



City Social Welfare and Development Department

**CITY GOVERNMENT OF CALAPAN
CITIZEN'S CHARTER**



1. PROVISION OF FINANCIAL ASSISTANCE

It is the provision of limited assistance, in cash or in kind, to individuals/families who are hampered to function normally because of socio-economic difficulties. The nature of difficulty is usually short term and emergency in nature, thus the assistance is on a one shot deal basis.

Office/Division:	City Social Welfare & Development Department			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Indigent Families of Calapan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Medical Certificate 2. Death certificate 3. Hospital bill 4. Funeral contract (for funeral assistance) 5. Certificate of indigency from the barangay (Claimant) 6. Valid ID of claimant 		CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients log on logbook	Verifies the name of the client and the name of the patients in the computer	None	5 minutes	Frontline Officer
Gives the documents	Checks the availability of required documents (medical cert, hospital bill, death cert, funeral contract)	None	1 minute	Social Workers Maria Creselda L. Madrigal Alma P. Miranda Lorna G. Manongsong Layla Cabral BerllyDinglasan Realyn B. Soriano Marie Eden Juano Jackylorrie Lane

				Mañibo
	Interviews and assess the client	None	5 minutes	-do-
Signs the intake sheet	Signs the intake sheet, seeks approval of CSWDO and issues to the client	None	1 minute	-do-
	Prepares referral slip (if for referral to the hospital & funeral parlor)	None	1 minute	-do-
Receives referral slip and leaves the office	Signs the referral slip seeks the approval of CSWDO and issues to the client	None	1 minute	-do-
	If the financial assistance is for voucher: *Prepares the needed documents like OBR, Voucher and have it signed by CSWDO	None	3 minutes	Marion Kay B. Cuasay
	*Brings the FA form to the concerned offices for signature	None	3 minutes	Marion Kay B. Cuasay Layla Cabral
TOTAL		None	20 mins	

2. ISSUANCE OF SOCIAL CASE STUDY REPORT & REFERRAL

Social Case Study Report is a document that covers the socio-economic condition and the social functioning of the client/ family with the assessment of the social worker. It is needed to secure medical/financial assistance to other charitable institutions. This is also necessary if the client will be endorsed or

referred to other agency like child-caring or child placement agencies or other institutions requiring the said document.

Office/Division:	City Social Welfare & Development Department			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Indigent Families of Calapan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Clinical Abstract 2. Hospital Bill/ treatment protocol 3. Certificate of residency and indigency 4. Request letter from the concern institution 		CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client's log on logbook	interviews the client	None	15 minutes or more	Social Workers
Gives the documents	Checks the necessary documents (clinical abstract, hospital bill) if necessary, conducts home visit/validation			-do-
	Makes and issues SCSR & Referral	None	3 days	-do-
TOTAL		None	3 days & 15 mins	

3. ISSUANCE OF CERTIFICATE OF INDIGENCY

Certificate of indigency is one of the requirements to avail of assistance to other offices either from government or non-government agencies. Its purpose is to avail of free service charge or discount.

Office/Division:	City Social Welfare & Development Department
Classification:	Simple

Type of Transaction:	G2C			
Who may Avail:	Indigent Families of Calapan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency and residency from their barangay 2. Letter request from requesting agency 3. Sworn statement if for legal assistance		CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients log on logbook	Interviews client	None	5 minutes	Social Workers
Submits the documents	Verifies the required documents	None	2 minutes	-do-
	Prints certificate and seeks the approval of CSWDO	None	1 minute	-do-
	Records the certificate in the logbook	None	1 minute	-do-
Signs in the logbook and receives the certificate	Issues certificate of indigency	None	1 minute	-do-
TOTAL		None	10 ins	

4. SERVICES TO OLDER PERSONS

Case management service is one of the services in response to the needs of elderly who has been neglected and abandoned. This can be done thru counselling, home visitation, referral and networking. Other services extended are the granting of financial assistance to 70-100 years old as per City Ordinance # 18 and Resolution #862 and to Centenarian as per Resolution 1070, City Ordinance 34.

Office/Division:	City Social Welfare & Development Department
Classification:	Simple
Type of Transaction:	G2C

Who may Avail:	Senior Citizens of Calapan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior Citizen's ID 2. Certificate of Residency 3. Birth certificate		CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For financial assistance (City Ordinance # 91): Clients log on logbook	Interviews and assesses the client	None	5 mins	Lorna G. Manongsong Krisha Aicel A. Gonzales, RSW Abegail D. Quinio Marie Eden D. Juaño
Signs the intake sheet	Processes the financial assistance	None	3 days or more	
	Schedules for payout	None	1 day	
For abandoned and neglected Senior Citizens:	Validates the report thru collateral interview and home visit	None	1 hr or more	
	If the client is for referral to institution: Coordinates and prepares the necessary documents	None	5 days or more	
TOTAL		None		

5. PSYCHOSOCIAL INTERVENTION TO CHILDREN IN NEED OF SPECIAL PROTECTION

Assistance to children in need of special protection is the provision of immediate interventions to a child (below 18 years of age) to ensure his/her protection from abuse, neglect and exploitation. These services are preventive and rehabilitative in nature.

Office/Division:	City Social Welfare & Development Department
Classification:	Simple
Type of	G2C

Transaction:				
Who may Avail:	Abused, abandoned, neglected children of Calapan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Letter from the Barangay if the client is a victim of physical abuse		CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client's log on logbook	Conducts interview and carry out counselling	None	30 minutes to 1 hour	Social Workers in-charged Jackylorrie Lane O. Mañibo
	Refers and accompany to other line agencies if necessary	None	2 days	-do-
TOTAL		None	2 days & 30 mins	

6. PSYCHOSOCIAL INTERVENTION TO CHILDREN IN CONFLICT WITH LAW (CICL) & CHILDREN AT RISK (CAR)

This covers different circumstances involving children at risk and children in conflict with the law who needs appropriate intervention ranging from prevention to rehabilitation and reintegration and support to their family through provision of assistance as perceived by them and worker as well.

Office/Division:	City Social Welfare & Development Department			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	CICL and CAR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Children who are being categorized as CICL and CAR		CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client's log on logbook	Conducts interview and carries-out counselling (CICL & CAR)	None	1 hour to 2 hours	Manuelo D. Mahia, RSW Dominga G. Palmero, RSW Richmond Rafael Acha

				Jackylorrie Lane Mañibo Marienor Jeana Fatima B. Sugay
Answers pre-structured questionnaires	Conducts assessment through pre-structured questionnaire (CICL)	None	1 hour to 2 hours	Social Worker in-charged
	Makes evaluation and submits to requesting agency (CICL)	None	3 days	Social Worker in-charged
	if detained, conducts jail visit (CICL)	None	1 hour to 2 hours	Social Worker in-charged
TOTAL		None	3 days & 6 hrs.	

7. SOCIAL SERVICES FOR SOLO PARENTS

This refers to package of services to solo parents to help them resolve conflict and depression brought about by the loss or absence of their spouses.

Office/Division:	City Social Welfare & Development Department			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Qualified Solo Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Accomplished Solo Parent's Application Form 2. Certificate from the Brgy. that she/he is a solo parent 3. Birth Certificate of his/her children below 18 y/o 4. Death certificate of spouse if the applicant is widow/er 5. Zerox copy of court decision if annulled 		CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For psychosocial	Conducts	None	30 minutes to	Gem Louise

services: Client logs on logbook	interview and counselling		1 hour	Faye L. Madrigal, RSW
	If necessary, accompany to other line agencies and prepare the needed documents	None	1 day to 2 days	-do-
For issuance of Solo Parent's ID: Client's log on logbook	Interviews and gives application form	None	5 minutes	Gem Louise Faye L. Madrigal, RSW
Fills-up the application form and submits to the office with the required documents	Checks the accomplished form and the required documents (Birth certificates of dependents, barangay certificate)	None		-do-
	Conducts assessment		30 days	-do-
	Prepares ID	None	5 minutes	-do-
	Endorses for signature and approval of LCE	None	3 minutes	-do-
Receives the ID and Leaves the office	Issues Solo Parent's ID	None	1 minute	-do-
TOTAL		None		

8. PSYCHOSOCIAL INTERVENTION TO WOMEN IN ESPECIALLY DIFFICULT CIRCUMSTANCES (WEDC)

Women in especially difficult circumstances are those disadvantaged women who experienced different abuses including but not limited to physical abuse, sexual abuse, and emotional/psychological abuse. The assistance provided is

counselling, referral to other line agencies, provision of financial assistance and the like.

Office/Division:	City Social Welfare & Development Department			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Women in Especially Difficult Circumstances (WEDC)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client's log on logbook	Conducts interview, counselling and assessment	None	1 hr to 2 hrs	Krishna Aicel A. Gonzales, RSW
	Refers to other line agencies if necessary			
TOTAL		None	1 hr to 2 hrs	

9. CONDUCT OF PRE-MARRIAGE COUNSELING (PMC)

Pre-marriage counselling is a four-hour session with couples engaged to be married. It provides vital information to engage couples about marriage, marital obligations, and how they could live in harmony with in-laws. It also covers information about male and female sexuality, spacing of pregnancy, caring for the family and children's health and tips on home management.

Office/Division:	City Social Welfare & Development Department			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Couple applying for marriage license			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished application form approved by City Civil Registrar		CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client's log on	Conducts	None	2 minutes	Dominga G.

logbook	interview			Palmero, RSW Maria Creselda L. Madrigal Krisha Aicel Gonzales
Answers pre-structured questionnaire	Gives the couple pre-structured questionnaire for them to answer	None	7 minutes	-do-
	Schedules for PMC	None	2 minutes	Dominga G. Palmero, RSW Maria Creselda L. Madrigal Krisha Aicel Gonzales
Attends scheduled PMC	Actual conduct of PMC	None	2 hours	-do-
TOTAL		None	2 hrs & 11 mins	

10. PROVISION OF EMERGENCY SHELTER ASSISTANCE (ESA)

It is the provision of limited financial or material assistance to help families construct/repair their houses which were partially or totally destroyed by natural or man-made disasters.

Office/Division:	City Social Welfare & Development Department			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Families who were victims of manmade or natural disaster			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished ESA forms 2. Certificate from the Barangay 3. Fire Incident Report for fire victim family		CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients log on logbook	Interviews and assess the	None	5 minutes	Ernel D. Aclan, RSW

	client			
Submits the required documents	Conducts home visit	None	30 minutes or more	-do-
	Accomplishes the form and have it signed by the signatories	None	5 minutes	-do-
	Processes the assistance	None	3 days or more	-do-
TOTAL		None	3 days & 40 mins	

11. PROVISION OF DAY CARE SERVICE PROGRAM

Republic Act No. 6972 otherwise known as “Barangay-level Total Development and Protection of Children Act” is an act establishing a child development center in every barangay, instituting therein a total development and protection of children. Calapan City has a total of 72 Child Development Centers in 62 barangays. It caters day care children ages 3-4 years old. The program provides opportunities for the total development of the child through various early childhood care and development activities. The assigned worker supervises and monitors all Child Development Centers in the barangays.

Office/Division:	City Social Welfare & Development Department			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Day Care Children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Masterlist of Pre-schoolers ages 3-4 years old		CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Parents of 3-4 yrs old children will coordinate to Child Dev't Workers in their Brgy. For registration of their children	Registers 3-4 years old children	None	10 minutes	Child Dev't Workers in every Brgy.
Day Care children will attend daily sessions in the	Conducts daily sessions	None	4 hrs	Child Dev't Workers

Child Dev't Centers				
	Supervises CDW	None	2 hours to 4 hours	Graciela A. Abellar, RSW Abegail D. Quinio Marie Eden D. Juaño
TOTAL		None	8 hrs. & 10 mins	

12. PROVISION OF RELIEF ASSISTANCE

It is the provision of timely and appropriate assistance to help alleviate the conditions/situations of distressed/displaced individuals/families and those who are victims of disaster and are in need food, clothing, temporary shelter and other emergency requirements thru the efficient and effective management of evacuation centers; provision of ready-to-eat/mass feeding and provision of financial/material assistance.

Office/Division:	City Social Welfare & Development Department			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Individual/families who are victims of manmade or natural calamities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Master list signed by Brgy. Captain		CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients log on logbook	Conducts interview	None	2 minutes	Frontline Officer
Submits the required documents	Accepts the reports from affected Barangays	None	2 minutes	-do-
	Coordinates barangay captain and validates the affected family thru home visits	None	3 to 4 hrs or more	CSWD Staff
	Facilitates immediate	None	3 to 4 hrs or more	-do-

	needs to affected families especially those inside evacuation centers			
TOTAL		None	6 hrs. & 4 mins	