



**Social Services**  
Office of the City Social Welfare  
and Development Officer



## 1. Provision of Assistance in Crisis Situation

The City government of Laoag through the Office of the City Social Welfare and Development Officer provides emergency financial assistance and/or referrals to individuals and families who are in extremely crisis situation and have inadequate resources subject to availability of funds. Referrals may also be made to support the client.

<b>Office or Division:</b>	Office of the City Social Welfare and Development Officer			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Death of family member Stranded in the city Incapable of working & living alone Seriously afflicted/sick			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>➤ Death Certificate/Medical Abstract or Certificate</li> <li>➤ Certificate of Indigency</li> </ul>		Philippine Statistics Authority, Local Civil Registrar  Barangay Chairman		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register	1. Interviews and assess qualification of applicant	None	30 minutes	Team I Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant
2. Submit Certification of Indigency from Brgy. Chairman	2. Prepares the Aid to Individual Crisis Situation (AICS) form and voucher	None	30 minutes	Team I Social Welfare Officer III Social Welfare Officer I Social Welfare



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1. Interviews and assess qualification of applicant	None	30 minutes	Team I Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant
	2.1 Processes and approves AICS Assistance		5 minutes	City Social Welfare & Development Officer
3. Receives financial assistance	3. Gives financial assistance and refers you to the following: - Funeral Parlor - Transport Companies	None	5 minutes	City Social Welfare & Development Officer
<b>TOTAL</b>			1 hour & 10 minutes	

## 2. Issuance of Certificate of Indigency

The City Government of Laoag through the Office of the city Social welfare and development Officer provides a Certificate of Indigency to individuals who may wish to avail of the services of different agencies such as, but not limited to the following:

1. Ilocos Norte Electric Cooperative - free electrical installation
2. Public Attorney's Office - legal assistance
3. PHILHEALTH - medical assistance
4. NGO Projects/Missions- surgical, medical, dental, optometric, feeding programs and Christmas gif-giving.



<b>Office or Division:</b>	Office of the City Social Welfare and Development Officer			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Families who are in the master list of indigents certified by the Punong Barangay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
➤ Barangay Certification of Indigency		Punong Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register	1. Refers client to concerned social worker 1.1 Interview client 1.2 Conducts home visit	None	1 minute  10 minutes 30 minutes	Houseparent Admin. Aide III Team I Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant Team II Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant
2. Submit Brgy. Certification of Indigency	2. Prepares Certificate of Indigency	None	5 minutes	Citywide Man-power Development Assistant Social Welfare Assistant
3. Receives Certificate of Indigency	3. Approves/releases Certificate of Indigency	None	5 minutes	City Social Welfare & Development Officer
<b>TOTAL</b>			51 minutes	



### 3. Enrolment of Pre-Schoolers to Program in Child Development

The City Government of Laoag ensures the full development of the child by providing Day Care Service program for all Pre-schoolers. Day Care kits are given free. Currently there are 91 Day Care Centers.

<b>Office or Division:</b>	Office of the City Social Welfare and Development Officer			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Children ages 2-4 years old			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>➤ Birth Certificate of the Child</li> <li>➤ Health/ECCD Card</li> </ul>		Philippine Statistics Authority, Local Civil Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register child at the nearest Day Care Center	1. Accepts registrant	50.00	1 minute	Child Development Worker
2. Fill-outs forms	2. Receives and assesses form and birth certificate 2.1 Conducts initial assessment to the children using the ECCD checklist	None	5 minutes 5 minutes/child	Child Development Worker
3. Send children to attend regular classes	3. Conducts Day Care classes 3.1 Conducts final assessment to the children using the ECCD checklist	None	4 hours/session 5 minutes/child	Child Development Worker
4. . Attend Meetings	4. Conducts initial and regular meetings with parent	None	1 hour	Child Development Worker
<b>TOTAL</b>		50.00	16 minutes/child excluding number of hours/sessions	



#### 4. Provision of Skills Training Program

The City Government of Laoag through the Office of the City Social Welfare and Development Officer provides skills training programs to individuals, groups, communities to increase their employability and enable them to take advantage of employment opportunities.

##### SUGGESTED TRAINING PROGRAMS:

Sewing craft (exclusively for the PSCB)	160 hours
Barangay Electrician	120 hours
Building Wiring Electrician	96 hours
Cosmetology	120 hours
Small Engine Repair & Maintenance	120 hours
Motorcycle Repair	120 hours
Silk Screen Printing	96 hours
Welding & Metal Fabrication	96 hours

<b>Office or Division:</b>	Office of the City Social Welfare and Development Officer			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Are 18-59 years old (male/female) Are willing to transfer skills Have positive attitude towards work Are not pregnant or nursing mothers (for sewing craft female trainees only) Are physically and mentally fit			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>➤ Barangay Certificate of Residency</li> <li>➤ Medical Certificate</li> </ul>		Punong Barangay Hospital/Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register	1. Accepts registrants and conducts interview	None	30 minutes	



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit requirements	2. Receive requirements 2.1 Conducts initial meeting with trainees	None	1 hour	Community-based Social Welfare Assistant-CTEC Center-based (PSCBDW)
3. Attends training	3. Conducts actual training  3.1 Monitors training	None	Required no. of training hours depends on the area of interest	Productivity & Skills Capability Building for Women-Trainer Project Evaluation Officer II
4. Apply for trade-test	4. Assesses and refers trainees to Technical Education and Skills Development Authority (TESDA)	None	30 minutes	Social Welfare Assistant-CTEC
<b>TOTAL</b>			2 hours + required number of training hours	



## 5. Promotion of the Welfare of Socially Disadvantage Women

The City Government of Laoag through the Office of the City Social Welfare and Development Officer provides social services to women victims of exploitation, domestic violence and all forms of abuse.

### SERVICE COVERAGE:

- Rescue and recovery of victim/s
- Counseling
- Assistance in filing a case
- Provision of temporary shelter
- Referral to other service agencies

<b>Office or Division:</b>	Office of the City Social Welfare and Development Officer			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Battered women Maltreated women (women who are emotionally-disturbed, economically abused) Rape victims Victims of involuntary prostitution Women victims of mismanagement (illegal recruitment)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Register	1. Refers client to concerned social worker	None	1 minute	Houseparent Admin. Aide III





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Discuss problems and provide related information	2. Interviews and counsels	None	1 hour	Team I Social Welfare Officer III Social Welfare Officer I
3. Receive referral and proceed to other concerned agencies like PNP, Hospital, Prosecutor's Office etc., if necessary	3. Refers client to other agencies	None	30 minutes	Social Welfare Assistant  Team II Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant
4. Present result of referral	4. Follows-up service	None	30 minutes	Citywide Manpower Development Assistant Social Welfare Assistant
<b>TOTAL</b>			2 hours and 1 minutes	

## 6. Provision of Physical Restoration/Assistive Device

The City Government of Laoag through the Office of the City Social Welfare and Development Officer assists differently-abled persons integrate into the mainstream of community life through the provision of assistive devices.



<b>Office or Division:</b>	Office of the City Social Welfare and Development Officer			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Orthopedically handicapped, visually impaired, Immobile individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>➤ Barangay Certification of Indigency</li> <li>➤ Request Letter to Local Chief Executive</li> <li>➤ Medical Certificate</li> <li>➤ Whole body picture</li> </ul>		Punong Barangay  Hospital/Attending Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register	1. Refer client to concerned worker	None	1 minute	Manpower Development Assistant
2. Apply for the needed Assistive Device (Personal Appearance not necessary, nearest kin/ Brgy. Officials can represent the Client)	2. Interview client	None	15 minutes	Manpower Development Assistant
3. Submit Brgy. Certification of Indigency, Medical Certificate and whole-body picture	3. Conducts home visit, assesses eligibility and determine assistive device needed  3.1 Prepares and processes documents required for the purchase of the device needed	None	30 minutes	Manpower Development Assistant
4. Receive assistive devices	4. Releases assistive device	None	5 minutes	City Mayor's Office, CSWDO
	4.1 Follows-up clients provided with the assistive devices	None	15 minutes	Manpower Development Assistant
<b>TOTAL</b>			1 hour and 6 minutes	



## 7. Provision of Care and Protection of Children Under Difficult Circumstances

The City Government of Laoag through the Office of the City Social Welfare and Development Officer assists children and youth whose basic needs are deliberately unattended by their parents or guardians or are victims of any form of abuse.

### SERVICES OFFERED:

- Surveillance, rescue and recovery
- Counseling
- Referral to the Philippine National Police (PNP)
- Assistance in filing a case in court
- Temporary shelter and custodial care
- Family integration and reconciliation

<b>Office or Division:</b>		Office of the City Social Welfare and Development Officer		
<b>Classification:</b>		Simple		
<b>Type of Transactions:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Abandoned and neglected children Physically-abused children Sexually-abused children Emotionally-abused children		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register	1. Refers client to concerned social worker	None	1 minute	Houseparent Admin. Aide III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Discuss problems and provide related information	2. Interviews and counsels	None	1 hour	Team I Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant
3. Proceed to other concerned agencies like PNP, Hospital, Prosecutor's Office etc., if necessary	3. Refers client to other agencies	None	30 minutes	Team II Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant  Citywide Manpower Development Assistant
4. Present result of referral	4. Follows up service	None	30 minutes	Social Welfare Assistant
<b>TOTAL</b>			2 hours and 1 minute	



## 8. Provision of Special Social Services

The City Government of Laoag through the Office of the City Social Welfare and Development Officer provides referrals, endorsements to government and non-government organizations, hospitals and other institutions providing social service assistance to: mentally challenged clients, mendicants, drug dependents, senior citizens, needy adults, and indigent clients.

### SERVICE COVERAGE:

- Referrals/endorsements
- Gift-giving
- Medical/dental missions

<b>Office or Division:</b>	Office of the City Social Welfare and Development Officer			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>➤ Certificate of Residency from the Punong Barangay</li> <li>➤ Medical Certificate as necessary</li> </ul>		Punong Barangay  Hospital/Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register	1. Refers client to concerned social worker	None	1 minute	Houseparent Admin. Aide III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Discuss problems and provide related information	2. Interviews and counsels	None	1 hour	Team I Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant
3. Submit Certificate of Residency and Medical Certificate (if applicable)	3. Receives requirements and prepares referral/ Social Case Study Report (SCSR)	None	30 minutes	Team II Social Welfare Officer III Social Welfare Officer I
4. Receive SCSR/ Referral Letter	4. Issues referral/ SCSR	None	2 minutes	Social Welfare Assistant
5. Proceed to other concerned agencies (as necessary)	5. Refers client to other agencies	None	2 minutes	Citywide Manpower Development Assistant Social Welfare Assistant
<b>TOTAL</b>			1 hour and 35 minutes	



## 9. Receiving Requirements for Fund-Raising/Solicitation

The City Government of Laoag issues solicitation/ fund raising permit to various organizations/ associations. The Office of the City Social Welfare and Development Officer receives the requirements and endorses back the application to City Mayor's Office for granting of permit.

<b>Office or Division:</b>	Office of the City Social Welfare and Development Officer			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>➤ Accomplished Application for Solicitation Form</li> <li>➤ Letter of Request addressed to the City Mayor</li> <li>➤ Copy of Minutes of Organizations' Meeting</li> <li>➤ Copy of Constitution and By-Laws</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the Letter of Request to the Office of the City Mayor– Administrative Division, approach personnel at CSWDO to submit requirements	1. Receives and reviews letter request endorsed by the City Mayor's Office (CMO)  1.1 Advises representative to pay solicitation fee at the Office of the City Treasurer	None	5 minutes  1 minute	Social Welfare Assistant-Admin.  Administrative Aide IV
2. Pay Solicitation Fee at CTO	2. Accepts the payment  2.1 Issues the Official Receipt	500.00	5 minutes	Revenue Collection Clerk, CTO



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon submission of the Letter of Request to the Office of the City Mayor– Administrative Division, approach personnel at CSWDO to submit requirements	1. Receives and reviews letter request endorsed by the City Mayor's Office (CMO)  1.1 Advises representative to pay solicitation fee at the Office of the City Treasurer	None	5 minutes  1 minute	Social Welfare Assistant-Admin.  Administrative Aide IV
2. Pay Solicitation Fee at CTO	2. Accepts the payment  2.1 Issues the Official Receipt	500.00	5 minutes	Revenue Collection Clerk, CTO
3. Present Official Receipt to the CSWDO)	3. Checks Official Receipt  3.1 Endorses application to the CMO	None	5 minutes	City Social Welfare & Development Officer
4. Brings endorsement letter to City Mayor's Office for granting of permit	4. Receives endorsement letter	None	2 minutes	Receiving Clerk, CMO
5. Submit Financial Statement upon completion of the fund raising	5. Receives duly accomplished Financial Statement	None	5 minutes	Social Welfare Assistant (Admin.) Admin. Aide IV
<b>TOTAL</b>			23 minutes	





## 10. Provision of Self-Employment Assistance Program

The City Government of Laoag through the Office of the City Social Welfare & Development Officer provides interest-free capital assistance and other livelihood-oriented services to deserving and needy individuals, groups and organizations.

<b>Office or Division:</b>	Office of the City Social Welfare and Development Officer			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>➤ Proof of existing projects</li> <li>➤ Certification from the Punong Barangay that applicant's monthly family income is not more than Php6,000.00</li> </ul>		Punong Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register	1. Refers client to concerned social worker	None	1 minute	Houseparent Admin. Aide III
2. Present proof of existing project and certification from the Punong Barangay for evaluation and assessment	2. Interviews applicant 2.1 Conducts home visit and evaluates the projects	None	10 minutes 2 hours	<u>Team I &amp; II</u> Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant <u>Citywide</u> Manpower Development Assistant Social Welfare Assistant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Attend Basic Business Management Skills Development (BBMSD) Training)	3. Coordinate the conduct of BBMSD Training	None	9 hours	Project Evaluation Officer II
4. Prepare Project Feasibility Study	4. Prepares Project Feasibility Study 4.1 Prepares Contract of Payment	None	1 hour 10 minutes	Team I & II Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant Citywide Manpower Development Assistant Social Welfare Assistant
5. Sign Contract of Payment	5. Approves and signs contract  5.1 Forwards voucher and other document to concerned departments for signature  5.2 Receives capital assistance from the Office of the City Treasurer (OCT)	None  None  None	5 minutes  10 minutes  3 minutes	City Social Welfare & Development Officer Admin. Aide IV  Admin. Aide IV
6. Receives capital assistance	6. Releases capital assistance	None	10 minutes	Cashier, CTO
<b>TOTAL</b>			12 hours 50 minutes	



## 11. Provision of Disaster Relief Assistance

The City Government of Laoag through the Office of the City Social Welfare and Development Officer provides assistance to individual and families who are victims of natural and man-made calamities such as typhoons, floods, fire, etc.

<b>Office or Division:</b>	Office of the City Social Welfare and Development Officer			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report to Brgy. Chairman the extent of damage (flooded, injured, damaged house, death, missing, etc.) Brgy. Captain consolidates the initial report and forwards the list of affected families to the CRRM secretariat	1. Receives list of affected families from the CDRRM Secretariat and endorses to concerned social workers 1.1 Verifies reports of Brgy. Chairmen 1.2 Submits result of assessment to CSWDO and CDRRMC Secretariat 1.3 Prepares allocation of relief goods 1.4 Approves allocation	None	1 minute  10 minutes  5 minutes  10 minutes  30 minutes	Team I & II Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant Citywide Manpower Development Assistant Social Welfare Assistant Admin. Aide IV City Mayor
2. Receive relief goods	2. Delivers and distributes relief goods		Depends on the location and number of victims	CSWDO staff
<b>TOTAL</b>			56 minutes	