

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

I. MANDATE

An office responsible for the protection of social welfare right and promotion of social development.

II. VISION

An office which provides immediate assistance to all Opongonans with love, care and compassion.

III. MISSION

- ❖ To efficiently deliver timely and inclusive basic services that are responsive to the needs of the Opongonans and empower the marginalized and disadvantaged sector through sustainable programs.
- ❖ To implement programs that will capacitate, develop, are, and protect the marginalized and disadvantaged sector as well as maximize their potentials.
- ❖ To provide basic services to the indigents, victims of calamities and other disadvantaged sectors of the city.

IV. GOALS

- ❖ To provide timely and inclusive services to all sectors with respect, fairness, confidentiality and gender responsiveness.
- ❖ To protect children, women, PWDs, and the elderly against all forms of abuse, violence, and discrimination.
- ❖ To develop our youth through practical skills development, values formation and alternative learning system.
- ❖ To promote social family responsibilities.
- ❖ To harness volunteers for community involvement and development.

V. SERVICE PLEDGE

We, the employees of the City Social Welfare and Development Office (CSWDO), voluntarily, and out of sense of duty, do hereby make the following manifestations:

That, we are committed to provide quality, prompt and courteous service from Monday to Friday, 8:00 A.M to 5:00 P.M, without noon.

To know and abide service standards in performing the duties and responsibilities of my/our appointive/designated position
To seek continual improvement of the service process/es

All these pledge for the best interest of all the Opongans/client we serve.

VI. SERVICES OFFERED Provision of Financial Assistance in Crisis Situations (AICS)

- A. Provision of Early Childhood Care and Development (ECCD)
- B. Provision of Emergency Disaster Relief Assistance
- C. Provision of Physical Therapy, Occupational Therapy, Special Education and Social Rehabilitation
- D. Provision of Free Annual Kasalan ng Bayan
- E. Provision of Pre-Marriage Orientation / Counselling
- F. Provision of Free Monthly Mental Health Clinic
- G. Provision of Livelihood Capital Assistance (Self-Employment Assistance)
- H. Provision of Practical Skills Development Training in partnership with TESDA, LCLRC and other stake holders
- I. Provision of Assistance to Women and Children who are Victims of Violence and other Forms of Abuse
- J. Provision of Assistance to Returning Overseas Filipino Workers (displaced or abused)
- K. Provision of After-Care Program for Persons Deprived of Liberty (PDL)
- L. Provision of Mid-year and Year End Financial Assistance/Cash Incentives to Senior Citizen and Person with Disabilities (PWD)
- M. Provision of Centenarian Cash Incentives
- N. Provision of Senior Citizen Birthday Cash Gift
- O. Issuance of Solo Parent I.D
- P. Issuance of PWD I.D and Purchase Booklet
- Q. Issuance of Senior Citizens I.D and Purchase Booklet
- R. Issuance of Social Case Study/Social Case Summary Report
- S. Issuance of PCAR
- T. Issuance of Certificate of Indigency
- U. Issuance of Referral and Endorsement Letter

VII. CITIZENS CHARTER

Frontline Service	Provision of Financial Assistance in Crisis Situations (AICS)
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Schedule of Availability of Service	Monday to Friday (8:00AM to 5:00PM (except Holidays)
Who may avail of the Service	Any individual or family in crisis situation and a bonafide resident (both the client and beneficiaries) of the City who is found eligible for assistance per assessment of the Area/Social Worker

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For medical assistance:</p> <ol style="list-style-type: none"> 1. Medical Certificate/Medical Abstract with signature of the physician 2. Statement of Account or Hospital Bill with complete name and signature of billing staff(if still admitted) 3.a. Hospital bill with promissory note(discharged with balance) b. Latest Doctor's Medical prescription(if for medication) c. Doctor's Request(for diagnostic procedure, Stainless or materials for implant) d. Therapy/treatment price quotation(for Chemotherapy/Hemodialysis/Radiotherapy) 4. Barangay certificate of residency and indigency <p>For Burial Assistance:</p> <ol style="list-style-type: none"> 1. Death Certificate with registry number 2. Authorization Letter (if the claimant is not the immediate family member) 3. Barangay certificate of residency and indigency <p>For Capital assistance to Persons Deprived of Liberty (PDL)</p> <ol style="list-style-type: none"> 1. Barangay Certificate of residency and indigency 2. Copy of Release Order 3. Copy of CLOSAP certification <p>For Capital Assistance for livelihood:</p> <ol style="list-style-type: none"> 1. Barangay Certificate of residency and Indigency <p>For Late Registration of Livebirth:</p> <ol style="list-style-type: none"> 1. Barangay Certificate of residency and indigency <p>For Women in extreme difficult circumstances (R.A9262)</p> <ol style="list-style-type: none"> 1. Barangay Certificate of residency and indigency 2. Police Report/Blotter 	<p>For medical assistance:</p> <ol style="list-style-type: none"> #1, 3. b, 3. c – Attending Physician from the hospital/clinic or from medical records #2, 3. a – Billing Clerk of the hospital #3. d – The authorized staff of the hospital/clinic #4 – Office of the Barangay Captain <p>For burial assistance:</p> <ol style="list-style-type: none"> #1 – Local Civil Registrar (LCR), Hospital or Funeral Parlor #2 – immediate family members #3 – Office of the Barangay Captain <p>For capital assistance to Persons Deprived of Liberty (PDL)</p> <ol style="list-style-type: none"> #1 – Office of the Barangay Captain #2 – Honorable Trial/Regional Court #3 – Office pf CLOSAP <p>For capital assistance for livelihood</p> <ol style="list-style-type: none"> #1 – Office of the Barangay Captain <p>For late registration of livebirth</p> <ol style="list-style-type: none"> #1 – Office of the Barangay Captain <p>For women in extreme difficult circumstances (R.A 9262)</p> <ol style="list-style-type: none"> #1 – Office of the Barangay Captain #2 – Police Station where the case filed

STEP	WHAT TO DO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CLIENT	CSWDO			
1	Client come to office for assistance	Determine the assistance needed as screen the completeness of the requirements	None	5 minutes	Para-social worker
2		If requirements are complete; interview the client using the prescribed Intake Sheet	None	15 minutes	Para-social worker
3		Preparation of assistance referral slip for approval of CSWDO Head and City Mayor or City Administrator	None	1 month upon receipt of the complete required documents	Area/Social worker, CSWDO Head, City Mayor or City Administrator
4		Preparation and processing of OBR/DV, COE/CSR	None		Clerical
5		Approval of OBR/DV/COE/CSR	None		Area/social worker, CSWDO Head, City Budget, City, Accountant, City Treasurer Officer, City Mayor/City Administrator
6	Claim/Receive the financial assistance from CTO	Released the financial assistance	None	10 minutes	City Disbursing Officer
TOTAL:			None	1 month and 30 minutes	

Frontline Service	Provision of Early Childhood Care and Development (ECCD)				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Schedule of Availability of Service	Monday to Friday (8:00AM to 5:00PM (except Holidays)				
Who may avail of the Service	Children ages 3 to 4.11 years old				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Birth Certificate of the Child			Local Civil Registrar Office(LCR)/Philippine Statistics Authority Office (PSA)		
STEP	WHAT TO DO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CLIENT	CSWDO			
1	Fill-up and submit registration form	Receive and Review registration form	None	2 minutes	Child Development Worker
2		Enroll the child and schedule the parent for orientation	None	10 minutes	Child Development Worker
3	Attend orientation on ECCD services (parents)	Conduct orientation on ECCD services	None	4 hours	ECCD Focal
4	Attend classes/sessions (children ages 3-4.11 years old)	Conduct classes/sessions to enhance the physical, social, emotional, cognitive, psychological, spiritual and language development of young children	None	4 hours (Monday-Friday)	Child Development Worker
5	Attend Parent Effectiveness Seminar (PES) (parents)	Conduct sessions on Parent Effectiveness Seminar	None	3 hours	Area/Social workers and child development worker
TOTAL:			None	11 hours and 12 minutes	

<p>Frontline Service</p>	<p>Provision of Emergency Disaster Relief Assistance</p>
---------------------------------	--

Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Schedule of Availability of Service	Monday to Sunday (24 hours) including Holidays				
Who may avail of the Service	Any individual/families who are victims of disasters				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
For Food and Non-food items: 1. Barangay Certificate certifying that she/he is a victim/affected of disaster For Financial Assistance: 1. Barangay Certificate certifying that she/he is a victim/affected of disaster 2. Barangay Certificate of Residency and Indigency 3. Certificate from Bureau of Fire (Fire victims)			For food and non-food items #1 – Office of the Barangay Captain For financial assistance: #1 & 2 – Office of the Barangay Captain #3 – Bureau of Fire Office		
STEP	WHAT TO DO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CLIENT	CSWDO			
1	Approach the Area/Social Worker assigned in respective barangay	Intake / Interview	None	2 minutes	Area/Social Worker
2	Submit required documents (food and non-food items)	Prepare food and non-food slip	None	5 minutes	Area/Social Worker
3	Claim/receive food and non-food items	Prepare and issue Food and non-food items	None	15 minutes	Area/Social Worker
4	Submit required documents (financial assistance)	Preparation of assistance referral slip for approval of CSWDO Head and City Mayor or City Administrator	None	1 month upon receipt of the complete required documents	Area/Social worker, CSWDO Head, City Mayor or City Administrator
5		OBR/DV, COE/CSR preparation and processing	None		Clerical
6		Approval of OBR/DV/COE/CSR and processing	None		Area/social worker, CSWDO Head, City Budget, City, Accountant, City Treasurer Officer, City Mayor/City Administrator
7	Claim/receive financial assistance from CTO	Released the financial assistance	None	10 minutes	City Disbursing Officer
TOTAL:			None	11 days and 32 minutes	

Frontline Service	Provision of Physical Therapy, Occupational Therapy, Special Education and Social Rehabilitation				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Schedule of Availability of Service	Monday to Friday (8:00AM to 5:00PM (except Holidays)				
Who may avail of the Service	Children with Disabilities ages 0 – 14 years old				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
<ol style="list-style-type: none"> PWD-IDC issued in Lapu-Lapu City X-ray result (within 6 months) to all children with disabilities Medical Certificate stating that the child with disability is free from any communicable or contagious disease and fit to undergo therapy sessions Physiatrist Referral and recommendation for children with problems of mobility and transfer Neuro-developmental Pediatrician Referral and recommendation for children with suspected behavioral or developmental problem Result of Developmental Assessment and IQ Test to children with suspected cognitive problem, sensory and learning problem 			#1 – Person with Disability Affairs Office #2 – City Health Office and Lapu-Lapu City Hospital #3 – City Health Office, Vicente Sotto Memorial Medical Center (VSMMC), or any private clinic/specialist #4, 5, & 6 – Vicente Sotto Memorial Medical Center (VSMMC) or any private clinic/specialist		
STEP	WHAT TO DO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CLIENT	CSWDO			
1	Fill-up Intake interview form	Conduct Intake interview with recommendation for appropriate services	None	10 minutes	STAC Social Worker
2		Initial Assessment and Evaluation from Physical Therapist, Occupational Therapist and SPED teacher	None	30 minutes to 1 hour	Physical Therapist, Occupational Therapist and SPED teacher
3	Attend STAC Parent's Orientation	Conduct STAC Parent's Orientation on Center Policies, Rules and Regulations	None	1 hour	STAC assigned staff

4	Involve on actual conduct of every therapy sessions	Actual conduct of therapy sessions to develop/improve skills necessary to achieve maximum potentials in preparation for mainstreaming and inclusion	None	45 minutes per session	Physical Therapist, Occupational Therapist and SPED teacher
TOTAL:			None	3 hours and 25 minutes	

Frontline Service	Provision of Free Annual Kasalan ng Bayan Provision of Pre-Marriage Orientation/Counselling				
Classification	Simple				
Type of Classification	G2C – Government to Citizen				
Schedule of Transaction	G2C – Government to Citizen Monday to Friday (8:00AM to 5:00PM (except Holidays))				
Availability of Service	Every Wednesday and Friday (8:00AM to 12:00nn (except Holidays)) Couple living together for at least five years and a bonafide indigent resident of Lapu-Lapu City.				
Who may avail of the Service	Couple living for marriage license				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			WHERE TO SECURE	
2. Birth certificate (couple)	WHERE TO SECURE Couple #1 – Government issued I.D #2 – CSWDO #3 – CSWDO			#1, 2, & 3 – Local Civil Registrar	
3. Cenomar (couple)				#4 – City Treasurers Office	
4. Cedula				#5 – Office of the Barangay Captain	
5. Photocopy of Valid I.D				#6 – Government issued I.D	
6. Barangay Certificate of residency and indigency				#7 – CSWDO	
7. Completion of Marriage Expectation Inventory					
8. Photocopy of valid I.D					
9. PMO Certificate of Compliance					
STEP	WHAT TO DO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP	CLIENT	CSWDO	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill up MEI	Administer MEI	None	10 minutes	CSWDO assigned Staff
2	Come to office and approach focal person of actual Kasalan ng Bayan	Provide schedule for PMO	None	2 minutes	CSWDO assigned Staff
3	Attend the seminar and submit the complete required documents	Interview and assess the applicant	None	10 minutes	Resource Speaker (CSWDO, CHO)
2	Submit the complete required documents to LCR	Conduct of PMO/C Seminar Check the completeness of the required documents and returned it to the applicant	None	4 hours	Focal Person
4	Submit the complete required documents to LCR	Prepare PMO certificate of compliance	None	10 minutes	Focal Person
3	Attend Orientation/briefing for the actual Kasalan ng Bayan)	Facilitate the signing of certificates by the resource speaker	None	4 hours	Resource Speaker (CSWDO, CHO)
5	Attend Orientation/briefing for the actual Kasalan ng Bayan)	Facilitate the signing of certificates by the resource speaker	None	1 day	Resource Speaker (CSWDO, CHO)
6	Attend Orientation/briefing for the actual Kasalan ng Bayan)	Release the certificate	None	10 minutes	CHO Focal Person
4	Attend Orientation/briefing for the actual Kasalan ng Bayan)	Conduct the orientation/briefing	None	4 hours	
TOTAL:	actual Kasalan ng Bayan)		None	11 hours and 12 minutes	
5	Attend Actual Kasalan ng Bayan	Facilitate the Kasalan ng Bayan	None	5 hours	CSWDO Staff, CMO, Tourism, Clean and Green, LCR
TOTAL:			None	9 hours and 20 minutes	

Frontline Service	Provision of Free Monthly Mental Health Clinic				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Schedule of Availability of Service	Monthly (schedule to be notified)				
Who may avail of the Service	<ul style="list-style-type: none"> a. Identified client of City Health Office (CHO) with mental illness/disorder b. Referred clients by Barangay Health Worker (BHW) c. Walk-in clients who has mental health issues 				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
None					
STEP	WHAT TO DO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CLIENT	CSWDO			
1	Proceed to the identified venue	Intake interview	None	15 minutes	CSWDO/CHO/BHW assigned staff
2		Advice to proceed to psychologist/psychiatrist for assessment interview	None	30 minutes	Philippine Mental Health Association (PMHA) Cebu Chapter staff
3	Avail the free medication		None	5 minutes	PMHA and CHO staff
TOTAL:			None	50 minutes	

Frontline Service	Provision of Livelihood Capital Assistance (Self-employment Assistance) with the partnership of DSWD F.O VII, DTI, DOLE, and other stake holders				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Schedule of Availability of Service	Monday to Friday (8:00AM to 5:00PM (except Holidays)				
Who may avail of the Service	Indigent Individual/Group with existing limited livelihood capital				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
<ol style="list-style-type: none"> Barangay certificate residency and indigency Barangay Clearance in the absence of valid I.D Photocopy of valid I.D 1 pc. 2x2 picture Livelihood application form 			#1 & 2 – Office of the Barangay Captain #3 – Government issued I.D #4 – Photoshop #5 – CSWDO		
STEP	WHAT TO DO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CLIENT	CSWDO			
1	Fill-out the livelihood profile form and submit documentary requirements	Receive and review livelihood application form and documentary requirements	None	10 minutes	CSWDO Livelihood staff
2		Cross-matching to the existing registry of beneficiaries	None	5 minutes	CSWDO Livelihood staff
3		Conduct home visitation and ocular visit for assessment and validation	None	4 hours	CSWDO Livelihood staff
4	Attend orientation	If found eligible and qualified, conduct orientation brief orientation	None	3 hours	CSWDO Livelihood staff
5		Prepare list of eligible and qualified beneficiaries	None	30 minutes	CSWDO Livelihood staff
6		Submit the final list for those who found qualified to the partner agencies or refer to AICS for financial assistance	None	4 hours	CSWDO Livelihood staff
7	Wait for the approval of the livelihood capital assistance	Inform client once application is approve	None	2-3 months	Partner agencies
8		If for AICS financial assistance, interview the client using the prescribed Intake Sheet	None	15 minutes	Para-social worker
9		Preparation of assistance referral slip for approval of CSWDO Head and City Mayor or City Administrator	None	1 month upon receipt of the complete required documents	Area/Social worker, CSWDO Head, City Mayor or City Administrator
10		OBR/DV, COE/CSR preparation and processing	None		Clerical
11		Approval of OBR/DV/COE/CSR and processing	None		Area/social worker, CSWDO Head, City Budget, City Accountant, City Treasurer Officer, City Mayor/City Administrator
12	Claim/Receive the financial assistance from CTO	Released the financial assistance	None	10 minutes	City Disbursing Officer
TOTAL:			None	For partner agencies: 2-3 months, 11 hour and 45 minutes	

		For LGU AICS: 1 month and 25 minutes	
--	--	---	--

Frontline Service	Provision of Practical Skills Development Training in partnership with TESDA, LCLRC and other partner stake holders
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Schedule of Availability of Service	Monday to Friday (8:00AM to 5:00PM (except Holidays)
Who may avail of the Service	At least 18 – 60 years old and high school graduate who are interested and determine to be trained

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of marriage certificate (if married) 2. Photocopy of Birth Certificate 3. Barangay Certificate of Residency and Indigency 4. 3 pcs. picture passport size white background 3 pcs. picture 1x1 size&shirt with collar 5. Photocopy of high school diploma	#1 & 2 – Local Civil Registrar (LCR) or Philippine Statistic Authority Office (PSA) #3 – Office of the Barangay Captain #4 – Photoshop #5 – school graduated/attended

STEP	WHAT TO DO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CLIENT	CSWDO			
1	Fill-up and submit registration (learners profile) form together with the required documents	Receive and Review the completeness of registration form and required documents	None	15 minutes	Focal Person
2		Prepare list of qualified applicants and submit the list, registration form and required documents to the office of partner agencies	None	3 hours	Focal Person
3	Wait for the training schedule	Notify all qualified applicants on the training schedule	None	20 minutes	Focal Person
	Attend Launching and Orientation	Prepare and facilitate the launching and orientation	None	4 hours	Focal Person, Partner agencies, skills training school
4	Attend classes/sessions	Monitor and ensure the 100% attendance of students	None	15 days – 30 days	Focal Person

5	Attend graduation	Prepare and Facilitate the graduation activity once training is completed	None	5 hours	Focal Person, Partner agencies, skills training school
TOTAL:			None	15 days – 30 days, 12 hours and 35 minutes	

Frontline Service	Provision of Assistance to Returning Overseas Filipino Workers (Displaced and Abused)
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Schedule of Availability of Service	Monday to Friday (8:00AM to 5:00PM (except Holidays)
Who may avail of the Service	Distressed/Displaced and Abused OFWs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Valid I.D Philippine Passport OWWA or NRCO Certification Barangay Certificate of Residency 	#1 – any government issued I.D #2 – DFA #3 – OWWA, NRCO #4 – Office of the Barangay Captain

STEP	WHAT TO DO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CLIENT	CSWDO			
1	Inquire or visit office for any possible assistance	Determine the assistance needed	None	10 minutes	Focal Person
2	Submit required documents	Screen the completeness of the requirements	None	10 minutes	Focal Person
3		If requirements are complete; interview the client using the prescribed Intake Sheet	None	15 minutes	Para-social worker
4		Preparation of assistance referral slip for approval of CSWDO Head and City Mayor or City Administrator	None	30 minutes	Area/Social worker, CSWDO Head, City Mayor or City Administrator
5		OBR/DV, COE/CSR preparation and processing	None	30 minutes	Clerical
6		Approval of OBR/DV/COE/CSR and processing	None	10 days	Area/social worker, CSWDO Head, City Budget, City, Accountant, City Treasurer Officer, City

					Mayor/City Administrator
7	Claim/Receive the financial assistance from CTO	Released the financial assistance	None	10 minutes	City Disbursing Officer
TOTAL:			None	10 days, 1 hour and 45 minutes	

Frontline Service	Provision of Assistance to Women and Children who are victims of Violence and other forms of Abuse
Classification	Complex
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Schedule of Availability of Service	Monday to Friday (8:00AM to 5:00PM (except Holidays))
Who may avail of the Service	Women and Children who are victims of abuse in any forms (referral or direct disclosure)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Referral letter from Barangay VAW-C officer Police Report/Blotter Medico-legal result *walk-in client is advice to follow the requirements	#1 – Office of the Barangay VAW-C #2 – Police Station #3 – Hospital/Pink Room at VSMMC

STEP	WHAT TO DO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CLIENT	CSWDO			
1	Come to the office for assistance	Introduction and engagement: greet and develop rapport, interview the victim-survivor, introduce and obtain permission	None	20-30 minutes	Social Worker
2		Conduct intake and assessment of the victim-survivor situation and needs	None	30 minutes	Social Worker
3		Identify victim-survivor needs and plan for care and treatment	None	30 minutes	Social Worker
4		Provide direct interventions (e.g psychosocial interventions)	None	Depending when goals/intervention/treatment plan are reached or when specified time for working the intervention has ended	Social Worker
5		Connect the victim-survivor to resources (e.g referrals) if needed	None		Social Worker and partner agencies/office
6		Intervention/Case Closure	None		Social Worker
TOTAL:			None	It depends the duration/when the case terminated	

Frontline Service	Provision of After-Care Program for Persons Deprived of Liberty (PDL) on probation				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Schedule of Availability of Service	Monday to Friday (8:00AM to 5:00PM (except Holidays)				
Who may avail of the Service	A person who has been arrested, held in lawful custody, detained or imprisoned but on probation				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
<ol style="list-style-type: none"> Referral and Certificate of completion the 6 months' extensive rehabilitation Release court order 			#1 – City of Lapu-Lapu Office for Substance Abuse Prevention #2 – Hall of Justice		
STEP	WHAT TO DO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CLIENT	CSWDO			
1	Come to office for assistance/enrollment in the aftercare program	Intake interview	None	15 minutes	Social Worker
2	Submit required documents	Check completeness of the required documents	None	5 minutes	Social Worker
3		Once requirements are complete, notify the PDL when to start her/his reporting and his activities needed to attend to	None	2 minutes	Social Worker
4		Assess PDLs necessary assistance either referral to PESO, Skills training and financial assistance	None	15 minutes	Social Worker

5	Report to CSWDO on the given schedule and attend all the required activities	Ensure the 100% attendance of PDLs for the entire period of aftercare	None	6 months to 1 year & 2 months	Social Worker	
6		Conduct home visitations	None		Social Worker	
7		Conduct family sessions	None		Social Worker	
8		Conduct activities such as values formation, parent effectiveness seminar, marriage enrichment seminar etc.	None		Social Worker	
9		Submit progress report to honorable court	None			
10		Prepare and final report and certificate of completion	None		Social Worker	
11		Submit the final report and certificate of completion to honorable court	None		Social Worker	
12		Terminate the aftercare service	None		Social Worker	
TOTAL:			None		6 months to 1 year & 2 months, and 37 minutes	

Frontline Service	Provision of Midyear and Year-end Cash Financial Assistance to Senior Citizens and Person with Disabilities				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Schedule of Availability of Service	Monday to Friday (8:00AM to 5:00PM (except Holidays))				
Who may avail of the Service	Registered Senior Citizens and Person with Disabilities of Lapu-Lapu City				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Senior Citizen and PWD I.D			OSCA and PDAO Office		
STEP	WHAT TO DO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CLIENT	CSWDO			
1		Preparation and processing of OBR/DV, COE/CSR	None	1 to 2 weeks	OSCA Staff
2		Approval of OBR/DV/COE/CSR	None		OSCA and PDAO Staff, CSWDO Head, City Budget, City, Accountant, City Treasurer Officer, City Mayor/City Administrator
3		Prepare letter of distribution and send to each barangay	None	1 to 3 days	OSCA and PDAO staff
4	Claim financial assistance	Released the financial assistance	None	2 to 3 days	OSCA/PDAO office, CSWDO Staff, BMO,

					Barangay Staff, DEP-ED for the venue and City Disbursing Officer
TOTAL:			None	6 days and 2 weeks	

Frontline Service	Provision of Centenarian Cash Award/Incentives				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Schedule of Availability of Service	Monday to Friday (8:00AM to 5:00PM (except Holidays))				
Who may avail of the Service	Bonafide resident of Lapu-Lapu City (Oponganon) who have reached one hundred (100) years old and above				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
1. a. Senior Citizens Identification (ID) Card issued by the head of Senior Citizens Affairs (OSCA) indicating the year of birth b. or other Philippine-government issued ID showing year of birth c. or Baptismal d. or Marriage of Certificate of the centenarian issued by the Philippine Statistics Authority (PSA) / Local Civil Registrar (LCR) e. or Birth Certificates of children				a. Office of the Senior Citizens Affairs (OSCA) b. Government offices c. Church where the centenarian baptized d & e Local Civil Registrar Office(LCR)/Philippine Statistics Authority Office (PSA)	
STEP	WHAT TO DO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CLIENT	CSWDO			
1	Immediate family of the centenarian come to office to submit required documents	Receive and Review the submitted required documents	None	10 minutes	OSCA Head
2		Conduct home visitation and administer intake interview	None	10 minutes	OSCA Staff
3		Notify the family through call on the schedule of centenarian cash incentive pay-out	None	4 hours	OSCA Staff
4		Preparation and processing of OBR/DV, COE	None	4 hours (Monday-Friday)	OSCA Staff
5		Approval of OBR/DV/COE	None	3 hours	City Budget, City Accountant, City Treasurer Officer, City Mayor/City Administrator
6		Once cash incentive is ready for release, notify the mayor on the schedule of pay-out	None		OSCA Staff

7	Centenarian and family receive the centenarian cash incentives	Assist City Mayor in releasing the cash incentive	None		City Mayor, Disbursing Officer, OSCA Head and OSCA staff
TOTAL:			None	11 hours and 12 minutes	

Frontline Service	Provision of Senior Citizen Birthday Cash Gift				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Schedule of Availability of Service	Monday to Friday (8:00AM to 5:00PM (except Holidays))				
Who may avail of the Service	Registered Senior Citizen of Lapu-Lapu City				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Add Quality ID Card			OSCA Office		
STEP	WHAT TO DO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CLIENT	CSWDO			
1		Preparation and processing of OBR/DV, COE	None	4 hours (Monday-Friday)	OSCA Staff
2		Approval of OBR/DV/COE	None	3 hours	City Budget, City, Accountant, City Treasurer Officer, City Mayor/City Administrator
3		Once cash gift is ready for release, notify the Barangay Mayor's Office to deliver the stipend	None	5 minutes	OSCA Staff
4	Receive birthday cash gift	Deliver Birthday Cash Gift	None	1 to 2 hours	Barangay Mayor's Office Staff
TOTAL:			None	11 hours and 12 minutes	

Frontline Service	Issuances of Solo Parent I.D, Person with Disabilities (PWD) I.D, Senior Citizen I.D and Purchase Booklet
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Schedule of Availability of Service	Monday to Friday (8:00AM to 5:00PM (except Holidays)
Who may avail of the Service	Senior Citizens and Person with Disabilities who are bonafied residents of Lapu-Lapu City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For Solo Parent:</p> <ol style="list-style-type: none"> 1. Birth Certificate (photocopy)of children below 18 years old 2. Death Certificate (if spouse is deceased) 3. Affidavit of 2 disinterested person who have knowledge that you are a solo parent and stating the circumstances of becoming a solo parent 4. Certification from the barangay stating that you are a solo parent 5. Certification from jail (if spouse or common-law wife/husband is incarcerated) 6. Court decision (if annulled or legally separated) 7. 2 pcs of 1x1 picture (latest) <p>For Senior Citizen:</p> <ol style="list-style-type: none"> 1. Birth Certificate or Baptismal 2. Barangay Certificate of Residency or ComelecCertificate 3. 2 pcs. of 1x1 picture <p>For PWD:</p> <ol style="list-style-type: none"> 1. Certificate of Disability (government physician) for adult and children 2. Voter's I.D of parents or guardian 3. Barangay Certificate of Residency for adult adult and children 4. Birth certificate for adult and children 5. 2 pcs 1x1 and 1 pc 2x2 picture (latest) for adult and children 	<p>For Solo Parent:</p> <p>#1 – Local Civil Registrar or Philippine Statistic Office</p> <p>#2 – Local Civil Registrar</p> <p>#3 - Public Attorney's Office or City Legal Office</p> <p>#4 – Office of the Barangay Captain</p> <p>#5 – Office of the Bureau of Correction</p> <p>#6 – Trial Court</p> <p>#7 – Photoshop</p> <p>For Senior Citizen:</p> <p>#1 – LCR/PSA and church were baptized</p> <p>#2 – Office of the Barangay Captain/COMELEC office</p> <p>#3 – Photoshop</p> <p>For PWD:</p> <p>#1 – Government hospital</p> <p>#2 – COMELEC Office</p> <p>#3 – Office of the Barangay Captain</p> <p>#4 – LCR/PSA</p> <p>#5 – Photoshop</p>

STEP	WHAT TO DO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CLIENT	CSWDO			
1	Come to office, fill-up application form and submit required documents	Receive and Review the completeness of the required documents	None	10-15 minutes	PDAO/OSCA/CSWDO Staff
2		Prepare I.D and Purchase Booklet and process approval	None	1 – 2 weeks	PDAO/OSCA/CSWDO Staff / Head and City Mayor

3	Claim I.D and Purchase Booklet	Issue the approved I.D and Purchase Booklet	None	5 minutes	PDAO/OSCA/CSWDO Staff
TOTAL:			None	1 -2 weeks and 20 minutes	

Frontline Service	Issuances of Parental Capability Assessment Report, Social Case Study/Social Case Summary Report, Certificate of Indigency, Letter of Authority, Referral and Endorsement Letter
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Schedule of Availability of Service	Monday to Friday (8:00AM to 5:00PM (except Holidays)
Who may avail of the Service	Clients in need of these pertinent documents (as need arise)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter or list of requirements from the requesting party	Office of the requesting party

STEP	WHAT TO DO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CLIENT	CSWDO			
1	Client come to office and present the request letter/list of requirements	Receive and Review the request letter/list of requirements	None	3 minutes	Social Worker
		Conduct home visitation	None	1 day	Social Worker
2		Prepare and facilitate the approval of the requested documents	None	2- - 5 days	Social Worker
3		Issue the approved documents	None	3 minutes	Social Worker
TOTAL:			None	2 -6 days and 6 minutes	