



City Social Welfare and Development Office



I. Vision

As the primary Social Welfare and Development Office, we are tasked to maintain a high quality agency committed to uplift the living conditions and quality of life of all sectors of society. We work to uphold social development, for a true-sense of development can only be measured by the quality of life of the people or every client that we are committed to work for. With these in mind and in the heart of each one of us, we believe we work to enhance social justice, the ultimate goal of working for the welfare and comfort of our people.

II. Mission

To provide comprehensive and responsive Social Welfare and Development policies, plans and implementation of programs for the families and community level for them to attain a better quality of life

III. Mandate

The Local Government Unit thru the City Social Welfare and Development Office is committed to the provision of comprehensive and responsive social welfare and development policies, plans and programs for implementation at the community level by the local government units, other government agencies, non – government organization and people’s organization for the:

1. Care, protection, rehabilitation and upliftment of disadvantaged, individuals, families and communities.
2. Promotion of psycho – social functioning of this segment of the population who are in socially disabling and dehumanizing conditions.
3. Promotion of preventive and developmental strategies, intervention and approaches for the disadvantaged groups.

IV. Service Pledge

V. List of Services



1. CHILDREN AND YOUTH WELFARE PROGRAM

This program refers to children and youth below 18 years of age, single and whose family has the least in life and cannot provide opportunities for his/her social and economic development. It also provides opportunities to actualize their potentials and aspirations, experience self-fulfilment, participate in the task of nation building and contribute to the growth of their community.

a. Early Childhood Care And Development Program

Provision of supplemental parental care to two (2) to four (4) years old children who may be neglected, potentially neglected, abused, exploited or abandoned during part of the day when parents cannot attend to their needs due to work or at home performing households.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Complex
Types of Transaction:	Government
Who may avail:	Children ages 2 to 4 years old

Checklist of Requirements		Where to Secure		
1. Residence Certificate 2. Birth Certificate of Child and Marriage Contract of Parents 3. Medical and Dental Records 4. ECCD Checklist with different types of information for the development of the child		Barangay Office Philippine Statistics Authority Attending Physician/ Pediatrician of the Child Child Development Worker		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Visit the nearest CDC in your barangay	The Child Development Worker (CDW) will interview you and the child	None	1 hour including assessment of the child	Child Development Worker
Submit the above requirements	Received the required documents and review the records.	None	5 minutes	Child Development Worker
The Child will undergo initial and final interviews for ECCD Checklist completion through their parents and or	Conduct final interview for ECCD Checklist completion	None	1 hour one on one discussion with parents, on line interview	Child Development Worker



on line approach during pandemic period.				
	CDW will advised parents on the admission of the child to the ECCD Program. Conduct Parent Orientation	None	3 hours orientation with other parents	Social Welfare Officer III and the CDW Trained Staff
Attendance of ECCD Parents to Social Development Session such as nutrition feeding, Family Disaster Preparedness Plan, Parent Effectiveness Sessions and other support services for the welfare of child and their families on the duration of stay in the program. Attendance to Alternative Mode of Learning Deliveries during pandemic and other emerging disaster	Daily and weekly sessions in an alternative venues. Monthly small group parents Meeting in an identified alternative venues. Preparation and distribution of Modules to parents for home study/learning of the children Provision of hot meals with cycle menu, fresh milk to low weight and maintain the children nutritional status of the children	None		Social Welfare Officer III and CDW Parents

b. Other Mandatory Services:



a.1. Child Placement Services – refers to the provision of appropriate parental care, whether temporary or permanent, to orphaned, abandoned, abused and those with special needs through various interventions such as adoption, foster care and legal guardianship.

a.2. Early Childhood Care and Development comprises for the basic health, nutrition and safety needs of young children ages 0 to 6 years old and providing for the multidimensional growth of their mental, emotional and social development. This include: Day Care Center, Child Minding Center and Home Based ECCD.

a.3. Peer Group Service – refers to opportunities provided to out-of-school youth (OSY) who are members of the Pag-Asa Youth Association (PYA), a duly constituted organization of the OSY who are clientele of the government. Through PYA, the young persons are provided with opportunities to actualize his potentials and aspirations, experience self-fulfillment, participate in the task of nation building and contribute to the growth of his/ her community. It is provided to OSY who is below 13 to 18 years of age, single, and whose family cannot provide opportunities for his/ her social and economic development and is a member of the PYM.

a.4. Community Based Services for Children in Conflict with the Law (CICL) – refers to provision of interventions and opportunities to prevent CICL from entering the Juvenile Justice System and direct their activities to more gainful and productive ones to enable them to acquire socially acceptable behavior. The service calls for a level of intervention addressed to the community and the law enforcement.

a.5. Supplementary Feeding – refers to the provision of food assistance to moderately and severely underweight pre-school children of families whose monthly income below the food threshold to improve their nutritional status to prevent any permanent physical and mental retardation. (by DSWD).

a.6. Special Drug Education Center (SDEC) is a community-based facility, which serves as a venue for promoting preventive and developmental services for out of school youth and street children. This aims to enable them to cope with the challenges of adolescence particularly their vulnerability to drug and substance abuse (for province only).

2. YOUTH WELFARE PROGRAM

It refers to the provision of opportunities for out of school and needy youth who are also members of the Pag - Asa Youth Association of the Philippines (PYAP) a duly constituted and registered organization of the Out of School Youth. Through PYAP, these young persons are given the opportunities to actualize their potentials and aspirations, experience self-fulfillment, participate in the task of nation building and contribute to the growth of their community. The youth who is 13 to below 18 years of age, single and whose family cannot provide opportunities for his/her social and economic development.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Complex
Types of Transaction:	Government



Who may avail:	Out-of-school youth and other needy and at risk youth ages 13 to below 18, single and whose family cannot provide opportunities for his/her psycho social, social and socio economic development.
----------------	---

Checklist of Requirements		Where to Secure		
1. Birth Certificate 2. Barangay Residence Certificate of the Parents, Marriage Certificate for reference 3. Report card of last ECCD Center or school attended for further assistance		Philippine Statistics Authority, City Civil Registrar's Office, Barangay Barangay Hall		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Conduct intake interview	None the Government. (User’s fee from parents stipulated under RA 10410 or the Early Year Act of 2013	1 to 2 hours after travel of Social Worker to the barangay.	Social Welfare Officers Social Welfare Assistant and other Office Permanent Staff
Office or home based interview	Assessment of the Social Workers	None	Maximum of two days depending on the case presented by the youth	Social Welfare Officers
Register in the PYAP Roster Form	The Social Worker will provide orientation on the following programs that he/she may avail of:	None	10 minutes	Social Welfare Officers
Attendance to series of sessions	a. Self and Social Enhancement and LETRA	None	4 hours for orientation and 2 days for leadership enhancement/training	Social Welfare Officers and other trained permanent staff
Application and conduct family assessment	b. Sulong Dunong in coordination with Batangas City Alay Lakad and other Civil Society Organization	None	2 hours orientation and granting of assistance depending on the number of approved years	Social welfare Officers and other trained permanent staff



Let them submit other documents required by the City Finance Committee	c. Sustainable Livelihood Programs for adult skilled youth and their families	None	Series of sessions for 2 hours	Social Welfare Officers and trained permanent staff
Complete the sessions	d. Population Awareness and Family life Orientation	None	Series of session for 2 hours	Social Welfare Officers and Staff
Attend and complete the sessions	e. Peer Counseling and Training on Positive Lifestyle Promotion	None	Series of session for 2 hours	Social Welfare Officers and staff
	f. Leadership Training	None		

a. Protection Program for Children in Conflict with the Law and Children In need of Special Protection

Assisting the youth whose basic needs have been deliberately unattended to by their parents or guardians or have been victims of any form of child abuse. The CSWDO also assists children aged 18 and below who is alleged or accused of, or adjudged as having committed an offense under Philippine law.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Complex
Types of Transaction:	Government
Who may avail:	<ol style="list-style-type: none"> 1. Children at Risk 2. Street Children 3. Abandoned and Neglected Children 4. Physically-abused Children 5. Sexually-abused Children 6. Victims of rape, incest and acts of lasciviousness 7. Emotionally-abused Children

Checklist of Requirements	Where to Secure
1. Barangay Residence Certificate	Barangay Office



2. Government issued ID of the Parents 3. Barangay Blotter or Case Report 4. PNP-WCPD Blotter 5. Complaint sheet/Written Salaysay 6. Referrals to Pillars of Justice System 7. Court order and Decision		Barangay Office PNP – VAWC Desk PNP – VAWC Desk CSWD Office Family Court, DOJ		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Parents and minor will report to CSWD Office	Conduct interview and assessment by the Social Worker using the Family Data Sheet, Discernment Tools and other legal documents	None	1 hour	Social Welfare Officers
Handling of the child legal case. Social Case Study Report of the family for presentation to Court Appearance to Court for hearing with their parents with the guidance of the Social Welfare Officers	Dialogue with 5 pillars of justice system.	None	1 hour or it depends on the extent and status of the case	Trained Registered Social Workers on Juvenile Justice System Law The 5 pillars of Justice System such as Department of Justice, Philippine National Police, Batangas Medical; Center and City Social Welfare Development Office and Barangay Council
Home Visitation or Office Meeting	Case conferences with parents and guardians	None	1 hour after home visitation from office of RSW	Social Welfare Officers
Review of the Cases	Assessment for acting with	None	7 working days	Social welfare Officers



	discernment and other court orders			
Further Assessment and Case Conferences	Treatment planning and formulation of diversion procedure and rehabilitation. (Community and institution based)	None	1 to 2 hours each court hearing at DOJ-Court	Social Welfare Officers
Administer discernment test. Orientation and Counseling Program based on the Court Order	CICL compliance to diversion proceedings and follow the Court Order	None	2 hours based on the offense committed by the minor	Social Welfare Officers
Follow the court order, intensive and close coordination with Community and Institution Based. Payments of 2/3 share to government institution during youth stay	Rehabilitation Programs Discharge from institution. Reintegration to family and community	None	6 months and beyond depending on the extent of the offense committed by the minor	LGU Social Welfare Officers and Institution Social Workers
Preparation of Diversion Program per Court Order	Accept and let the offender with their family follow contract of diversion program	None	6 months or based on the Court Order	Social Welfare Officers
Close coordination with the Barangay Officials Submission of daily, weekly or	Avail of community based intervention programs such as leadership training and value formation for 6 month.	None		Social Welfare Officers



monthly reports of the offenders	For reference of Social Welfare Officer in the Social Case Study Report for submission to the court.			
----------------------------------	--	--	--	--

3. WOMEN WELFARE PROGRAM

A gender fairness and sensitivity program for women and girl children and an advocacy program for women as partners of men in development. It is the provision of self and social skills development, knowledge, ideas and teaching of values to women based on their specific advance opportunities for women to acquire gainful occupation and mobilization program to be able to relate and interact with others.

	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Provision of Support Services such as: a. Self Enhancement Skills and Development b. Productivity Skills Capacity Building c. Community Participation Skills Development d. Violence Against Women and Children Law Orientation e. Maternal and Child Care f. Substitute Home Care for Women in Specially Difficult Circumstances (assisted at Bagong Pag-asa) Gender Responsive Case Management (GRCM)	The women are more enhanced and become more participative in the government’s programs and services for the welfare of women including the distress, and belonging to low income families		Series of session to every organized group with 3 hours meetings in every session to be conducted	All Social Workers trained on Women Welfare programs and other related Gender Sensitivity and Gender Based Responsive Programs for all sectors of society.



g. Other Social Protection Programs including Sustainable Livelihood Programs				
---	--	--	--	--

a. Issuance of KALIPI Identification Card

Gender fairness and sensitivity program for women and girl children and an advocacy for women as partners of men of development. The government provides Identification Card as Kalipunan ng Liping Pilipina- KALIPI member in their barangays for their proper identification.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Complex
Types of Transaction:	Government
Who may avail:	Women ages 18 to 59 years old

Checklist of Requirements		Where to Secure		
1. Barangay Residence Certificate 2. COMELEC Registration or Voter’s ID 3. Proof of membership in the Barangay Women’s Group based on KALIPI Roster Form		Barangay Hall COMELEC		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the Barangay KALIPI Women President and register as member	Firstly, organization of group of above 18 to 59 years old women in the barangay			Social Welfare Officers and other Staff assigned in the Program
Report to CSWD Office or Home Visitation	Conduct Intake Interview by RSW and or assigned Staff using family data sheet.	None	15 minutes	Social Welfare Officer and Staff
Submit the above requirements	Receive the requirements, take photo and prepare the KALIPI ID for signature	None	5 days for verification in the Barangay level	Social Welfare Officers and Staff



Claim the KALIPI Women’s ID	Issue/ release the KALIPI Women’s ID	None	10 minutes	Social Welfare Officers and Staff
-----------------------------	--------------------------------------	------	------------	-----------------------------------

b. Assisting Women and other Adults In Especially Difficult Circumstances

Women ages 18 to 59 years old who are disadvantaged of marginalized, victims of illegal recruitment, involuntary prostitution, armed conflict, battering and abuse, as well as women in detention. It is an intervention to assist women and their children when they are harmed by family members and or other individuals.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Women and their children who are victims of: 1. Physical, emotional, social and sexual abuse under RA 9262 – Anti VAWC 2. Rape 3. Involuntary prostitution 4. Trafficking in Person under RA 9208.

Checklist of Requirements		Where to Secure		
1. Barangay Residence Certificate 2. Government issued ID of the Woman victim 3. Barangay Blotter or Case Report 4. PNP-WCPD Blotter 5. Complaint sheet/Written Salaysay 6. Referrals to Pillars of Justice System 7. Results of Psychological Tests if required by the Court 8. Court Order/ and Decision		Barangay Office Barangay Office PNP – VAWC Desk CSWD Office Court		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Woman will report to City Social Welfare and Development Officer	Conduct interview and assessment by the Social Worker using the Family Data Sheet	None	1 hour after travel	Social Welfare Officers



after receiving a call, Social Worker to conduct home visitation. Conduct rescue and referral to hospital if necessary				
Assist in filling of Case	Dialogue with 5 pillars of justice system.	None	1 hour or it depends on the extent and status of the case	Trained Registered Social Workers The 5 pillars such as Department of Justice , Philippine National Police, Batangas Medical Center-hospital, City Social Welfare and Development Office and Barangay Council
Follow up Home Visitation Case conference of pillars	Case conferences either face to face or on line were conducted by pillars to discuss, clarify issues and review barriers and adjust services plans towards goals.	None	1 hour after home visitation from office of RSW	Social Welfare Officers trained on Juvenile Justice and other laws protecting the women
Review of the Case	Assessment for further assistance to provide holistic and integrated services to the victim and their families	None	7 working days or more based on the status of the case	Assigned Social Welfare Officer
Further Assessment and Case Conferences	Treatment planning for rehabilitation program and preparation for integration to family and community.	None	1 to 2 hours each court hearing at DOJ-Court	Assigned Social Welfare Officer



Counselling and Orientation of the assignment given by the court	Woman victim is more enhanced and started to cope with the situation	None	2 hours	Social Welfare Officers
Follow the court order, intensive and close coordination pillars of justice system	Rehabilitation to family and community or when need to stay in the institution for temporary home and for safety reasons	None	6 months and beyond depending on the extent of the case	LGU Social Welfare Officers, Court Social Workers and Institution Social Workers
Preparation of Program based on the Ordered of the court.	Follow thru the legal procedures	None		Social Welfare Officers
Close coordination with the Barangay Officials Rehabilitation Programs	Avail of temporary home for intervention programs to cope with the situation Programs for integration to families and community and other social protection program	None		Social Welfare Officers

4. FAMILY WELFARE ROGRAM

at provides knowledge and skills to parents and other adults involve in child caring, early and development, health care, good parenting rights and duties of each family members.

	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Parent Effectiveness Service (PES)	Conduct Session in the barangay level for them to enhance further the family relation.	None	2 to hours whole year round	Assigned Registered Social Workers and Staff
2. Responsible Parenthood	Enhanced the parental obligations to their partners and children			Social Welfare Officers trained on Responsible Parenthood and



Services (RPS)				Effective Parenting
3. Marriage Counseling	The marriage to a married couple or established partners to resolve problems in the relationships. Both attend sessions to discuss specific issues, enrich and maintain good relation.			Social Welfare Officers trained on Marriage Counselling and with DSWD accreditation.
4. Family Casework Counseling	When there are differences in the family relations and members were given counselling program for improvement of relations			
5. Empowerment and Reaffirmation of Paternal Abilities (ERPAT) and Men Oppose Violence Everywhere (MOVE)	The advocacy initiated by MOVE organizations from various agencies and institutions to actively help the community in addressing the violence against women and children			Trained Social Welfare Officers



6. Job Network Services for family members	Referral to intermediaries for the needs of the service users	None	1 to 2 hours connections	Social Welfare Officers
9. Families with concern on Civil Registrations.	Referrals to City Civil Registrar’s Office	None		Social Welfare Officers
10. Services to families with members behind bars	Conduct sessions for family welfare	None	2 to 3 hours sessions	Social Welfare Officers
11. Psychosocial care and support services for families living with HIV	Referrals to other health facilities	None	1 hour	Trained Social Welfare Officers
12. Services to families with Overseas Filipinos with problem	The families were referred to welfare agencies to address the problem in their employment. The office will conduct interview and assess families requesting for help.		1 hour	
13. Requests	The office will process the release	None	1 hour	Social Welfare Officers



t for Sustainable Livelihood Program, They will submit requirements	of funds to qualified applicants.			
---	-----------------------------------	--	--	--

a. Pre-Marriage Counseling Service

Session to couples who are planning to get married and they must be equip with knowledge on how to practice good family life. This program is in coordination with the Population Commission (POPCOM) of the City Health Office. This office issues Pre-marriage Counseling (PMC) Certificate aside from the certificate being provided by other agencies.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Applicants between 18 to 26 years old only are covered by the program

Checklist of Requirements		Where to Secure		
1. Referral from the Civil Registrar’s Office 2. Official Receipt of Payment for Pre Marriage Certificate issued by the City Government		Civil Registrar’s Office Civil Registrar’s Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Present the CCRO referral	Receive referral letter from the Civil Registrar’s Office	None	5 minutes	Information Desk Personnel
Fill up the application form and to answer marriage	Give the application form and marriage expectation inventory questionnaire	None	30 minutes	Information Desk Personnel



expectation inventory				
Get schedule of the seminar	Give the schedule of the PMOC seminar base on the availability of the applicants	None	2 minutes	Information Desk Personnel
Attend PMOC training on the scheduled date given	Conduct MPOC sessions and prepare and sign the PMOC Certificate	None	3 hours	Social Welfare Officer / Accredited Marriage Counselor
Claim the PMOC certificate	Issue/ release PMOC Certificate	None	30 minutes within the day	Information Desk Personnel

b. Issuance of Solo Parent Identification Card

Provision of special services for parents who are taking the responsibilities of both parents and also provide free Solo Parent ID Card as mandated by RA 8972 otherwise known as the Solo Parent Act.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	<ol style="list-style-type: none"> 1. A woman who gives birth as a result of rape or crimes against chastity, even without a final conviction of the offender. Provided that the mother keeps and raises the child. 2. Parent left solo or alone with the responsibility of parenthood due to death of spouse. 3. Parent left solo or alone with the responsibility of parenthood while the spouse is detained, or is serving sentence for a criminal conviction for at least one (1) year; the law applies to the spouses of prisoners whether or not a final judgment has been rendered, provided they are in detention for a minimum period of one (1) year. 4. Parent left solo or alone with the responsibility of parenthood due to physical and/or mental incapacity of spouse as certified by a public medical practitioner. 5. Parent left solo or alone with the responsibility of parenthood due to legal separation or de facto separation from the spouse for at least one (1) year; Provided, that he or she is entrusted with the custody of the children.



	<ol style="list-style-type: none"> 6. Parent left solo or alone with responsibility of parenthood due to declaration of nullity or annulment of marriage as decreed by a court or by a church: Provided that he/ she is entrusted with the custody of the children; 7. Parent left solo or alone with the responsibility of parenthood due to abandonment of spouse for at least one (1) year. 8. Unmarried mother/father who has preferred to keep and rear his/her child/children instead of having others care for them or give them up to a welfare institution. 9. Any other person who solely provides parental care and support to a child or children provided he/she is duly licensed as a foster parent by the DSWD or duly appointed legal guardian by the court. 10. Any family member who assumes the responsibility of head of family as a result of the death, abandonment, disappearance or prolonged absence of the parent or solo parent; Provided, that such abandonment, disappearance or absence lasts for least one (1) year
--	---

Checklist of Requirements	Where to Secure
1. Photocopy of Death Certificate of Deceased Spouse	Civil Registrar’s Office
2. Photocopy of Birth Certificate of the Applicant and the Minor Child/Children	Philippine Statistics Authority
3. Barangay Residence Certificate and or Government issued ID	Barangay Office
4. Comelec registration or voter’s ID	COMELEC
5. Court decision if legally separated or annulled or incarcerated.	Court
6. Affidavit of two disinterested persons if the case is defacto separation	Private Lawyer
7. Certificate of Barangay Official of being Single, Separated, Widow indicating the number of years of separation and has no or not living with a partner for the said period of time	Barangay Office
8. Medical Certificate and Psychiatric Evaluation results if Mentally Challenge	Batangas Medical Center and other Health Institution



9. Certificate and or Proof of Employment				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Undergo Office Interview and assessment by the Social Worker using family data sheet	None	30 minutes	Information Desk Personnel and Social Welfare Officer
	The Social Worker will undertake Home Visitation	None	2 hours after the travel of the RSW	Social Welfare Officer
Submit the above requirements	Receive the requirements, take photo and prepare the Solo Parent ID for signature	None	5 days	Social Welfare Officers and Staff
Claim Solo Parent ID Card as scheduled	Issue/ release the Solo Parent ID	None	10 minutes	CSWDO Staff

5. PERSONS WITH DISABILITY WELFARE PROGRAM

This program aims to help disabled persons improve their physical, residual capacities to facilitate integration to families and communities, assist them on the attitude of self-acceptance, facilitate self – image, provide opportunities for socialization, membership in organization, creates expression and active participation to community life.

a. Assistance for the Physical Restoration of Persons With Disability

Helping the persons with disability to attain maximum improvement of their physical residual capacities for integration to family and community life. This is implemented through resource mobilization; referral and resolution of psychological barriers related to medical interventions (i.e. cataract, operation clef/lip palate); and use of technical aids (prosthesis, wheelchair, etc). This also includes those suffering from restriction of different abilities as a result of a mental, physical or sensory impairment to perform an activity in the manner or within the range considered normal for a human being.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government



Who may avail:	Persons with Disability in Batangas City
----------------	--

Checklist of Requirements		Where to Secure		
1. Barangay Residence Certification 2. Medical Certificate 3. Barangay Midwife Endorsement and certified by City Health Office Medical Doctor 4. Latest Certification from the Medical Doctor stating the need for assistive devices (eg. wheelchair, prosthesis, hearing aid) 5. One (1) whole body picture for office reference 6. 1 x 1 photo for ID card		Barangay Office Attending Medical Doctor City Health Office Attending Medical Doctor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Undergo Intake Interview and assessment by Social Welfare Officer using Family Data Sheet	None	20 minutes	Social Welfare Officer and Staff
	The Staff will undertake home visitation	None	2 hours	Social Welfare Officer
Submit the above requirements	Review and file the required documents for reference. Prepared Social Case Study Report	None	15 minutes	Social Welfare Officer
Assessment of the records and requirements submitted check availability of physical devices stocks. Release the requested device.	The PWD received the Physical Restoration assistance of the government	None	5 days - to consider the availability of stock of physical devices	Social Welfare Officers and assigned staff



Claim the Assistive Device		None	20 minutes	Social welfare Officer and staff
NOTE: There are instances that the office has no stock due funds limitation or the Purchase Order is being processed. Further, the city rank priority to client with emergency needs of physical aide				

b. Provision of Identification Card to Persons With Disability

Based on RA 7277 and Ra 9442 otherwise known as Magna Carta for Disabled Person

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Persons with Disability in Batangas City

Checklist of Requirements		Where to Secure		
1. Barangay Residence Certification 2. Birth Certificate 3. Medical Certificate stating the type of Disability		Barangay Hall Philippine Statistics Authority Medical Doctor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Undergo Intake Interview and Assessment by the Social Worker using Family Data Sheet	None	5-10 minutes	Social Welfare Officer and Staff
Submit the above requirements	Assess and file the documents in for reference. The Staff will undertake home visitation.	None	2 hours	Social Welfare Officers
	Take photo and prepare the ID card for signature	None	5 days	Social Welfare Officers, Computer Encoder
Claim PWD Identification Card as scheduled	Issue and release the PWD Identification Card	None	10 minutes	CSWDO Staff



c. Provision of Free Movie Booklet for Persons With Disability

Provision of free movie booklet to Persons With Disability to allow them to avail of free movies once a week in an accredited movie houses in Batangas City on week days. This is one of the Private Public Partnership Program of the City Government for the benefits of the Older Persons and Persons with Disability

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Persons with Disability in Batangas City

Checklist of Requirements		Where to Secure		
1. Persons With Disability ID 2. 1x1 photo		CSWD Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	For inquiry and information of the person who come for help	None	1 minute	Social Welfare Officer and Staff
Submit requirements	You will be interview upon submission of all the documents	None	10 minutes	Social Welfare Officer
	The Staff will prepare and fill up the booklet for new applicant and will validate the booklet every year	None	10 minutes	Social Welfare Officers
Claim booklet for free movie	Issue or release the booklet for free movie	None	5 minutes	Social Welfare Officer and OSCA staff

6. ELDERLY WELFARE PROGRAM

This program provides social services for older persons who are physically, socially and economically well-off but do not have the opportunity to share their time, talent and treasure. It also assist them to avail opportunities to contribute to community development.

	Agency Action	Fees to be Paid	Processing Time	Person Responsible
--	---------------	-----------------	-----------------	--------------------



Self and Social Enhancement Services	The elderlies can share their experiences to the young and the latter gets benefits from them	None	Thru community assembly meetings – 2 to 3 hours	Assigned Staff
Information Dissemination on Disability Prevention	For them to free any harm, and live safely		3 hours through assembly meetings or on line approach	Social Welfare Officers
DSWD Social Pensioners	Funds from national government		1 hour per schedule by national government	Social Welfare Officers of Local and National Agencies

a. Provision of Basic Food Commodities to Senior Citizen 90 Years Old and Above

Provision of food commodities as supplement for 90 years old and above senior citizen to promote a better quality of life through proper nutrition.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Senior Citizen 90 years old and above and those who are frail, sick and bedridden

Checklist of Requirements		Where to Secure		
1. Barangay Resident Certificate 2. Senior Citizen ID 3. Birth Certificate, any document as proof his/her age if birth certificate is not available 4. Special Power of Attorney issued to immediate relative if client cannot claim the goods personally to the office.		Barangay Office Philippine Statistics Authority Lawyer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



Approach the information desk officer and register in the log book	Undergo Intake Interview and Assessment by the staff using Family Data Sheet	None	20 minutes	Social Welfare Officer and Staff
Submit the requirements	The staff will conduct home visitation	None	2 hours after travel of the government personnel	
	Concern individuals will be advised when to get the assistance	None	10 minutes	Social Welfare Officers and staff
Claim the Food Assistance as scheduled after approval of the request	The Senior Citizen will be provided with food for augmentation to her food needs	None	5 minutes	Social Welfare Officers and other assigned staff

b. Assistance for Physical Restoration of Elderly

Helping the elderlies to attain maximum improvement of their physical residual capacities for integration to family and community life. This is implemented through resource mobilization; referral and resolution of psychological barriers related to medical interventions and use of technical aids

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Elderlies

Checklist of Requirements	Where to Secure
<ol style="list-style-type: none"> 1. Barangay Residence Certification 2. Medical Certificate 3. Barangay Midwife Endorsement and certified by City Health Office Medical Doctor 4. Latest Certification from the Medical Doctor indicating the need for assistive devices (eg. wheelchair, prosthesis, hearing aid) 5. One (1) whole body picture for office reference 6. 1 x 1 photo for ID card 	<p>Barangay Office Attending Physician City Health Office</p> <p>Attending Physician</p>



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Undergo Intake Interview and assessment by Social Welfare Officer using Family Data Sheet	None	20 minutes	Social Welfare Officer and Staff
	The Staff will undertake home visitation.	None	2 hours	Social Welfare Officer and or permanent staff
Submit the requirements	Assess and file the submitted documents for reference Prepared Social Case Study Report	None	15 minutes	Social Welfare Officers and staff
The Elderly will be advised to wait for at least 10 days to receive the device after the approval of the request. Client will be notified thru telephone and or letter	The office will process the release of funds and purchase order of the devices.	None	15 days to consider the availability of stock	Social Welfare Officer and staff
Claim the Assistive Device requested NOTE: There are instances that the office has no stock when the office is processing the release of funds.	The office will ready the forms to be accomplished and signed by the individuals prior to the release of the equipment. The office consider the exigency of need of the individual and grant the requested equipment.	None	20 minutes	Social Welfare Officer and staff

c. Protection of Senior Citizens against violence.

The state shall protect women senior citizens from neglect, abandonment, domestic violence, abuse, exploitation and discrimination. Toward this end, the State shall ensure special protective mechanisms and support services against violence, sexual abuse, exploitation and discrimination of older women.



Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	60 years old and above

Checklist of Requirements		Where to Secure		
1. Barangay Resident Certificate		Barangay Office		
2. Senior Citizen ID		Barangay Office		
3. Barangay Blotter or Report		Barangay Office		
4. Complaint Sheet/Written Salaysay		Barangay Office		
5. Referrals to Justice System		Barangay Office		
6. Court Order/Decision		City Court		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Undergo assessment and home visitation by Social Worker	None	3 hours including travel of the Social Worker	Social Welfare Officers and other permanent staff
Conduct session focus on laws for elderlies	Case conference and counselling session	None	Base on the nature of case	Social Welfare Officer and other permanent staff
Assess the case and provide support services	Referral to institution if necessary	None	1 hour	Social Welfare Officers and permanent staff

7. EMERGENCY WELFARE PROGRAM

It is the provision of timely and appropriate assistance to help alleviate the condition, solution of disturbed, displaced individuals or families and those who are victims of disasters, who are in need of food, clothing, temporary shelter and other emergency needs.

a. Assistance to Individual and Families in Crisis Situation

Families living below the poverty level and with limited or no access to life’s basic needs such as food, clothing, shelter, health services, facilities, educational services and livelihood opportunities. They are also hampered to function normally because of psycho social and socio economic difficulties.



Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Individual or Families from low income or in distressful situation

Checklist of Requirements		Where to Secure		
1. Barangay Residence Certificate 2. Barangay Incident Report 3. Police Report and Certification 4. BFP Report and Certification 5. Government issued ID		Barangay Office Philippine National Police Bureau of Fire Protection		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Undergo Intake Interview by the Social Worker using Family Data Sheet	None	10 minutes	Social Welfare Officer
Interview and assess the case of the individual and families	The Social Worker conducts home visitation		2 hours after travel to Barangay	Social Welfare Officers
Family case conference for further assessment	Study and assess the case and review of existing records		1 hour	Social Welfare Officers and permanent staff
Individual or family submit documents and other requirements	Preparation of necessary documents such as social case study report, medical records		30 minutes	Social Welfare Officer and permanent staff
Process the case for support services	Submission to Finance Committee of the documents		30 minutes	Social Welfare Officer and permanent



	Processing of check with the Budget Office, Treasurer’s Office, City Accounting Officer, Office of the Mayor		It takes about 2 weeks to process thru Finance Committee	CSWDO and City Treasurer’s Office
The financial assistance is available after processing at the Finance Office of the government	Individual and family claim the check Follow up visit either face to face or virtual approach			City Treasurer’s Office

b. Provision of Medical Assistance thru Referral System to Hospitals

Provision of Referral Letter to the hospitals and other medical institution for medical assistance in the form of medical bill discount, promissory note before discharge and other bills needing Medical Social Services intervention.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Indigent and other needy families of Batangas City

Checklist of Requirements		Where to Secure		
1. Barangay Resident Certificate 2. Barangay Certificate of Indigency 3. Request forms such as laboratory examinations, 4. Prescription of medicines. 5. Copy of Latest Hospital bills		Barangay Office Barangay Office Attending Physician Hospital		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in	Undergo Intake Interview and Assessment of the Social working Family Data Sheet	None	10 minutes	Social Welfare Officers



the log book				
Client ready for interview by the assigned Social Welfare Officer	The Social Worker will conduct home visitation or will review client’s existing family record. She will prepare referral letter for discount on fees.		1 hour after travel of case worker	Emergency Welfare Program Staff
The referral letter with documents to be needed is available	The letter is ready for release Provision of support services when needed		2 minutes	Social Welfare Officer

c. Provision of Medical Assistance with Social Case Study Report

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Families with sick member and could not afford to shoulder the medical needs due to limited income

Checklist of Requirements		Where to Secure		
1. Barangay Residence Certificate		Barangay Office		
2. Barangay Certificate of Indigency		Barangay Office		
3. Medical Abstract or Certification from the Hospital Record Section		Hospital		
4. Property tax certification issued by City Assessor’s Office.		City Assessor’s Office		
5. Referral Letter to the hospital where client is confined		Government and Private Hospitals		
6. Latest Statement of hospital bill				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



Approach the information desk officer and register in the log book	Conduct interview and guide the individuals who come for help	None	30 minutes	Social Welfare Officers
Submit all the above requirements	Undergo Interview and Assessment by the Social Worker	None	10 minutes	Social Welfare Officers
The client will ready for the schedule of interview	The Social Worker will conduct home visitation		2 hours after travel of the SW	Social Welfare Officer
	Review client’s existing record		15 minutes	Social Welfare Officers
Claim Social Case study report	The Social Case Study Report is available for submission to the hospital and other medical institutions Follow up visit to clients		After 2 days or earlier based on the schedule given by the recipient	Social Welfare Officers and other permanent

d. Provision of Food Assistance to Needy Individuals and their Families

Provision of food assistance to families or clients who are economically in difficult situation and cannot afford to sustain their basic needs for food.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Indigent families and other needy individuals in crisis situation

Checklist of Requirements		Where to Secure		
Government issued ID				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



Approach the information desk officer and register in the log book	Undergo Intake Interview by the Social Worker using Family Data Sheet	None	10 minutes	Social Welfare Officer
	The Social Worker will review client’s existing records		5 minutes	
Avail the food commodities/goods	The client availed of assistance that can alleviate the food needs		5 minutes	

e. Provision of Balik Probinsya Program

Provision of financial and/or material assistance to support the planned and purposive return to the place of birth or origin of disaster victims, distressed and displaced individual/families where the opportunities to improve their well – being are available.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Local migrants -indigent families who has just arrived in the city or has been staying for quite sometimes but not registered in the Barangay they stay Those families who are natives of other towns but temporary stay in the city and decided to go back home due to calamity and other situations valid to go back home.

Checklist of Requirements		Where to Secure		
1. Barangay Residence Certificate if applicable 2. Any government issued ID		Barangay Hall		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in	Undergo Intake Interview by the Social Worker using Family Data Sheet	None	10 minutes	Social Welfare Officer



the log book				
Individual or family member disclosed his situation and need	The Social Worker will conduct office or virtual interview and or home visitation		2 hours after travel to Barangay	Social Workers and permanent staff assigned
Individual will provide vital information relative to his or her case for referral and support services	Coordinate with the province, city or municipality where the family will return to ensure that they will stay and live permanently		3 days to 15 days depending on the distance of the LGU in the country	Social Welfare Officers
The financial assistance will be processed by the Finance Office.	Processing of check with the Budget Office, Treasurer’s Office, City Accounting Office		The processing of financial assistance is 2 weeks	City Treasurer’s Office
The individual will receive advice when assistance is ready	The check is claimed		5 minutes	City Treasurer’s Office

f. Provision of Emergency Shelter Assistance - fund from the City Calamity Fund



Provision of available financial and materials assistance to help families construct /repair their houses, which are partially or totally destroyed by natural or man-made disasters.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Indigent families, victims of any calamities

Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Barangay Residence Certificate 2. Barangay Incident Report 3. Police Report and Certification 4. BFP Report and Certification 5. Government issued ID 		Barangay Office Philippine National Police Bureau of Fire Protection		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Undertake Intake Interview and Assessment by the Social Worker using Family Data Sheet	None	15 minutes	Social Welfare Officer
Affected individual or family ready the requirements for assessment and assistance.	The Social Worker will conduct home visitation	None	2 hours including travel to Barangay	Social Welfare Officers and assigned personnel
Submission of requirements to process the assistance.	Preparation of necessary documents (social case study report, incident report, photos of affected house, identification card of the responders, PNP and BFP report)	None	2 hours to prepare documents including Project Proposals	Social Welfare Officers
Individuals will receive advice from the	Processing of Check at the Budget Office, Treasurer’s Office and City Accounting.		It takes 2 weeks to process the check at the	City Treasurer’s Office



office when assistance is available.			Finance Committee	
The check for assistance will be processed	The check is claimed		5 minutes	City Treasurer’s Office

g. Provision of Funeral Assistance

Kalinga Para Sa Namayapa, a social amelioration assistance to the indigent family of deceased member.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Indigent families of the city

Checklist of Requirements		Where to Secure		
7. Death Certificate Duly Registered with the Civil Registrar’s Office 8. Funeral Service Contract 9. Barangay Residence Certificate 10. Government Valid ID of the claimant		Barangay Office Batangas City Government		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
The relative or member of the family of the deceased will register in the logbook	Undergo Interview and Assessment	None	10 minutes	Social Welfare Officer and Staff
Individual is ready for interview	The Social Worker will conduct home visitation or review the old records available		2 hours after travel of SW	Social Welfare Officer



Avail referral for discount on fees for funeral services	Social Case Study Report and documents for assistance		2 hours	Social Welfare Officer
Individual will wait for the release of assistance	Submit to Finance Committee the documents		After 21 weeks	Social Welfare Officer. City Treasurer's Office
The check for assistance is processed	The assistance is granted		5 minutes	City Treasurer's Office

h. Issuance of Certificate of Indigency

Issuance of Certificates of Eligibility to needy families requesting for assistance who are requesting for discount on fees on:

1. Civil Registration such as Birth Registration under RA 9255; Acknowledgement of Paternity, Clerical Error under RA 9048
2. Free legal assistance to families with legal cases
3. Requesting Medical Assistance
4. Claims of Solo Parents with minor child/children from GSIS benefits upon death of spouse
5. Availment of Educational Assistance
6. Availment of other Social Services needing said certification

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Low income families and other families in socio-economic crisis situation

Checklist of Requirements		Where to Secure		
1. Barangay Residence Certificate 2. Barangay Certificate of Indigency 3. Pertinent documents to be used for the issuance of Certification needed		Barangay Hall City Government		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



Approach the information desk officer and register in the log book	Undergo office interview and assessment by the Social worker using Family Data Sheet		20 minutes	Social Welfare Officer
Submit the Barangay certificate of Indigency and Residency	The Social Worker will conduct home visitation for further assessment if record is not available on the masterlist of indigent families		2 hour after travel of RSW from office for new entry	Social Welfare Officers
Submitted the Certificate of Indigency to the office	For provision of support services		10 minutes	

8. COMMUNITY WELFARE AND DEVELOPMENT PROGRAM

This is the process of assisting the community to experience the process of consciousness and awareness of problems, situations, analysis, and formulation of goals and action plans, implementation of plans, monitoring and evaluation collectively. This office has 20 Barangays having this kind of programs and services. These barangays are those with high incidence of poverty, disaster prone, with large family size, with informal settlers and other social concerns and issues affecting majority of the residents.

Assisting the community in the formulation of goals and actions plans and its implementation, monitoring and evaluating the outputs collectively as one community vis a vis the Social Protection Development Programs of the National Government.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	<ol style="list-style-type: none"> 1. The first 30 low income barangays with high incidence of poverty 2. With Relocation Sites 3. Indigenous People temporary residing 4. Community People with Special Needs 5. Local Migrants



Checklist of Requirements		Where to Secure		
1. Thickly Populated Barangay 2. Disaster Prone Areas 3. Barangay with Prevalence of Under Weight Children and Pre – School Children. 4. Residents of Island and other Inland Barangays with Limited Resources 5. Barangays with High Incidence of Poverty				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Coordinate with your barangay officials regarding your concern	Set the standard operational procedure on Community welfare program		30 minutes	Social Welfare Officers and Barangay Council
Attend assembly meetings that will be called for the purpose	All sector of society and members are called for a general meeting and they will work together for the community welfare and development:		1 hour to be conducted once a month in every brgy.	Social Welfare Officers assigned
	Identification of the problem Community meetings and help create different committees who assist the Barangay Officials.		1 hour each meeting thru series of Barangay Assemblies	Barangay Council and Volunteers
Families and community members follow the set meetings of the leaders for community projects.	Assessment of the situation of the community Help families formulate plans for projects Recommend for funds support		2 hours every scheduled meetings	Social Welfare Officers and Barangay Council



	Identification of resources, coordination with stakeholders and partners		1 hour	Social Welfare Officers and Community Workers
Perform task given by the leaders	Formation of different committees and assignment of tasks		30 minutes	Social Welfare Officers and Community
Identify volunteers who will assist the leaders	Preparation of work plan, financial plan project proposals.			Social Welfare Officers
Community leaders and members met the goals	Request funds for support services Implementation of community projects based on plan and provision of social services.		2 hours in every community whole year rounds	National government Offices provided support services and technical assistance.
People are more enhanced and participative	The community project will be subjected to monitoring and evaluation to ensure its successful implementation		monthly for the year	Social Welfare Officers and staff
	The group will continuously be provided with social services and other support services			Social Welfare Officers

a. Barangay Meeting/ Community Assembly

Regular meeting being conducted by the Social Workers to the sectoral groups organized by the office such Barangay Association of Child Development Workers Youth, Women, PWD and Elderly.



Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	All community residents

Checklist of Requirements		Where to Secure		
3. The different sectors with their sets of Officers				
4. Members are listed in the Rooster form				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	To schedule assembly meeting together with Barangay Sectoral Presidents and Barangay Chairmen		10 minutes	Social Welfare Officers
	Actual meeting and assembly in the barangay		3 hours including travel time	Social Welfare Officers and Barangay Leaders

NOTE: This office has included in the Devolution Transition Plan which may take effect by 2022 the following additional roles and functions:

1. Expansion of City Bagong Pagasa Transition Home.
2. Establishment of Special Drug Education Center.
3. Establishment of Youth Home for Children at Risk and in Need of Special Protection.
4. Establishment of Centers for sectoral group needing temporary or permanent home.

V. Feedback and Complaints:

1. The office has available box for complaints and feedback of client/s. The Senior Staff will open the box and will read the concerns for appropriate actions and formulate future plans.
2. There are also complaints received from the national government offices and all are acted upon accordingly.