

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT
Office

**SECURING CERTIFICATE OF INDIGENCY,
SOLO PARENT ID, MINOR TRAVELING**

Frontline Service

MS. JHOANNE M. ARCEGA
Municipal Social Welfare Officer

❖ **ABOUT THE SERVICE:**

The Municipal Social Welfare and Development Office (MSWDO) provide various certifications for children, single parent, person with disability and indigent.

CERTIFICATE OF INDIGENCY is issued so that less fortunate can avail of the privileges from the municipal as well as referrals to agencies to avail and apply for assistance such as: scholarship, short term employment, medical services, fire aid from Public Attorney's office (PAO), etc.

SOLO PARENT ID can be availed for additional leave and other benefits.

PERSON WITH DISABILITY ID is availed by PWDs for discount on fares and other benefits.

❖ **REQUIREMENTS:**

For Certificate of Indigency:

- Barangay Certificate
- Proof of family income (not exceeding P 60,000.00 per year)
- Community Tax Certificate (Decula)
- Any valid ID

For Solo Parent ID:

- Barangay Certificate
- Birth Certificate of Children
- Proof of solo parenting status (legally separated; spouse out of the country)

- 2 pcs 1x1 pictures

For Person with Disability ID

- 2 pcs 1x1 picture
- Accomplished membership form

For Minor Traveling Abroad

- Passport
- Affidavit of Guardianship/Consent

❖ **AVAILABILITY OF THE SERVICE:**

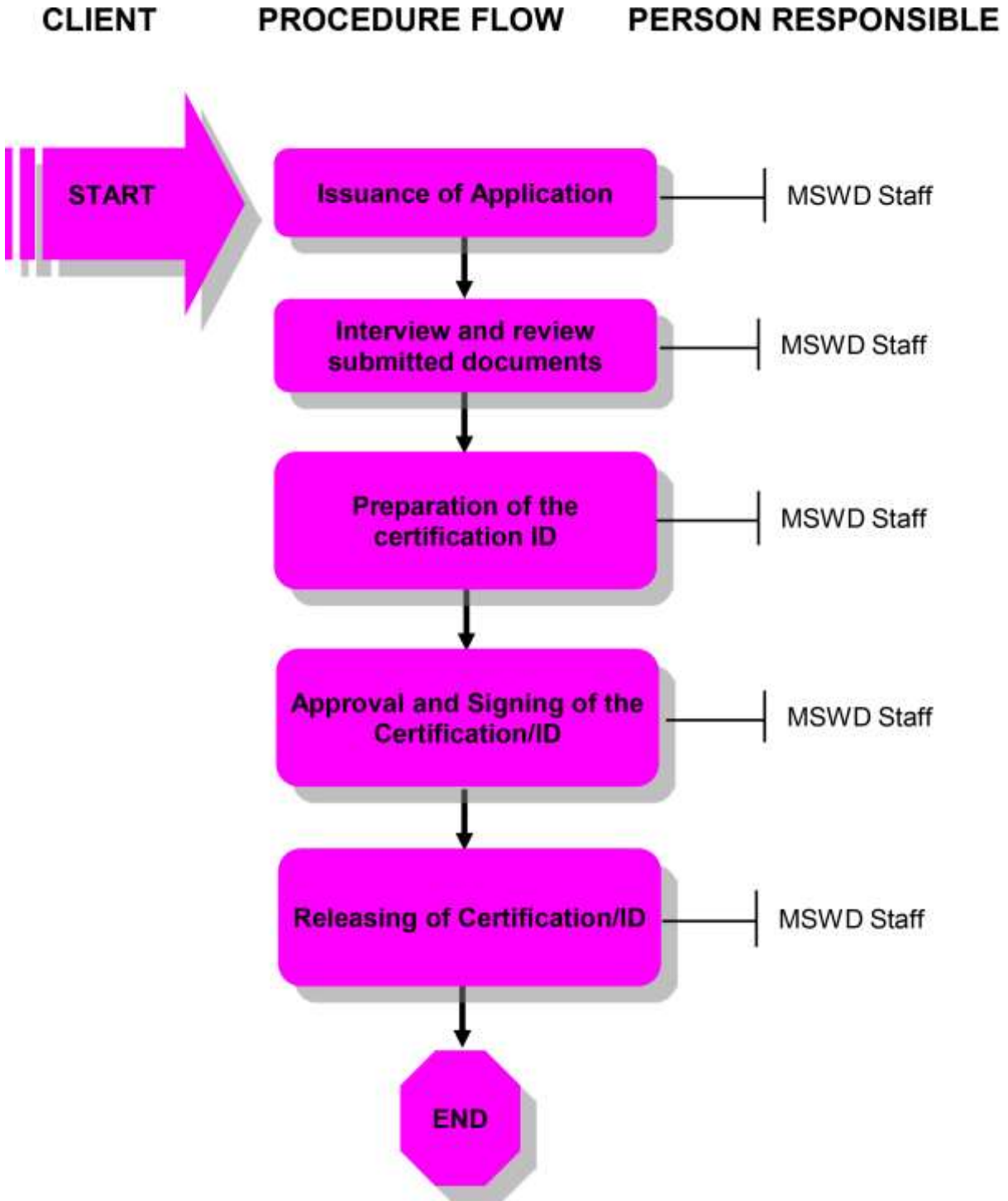
Monday to Friday, 8:00 a.m. to 5:00 p.m.

❖ **HOW TO AVAIL OF THE SERVICE:**

Certificate of Indigency, Solo Parent ID and Person with Disability ID

No.	Procedures	Processing Time	Person Responsible
1.	Issued application form	1 hr.	Administrative Aide MSWD Officer
2.	Interview the client and review the submitted documents		
3.	Prepare the certification and ID		
4.	Approval and Signing of the certification and ID		
5.	Release of certification and ID		
6.	Release of the processed solo parent ID, PWD ID, and indigent certification to applicant		

❖ FLOWCHART:



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

Office

TRAVEL CLEARANCE

Frontline Service

MS. JHOANNE M. ARCEGA

Municipal Social Welfare Officer

❖ ABOUT THE SERVICE:

In relation to R.A. 7610 also known as the Special protection of Children against abuse, exploitation and discrimination, the role of conducting assessment to traveling minors, is mandated to our office, to be endorsed to DSWD Regional Office for the issuance to TC to unaccompanied minors to ensure the safety of the minor at the same time a precautionary measure to prevent child trafficking.

❖ REQUIREMENTS:

Requirements for Securing a Travel Clearance/Permit for Minors Traveling Abroad:

- Birth Certificate on security paper (SECPA) of the minor
- Certified copy of Marriage Certificate of minor's parents, if appropriate
- Notarized affidavit of consent from parents/authorizing a particular person to accompany the child in his/her travel abroad
- Certified copy of any evidence to show financial capability of sponsor such as:
 - ✓ Certificate of employment
 - ✓ Latest Income Tax Return
 - ✓ Bank Statement, etc.
- 2 passport size pictures of minors; and
- Photocopy of passport of traveling companion

Additional Requirements for Minor under special circumstances:

- ***For Filipino minor migrating to another country***
 - ✓ Visa Petition Approval
- ***For minor who will study abroad***

- ✓ Acceptance form the school; where minor is to enrolled
- **For minor who will attend conference, study tours, etc.**
 - ✓ Certification of sponsoring organization
- **For minor going abroad for medical purposes**
 - ✓ Medical Certificate of the minor
- **For Minor going abroad for adoption**
 - ✓ Placement Authority
 - ✓ Authority to Escort
- **For an adopted minor**
 - ✓ Certified Copy of Adoption Decree
 - ✓ Clearance from the office of the Solicitor General (OSG) if adoption was promulgated less than 15 days when application for clearance to travel was made
- **For a minor under legal guardianship**
 - ✓ Certified Copy of letter of Guardianship/Court Order
- **For a minor who is 13 yrs. Old and above traveling alone**
 - ✓ Affidavit executed by a parent of legal guardian that minor shall be fetched at the airport by a responsible adult.
 - ✓ Certification from the airlines that they will be responsible for the minor while on travel.

❖ **AVAILABILITY OF THE SERVICE:**

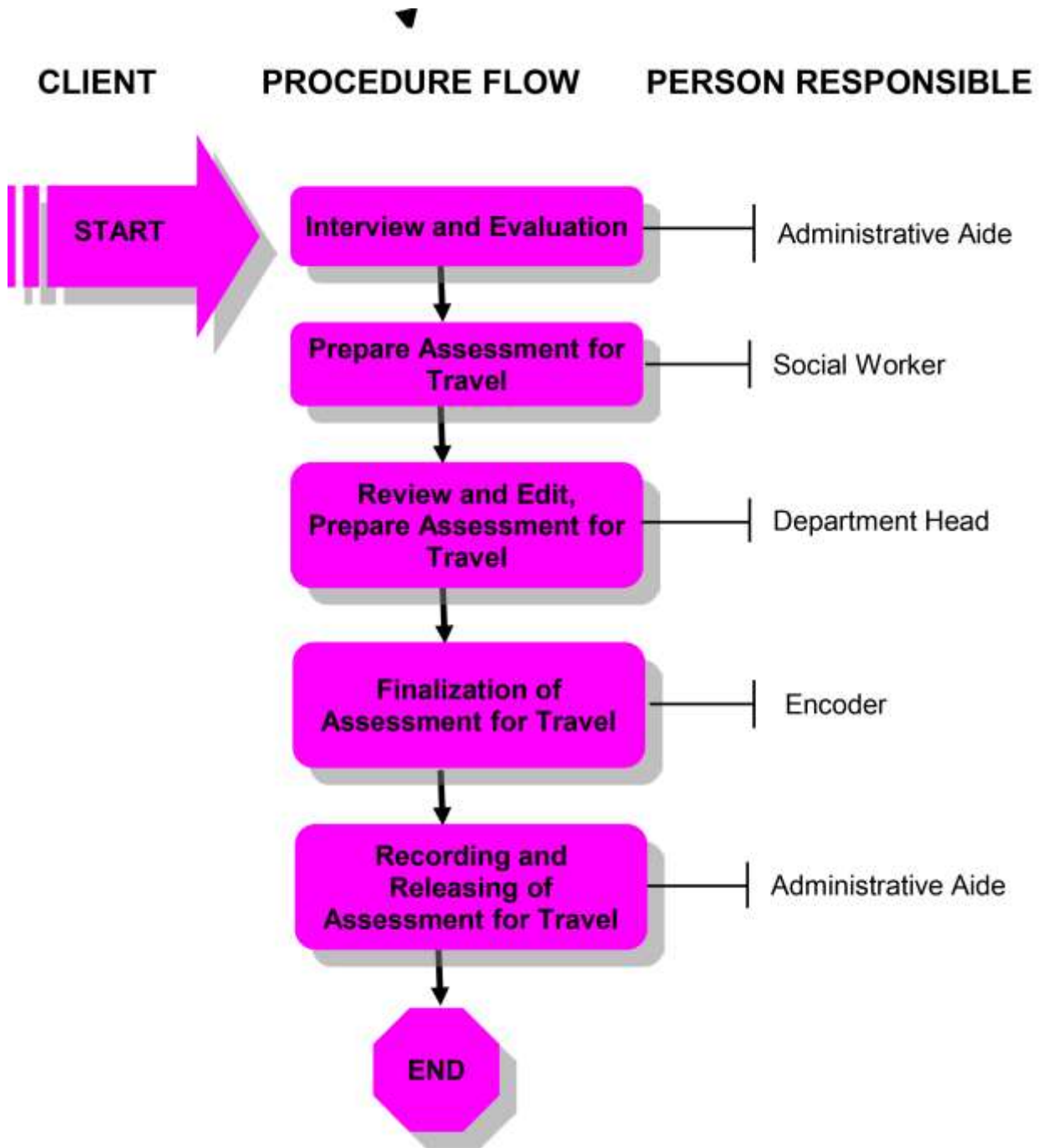
Monday to Friday, 8:00 a.m. to 5:00 p.m.

❖ **HOW TO AVAIL OF THE SERVICE:**

(Procedure applies when required documents are already in hand.)

No.	Procedures	Processing Time	Person Responsible
1.	Interview and evaluate pertinent information/data gathered from client	20 minutes	Administrative Aide
2.	Prepare assessment for travel	1 hour	Administrative Aide
3.	Review/edit prepare assessment for travel	10 minutes	Department Head
4.	Finalization of assessment	15 minutes	Encoder
5.	Approval of AT	5 minutes	Department Head
6.	Record and releasing of AT	4 minutes	Administrative Aide

❖ FLOWCHART:



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

Office

SOCIAL CASE STUDY REPORT

Frontline Service

MS. JHOANNE M. ARCEGA

Municipal Social Welfare Officer

❖ ABOUT THE SERVICE:

The Municipal Social Welfare and Development Office (MSWDO) provides emergency financial assistance or referrals for free service to individuals and families who are in extremely difficult situations and have inadequate resources.

The situations covered are:

- Need for medical assistance
- Death of a family member – burial assistance
- Being stranded within the city – food and transportation assistance
- Fire, earthquake and flood victims-financial assistance relief goods

❖ REQUIREMENTS:

- Medical Assistance-medical certificate, clinical abstract, original or certified true copy of barangay/voter's certification
- Burial Assistance-death certificate, police report, original or certified true copy medical/clinical abstract, endorsement slip from mayor/vice mayor or other SB members, voter's certificate of the applicant, picture of the deceased
- Food and Transportation Assistance-police blotter in case client is a victim of pickpocket
- Financial Assistance and Relief Goods-report from the Bureau of Fire Protection

❖ AVAILABILITY OF THE SERVICE:

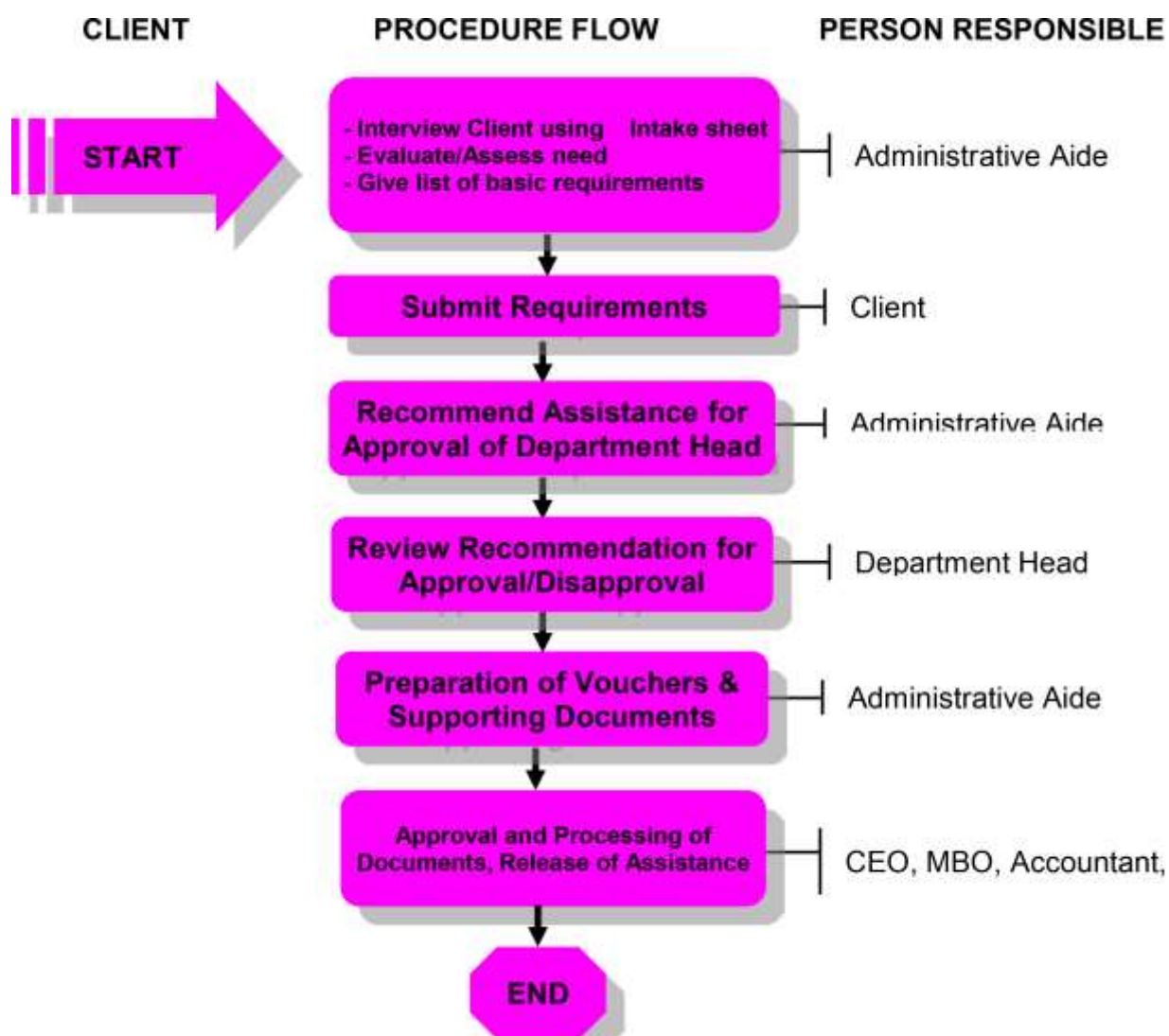
Administrative services	-	Monday to Friday from 8:00 a.m.-5:00 p.m
Emergency Responses	-	twenty-four (24) hours on call

❖ **HOW TO AVAIL OF THE SERVICE:**

Assistance in Crisis Situation

No.	Procedures	Processing Time	Person Responsible
1.	Interview/Identify need of client using Intake Sheet Form.	5 minutes	Administrative Aide
2.	Inform client of the needed documents if they are not yet available.	5 minutes	Administrative Aide
3.	If documents available, proceed to preparations of vouchers, CE, Alobs & Disbursement Voucher.	5 minutes	Administrative Aide
4.	Documents for recording.	5 minutes	Administrative aide
5.	Document For approval and signature of MSWO V	5 minutes	Department Head
6.	Document for signature of other signatories/approval.		CEO,MBO, Accounting, Treasurer
7.	Releasing of financial assistance.		Treasurer's Office

❖ **FLOWCHART:**



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

Office

SOCIAL WELFARE INTERVENTIONS ON SPECIAL CASES (VAWC, CICL, RAPE)

Frontline Service

MS. JHOANNE M. ARCEGA

Municipal Social Welfare Officer

❖ ABOUT THE SERVICE:

The service is designed to aid individuals who are suffering from different forms of abuse and to attain satisfying standards of life and health.

Covered Services:

- Victims of VAWC, Rape & CICL

❖ REQUIREMENTS:

- Medical certificate / Medico legal
- Proofs of abuse (photos, videos)

❖ AVAILABILITY OF SERVICE:

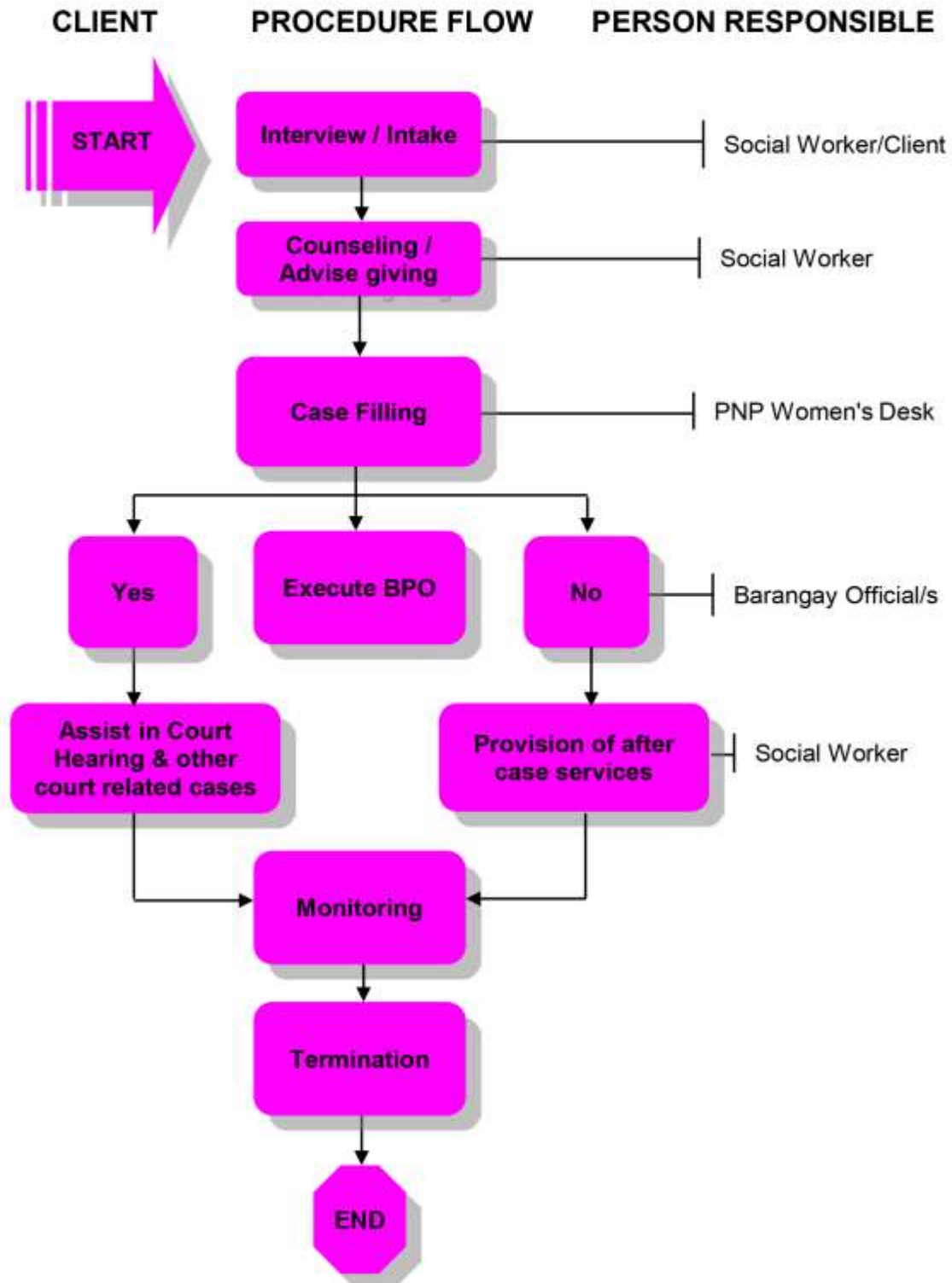
Administrative Services – Monday – Friday from 8:00 a.m. – 5:00 p.m.
Emergency Responses – 24 hours on call

❖ HOW TO AVAIL OF THE SERVICE:

No.	Procedures	Processing Time	Person Responsible
1.	Intake/ Interview	15 minutes	Social Worker & Client
2.	Problem Analysis	10 minutes	Social Worker
3.	Formulation of treatment plan	10 minutes	Social Worker
4.	Intervention and plan implementation	Long – Term Helping Process	Social Worker
5.	Termination of Helping		5 pillars of justice if required

❖ FLOWCHART:

1. VAWC & RAPE



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT
Office

**APPLYING FOR A SENIOR CITIZEN'S
IDENTIFICATION CARD**

Frontline Service

MS. JHOANNE M. ARCEGA
Municipal Social Welfare Officer

❖ **ABOUT THE SERVICE:**

The office of the Senior Citizen Affairs (OSCA) under the Municipal Mayor's Office ensures the issuance of the senior citizen identification card with purchase booklet slip to all person/individual sixty (60) years old and above.

❖ **REQUIREMENT(S):**

• **New ID**

1. Photos/pictures (1x1) 4 pieces.
2. Community tax certificate (cedula)
3. Barangay Certification
4. Any of the following as proof of date of birth: birth certificate, baptismal certificate, marriage certificate, driver's license and passport.

• **ID Replacement**

1. Photo/picture (1x1)
2. Old ID
3. Affidavit of loss, for lost ID
4. Barangay certification, for residence transferee

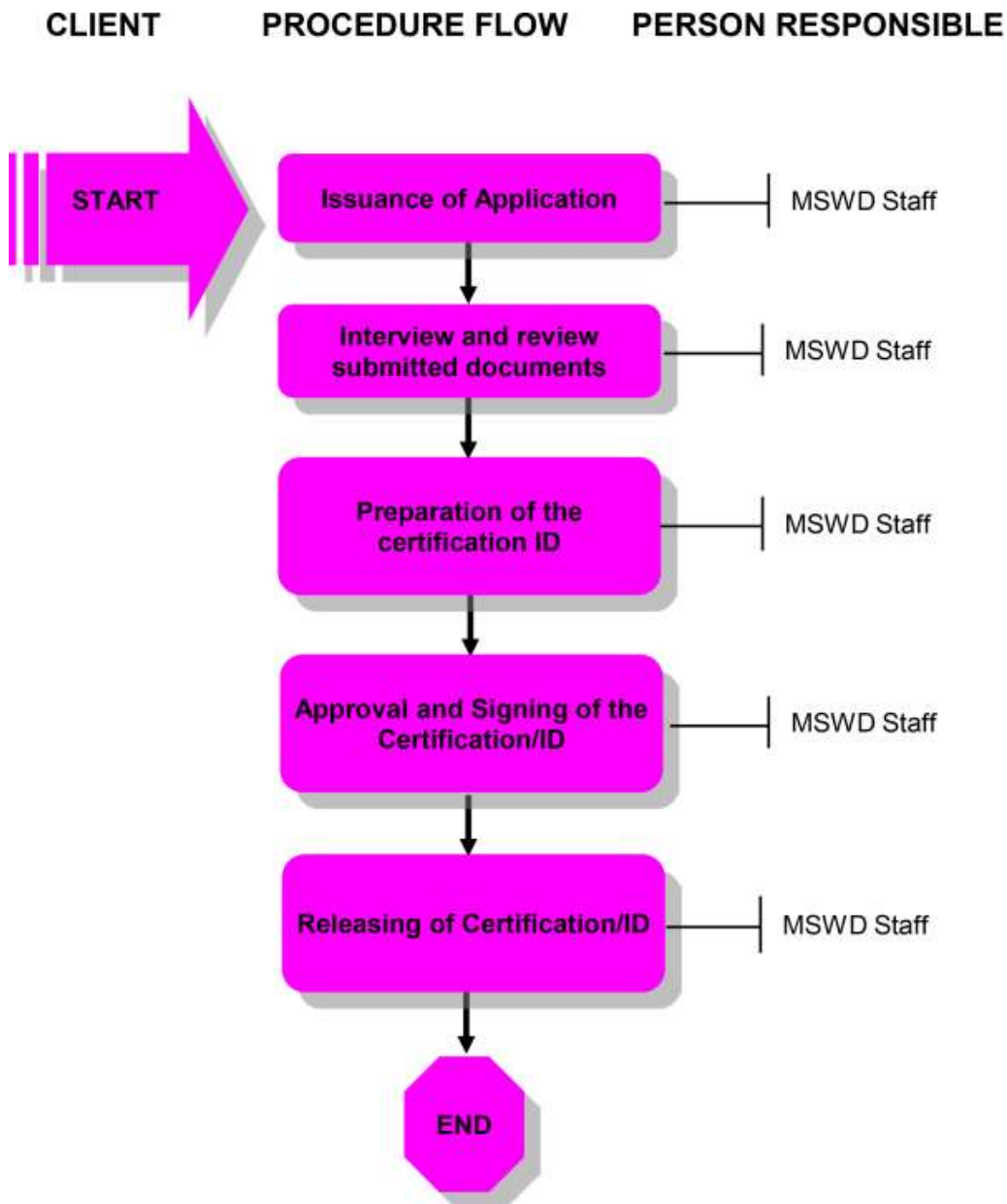
❖ **AVAILABILITY OF THE SERVICE**

Monday to Friday from 8:00 a.m. to 5:00 p.m.

❖ **HOW TO AVAIL THE SERVICE**

No.	Procedures	Processing Time	Person Responsible
1.	Issue application form to the applicant.	2 minutes	Administrative Aide(s)
2.	Check the filled out form and the complete requirements.	5 minutes	
3.	Prepare the identification card and the purchase booklet slip.	5 minutes	
4.	Release the identification card and the purchase booklet slip.	2 minutes	

❖ **FLOWCHART:**



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT
Office

**AVAILING OF DISASTER RELIEF
ASSISTANCE**

Frontline Service

MS. JHOANNE M. ARCEGA
Municipal Social Welfare Officer

❖ **ABOUT THE SERVICE:**

The MSWDO provides assistance to individuals and families who are victims of natural or man-made calamities such as typhoons, floods and fire, etc.

❖ **REQUIREMENTS:**

- ✓ Disaster & Monitoring report from BDCC/MDCC
- ✓ Identification of Evacuation Center
- ✓ Evaluation and Monitoring

It covers:

- ✓ Distribution of relief goods
- ✓ Delivery of free food commodities to evacuation centers
- ✓ Provision of limited housing materials for families whose homes have been totally damaged
- ✓ Counseling for individuals and families who have been emotionally depressed by the disaster

❖ **SCHEDULE OF AVAILABILITY**

Administrative Services – Monday to Friday from 8:00 a.m. to 5:00 p.m.

Emergency Responses – twenty-four (24) hours on call

❖ **HOW TO AVAIL OF THE SERVICES**

No.	Procedures	Processing Time	Person Responsible
1.	The victim(s) proceeds to any designated evacuation center for an interview and evaluation of the casualty.	15 minutes	Day Care Worker(s)
2.	Assist and accommodate the victim(s) and their families,	Within the day	

❖ **FLOWCHART:**

