

CITIZEN'S CHARTER

Municipal Social Welfare and Development Office



Local Government Unit - Pilar, Bohol

SOCIAL WELFARE SERVICES

ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION (AICS)

About the Service: MSWDO caters to disadvantaged individuals or families needing emergency assistance on case to case basis.

Requirements: For Medical Assistance:

1. Clinical Abstract/Medical Certificate with signature and license number of the attending physician (issued within 3 months)
2. Hospital bill (for payment of hospital bill) or prescription (for medicines) or laboratory requests (for procedures)
3. Barangay certification of residency or indigency of the client
4. Referral letter (if applicable)

Note: Does not cover room and board and Doctor's Professional Fee

For Burial Assistance:

1. Funeral Contract
2. Death certificate duly certified by the Local Civil Registrar
3. Barangay certification of residency or indigency of the client
4. Referral letter (if applicable)

For Transportation Assistance:

1. Barangay certification of residency or indigency of the client
2. Police blotter (only for victims of abuse and other similar circumstances)
3. Referral letter (if applicable)

For Educational assistance:

1. Enrollment Assessment Form or Certificate of Enrollment or Registration
2. School billing duly certified by the billing clerk
3. School ID of the student/beneficiary
4. Barangay certification of residency or indigency of the client
5. Referral letter (if applicable)

How to Avail of the Service:

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Go to MSWD Office	3 minutes	

Depending on the request with complete requirements, go to the office and ask for any staff on how to avail assistance.		ESTRELLA S. MALNEGRO JEMILITA D. VALLES MARIA JESSICA PONDAVILLA LOURDES LUSICA
2. Interview Client submits for an interview for assessment of his/her case.	10 minutes	ESTRELLA S. MALNEGRO
3. Preparation of supporting documents Certificate of Eligibility and social case summary report prepared by the social worker are some of the requirements to justify the needs for assistance. Other documents are facilitated and processed for releasing of assistance.	3-5 days upon request	ESTRELLA S. MALNEGRO MA. ESPERANZA GENOBATIN
4. Release of cash assistance Go to the Municipal Treasurer's Office (MTO) for the releasing of assistance.	1-3 minutes	EVELYN ENTE

REFERRAL

About the Service: Client could also request for referral or endorsement to other welfare agencies depending on her/his need.

Requirements:

- For Medical Assistance – Clinical Abstract/Medical Certificate
- For Burial Assistance - Death Certificate duly certified by the Local Civil Registrar
- For Educational Assistance - Enrollment Assessment Form or Certificate of Enrollment or Registration

For Assistive Device – Barangay certification of residency or indigency of the client and medical abstract/certificate

How to Avail of the Service:

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
<p>1. Inform from MSWD Personnel for a referral/endorsement</p> <p>Client to bring along with him/her the needed requirements.</p>	<p>5 minutes</p>	<p>ESTRELLA S. MALNEGRO</p> <p>MARIA JESSICA PONDAVILLA JEMILITA D. VALLES LOURDES LUSICA</p>
<p>2. Interview/ data gathering</p> <p>An interview is conducted by the social worker to determine the needed intervention, what agency the client will be referred to and assessment of the case.</p>	<p>10 minutes</p>	<p>ESTRELLA S. MALNEGRO</p>
<p>3. Preparation of a Social Case Summary Report</p> <p>A Social Case Summary Report with other requirements prepared by the Social Worker to be submitted to the referring welfare agency.</p>	<p>20-30 minutes</p>	<p>ESTRELLA S. MALNEGRO</p>
<p>4. Case Management</p> <p>Conducted by social worker to determine the interventions needed by the victim-survivor/s.</p>	<p>Depends on the severity of the case</p>	<p>ESTRELLA S. MALNEGRO</p>

SECURING A SENIOR CITIZEN, PERSON WITH DISABILITY AND SOLO PARENT'S IDENTIFICATION CARD

About the service: Senior Citizens (60 years old and above) can secure an OSCA I.D. to avail the benefits and privileges as stipulated in R.A 9275 or known as the "Expanded Senior Citizens' Act."

Persons with Disability (PWDs) can avail the benefits and privileges stipulated in R.A 9442 or known as the "Magna Carta for Disabled Persons and for other Purposes" when securing an ID.

A Solo parent can avail the benefits under R.A 8972 "An Act Providing for the Benefits and Privileges to Solo Parents and their Children", Appropriating Funds therefore and for other purposes known as "Solo Parent's Welfare Act of 2000".

Requirements:

For Senior Citizen

1. Accomplished Registration Form
2. Birth certificate/baptismal certificate or any documents that would support his/her birth date
3. 2 pcs 1 x 1 picture

For Person with Disability

1. Clinical abstract/Medical certificate reflecting his/her disability
2. Accomplished registration form
3. 2 pcs 1 x 1 picture

For Solo Parent

1. Accomplished application form
2. Barangay certification that the applicant is a resident of the said barangay for at least six months.
3. Appropriate documentation/evidence that applicant is a solo parent (ex. death certificate of spouse, etc.)
4. 2 pcs 1 x 1 picture

How to Avail of the Service:

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Go to MSWDO Interview and fill up registration form. Submit the	1-5 minutes	DIANNA ROSE LIBRES BLESILDA L. JUAREZ VICTOR B. MIRAS

documentary requirements. Orientation of the benefits and privileges will also be conducted.		MARIE ANN CABANGBANG FERDINAND JUAREZ MA. GEZA MAY C. BUSLON MARIA JESSICA PONDAVILLA
<p>2. Preparation of Senior Citizen, PWD & Solo Parent's ID Cards</p> <p>Identification card of Senior Citizen will be signed by the OSCA Head and Municipal Mayor, PWDs will be signed only by the Municipal Mayor while the Solo Parent will be signed only by the MSWDO. These will be facilitated by the MSWDO personnel.</p>	15 minutes (depending on signatories availability)	<p>BLESILDA L. JUAREZ VICTOR MIRAS MARIE ANN CABANGBANG</p> <p>FERDINAND JUAREZ MA. GEZA MAY C. BUSLON</p> <p>DIANNA ROSE LIBRES MARIA JESSICA PONDAVILLA</p>
<p>3. Release of IDs</p> <p>ID card is released to Senior Citizen, PWD and Solo Parent applicant</p>	1-3 minutes	<p>BLESILDA L. JUAREZ VICTOR MIRAS MARIE ANN CABANGBANG</p> <p>FERDINAND JUAREZ MA. GEZA MAY C. BUSLON</p> <p>DIANNA ROSE LIBRES MARIA JESSICA PONDAVILLA</p>

ASSISTING WOMEN/CHILDREN IN DIFFICULT CIRCUMSTANCES

About the Service: Women and Children who are victims of abuse can either go to the barangay, police and/or social welfare office for assistance.

How to avail of the service:

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
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<p>1. Inquiry</p> <p>Approach frontline personnel who will refer client to the personnel in charge of the assistance being requested.</p>	<p>5 minutes</p>	<p>DIANNA ROSE LIBRES</p>
<p>2. Psychosocial Support</p> <p>If she/he/they need protection, medical attention or filing of the case, assistance will be facilitated. Victim-survivor/s provided psychosocial support by the social worker.</p>	<p>Depending on the need</p>	<p>ESTRELLA S. MALNEGRO, RSW MSWDO</p> <p>PCpi FLORGE C. ARBITRARIO PNP-WCPD</p> <p>MA. LUISA B. TAGO MD. MHO</p> <p>BARANGAY OFFICIALS (VAW DESK)</p>
<p>3. Referral</p> <p>Assist victim-survivor/s for police assistance and medico-legal examination from MHO or for temporary shelter, if necessary.</p>	<p>1 hour</p>	<p>ESTRELLA S. MALNEGRO, RSW MSWDO</p> <p>PCpi FLORGE C. ARBITRARIO PNP-WCPD</p> <p>MA. LUISA B. TAGO MD. MHO</p>
<p>4. Case Management</p> <p>Conducted by the social worker to determine the intervention needed by the victim-survivor/s.</p>	<p>Depends on the severity of the case</p>	<p>ESTRELLA S. MALNEGRO, RSW MSWDO</p>

ASSISTING PERSONS WITH DISABILITY (PWDs)

About the Service: This provide the client/s assistance to avail of assistive devices, skills training and livelihood opportunities and therapy services for referral.

Requirements:

- **Assistive Devices** – whole body picture, letter of intent by the client, clinical abstract/medical certificate, barangay certificate of indigency or residency
- **Skills Training services/ Vocational Rehabilitation (AVRC)** – whole body picture, letter of intent by the client, clinical abstract/medical certificate, X-Ray result, barangay certificate of indigency, Birth Certificate (Xerox copy), 1 x 1 picture
- **Referral to therapy services at STAC (Stimulation and Therapeutic Activity Center)** – Whole body picture, clinical abstract/medical certificate, barangay certificate of indigency and residency, birth certificate (Xerox copy).

How to avail of the service:

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
<p>1. Inquiry</p> <p>Approach frontline personnel who will refer client to the personnel in charge of the assistance being requested.</p>	<p>1-5 minutes</p>	<p>FERDINAND B. JUAREZ MA. GEZA MAY C. BUSLON</p>
<p>2. Interview and Preparation of a social case summary report</p> <p>An interview and data gathering is conducted by the social worker in preparation of the social case summary report to which type of</p>	<p>1 hour</p>	<p>ESTRELLA S. MALNEGRO, RSW MSWDO</p>

<p>intervention is needed or requested by the client.</p>		
<p>3. Client referred to other welfare agency.</p> <p>With the documentary requirements and endorsement of the social worker, client is assisted to avail the assistance requested.</p>	<p>30 minutes</p>	<p>ESTRELLA S. MALNEGRO, RSW MSWDO</p>