



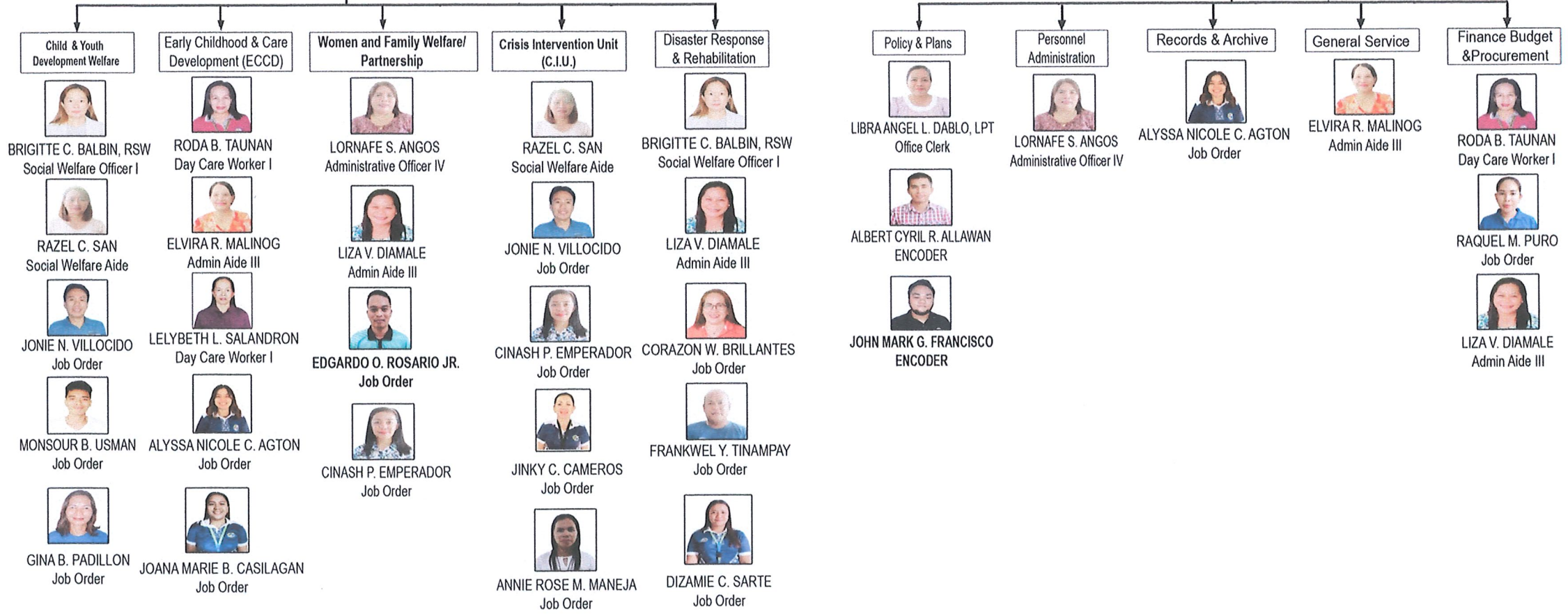
REPUBLIC OF THE PHILIPPINES  
PROVINCE OF DAVAO OCCIDENTAL  
MUNICIPALITY OF MALITA

**MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE**

# **CITIZEN'S CHARTER**

# ORGANIZATIONAL STRUCTURE

## MUNICIPALITY OF MALITA SOCIAL WELFARE AND DEVELOPMENT OFFICE ORGANIZATIONAL STRUCTURE





Republic of the Philippines  
Province of Davao Occidental  
**MUNICIPALITY OF MALITA**

**MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE**

**CITIZEN'S CHARTER**

**MANDATE**

1. Formulate measures, develop plans and strategies, provide technical assistance, and ensure the delivery of basic services and provision of adequate facilities relative to social welfare and development services.
2. Identify the basic needs of the needy and disadvantaged and develop and implement appropriate measures to alleviate their problems and improve their living conditions.
3. Provide relief and appropriate crisis intervention for victims of abuse and exploitation and recommend appropriate measures to deter further abuse and exploitation.
4. Facilitate the implementation of social welfare and development programs for children and youth, women, disabled, elderly, and disadvantaged families/groups/ communities.
5. Be in the frontline of service delivery, particularly those which have to do with the immediate relief during and assistance in the aftermath of man-made and natural disaster and natural calamities.
6. Coordinate with government agencies and non-governmental organizations for the promotion and protection of all needy, disadvantaged groups, or individuals, families and communities.
7. Implement Special Protection Projects/Programs of the DSWD.
8. Exercise such other powers and perform other functions and duties as may be prescribed by law or ordinance.

**Vision**

A society where the poor, vulnerable and disadvantaged individuals, families and communities are empowered and improved quality of life.

**Mission**

To provide social protection and promote the rights and welfare of the poor, vulnerable and the disadvantaged individual, family and community to contribute to poverty alleviation and empowerment through Social Welfare and Development (SWD) policies, program, projects and services implemented with or through LGUs, NGOs, POs, GOs, and other member of the civil society.

**Goal**

Setting up and enforcement of Social Welfare and Development standards to protect the rights of the poor and the disadvantaged to quality services.



# ORGANIZATIONAL STRUCTURE

## MUNICIPALITY OF MALITA SOCIAL WELFARE AND DEVELOPMENT OFFICE ORGANIZATIONAL STRUCTURE



MUNICIPAL MAYOR



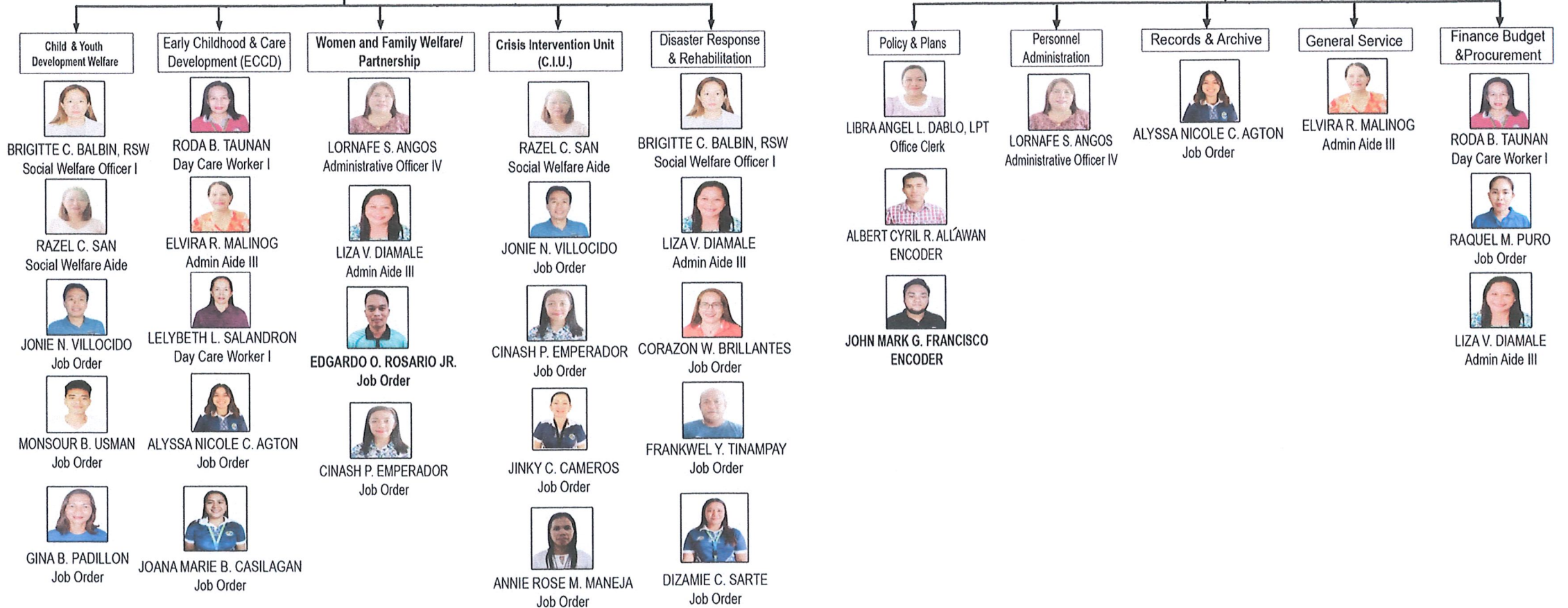
MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICER



OPERATION & PROGRAM DIVISION



ADMINISTRATIVE DIVISION



# FUNCTIONAL CHART

## MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICER

1. Formulate measures for the approval of the sanggunian and provide technical assistance and support to the mayor, as the case maybe, in carrying out measures to ensure the delivery of basic services and provisions of adequate facilities relative to social welfare and development services as provided in local code of 1991.
2. Develop plans and strategies and upon approval thereof by the mayor, as the case maybe, implement the same particularly those which have to do with social welfare programs and projects which the mayor is empowered to implement and which the sanggunian is empowered to provide for under the local code. In addition to the foregoing duties, the social welfare and development officer shall:
3. Identify the basic needs of the needy, the disadvantaged and the impoverished and develop and implement appropriate measures to alleviate their problems and improve their living conditions;
4. Provide relief and appropriate crisis intervention for victims of abuse and exploitation and recommend appropriate measures for further intervention;
5. Assist the mayor, as the case may be, in implementing the barangay level program for the total development and protection of children;
6. Facilitate the implementation of welfare programs for the disabled, elderly, and victims of drug addiction, the rehabilitation of prisoners and parolees, the prevention of juvenile delinquency and such other activities which would eliminate or minimize the ill-effects of poverty;
7. Initiate and support children and youth welfare programs that will enhance the role of the children and youth in nation-building;
  - 7.1. Recommend to the sanggunian and to the mayor on all other matters related to social welfare and development services which will improve the livelihood and living conditions of the inhabitants; and
  - 7.2. Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance;
8. Coordinate with government agencies and non-governmental organizations which have for their purpose the promotion and the protection of all needy, disadvantaged, underprivileged or impoverished groups or individuals, particularly those identified to be vulnerable and high-risk to exploitation, abuse and neglect;
  - 8.1. Be in the frontline or service delivery, particularly those which have to do with immediate relief during and assistance in the aftermath of man-made and natural disaster and natural calamities;
  - 8.2. Recommend to the sanggunian and advise the mayor, as the case may be, on all other matters related to social welfare.

### OPERATION AND PROGRAMS DIVISION

### ADMINISTRATIVE DIVISION

**Children and Youth Welfare**

1. Protection: Ensuring the safety and protection of children and young people from abuse, neglected, exploitation, and other forms of harm.
2. Education: Promoting access to quality education and educational opportunities for children and young people, ensuring their right to learn and develop their skills.
3. Health and Nutrition: Ensuring access to healthcare services, promoting healthy lifestyles, and addressing the nutritional needs of children and young people.
4. Social and Emotional Support: Providing counseling, mentoring and support services to help children and young people cope with challenges, develop resilience, and build positive relationships.
5. Advocacy: Advocating for the rights and well-being of children and young people, raising awareness about their needs, and influencing policies and programs that affect their lives.
6. Foster Care and Adoption: Facilitating foster care placements and adoption process for children and young people who are unable to live with their biological families.
7. Recreation and Leisure: Promoting opportunities for children and young people to engage in recreational activities, sports, arts, and cultural events to enhance their social and personal development.
8. Rehabilitation and Reintegration: Supporting children and young people who have experienced trauma, violence, or involvement in harmful behaviors to reintegrate into society and lead productive lives.
9. Collaboration and Networking: Collaborating with other stakeholders, including government agencies, NGOs, community organizations, and families, to coordinate efforts and resources for the well-being of children and young people.

**Early Childhood Care & Development (ECCD)**

1. Providing Early Childhood Education: ECCD programs aim to provide quality education and development opportunities to children from birth to 8 years old. This includes preschool education, kindergarten, and other early learning experiences.
2. Ensuring Holistic Development: ECCD focuses on the holistic development of the children, including their physical, cognitive, social, emotional, and language development. It aims to provide a well-rounded education that prepares children for future learning and success.
3. Promoting Health and Nutrition: ECCD programs often include health and nutrition components to ensure the well-being of children. This may include providing nutritious meals, conducting health screenings, and promoting healthy habits.
4. Supporting Parenting Education: ECCD recognizes the importance of parental involvement in a child's development. It provides support and resources for parents to enhance their parenting skills and create a nurturing environment for their children.
5. Facilitating Play and Learning: ECCD emphasizes the importance of play in a child's learning and development. It provides age-appropriate play materials, activities, and environments that stimulate children's curiosity, creativity, and problem-solving skills.
6. Collaborating with Stakeholders: ECCD programs collaborate with various stakeholders, including parents, educators, health professionals, and community organizations. This collaboration ensures a holistic approach to child development and creates a supportive network for the children and their families.
7. Monitoring and Evaluation: ECCD programs conduct regular monitoring and evaluation to assess the effectiveness of their interventions. This helps identify areas for improvement and ensures the quality of services provided.

**Women and Family Welfare**

1. Support for Families: Providing support and assistance to families in need, such as financial aid, housing assistance, and access to healthcare services.
2. Parenting Education: Offering parenting education programs and resources to help parents develop effective parenting skills, improve family dynamics, and promote positive child development.
3. Domestic Violence Prevention and Intervention: Implementing programs and services to prevent domestic violence, raise awareness about its impact, and provide support and protection for survivors.
4. Women's Empowerment: Promoting gender equality and empowering women through education, skills training, and economic opportunities to enhance their social and economic status.
5. Maternal and Child Health: Ensuring access to quality healthcare services for women during pregnancy, childbirth, and postpartum period, as well as promoting child health and well-being.
6. Legal Support: Providing legal support and advocacy for women and families, including assistance with matters such as divorce, custody, and protection orders.
7. Counseling and Support Services: Offering counseling, support groups, and mental health services to address the emotional and psychological needs of women and families.
8. Awareness and Education: Conducting awareness campaigns and educational programs to promote gender equality, women's rights, and healthy family relationships.
9. Childcare and Early Childhood Development: Supporting the availability of affordable and quality childcare services, as well as promoting early childhood development programs for young children.
10. Policy Development and Advocacy: Advocating for policies and legislation that protect the rights and welfare of families and women, and working towards creating a supportive and inclusive society.

**Disaster Response & Rehabilitation**

1. Disaster Relief
2. Rehabilitation Service
3. Disaster Mitigation
4. Delivery of food and commodities to the evacuation center
5. Provision of ESA (Emergency Shelter Assistance) to families who have been severely or total damaged
6. Medical/Financial assistance to those severely injured
7. Counseling to individuals or families who have been emotionally and psychologically depressed by the disaster
8. Case Management of necessary
9. Emergency Feeding
10. Temporary Shelter
11. Crisis Debriefing
12. Food for Work/Emergency Cash Assistance
13. Emergency Shelter Assistance
14. Supplemental Feeding
15. Disaster Management Capability Building
16. Facilitate Camp Management

**Crisis Intervention Unit (C.I.U)**

1. Rapid Response: Being available 24/7 to respond promptly to crisis situations ensuring that individuals in distress receive immediate assistance
2. Assessment and Triage: Conducting assessments to determine the severity and urgency of the crisis, prioritizing interventions based on the level of risk and need.
3. Crisis Counseling: Providing crisis counseling and emotional support to individuals experiencing a crisis, helping them cope with their emotions, reduce distress, and regain a sense of stability.
4. Safety Planning: Collaborating with individuals in crisis to develop safety plans that address immediate safety concerns and provide strategies for managing the crisis.
5. Crisis Management: Implementing strategies and interventions to manage the crisis situation effectively, ensuring the safety of individuals involved and minimizing potential harm.
6. Referral and Resource Coordination: Connecting individuals to appropriate resources and services, such as mental health professionals, medical care, social support, or legal assistance, based on their specific needs.
7. Collaboration with Stakeholders: Collaborating with other agencies, organizations, and community.

**Community Welfare/Partnership**

- Community needs Assessment
- Program Development
- Community Engagement
- Partnership Building
- Advocacy and Awareness
- Collaboration and Coordination

**Policy and Plans & Data Management**

- Policy Development & Advocacy
- Data Collection and Data Analysis
- Monitoring & Evaluation

**Personnel Administration**

- Training Development
- Performance Management
- Compliance with employment laws
- Rewards and Documentation of Personnel

**General Services**

- Facility Management
- Maintenance and Repairs
- Procurement and Inventory Management
- Asset Management
- Transportation and Logistics

**Records & Archive**

- Record Keeping
- Document Management
- Records Retention
- Access and Retrieval
- Records Disposal
- Compliance and Audit
- Preservation and Conservation

**Financial and Budget & Procurement**

- Financial Assistance

## PROCESS FLOW

### 1. Early Childhood Care and Development (ECCD)

#### Day Care Enrollment

<b>Office or Division:</b>	Municipal Social Welfare and Development Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Children ages 2-4 years old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Parent's Consent	Provided by the Child Development Worker
Birth Certificate	Provided by the client
Intake form	Provided by the Child Development Worker
CDC/Child Development Checklist	Provided by the Child Development Worker
Weight Record	Provided by the client/or Barangay Nutrition Scholar (BNS)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1	Daycare parents and child development worker meet for possible admission of the child in the child development center.		None	20-30 minutes	Child Development Worker (CDW)
2	Child Development Parents attend program orientation and election of officers.	2.1 Conduct Parent's Orientation	None	2-3 hours	Child Development Worker (CDW)/ MSWD Personnel
3	Child Development Parents send their children to their respective Child Development Center.	3.1 Conduct daily class session to daycare children	None	3 hours/day (Monday-Friday)	Child Development Worker

4		4.1 Monitoring, assessment and Evaluation of child's performance	None	Variable	Child Development Worker/ MSWD Personnel
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## 2. Child and Youth Welfare Program

### 2.1 Availing of Care and Protection for Children under Difficult Circumstances

<b>Office or Division:</b>	<b>Municipal Social Welfare and Development Office</b>
<b>Classification:</b>	Highly technical
<b>Type of Transaction:</b>	G2C,G2G
<b>Who may avail:</b>	Street children, abandoned or neglected children, physically-abused children, sexually-abused children, victims of rape, incest and sets of lasciviousness , emotionally abused children, and etc.

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Birth Certificate	Provided by the client (if necessary)

1 2	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE TIME
1	Approaches / reports the incident to the social worker	1.1 Interview the client and the parents/ or guardian 1.2 Coordinate with Women and Children Protection Desk (WCPD) for legal action. 1.3 Coordinate with the MHO for physical examination 1.4 Coordinate with the LCR for the child's birth certificate (if necessary)	None None None None	1-2 hours Variable Variable Variable	Social worker Social worker, WCPD officer Social worker, Municipal Health Officer (MHO) Social worker, LCR officer

	1.5 Conduct Case conference/counselling	None	Variable	Social worker, WCPD officer
	1.6 Coordinate with the Barangay Council for the Protection of Children (BCPC) (if necessary)	None	Variable	Social worker, Barangay council
	1.7 File the case in collaboration with the WCPD and the client and family.	None	Variable	Social worker, WCPD officer
	1.8 Attend court hearings until the perpetrator is convicted.	None	Variable	Social worker, WCPD officer

### 3. Women, Family and Community Welfare Program

#### 3.1 Implementation of Anti- Violence Against Women and Their Children (VAWC) or R.A 9262

<b>Office or Division:</b>	Municipal Social Welfare and Development Office
<b>Classification:</b>	Simple highly technical
<b>Type of Transaction:</b>	G2C, G2G
<b>Who may avail:</b>	Battered Women, Rape Victim, Victims of involuntary prostitution, Maltreated women, Woman who are emotionally disturbed, Solo Parent, Drug dependents/ Person with used of drugs, Rebel returnees and etc.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Certification (if necessary)	Attending Physician/Hospital
Birth Certificate (if necessary)	Provided by the client
Marriage Certificate (if necessary)	Provided by the client



#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE TIME
1	Approaches/Reports the incident to the MSWD personnel/Social worker.	1.1 Interview the client	None	30 minutes- 1 hour	Social worker
		1.2 Coordinate with WCPD for legal action.	None	Variable	Social worker, WCPD officer
		1.3 Coordinate with the MHO for physical examination	None	Variable	Social worker, WCPD officer
		1.4 Conduct Case conference/counselling	None	Variable	Social worker, MHO officer
		1.5 Coordinate with the Barangay VAWC Focal (if necessary)	None	Variable	Social worker, WCPD officer
		1.6 File the case in collaboration with the WCPD and the client (if necessary)	None	Variable	Social worker, Barangay VAWC focal
		1.7 Attend court hearings until the perpetrator is convicted.	None	Variable	Social worker, WCPD officer

### 3.2 Issuance of Identification Card (ID) for Solo Parents

<b>Office or Division:</b>	Municipal Social Welfare and Development Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Solo Parent

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Surrender Solo Parent ID (for old applicants)	Provided by the client
Photocopy of Birth Certificate if Child/Children 21 years old and below.	Provided by the client
Photocopy of Annulment Certificate (If necessary)	Provided by the client
Photocopy of Court Certificate if the spouse is convicted (at least 1 year of conviction)	Provided by the client

Photocopy of Death Certificate (for death spouse)	Provided by the client
Original copy of Barangay Certification as proof of residency	Barangay Local Government Unit (BLGU)
Photocopy of Cedula during the present year.	Barangay Local Government Unit (BLGU)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE TIME
1	Client approaches and submits the complete requirements as stated in the MSWD checklist.	1.1 Client being interviewed by the MSWD staff based on the Solo Parent Intake Form	None	15-20 minutes	MSWD staff
		1.2 Check and review the completeness & verify the submitted requirements with the client.	None	10-15 minutes	MSWD staff
		1.3 Assessment/Evaluation/Recommendation by the MSWD Officer if the client is qualified for the services based on the Solo Parent Act.	None	Variable	Focal Person
2	Waits for the requested document/s.	2.1 The Focal person will prepare the requested Identification card.	None	10-15 minutes	Focal Person
		2.2 The client will be informed of the release of their requested identification card.	None	Variable	Focal Person
3	If granted, receives the Identification card, and signs the logbook.	3.1 Release the requested Identification card and record the document on the logbook with the client's signature.	None	5-10 minutes	MSWD staff

#### 4. Crisis Intervention/Assistance to Individual in Crisis Situation

##### 4.1 Availment of Medical Assistance

<b>Office or Division:</b>	Municipal Social Welfare and Development Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C, G2G
<b>Who may avail:</b>	The beneficiaries of the program shall be any constituent of the local government who sought assistance directly or are referred to the MSWDO. Priority shall be given to families who are indigent, vulnerable and disadvantaged or those in the informal sector and others who are in crisis situations based on the assessment of the Social Workers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and photocopies of Barangay Certification	Barangay Local Government Unit
Photocopies of the Cedula from the current year	Barangay Local Government Unit
Photocopies of the valid I.D of the claimant	Provided by the client
Original and photocopy of Medical Certificate	Attending Physician/Hospital
Prescription from the Physician	Attending Physician

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE TIME
1	Submits the complete requirements as stated in the MSWD office checklist	1.1 Client being interviewed by the MSWD staff based on the Intake Form.	None	15-20 minutes	MSWD staff
		1.2 Check and review the completeness & verify the submitted requirements with the client.	None	10-15 minutes	MSWD staff

		1.3 Assessment/Evaluation/Recommendation by the Focal Person if the client is qualified for the services.	None	Variable	Focal Person
		1.4 The MSWD staff will process the request.	None	Variable	MSWD staff
		1.5 Approval of the MSWD officer	None	Variable	MSWD officer
		1.6 Clients will be contacted once the Assistance is already available.	None	Variable	MSWD staff
2	If granted, receives the Medical Assistance and signs the record book.	2.1 Release the Medical Assistance and record the released assistance with the client's signature.	None	15-20 minutes	MSWD staff

#### 4.2 Availment of Burial Assistance

<b>Office or Division:</b>	<b>Municipal Social Welfare and Development Office</b>
<b>Classification:</b>	Highly technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	The beneficiaries of the program shall be any constituent of the local government who sought assistance directly or are referred to the MSWDO. Priority shall be given to families who are indigent, vulnerable and disadvantaged or those in the informal sector and others who are in crisis situations based on the assessment of the Social Workers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and photocopies of Barangay Certification (Claimant)	Barangay Local Government Unit
Photocopies of the Cedula from the current year (Claimant)	Barangay Local Government Unit
Photocopies of the valid I.D of the claimant	Provided by the client
Original and photocopy of Death Certificate	Provided by the client

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	RESPONSIBLE TIME
1	Submits the complete requirements as stated on the checklist to the MSWD office	1.1 Client being interviewed by the MSWD staff based on the Intake Form.	None	15-20 minutes	MSWD staff
		1.2 Check and review the completeness & verify the submitted requirements with the client.	None	10-15 minutes	MSWD staff
		1.3 Assessment/Evaluation/Recommendation by the Focal Person if the client is qualified for the services.	None	Variable	Focal Person
		1.4 The MSWD staff will process the request.	None	Variable	MSWD staff
		1.5 Approval of the MSWD Officer	None	Variable	MSWD staff
		1.6 Clients will be contacted once the assistance is already available.	None	Variable	MSWD staff
2	If granted, receives the Burial Assistance and signs the record book.	2.1 Release the Burial Assistance and record the released assistance with the client's signature.	None	15-20 minutes	MSWD staff



#### 4.3 Availment of Food and Non Food items

<b>Office or Division:</b>	Municipal Social Welfare and Development Office
<b>Classification:</b>	Highly technical
<b>Type of Transaction:</b>	G2C, G2G
<b>Who may avail:</b>	The beneficiaries of the program shall be any constituent of the local government who sought assistance directly or are referred to the MSWDO. Priority shall be given to families who are indigent, vulnerable and disadvantaged or those in the informal sector and others who are in crisis situations based on the assessment of the Social Workers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and photocopies of Barangay Certification (Claimant)	Barangay Local Government Unit
Photocopies of the Cedula from the current year (Claimant)	Barangay Local Government Unit
Photocopies of the valid I.D of the claimant	Provided by the client

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE TIME
1	Submits the complete requirements as stated on the checklist to the MSWD office	1.1 Client being interviewed by the MSWD staff based on the Intake Form.	None	15-20 minutes	MSWD staff
		1.2 Check and review the completeness & verify the submitted requirements with the client.	None	10-15 minutes	MSWD staff
		1.4 Assessment/Evaluation/Recommendation by the Focal Person if the client is qualified for the services.	None	5-10 minutes	Focal Person

		1.5 The MSWD staff will process the request.	None	5-10 minutes	MSWD staff
		1.5 Approval of the MSWD officer	None	5-10 minutes	MSWD staff
2	If granted, receives the assistance and signs the record book.	2.1 Release the Food/ Non Food Assistance and record the released assistance with the client's signature.	None	15-10 minutes	MSWD staff

#### 4.4 Availment of Emergency Assistance Program

<b>Office or Division:</b>	Municipal Social Welfare and Development Office
<b>Classification:</b>	Highly technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Individuals or families that are highly affected from a disaster.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Residence Certificate or Barangay Certificate of Indigency	Barangay Local Government Unit
Pictures of damaged/destroyed houses in case of typhoons, floods, earthquake, and fire. Cedula of the current year Valid Identification Card	Provided by the client
Certificate from the Fire Office (if the client is fire victim)	Bureau of Fire and Protection
Medical certificate (if injured)	Attending Physician/Hospital

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE TIME
1	Submits the complete requirements as stated on the checklist to the MSWD office	<p>1.1 Client being interviewed by the MSWD staff based on the Intake Form.</p> <p>1.2 Check and review the completeness &amp; verify the submitted requirements with the client.</p> <p>1.3 Assessment/Evaluation/Recommendation by the Focal Person if the client is qualified for the services.</p> <p>1.4 The MSWD staff will process the request.</p> <p>1.5 Approval of the MSWD Officer</p> <p>1.6 Clients will be contacted once the assistance is already available.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>15-20 minutes</p> <p>10-15 minutes</p> <p>Variable</p> <p>Variable</p> <p>Variable</p> <p>Variable</p>	<p>MSWD staff</p> <p>MSWD staff</p> <p>Focal Person</p> <p>MSWD staff</p> <p>MSWD Officer</p> <p>MSWD staff</p>
2	If granted, receives the assistance and signs the record book.	2.1 Release the Emergency Assistance and record the released assistance with the client's signature.	None	15-20 minutes	MSWD staff

**5. Diversion Program for Children in Conflict with the Law (CICL) Child at Risk (CAR)**

<b>Office or Division:</b>	Municipal Social Welfare and Development Office
<b>Classification:</b>	Highly technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	<p>*A person below 18 years of age who is alleged as, accused of or adjudged and having committed an offense under Philippine Laws.</p> <p>*Both the perpetrator and the victim agree to conduct/undergo diversion program</p> <p>*The case will be brought to proper court if no settlement has been agreed upon.</p>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Referral letter	Sending agency
Endorsement letter/ Court Order	Sending agency
Birth Certificate	Provided by the client
Social Case Study (if necessary)	Social worker
Medical Certificate	Municipal Health Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1	Client seeks help for their need of special protection	<ol style="list-style-type: none"> <li>1. MSWDO/Social Worker interview the client for validation/assessment</li> <li>2. MSWDO/Social Worker conduct counseling and come-up with agreement for both parents and child.</li> <li>3. MSWDO/Social Worker conduct home visitation to the client.</li> <li>4. MSWDO/Social Worker conducts a diversion program in collaboration with the Barangay Local Government Unit.</li> <li>5. MSWDO/Social Worker refers the child to a rehabilitation center if the child is convicted or drug dependent.</li> <li>6. Conduct Case Management and assist Barangay/court hearings (if necessary)</li> </ol>	None	30 minutes- 1 hour	Assigned MSWD Staff/Social Worker
			None	1 hr-2 hrs	
			None	Variable	
			None	Variable	
			None	Variable	
			None	Variable	

**6. Issuance of Evaluation and Endorsement of Minors Travelling Abroad for DSWD MTA Clearance and Domestic Travel.**

<b>Office or Division:</b>	Municipal Social Welfare and Development Office
<b>Classification:</b>	Highly technical
<b>Type of Transaction:</b>	G2C,G2G
<b>Who may avail:</b>	Minors or children below 18 years old who want to apply for Minors Travelling Abroad clearance from DSWD and Certificate to Travel from the MSWD for Domestic Travel.



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application form for Minor Travelling Abroad (MTA)	Provided by the client
General Intake sheet (for Domestic travel)	Provided by the MSWD staff
Marriage Certificate of Parents	Provided by the client
Birth certificate of the minor	Provided by the client
Notarized Affidavit of Consent from parents or guardian who is authorizing a particular person to accompany the child during his/her travel.	Provided by the client
Notarized Affidavit of Support of Sponsor indicating employment and salary certified by the employer (for Travel abroad)	Provided by the client
Latest income Tax Return of sponsors (for Travel abroad)	BIR
2 passport size pictures of minor	Provided by the client
Photocopy of passport and Visa of travelling companion (Travel abroad)	Provided by the client
Affidavit of legitimacy (for legitimate child)	Provided by the client
Barangay certificate of parents/guardians and child's companion (Domestic travel)	Barangay Local Government Unit (BLGU)
Photocopy of Identification card (minor, parents/guardians, and child's companion)	Provided by the client

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	RESPONSIBLE TIME
1	Submits the complete requirements as stated in the MSWD checklist	For MTA			
		1.1 Client being interviewed by the MSWD staff based on the Intake Form	None	15-20 minutes	MSWD staff
		1.2 Check and review the completeness & verify the submitted requirements of the client.	None	10-15 minutes	MSWD staff
		1.3. The MSWDO/Focal Person will contact the DSWD	None	10-15 minutes	MSWD staff

		for referral. 1.4 DSWD will facilitate the request of the client.	None	Variable	DSWD staff
		For Domestic Travel 1.1 Client being interviewed by the MSWD staff based on the Intake Form	None	15-30 minutes	MSWD staff
		1.2 Check and review the completeness & verify the submitted requirements of the client.	None	10-15 minutes	MSWD staff
		1.3 Facilitate the requested documents	None	10-15 minutes	MSWD staff
		1.4 Approval of the MSWD officer	None	5-10 minutes	MSWD Officer
		1.5 Issuance of the Certificate to Travel	None	5-10 minutes	MSWD staff

#### 7. Issuance of Certification of Indigency

<b>Office or Division:</b>	Municipal Social Welfare and Development Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Indigent and vulnerable individuals/families

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Certificate of Residency and Indigency	Barangay Local Government Unit (BLGU)
Photocopy of the Valid Identification Card	Provided by the client

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	RESPONSIBLE TIME
1	Submits the complete requirements as stated in the checklist	1.1 Client being interviewed by the MSWD staff based on the Intake Form	None	15-20 minutes	MSWD staff
		1.2 Check and review the completeness & verify the submitted requirements with the client.	None	10-15 minutes	MSWD staff
2	Waits for the release of certification.	2.1 The MSWD staff will prepare the requested certification.	None	5-10 minutes	MSWD staff
		2.2 The printed certification will be signed by the MSWDO/or the designated OIC	None	5-10 minutes	MSWDO/OIC
3	Receives the requested certification.	3.1 Release the requested certification and record the document to the logbook with the client's signature.	None	5-10 minutes	MSWD staff

### 8. Issuance of Social Case Study Report (CSR)

<b>Office or Division:</b>	Municipal Social Welfare and Development Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C, G2G
<b>Who may avail:</b>	Indigent and vulnerable individuals/families

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Certificate	Attending Physician/Hospital
Hospital bill	Attending Physician/Hospital
Barangay Certification	Barangay Local Government Unit (BLGU)

Valid Identification Card	Provided by the client
Cedula	Barangay Local Government Unit (BLGU)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE TIME
1	Submits the complete requirements as stated in the checklist	1.1 Client being interviewed by the MSWD staff based on the Intake Form.	None	15-20 minutes	MSWD staff
		1.2 The Social worker will check and review the completeness & verify the submitted requirements with the client.	None	10-15 minutes	Social Worker
2	Waits for the release of certification.	2.1 The Social worker will conduct home visitation and validation of data.	None	Variable	Social worker
		2.2 The Social worker will then prepare and create the requested Case study report (If needed)	None	Variable	Social Worker
		2.3 The client will be informed of the release of their requested document.	None	Variable	Social Worker
3	Receives the requested certification.	3.1 Release the requested document and record the released document with the client's signature.	None	5-10 minutes	Social Worker