

Office:

Provincial Social Welfare and Development Office (PSWDO)

Service:

Aid to individual/families in crisis situation (financial assistance)

Who may avail the service:

Individual or families, and nearest kin of the dead

Service Schedule:

Monday-Friday 8:00AM – 5:00PM

Requirements:

MEDICAL	BURIAL	ENHANCED AGE	FIRE VICTIM
1. Social Case Study Report 2. Medical Abstract/Medical Certificate 3. Proof of Hospital/Statement of Account/Medical Prescription 4. Photocopy of 2 Valid IDs	1. Social Case Study Report 2. Certificate of Death 3. Funeral Contract/Statement of Account 4. Photocopy of 2 Valid IDs	1. Social Case Study Report 2. Certificate of Death 3. Funeral Contract/Statement of Account 4. ENHANCED AGE ID (Blue card)	1. Social Case Study Report 2. BFP Fire Incident Report 3. Picture of Damaged House 4. Photocopy of 2 Valid IDs

Fee/s

: None

Service Duration

: 90 minutes per transaction

How to avail the service:

STEP	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORM
1	Upon arrival at the PSWDO, register on the Visitor's Logbook	Assist client in the registration on the logbook (Take note of the date, time, purpose, etc.)	1 minute	Administrative Aide IV		Visitor's Logbook

STEP	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORM
2	Submits required documents for the request	Review submitted documents as to completeness and refer to the Social Worker/Focal Person	1 minute	Administrative Aide IV		
3	Undergoes interview	Interviews client, provides counseling, advice and orient on the duration and processing of the assistance. Give office phone number and ask the client's contact information	20 minutes	Program Division Head Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant		
4	Proceed to the waiting area while the request is being processed	Prepare Social Case Summary Report based on the conducted interview with the client and the submitted documents	30 minutes	Program Division Head Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant		General Intake Sheet
		Review the Case Summary Report and give recommendation based on assessment	10 minutes	Program Division Head		
		Reviews Financial Assistance Documents and affix signature	3 minutes	PSWD Officer		Obligation Request, Disbursement Voucher, Payroll

STEP	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORM
5	Informed regarding the next steps on the routing of financial assistance. Provide contact details.	Route Financial Assistance documents to concerned offices for processing	Refer to the ISO procedure on the processing of financial assistance.	PBO, OPA, PTO, OPG		
6	Receive financial assistance	Inform the client that the financial assistance is ready for release	2 minutes	Administrative Staff		
		Release financial assistance	5 minutes	Provincial Governor PSWD Officer Cash Division Staff		Payroll
End of Transaction						

NOTE: Allowable period for extension due to unusual or unavoidable circumstances: 30 minutes

Office: Provincial Social Welfare and Development Office
Service: Emergency Assistance (Disaster Relief Assistance, Emergency Shelter Assistance, Food/Cash for Work Assistance)
Who may avail the service: MSWDO of Affected Municipality (Beneficiaries are families or communities affected by disasters/ calamities)
Schedule of Service: Monday- Friday (8:00 AM- 5:00 PM)

Requirements

Disaster Relief Assistance	Emergency Shelter Assistance	Food/Cash for Work Assistance
1. Disaster Report	1. Disaster Report 2. Project Proposal 3. Certified list of beneficiaries (partially and totally damaged house) 4. Barangay Captain Certification	1. Disaster Report 2. Project Proposal 3. Certified list of beneficiaries 4. Barangay Captain Certification

Fee/s: None
Service Duration:
How to avail the service:

A. DISASTER RELIEF ASSISTANCE:

STEP	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORM
1	Upon arrival at the PSWDO, register on the Visitor's Logbook	Assist client in the registration taking note of the date, time, purpose, among others. Refer to the Disaster focal person	1 minute	Administrative Staff		Visitor's Logbook

STEP	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORM
2	Submit Disaster Report	Receive Disaster Report and prepare consolidated reports of the affected municipalities.	10 minutes	Social Welfare Officer I		Disaster Report
3	Proceed to the waiting area while the request is being processed. Informed regarding the next steps of the process.	Review disaster report and endorse to the Office of the Governor for approval	5 minutes	Administrative Officer IV		
		Approve endorsed disaster report	10 minutes	Provincial Governor		
		Prepare requisition and issue slip	3 minutes	Administrative Officer IV		Requisition and Issue Slip
4	Informed regarding the schedule of distribution.	Coordinate the schedule of distribution of relief goods	10 minutes	Social Welfare Officer I		
5	Receive relief goods	Distribute relief goods based on the request of different municipalities	1 hour Note: It depends on the location, volume of goods and manpower	Provincial Governor, PSWDO		
End of Transaction						

NOTE: Allowable period for extension due to unusual or unavoidable circumstances: 1 hour

B. Emergency Shelter Assistance (ESA) and Food/ Cash for Work Assistance (F/CFW)

STEP	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORM
1	Upon arrival at the PSWDO, register at the logbook.	Assist client in the registration taking note of the date, time, purpose, among others. Refer to the Disaster focal person	1 minute	Administrative Aide IV		Visitors logbook
2	Submit the Terminal Report and Rehabilitation Plan	Prepare a Rehabilitation Plan based on the consolidated Terminal Reports and Rehabilitation Plan of the affected municipality/ies	40 minutes	Social Welfare Officer I		Rehabilitation Plan
3	Proceed to the waiting area while the request is being processed. Informed regarding the next steps of the process.	Review Rehabilitation Plan and Terminal Report, and endorse to the Office of the Governor for approval	10 minutes	Administrative Officer IV		
		Review and approve Rehabilitation Plan	10 minutes	Provincial Governor		
		Prepare project proposal for funding (Emergency Shelter Assistance/Cash for Work Assistance)	2 hours	Social Welfare Officer I		Project Proposal
		Review and endorse the project proposal	5 minutes	PSWD Officer		
		Route Project Proposal to concerned offices for review and proper funding	Refer to the procedure of the following offices: OPG, PBO, OPA	OPG, PBO, OPA		
		Prepare ESA, CFW Payroll	15 minutes	Social Welfare Officer I		

STEP	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORM
		Prepare Obligation Request (OBR), voucher for ESA and CFW payroll	15 minutes	Admin Staff		
		Route the OBR, voucher for ESA and CFW payroll to concerned offices for processing	Refer to the procedure of the following offices: PBO, OPA, PTO, OPG	PBO, OPA, PTO, OPG		
4	Informed regarding the schedule of distribution	Notify MSWDO that the ESA and CFW are ready for distribution	5 minutes	Administrative Staff		
5	Receive Emergency Shelter Assistance and Food/ Cash for Work Assistance	Distribute ESA and CFW	15 minutes	Provincial Governor & PSWDO		
End of Transaction						

NOTE: Allowable period for extension due to unusual or unavoidable circumstances: 30 minutes