MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE
External Services

1. SECURING FINANCIAL ASSISTANCE

The Municipal Social Welfare and Development Office assists indigent families and individual for possible financial assistance based on their felt needs.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Walk-in-Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR MEDICAL ASSISTANCE	
1. Medical Certification/Abstract	- Attending Physician
2. Medical prescription- for purchase of medicine	- Attending Physician
3. Referral for laboratory – for diagnostic Procedure	- Attending Physician
4. Barangay Certificate of Indigency	- Punong Barangay
5. Photo copy of valid I.D of claimant	
6. Proof of relationship (birth/marriage Certificate)	- LCR
FOR BURIAL ASSISSTANCE	
1. Photo Copy of Death Certificate	- Local Civil Registrar
2. Funeral Contract	- Funeral Parlor
3. Brgy. Certificate of Indigency	- Punong Barangay
4. Photo copy of valid I.D of claimant	- LCR
5. Proof of relationship (birth/marriage certificate)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for assistance	Verified the completeness of requirements and accomplish DFAC	None	3 mins	Clerk III
2. Answer/ responds to the interview	Interview, assess client's needs and prepare papers for assistance.	None	5 mins	SWO I SWO II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Submit assessed client's documents to other concerned offices for signatures and release of funding.	None	5min	Clerk III
3. Receive financial assistance.	Releasing of financial assistance.	None	2 min	Treasury Office Staff
	TOTAL	None	15 mins.	

2. SETTLEMENT/AVAILMENT DISCOUNTS FOR HOSPITAL BILL FROM VARIOUS HOSPITAL THRU GUARANTEE LETTER

The MSWDO assists indigent patients of various hospitals who are bonafide residents of Dinalupihan, Bataan to avail discount from their hospital bill thru guarantee letter/

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Walk-in-Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Certificate	- Attending Physician
2. Hospital bill/Running bill from the hospital certified by the billing clerk.	- Hospital billing clerk
3. Referral for diagnostic procedure	- Attending Physician
4. Certificate of Indigency	- Punong Barangay
5. Proof of relationship (birth/marriage certificate)	- LCR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents for processing	1. Verified the completeness of documents and accomplish DFAC	None	3 mins	Clerk III
2. Answer / responds to the interview	2. Interview and assess client and prepare guarantee letter for discounts.	None	5 mins	SWO I SWO II
	3.Submit assessed guarantee letter for signature	None	5	Clerk III
3.Received Guarantee Letter	4.Releasing of guarantee letter	None	2 min	Clerk III
	TOTAL	None	15 mins	

3. SECURING SOCIAL CASE STUDY REPORT

The Municipal Social Welfare and Development Office had developed a network of referral system to other government and non-government agencies to link indigent individuals and families for various programs and services.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Walk-in-Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Certificate - Request of laboratory/diagnostic procedure - Medical prescription for medicines - Hospital bill - costing/protocol of treatment 2. Certificate of Indigency	- Attending physician - Attending Physician - Attending Physician - Hospital Billing clerk - Attending Physician/ - Punong Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for Social Case Study Report	1.Verified the completeness of requirements and accomplish DFAC	None	3 mins	SWO I SWO II
	2.Interview and assess client's needs.	None	10 mins	SWO I SWO II
'2. Receive Social Case Study Report	3. Releasing of SCSR.	None	2 mins	Clerk III
	TOTAL	None	15 mins.	

Note: for renewal releasing of SCSR will take 15 minutes for leasing but for the new application for SCSR is one (1) day releasing process.

4. SECURING PRIVILEDGED I.D. CARD FOR SENIOR CITIZENS, PERSON WITH DISABILITY AND SOLO PARENT

The Municipal Social Welfare and Development Office is mandated to provide privilege I.D to above mentioned clientele group for them to avail their special privileged as stated in their respective laws.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple
Type of Transaction:	G2C– Government to Citizen
Who may avail:	Senior Citizen, PWD, Solo Parent

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Senior Citizen	
- Birth Certificate/ Valid I.D with Birthdate	- LCR
- 2 pcs. 1X1 picture	- Studio of choice
- Certificate of Residency	- Punong Barangay
- Senior Citizen Application Form	- MSWDO
For Person with Disability (PWD)	
- Medical Certificate from Government Hospital.	- Hospital Record Section
- Recommendation from Mun. Health Office	- MHO
- 1 pc. Whole body and 1 pc 1X1 picture	- Studio of Choice
- PWD Application Form	- MSWDO
For Solo Parent	
- Birth Certificate of minor children	- LCR
- Certificate of Solo Parent from Punong Barangay	- Punong Barangay
- Affidavit of Two (2) Disinterested persons	- Notary Public
- Solo Parent Application Form	- MSWDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	Verify the completeness of documents	None	2 mins	
- Filled up Form: - Senior Citizens Application Form - PWD Application Form - Solo Parent Application Form.	Accept Filled up Forms and process corresponding I.D. - Senior Citizen - - PWD - - Solo Parent	None	3 min	For Sr. ID - Clerk III For PWD – Clerk III For Solo Parent – SWO I
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
2. Received ID and Booklets.	Release the privileged I.D.	None	1 min.	For Sr. ID - Clerk III For PWD – Clerk III For Solo Parent – SWO I Front Desk Staff
TOTAL		None	6 mins	

5. ECCD PROGRAM THRU DAY CARE SERVICE/SUPERVISED NEIGHBORHOOD PLAY PROGRAM

Day Care/SNP Program is one of the devolved programs to the Local Government (LGU) of the DSWD by virtue of the Local Government Code of 1991. The program is focused on the total development of preschoolers (3-4 year of age), focusing on the total development of their seven (7) Domain (Cognitive, Self-help, Fine Motor, Gross Motor, Socio- emotional, Receptive and Expressive.

One of the highlights and component of the program is the provision of Supplementary Feeding to all children enrolled in the Day Care and Supervised neighborhood Play (SNP) centers. This aims to prevent malnutrition and improved the nutritional status of children. Likewise, it encouraged volunteerism and cooperation among parents in the locality, since the latter are responsible in cooking and serving hot meals for children.

All enrollees under this program are being provided also with free vitamins, regular medical and dental check-ups and deworming that is being conducted by six (6) RHU - doctors, dentists and other medical personnel within the municipality.

Parents who would like to avail of the service must enroll their 3-4 child and may contact the concerned Day Care Workers assigned in their respective Barangays.

BARANGAY	NAME OF DAY CARE Worker
1. Bangal	Kristine F. Sabuero
2. Bayan Bayanan	Carmi D. Marcelo
3. Colo	Edna A. Galang
4. Daang Bago	Margie L. Pangan
5. Dalao	Bernadette B. Buday
6. Happy Valley	Raquel R. Reyes
7. J.C Payumo	Dianna D. Manalansan
8. Kataasan	Minerva C. Mallari
9. Layac	Angie Lynne R. Susi
10. Luacan	Josephine D. Reyes
11. Mabini Extesion	Jesebel N. Castro
12. Magsaysay	Camille Macalma
13. Maligaya	Jamie L. Bedruz
14. Naparing	Sylvia T. Gutierrez
15. New San Jose – 1	Myrna B. Tubig
16. New San Jose – 2	Edelyn Y. San Angel
17. Old San Jose	Juana E. Sadsad
18. Pag-asa	Florentina G. Ramirez

19. Pagalanggang – A	Ana May M. Lintag
20. Pagalanggang – B	Camille L. Dela Fuente
21. Payangan	Analyn S. Francisco
22. Pentor	Joana Marie S. Saranillo
23. Pinulot	Liza R. Narciso
24. Pita – A	Analiza T. Busa
25. Pita – B	Leny P. Urbano
26. Poblacion	Carmi M. Bacani
27. Roosevelt – A	Lilibeth D. Monato
28. Roosevelt - B	Mabel N. Lapuz
29. Saguing – A	Melissa Justo
30. Saguing – B	Myrla N. Visda
31. Saguing NHA	Lennie P. Serrano
32. San Benito	Mercedes L. Sabile
33. San Ramon	Mercedes M. Pamintuan
34. San Pablo	Josephine S. Capulong
35. San Pablo – B	Jennylyn G. Gaddi
36. San Simon	Mabelle P. De Leon
37. Sapang Balas	Maria Jenica M. Perez
38. Sta. Isabel	Clarissa F. Diñoso
39. Sto. Nino	Rea G. Badillo
40. Torres	Marife G. Naguiat
41. Tubo Tubo	Jonnalyn J. Lazatin
42. Tucop	Arlene F. Mallari

SNP Program Barangay	**SNP Worker**
1. Bangal SNP	Emma L. Agujar
2. J.C.P SNP	Rachelle A. Gigante
3. Pentor SNP	Eden M. Estella
4. Pinulot SNP	Rochelle Ann U. Poliquin
5. Roosevelt SNP	Rhea Mae B. Mallari
6. Tucop SNP	Fe M. Bedaña

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple to complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	3-4 year old children

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Birth Certificate of the child	- LCR

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Enroll the child to respective Day Care/SNP workers	1.Accept enrollment	None	3 mins	Assigned Day Care/ SNP Workers in every barangay/CDC
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	2.Conduct Child Assessment using the ECCD required forms/other assessment materials/tools	None	30- mins /child	Assigned Day Care/ SNP Workers in every barangay/CDC
	3.Facilitate and conduct Daily Sessions.	None	6 hours /day (Monday to Friday	Assigned Day Care/ SNP Workers in every barangay/CDC
	3.a. Submit pertinent records of day care/SNP Children to MSWDO.	None	30 mins	Assigned Day Care/ SNP Workers in every barangay/CDC
2. DCC/SNP parents volunteer helps in the preparation and serving hot meals to DCC/SNP children.	4. Manage the implementation of Supplemental Feeding Program	None	30 mins. /day 120 days	Assigned Day Care/ SNP Workers in every barangay/CDC

3. DCC/SNP parent will submit waver (if necessary) 4. DCC/SNP children will attend medical/dental check-ups.(parent should accompany their child during check-ups)	4.a. Coordinate and facilitate with RHU Doctors and dentist for the semi-annual Medical and dental check-up and deworming	none	20-30 mins. /child (case based)	Day Care/SNP Workers RHU's Physician and other medical staff
	4.b. Facilitate Child's weight and height monitoring.	None	30 mins	Assigned Day Care/ SNP Workers in every barangay/CDC
3. DCC/SNP parents attends EDUCHILD (Parenting) seminar.	5. Conduct EDUCHILD Modular Packages Seminar to DCC/SNP Parents		2 hours	Day Care/SNP Workers Invited speaker if needed
TOTAL		None		

6. SECURING CERTIFICATION TO VARIOUS OFFICESSUCH AS CERTICATE OF INDIGENCY TO PAO/IBP, CERTIFICATE OF INDIGENCY FOR THE CORRECTIONS OF BIRTH/MARRIAGE AND LATE REGISTRATION AND OTHER CERTIFICATIONS

The Municipal Social Welfare and Development Office had developed a network of referral system to other government and non-government agencies to link indigent individuals and families for various programs and services.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Walk-in-Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Certificate of Indigency to PAO/IBP - Certificate of Indigency - Certificate of no Property - BIR Certificate - Photo Copy of documents related to the case	 - Punong Barangay - Assessor's Office - BIR office - Court
For Certificate for the Correction of Birth/Marriage Certificate - Copy of Original Copy of Birth/Marriage Certificate to corrected. - For late registration – negative result from PSA - Certificate of Indigency	 - Phil. Statistics Authority (PSA) - PSA - Punong Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for the requested certification	1.Verified the completeness of requirements.	None	2 mins	Clerk III
	2.Interview, assess and facilitate Certificate of Indigency.	None	5 mins	SWO I SWO II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.Interview, assess and facilitate Certificate of Indigency.	None	5 mins	SWO I SWO II
	3.Submit the Certificate of Indigency to Mayor's Office for signature.	None	2	Clerk III
'2. Receive the Certificate of Indigency	4.Release Certificate of indigency	None	1 min	Clerk III
	TOTAL	None	10 mins.	

7. Seminar and Training Women, Solo Parents and PWD group

The Municipal Social Welfare and Development Office thru designated focal persons for the said sectoral group implements a community-based training program for the KALIPI, Solo Parents and Person with Disability who are interested for various training courses.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple to complex
Type of Transaction:	G2C– Government to Citizen
Who may avail:	Women and PWD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Must be a member of PWD group 2. Must be a member of KALIPI – for women 3. Must be a member of Solo Parent group 4. At least 18-59 years of age. 5. Bonafide resident of Dinalupihan, Bataan	- Maricris Baluyot - Petronila Grace R. Saberon - - Milet F. Paguio

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register willingness for attendance	Verify membership of KALIPI, Solo parent and PWD	None	2 mins	Maricris Baluyot Ptronila Grace Saberon Muilet Paguio
2. Attendance in skills training program.	- Facilitate the skills training	None	8/16/24 hours .	Maricris Baluyot Ptronila Grace Saberon Muilet Paguio
2. Received certificate of completion	Issued Certificate of Completion.	None	2 min. /participants	Maricris Baluyot Ptronila Grace Saberon Muilet Paguio person and facilitator
TOTAL		None		

8. ASSISTANCE ON SPECIAL CASES SUCH AS CHILDREN IN CRISIS SITUATION (CICL) R.A 9344, VICTIMS OF CHILD ABUSE(R.A. 7610), VICTIM OF Domestic violence (R.A 9262)

Provisions on Special Protection Programs and services to children with special needs.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple to complex
Type of Transaction:	G2C– Government to Citizen/G2G- Government to government
Who may avail:	Children with special needs.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth Certificate 2. Court Order 3. Barangay Blotter	- LCR - Court - Barangay Captain

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report abuse to MSWDO 2. Minor attends Diversion program 3. Minor attends court hearing	For CICL - Assists client for possible custody (Affidavit of Undertakings) - Social Case Study Report on Discernment - Referral for Institutionalization (if needed) - Conduct of Diversion Program - Home visits and follow-ups cases - Assists CICL to Courts hearing - Assists CICL for Financial Assistance (if needed. -		3 hours 2 days 6 months 2 hrs. / session 2 hrs /visit 3 to 4 hrs. 15 mins.	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
4. Report abuse to MSWDO	**For Victims of Abuse (R.A 7610)** - Refer victim of child abuse to PNP Women's Desk for appropriate actions (legal) - Counseling - Assists for financial assistance (if needed)		20 mins. 30 mins/session 5 mins.	MSWDO SWO I SWO II
5. Report abuse to MSWDO	For victims of Domestic Violence/Abuse (R.A 9262)		20 mins.	MSWDO SWO I SWO II

	- Assists/refer victims to the PNP Women's Desk for appropriate actions (legal) - Refer victims to the Sanguniang Barangay for management - Counseling - Assists for financial assistance (if needed) - After-care Monitoring/home visit		20 mins 30 mins/ session 5 mins. 2 hours	
TOTAL		None		

9. ONE-TIME CASH ASSISTANCE FOR 90 and 80 YEARS OLD SENIOR CITIZEN

The one-time cash incentive granting Twenty Thousand Pesos (Php 20,000.00) to Senior Citizens who reaches the age of ninety (90) year of age and Five thousand (Php 5,000,00) for senior reaching the age of 80. This is a local initiative under the leadership of the Local Chief Executive. This assistance is our local counterpart to centenarian incentive of the national government. This encourage healthy lifestyle to our constituents to lead a longer and healthier life.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple
Type of Transaction:	G2C– Government to Citizen
Who may avail:	90 year old senior citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Senior Citizen's I.D 2.Birth certificate/marriage/baptismal 3. in the absence of BC/MC, baptismal of the senior citizen, the birth certificate of any child is needed. 4. Affidavit of two disinterested person at least 80 years old with personal knowledge of the Sr. citizen's age and date of birth 5. Certificate of membership to Barangay Association of Senior Citizen Ass. 6. Certificate of Residency 7. if necessary, a spot visit by the Mun. Social Welfare & Development Office staff maybe conducted for validation.	- MSWDO - LCR/ PSA - LCR/ PSA -Notary Public -Sr. Citizen's Office -MSWDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary Requirements	Verify the validity of submitted requirements	None	5 mins	Clerk III
	- Facilitate funding for payment	None	5 days .	SWO II Clerk III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Received one-time cash grants of 20,000.00 for 90 years old 3. Received one-time cash grants of 5,000.00 for 80 years old	4. Distribute the cash grants thru door-to- door delivery for 90 y/o - Distribute cash grants at Sr. Citizen Building	None	1 day	SWO II Clerk III MSWDO
TOTAL		None	6 days and 5 minutes	

10.SECURING CHILDREN AVAILABLE FOR LEGAL ADOPTION

The assessment of minor available for adoption has been devolved as one of the functions of the MSWDO, wherein the assigned personnel needs to assess and evaluate the child's current family condition/status as well as the possible adoptive parents. Assessment report will be submitted to the DSWD Regional Office.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple
Type of Transaction:	G2G– Government to Government
Who may avail:	Minor Travelling Abroad

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Minor's Birth Certificate	- PSA
2. Marriage contract of minor's parents (if married) or CENOMAR of mother (if not married)	- PSA
3. Affidavit of consent (notarized) of both parents	- Minor's parents/notary public
4. Affidavit of support by the adoptive parents	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill Up the application form	- Intake Interview - Orientation on processing and CDCLAA Requirements	None	5 minutes	Milet F. Paguio, RSW
2. Participate during home visit and responds to the interview	- Home visit/ Interview minor and his family - Verify the validity and completeness of all the documentary requirements including the (Parenting Capability Assessment Report (PCAR) and Deed of Voluntarily Commitment (DVC) if necessary	None	2 hours 2-3 days.	Milet F. Paguio, RSW

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit complete documentary requirements	- Collate all supporting documents - Refer to DSWD RO 3 if requirements are completed	None	10 mins	Milet F. Paguio, RSW
5. Waits for the Approval	- Submission of documentation of final assessment to DSWD F.O 3	None	It depends on the approval of DSWD RACCO	Milet F. Paguio, RSW Milet F. Paguio, RSW
TOTAL		None		