



Municipal Social Welfare and Development Office

External Services

1. Availing of Assistance in Crisis Situation (Financial for Food, Medicines, Funeral/ Burial, Materials for Houses, etc.)

1.1 Local Assistance/AICS

Office or Division:	Social Welfare and Development Office Crisis Intervention Unit			
Classification:	G2C – Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Must be a 60 years old, a Filipino citizen and a resident of Tago S.D.S			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency of the client/ claimant		Brgy. where he/she resides		
2. If Medical Assistance-doctor's prescription/ Medical Certificate		RHU/MTO or any Health Practitioner		
3. If Burial/Funeral-Death Certificate/ Barangay Certification of Deceased		Funeral Homes		
4. Xerox copy of ID		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MSWDO Staff for problem presentation	1.1 Signing in the logbook	None	5 Minutes	SWA's/JO's -do- -do-
	1.2 Conduct intake and assessment		5 Minutes	
	1.3 Conduct home visit (if needed) Validation from Brgy. Captain concern		5 Minutes	
	1.4 MSWDO/ Staff provide or refer clients for assistance		SWO I MSWDO SWO III MSWDO	
	1.5 Conduct Counseling			
	1.6 MSWDO/ Staff prepares Certificate of Eligibility; Fill out Application Form & submit narrative problem presented			
2. Submit required document as attachments	2.1 Prepare the needed documents (Petty Cash Voucher, Disbursement Voucher, Obligation Request, AICS Forms, etc.)	None	2 Minutes	Encoder

3. Sign DV & Claim Check at MTO or to the designated disbursing	3.1 Review/Recommend to the LCE for approval	-do-	30 Minutes	<i>SWA's/JO's SWO I</i>
4. For DSWD Assistance: Approval of MSWDO/Staff for problem presentation	4.1 Conduct Intake and Assessment to client 4.2 Conduct Counseling 4.3 Provide requirements/documents needed 4.4 MSWDO refer clients for assistance with Referral Letter		10 Minutes 10 Minutes 10 Minutes 15 Minutes	<i>SWA's/JO's SWO I SWO III MSWDO</i>
TOTAL		None	47 Minutes	

2. Securing a Social Case Study Report/ Home Study Report/ Child Case Study Report with Referral Letter

2.1 For Adoption/Legal Guardianship

Office or Division:	Social Welfare and Development Office
Classification:	G2C – Government to Citizen
Type of Transaction:	Simple
Who may avail:	A Filipino citizen and a resident of Tago S.D.S who may fall to any of the following types of disabilities: communication disability (hearing impairment, and speech and language impairment), learning disability, intellectual disability, orthopedic disability, mental/psychosocial disability, visual disability, and disability due to chronic illness
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
2. Birth Certificate of the Petitioner/couple filing for adoption	Applicant
3. Health Certificate of the adopting couple	Applicant & RHU/MTO or any Health Practitioner
4. Latest BIR Income the Tax Return	Applicant & BIR Office
5. Police Clearance of the Petitioner	PNP-Tago
6. Filled-up Form of Application for Adoption/Legal Guardianship	MSWD Office
7. Marriage Contract of the Petitioner	Applicant
8. Three (3) character reference from Non-Relative <ul style="list-style-type: none"> - Church Pastor - Barrio Captain - Vice Mayor/Any Municipal Official 	Applicant
9. Birth Certificate of the Child	Applicant & Local Civil Registrar
10. Health Certificate of the Child	Applicant & MTO or any Health Practitioner
11. Deed of Voluntary Commitment	MSWD Office
12. Pictures of the Child and Petitioner/Family picture (Post card size)	Applicant
13. Affidavit of Consent from the Biological Children ten years above	Attending Lawyer

2.2 For Foster Care:

1. Duly Accomplished Application Form	MSWD Office
2. Certificate of Attendance to Foster Family Care	DSWD Caraga
3. Marriage Contract/Certificate	Applicant
4. Birth Certificate of Child	Applicant
5. Latest Income Tax Return/Certificate of Employment	Applicant/BIR Office
6. Three (3) Character Reference (Form Non-Relatives)	Applicant
7. Recent Family Picture	Applicant
8. NBI or Police Clearance	Applicant/NBI Office

9. Barangay Certificate stating that the applicants are residents of the place for how long and that they are of good moral/character in the community	
--	--

2.3 For DSWD Satellite Office, PSWDO and other Gov't. Agencies:

1. Barangay Certificate of Indigency	Brgy. Hall where he/she resides
2. Medical Assessment Certificates	Applicant or RHU/MTO-any Health Practitioner
3. MSWD Certificate of Indigency	MSWD Officer
4. Medical Certificate/Billing	Attending Hospital
5. Valid ID	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the SWA/JO for interview to get pertinent information and list of required documents SWO III for follow-up interview and client assessment	1.1 Conduct Interview, Intake and Assessment 1.2 Provide list of required documents (if attachments are required for special cases) 1.3 Conduct home visit and gather collateral information (if needed)	None	Upon approaching to 3 Days (Referral Letter with SCSR for Adoption & Foster Care)(Upon Completion and Processing of the documents)	SWA/JO's SWO III
2. Receive/ Claim Social Case Study Report	2.1 Prepare Child Case Study Report/ Home Study Report and Social Case Study Report 2.2 Submit Child Case Study/ Home Study Report for review and approval of MSWDO and noted by LCE	₱500.00	3 days	SWO III MSWDO
TOTAL		None	3 days/72 hours	

3. Securing Certificate of Indigency

3.1 Availment of Legal Assistance from PAO

Office or Division:	Social Welfare and Development Office
Classification:	G2C – Government to Citizen
Type of Transaction:	Simple
CHECKLIST OF REQUIREMENTS	
FEES	WHERE TO SECURE

1. Certificate of Non-ownership of Real Property issued by the Municipal Assessor's office	100.00	Assessors office Municipality of Tago, S.D.S
2. Barangay Certificate of Indigency	None	Barangay Hall where he/she resides

3.2 Medical Assistance from Hospitals DSWD and other welfare Agencies or Philhealth Membership

1. Barangay Certificate of Indigency	Barangay where she/he resides
2. Referral Letter (MSWDO)	MSWD Office
3. Medical Certificate/Billing/Prescription	RHU/Attending physician

3.3 Installation of Electrification from SURSECO II

1. Certificate of Indigency	Barangay where she/he resides
2. Documents needed for Electric Installation must be presented to the MSWD staff	Applicant

3.4 DSWD Burial/ Funeral Assistance

1. Barangay Certificate of Indigency	Barangay where she/he resides
2. Death Certificate	Local Civil Registrar's Office
3. Photo Copy of ID Card (claimant)	Applicant
4. Funeral Contract	Funeral Homes

3.5 DSWD Medical Assistance

1. Barangay Certificate of Indigency	Barangay where she/he resides
2. Medical Assessment, Hospital Billing and Doctor's Prescription	

3.6 Avail Scholarship Program to any School Establishments

1. Barangay Certificate of Indigency	
2. School Records	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MSWDO Staff for interview and presentation of problem	1.1 Conduct Interview and assessment of problem presented	None	5 Minutes	SWA's & J.O's
	1.2 Conduct counseling		10 Minutes	SWO I, SWO III, MSWDO

2. Present the needed/ required documents to the interviewer (SWA/SWO I)	2.1 Provide services to the client 2.2 Refer to MSWDO for re-interview and approval	None	5 Minutes	SWO I SWO III, MSWDO MSWDO
TOTAL		None	20 Minutes	

4. Securing Services for Kalipi-Women, Solo Parents, Persons with Disabilities, Out of School Youth and Senior Citizens.

4.1 For Kalipi-Women MSWDO Certification and Identification Card.

Office or Division:	Social Welfare and Development Office	
Classification:	G2C – Government to Citizen	
Type of Transaction:	Simple Families	
Who may avail:	Indigent needing social welfare development assistance <ul style="list-style-type: none"> • Individuals/families in crisis situation • Who have not yet availed of CIU assistance within 6 months 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Barangay Certification of Indigency		Barangay Hall where she/he resides
2. Certification from Women that she is an active member of the association.		Women Kalipi Federation President

4.2 For Solo Parents Assistance/Services (Identification Card and Certification, etc.):

1. Accomplished and submit the Solo Parent Application	Applicant
2. Certification from the barangay that she is a Solo Parent (if single mom)	Brgy. where he/she resides
3. Death Certification (if spouse is deceased).	Local Civil Registrar Office
4. Annulment Decree/Certification from Atty. (if annulled/separated).	Local Civil Registrar Office
5. 2pcs. 1x1 ID Picture	Applicant
Who may avail:	Any individual who falls under any of the following circumstances: <ol style="list-style-type: none"> 1. Woman who gives birth as a result of rape or other crimes against chastity 2. Parents left solo or alone with the responsibility of parenthood due to legal separation or de facto separation, annulment of marriage, death of spouse, detention of spouse, physical/mental incapacity of spouse, abandonment of spouse 3. Unmarried mother/father 4. Any other person who provides parental care and support 5. Any family members who assumes the responsibility as head of the family due to death, abandonment, disappearance or prolonged absence of the parents of the solo parent

"Children" - refer to those living with and dependent upon the solo parent for support who are unmarried, unemployed and not more than eighteen (18) years of age, or even over eighteen (18) years but are incapable of self-support because of mental and/or physical defect/disability.

4.3 For Out of School Youth Services:

1. Certification from the OSY Association President/ Barangay Captain that he/she is active member.	PYA President where she/he resides
2. Barangay Certificate of Indigency	Brgy. where he/she resides
3. From 3-A/School record (if Educational Assistance)	Applicants

4.4 For the Persons with Disabilities Services (ID's and Booklets, Certification, etc.):

1. Accomplished On-line Registration Form with Medical Certificate	Applicant & RHU
2. Barangay Certificate of Indigency	Barangay Hall where she/he resides
3. 2pcs. 1x1 ID Picture	Applicants

4.5 For the Senior Citizens Services (ID's, Booklets, Certification, Certificate of Transfer, Application for Social Pension, Burial Assistance, etc.):

3. Accomplished Registration Form (ID and Booklet) with 2 pcs. 1 x 1 ID Picture	MSWD Office & Applicant
4. Photocopy of Claimant's ID and Senior Citizen's ID (if Booklet)	Applicant
5. Birth Certificate (if the Claimant is a child relative of the deceased Senior Citizen)	Applicant
6. Marriage Certificate (if the claimant is the wife)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MSWDO Staff for interview and presentation of problem	1.1 Conduct Interview and let them sign in the logbook	None	15 Minutes	<i>MSWDO Staff/Focal Person(Based on the Sectoral Program Assigned)</i>

2. Present the needed documents per request	2.1 Facilitate the processing of the assistance/documents needed. 2.2 Refer the client to the MSWDO for further assistance and counseling 2.3 Provide the needed services to the client 2.4 MSWDO and Staff refers the client to the other service providers	None	15 Minutes	<i>MSWDO Staff/Focal Person(Based on the Sectoral Program Assigned)</i>
			15 Minutes	<i>MSWDO</i>
			15 Minutes	<i>Focal Person per Sector</i>
				<i>SWA's</i>
TOTAL		None	60 Minutes	

	2.5 Refer to Fiscals Officers for further Legal and other Assistance 2.6 Follow-up the Case on the Agency Handling the Case 2.7 Home Visitation 2.8 Monitoring Back Services		15 Minutes 30 Minutes As need arises -do-	-do- -do- <i>SWO I & SWO III</i> -do- -do-
TOTAL		None	105 Minutes	

6. Securing Assistance/Services for the following:

6.1 Children in Conflict with the Law (CICL):

Office or Division:	Social Welfare and Development Office
Classification:	G2C – Government to Citizen
Type of Transaction:	Simple
Who may avail:	CICL Residents of Tago
CHECKLIST OF REQUIREMENTS	
1. Police Blotter/Record	PNP Tago
2. Birth Certificate	Applicant
3. Turn-over Record from PNP	PNP Tago

6.2 For Referral of CICL to Rehabilitation Center:

1. Social Case Study Report	MSWD Office			
2. Referral Letter to Center Head	MSWD Office			
3. Parent's Consent	Parents of CICL			
4. Medical Certificate	RHU/MHO or any Health Practitioner			
5. Birth Certificate/Form 37-A				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. CICL Refer by the Referring Agency	1.1 Conduct Jail and Home Visitation	None	As need arises	<i>MSWDO/Staff</i>
	1.2 Conduct Personal Interview/Intake		Soon as the CICL Reported	<i>Especially CICL Focal</i>
	1.3 Counseling to CICL and Parents		Soon as the CICL Reported	<i>-do-</i>
	1.4 Preparation of Documents for ROR and Rehabilitation to RRCY		As need arises	<i>-do-</i>
	1.5 Administer Diversion Contract/Rehabilitation Program		As need arises	<i>-do-</i>
	1.6 Submit Required Documents to the Concerned Agencies		As need arises	<i>-do-</i>
	1.7 Follow-up and Conduct Monitoring		When case is on-going	<i>-do-</i>
TOTAL		None		