviewed and contact number.	Requesting Client/SSS, PhilHealth, PSA, LTO, BIR, PRC, Comelec, Postal Office, DFA
Case Summary Report	Hospital Medical Social Worker
Medical Certificate/Medical Abstract or Certificate of Confinement with date of issuance, complete name, signature and license number of the attending physician (issued within the month)- Original	Hospital where the client is admitted
Hospital final bill/statement of account (outstanding balance) with complete name and signature of the billing clerk- Original	Hospital where the client is admitted
Any government-issued ID of the claimant	Claimant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit complete documentary requirements at Family, Community and Emergency Section	1. Receive and verify the completeness of the requirements (Return to client if incomplete for compliance	None	5 Minutes	*Social Worker/Social Welfare Assistant/Social Welfare Aide*
2. Provide necessary information based on the questions indicated in the Intake Sheet	2. Conduct Intake Interview	None	1 Hour	*Social Worker/Social Welfare Assistant/Social Welfare Aide*
	3. Prepare a complete set of documents including the Guaranteed Letter for approval of the Department Head	None	10 Minutes	*Social Worker/Social Welfare Assistant/Social Welfare Aide*
	4. Review the documents and sign the Guaranteed Letter	None	30 Minutes	*Department Head*

3. Receive cash assistance and affix Signature in the Logbook as proof of receipt	5. Release the Guaranteed Letter to the client and ensure to affix the signature in the Logbook	None	5 Minutes	*Social Worker/Social Welfare Assistant/Social Welfare Aide*
	TOTAL:		**1 Hour and 50 Minutes**	

14. PWD Bedridden Financial Assistance

The medical/financial is part of the office's social service for Bedridden PWD Members who are in crisis situation based on Republic Act 7277 or the Magna Carta for Disabled Persons. The maximum amount to be given for PWD bedridden is P1, 500. This assistance can be availed by Bedridden PWD member every after three months. Granting of this amount is based on the assessment of the assigned worker on the urgency and of the need of the client.

Office or Division:	City Social Welfare And Development Office- SC and PWD Section
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	PWD Bedridden Members

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Barangay Certificate of Indigency (1 original copy)	Barangay Hall
Whole body picture of PWD Bedridden (1 Printed Copy)	Client
PWD ID (1 Photocopy)	Client
Authorization Letter or SPA of the Authorized Representative	Client
Any of the following valid ID of the claimant: (1 Photocopy) SSS ID, UMID Card, Philhealth ID, National ID, Driver's License, TIN ID, PRC ID, Voter's ID, Postal ID, Philippine Passport, Barangay ID	Requesting Client/SSS, PhilHealth, PSA, LTO, BIR, PRC, Postal Office, Comelec, DFA, Barangay Hall

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete documentary requirement at PWD Welfare Unit	1. Receive and verify the completeness of the requirements	None	10 Minutes	*Disability Affairs Officer/Social Welfare Officer/Social Welfare Assistant/Social Welfare Aide* *Disability Affairs Officer/Social*

1.1 Provide information based on the questions indicated in the Intake Sheet for Assessment	1.1 Conduct Intake Interview	None	1 hour	*Welfare Officer/Social Welfare Assistant/Social Welfare Aide*
1.2 Comply with the preparation of necessary documents	1.2 Prepare an acknowledgment receipt and take photo of the client *(for liquidation purposes) then* forward the complete documents to Department Head for signature	None	15 minutes	*Disability Affairs Officer/Social Welfare Officer/Social Welfare*
1.3 Wait for the name to be called to receive the requested assistance	1.3 Department Head to review and approve the acknowledgement receipt	None	30 minutes	*Department Head*
2. Receive the Cash assistance and sign the logbook and Acknowledgement Receipt	2. Release the Financial Assistance to the client and ensure to affix his/her signature in the Acknowledgement Receipt.	None	10 minutes	*Disability Affairs Officer/Social Welfare Officer/Social Welfare Assistant/Social Welfare Aide*
	TOTAL:	**None**	**2 Hours and 5 Minutes**	

15. PWD Medical/Financial Expense Assistance

The medical/financial is part of the office's protective service for PWD Members who undergo Physical, Occupational and Chemo Therapy. The maximum amount to be given for PWD who undergoes therapy is P3, 000. This assistance can be availed by PWD every after three months. Granting of this amount is based on the assessment of the assigned worker on the urgency and of the need of the client.

Office or Division:	City Social Welfare And Development Office- SC and PWD Section
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Person with Disability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Certificate of Indigency (1 original copy)	Barangay Hall
Therapy Quotation per session	Attending Therapist
Medical certificate/Diagnosis/Assessment	Attending physician
PWD ID (1 photocopy)	Client
Authorization Letter or SPA of the Authorized Representative	Client
Any of the following valid ID of the claimant: (1 photocopy) SSS ID, UMID Card, Philhealth ID, National ID, Driver's License, TIN ID, PRC ID, Voter's ID, Postal ID, Philippine Passport, Barangay ID	Requesting Client/SSS, PhilHealth, PSA, LTO, BIR, PRC, Postal Office, Comelec, DFA, Barangay Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirement at PWD Welfare Unit	1. Receive and verify the completeness of the requirements	None	10 Minutes	*Disability Affairs Officer/Social Welfare Officer/Social Welfare Assistant/Social Welfare Aide*
1.1 Provide information based on the questions	1.1 Conduct Intake Interview	None	1 Hour	*Disability Affairs Officer/Social Welfare*

indicated in the Intake Sheet for Assessment				*Officer/Social Welfare Assistant/Social Welfare Aide*
1.2 Comply with the preparation of necessary documents	1.2 Prepare an acknowledgment receipt and take photo of the client *(for liquidation purposes) then* forward the complete documents to Department Head for signature	None	15 minutes	*Disability Affairs Officer/Social Welfare Officer/Social Welfare*
1.3 Wait for the name to be called to receive the requested assistance	1.3 Sign and review the documents	None	30 minutes	*Department Head*
2. Receive the Cash assistance and signed the logbook as proof of receipt Signature in the Acknowledgement	2. Release the Cash Assistance to the client and ensure to affix his/her signature in the Acknowledgement Receipt.	None	10 minutes	*Disability Affairs Officer/Social Welfare Officer/Social Welfare Assistant/Social Welfare Aide*
	TOTAL:	**None**	**2 Hours and 5 Minutes**	

16. Limited Financial Assistance for Exiting 4PS Beneficiaries

This assistance is for the exiting 4Ps households that are assessed to be still in crisis situation and needing financial assistance as per assessment by the City Link (PDOII). They will receive 1,500 pesos.

Office or Division:	City Social Welfare And Development Office – Women, Family and Community Section
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Individual Needing Medicine Assistance

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Certificate- Indicating that the client is in Crisis Situation (1 original copy)	Barangay Hall
Case Assessment Report	Project Development Officer II of DSWD
Any of the following valid ID of the Claimant: (1 photocopy) SSS ID, UMID Card, PhilHealth ID National ID, Driver's License, TIN ID PRC ID, Voter's ID, Postal ID Philippine Passport	Requesting Client/SSS, PhilHealth, PSA, LTO, BIR, PRC, Postal Office, Comelec, DFA, Barangay Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirement at Family, Community and Emergency Section	1. Receive and verify the completeness of the requirements (Return to client if incomplete for compliance)	None	10 Minutes	*Social Worker/Social Welfare Assistant/Social Welfare Aide*
1.1 Provide information based on the questions indicated in the Intake Sheet for Assessment	1.1 Conduct Intake Interview	None	1 Hour	*Social Worker/Social Welfare Assistant/Social Welfare Aide*

1.2 Comply with the preparation of necessary documents 1.3 Wait for the name to be called to receive the requested assistance	1.2 Prepare an acknowledgment receipt and take photo of the client *(for liquidation purposes) then* forward the complete documents to Department Head for signature 1.3 Review and sign the documents	None None	10 minutes 30 minutes	*Social Worker/Social Welfare Assistant/Social Welfare Aide* *Department Head*
2. Receive the Cash assistance, sign the Acknowledgement Receipt and logbook as proof of receipt	2. Release the Cash Assistance to the client and ensure to affix his/her signature in the Acknowledgement Receipt and logbook as proof of receipt	None	10 minutes	*Disbursing Staff/Administrative Aide*
	TOTAL:	**None**	**2 Hours**	

17. Medicine Assistance

The limited Financial/Cash Assistance for Individuals is part of the office's protective service for individuals in crisis situation needing medicine as prescribed by their physician. The maximum worth of medicine to be given is P3, 000. This assistance can be availed by individual every after three months. This is based from the City Ordinance Institutionalizing the Implementation of Medical Assistance to Individuals in Crisis Situation (City Ordinance No. 07-2024)

Office or Division:	City Social Welfare And Development Office – Emergency Section
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Indigent Individual In Crisis Situation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Certificate stating its residence and purpose, indicating that the client/patient is in crisis situation (1 original copy)	Barangay Hall
Any government issued ID indicating the Panabo City address of the client/patient to be interviewed and contact number	Requesting Client/SSS, PhilHealth, PSA, LTO, BIR, PRC, Comelec, Postal Office, DFA
Medical Certificate/Medical Abstract or Certificate of Confinement with date of issuance, complete name, signature and license number of the attending physician (issued within 5 days)- Original	Attending Physician or in Hospital where the client is admitted
Medical Prescription issued within 5 days (with quotation of medicine from a pharmacy) with the date of issuance, complete name, signature, and license number of the attending physician	Attending Physician
Any government-issued ID card of the Claimant: (1 photocopy) SSS ID, UMID Card, PhilHealth ID National ID, Driver's License, TIN ID PRC ID, Voter's ID, Postal ID Philippine Passport	Requesting Client/SSS, PhilHealth, PSA, LTO, BIR, PRC, Comelec, Postal Office, DFA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit complete documentary requirement at Family, Community and Emergency Section	1. Receive and verify the completeness of the requirements (Return to client if incomplete for compliance)	None	10 Minutes	*Social Worker/Social Welfare Assistant/Social Welfare Aide*
1.1 Provide information based on the questions indicated in the Intake Sheet for Assessment	1.1 Conduct Intake Interview	None	1 Hour	*Social Worker/Social Welfare Assistant/Social Welfare Aide*
1.2 Comply with the preparation of necessary documents	1.2 Inform the client of the amount to be granted based on the assessment and prepare an acknowledgment receipt and take photo of the client (for liquidation purposes)	None	10 minutes	*Social Worker/Social Welfare Assistant/Social Welfare Aide*
1.3 Wait for the name to be called to receive the requested assistance	1.3 Forward the complete documents to Department Head for signature	None	30 minutes	*Department Head*
2. Receive the Cash assistance and signed the logbook as proof of receipt Signature in the Acknowledgement	2. Release the Cash/Medicine Assistance to the client and ensure to affix his/her signature in the Acknowledgement Receipt.	None	30 Minutes	*Social Worker/Social Welfare Assistant/Social Welfare Aide*

	TOTAL:	**None**	**2 Hours, 20 Minutes**	