



Provincial Social Welfare & Development Office



1. Preparation of Voucher for Provincial Government employees to availment of Medical Assistance

Preparation of documents to qualified provincial government employees who needs financial assistance for major medical treatment

Office or Division:	Provincial Social Welfare & Development Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	All qualified government employees (Regular/casual/Job orders)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Social Case Study Report (3 copies)			MSWDO	
2. Medical Certificate/abstract for medical (3 copies)			Hospital	
3. Hospital Bill (3 copies)			Department Head	
4. Endorsement/Certification from Department Head (3 copies)			Requesting Employee	
5. Valid Identification (Claimant& client) (3 copies)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits documents for assessment	1.Accepts, assesses and reviews completeness of documents	None	40Minutes	Annabelle S. Mendez Department Head Irene Gay T. Mabugnon Social Welfare Officer I
	1.1 Prepares voucher for processing and governor's approval	None	8Minutes	Raquel R. Pasco Administrative Officer V
	1.2 Release document to budget office		2 Minutes	Raysen Limosnero Data Entry Machine Operator III
TOTAL:		None	50 Minutes	



2. Preparation of voucher for availment of Burial Assistance for Provincial Government Employees

Preparation of documents for financial assistance provided to employees of the Provincial Government to defray burial expenses

Office or Division:	Provincial Social Welfare & Development Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	All provincial government employees–Regular/Casual/Job Order			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Social Case Study Report (3 copies) 2.Death Certificate (3 copies) 3.Marriage Contract if the claimant is the wife and Birth Certificate if claimant is the child of the deceased; Valid ID of claimant & patient (3 copies) 4.Endorsement letter from Department Head (3 copies)			MSWDO	
			Requesting employee	
			Requesting employee	
			Department Head	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits documents for assessment	1.Accepts, assesses and reviews completeness of documents	None	40 Minutes	Annabelle S. Mendez Department Head Irene Gay T. Mabugnon Social Welfare Officer I
	1.1 Prepares voucher for processing and for Governor's Approval	None	8 Minutes	Raquel R. Pasco Administrative Officer V
	1.2 Release to Budget Office	None	2Minutes	Raysen Limosnero Data Entry Machine Operator III
TOTAL:		None	50 Minutes	



3. Admission of victim-survivors for Temporary Shelter

Admission to WCC of victim-survivors who are abused and exploited seeking for safety in a minimum of 6 months to maximum of 1 year while court cases are on-going.

Office or Division:	Provincial Social Welfare & Development Office			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizens			
Who may avail:	All referred/walk-in victim-survivors (women and children) from the municipalities of Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Social Case Study (6 copies) 2. Birth Certificate (6 copies) 3. Police Report (6 copies) 4. Medical Certificate (6 copies)			MSWDO Person for admission PNP Hospital/MHO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Referring agency/walk-in client submits assessment	1. Accepts and conducts initial assessment with the victim-survivor documents	None	20 Minutes	Elsie B. Pacaldo Social Welfare Assistant Kimberly B. Pahayahay Social Welfare Assistant
	1.1 Interviews client and prepares Intake Sheet for admission	None	20 Minutes	Elsie B. Pacaldo Social Welfare Assistant Kimberly B. Pahayahay Social Welfare Assistant
	1.2 Conducts orientation on the rules and regulations of the center to victim-survivors and referring agency	None	10 Minutes	Anita T. Atay Administrative Aide I Annabel Laping Administrative Aide IV
TOTAL:		None	50 Minutes	



4. Provision of guaranty letter to Client for Blood (PRC) Availment

Provision of a guaranty letter to qualified indigent family for blood availment at Philippine Red Cross- Lanao del Norte Chapter.

Office or Division:	Provincial Social Welfare & Development Office			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizens, G2G – Government to Government			
Who may avail:	All qualified indigent families residing in the province Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Social Case Study (1 copy only) 2. Blood Request (1 copy only) 3. Barangay Indigency Certification (1 copy only)			MSWDO Hospital Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits documents	1. Accepts and reviews documents	None	10Minutes	Raysen L. Limosnero Data Entry Machine Operator III Farley S. Cotiamco Administrative Aide I
	1.1 Conducts interview and prepares guaranty letter	None	15Minutes	Irene Gay T. Mabugnon Social Welfare Officer I Kimberly B. Pahayahay Social Welfare Assistant
	1.2 Signs and approved guaranty letter	None	5 Minutes	Annabelle S. Mendez Department Head
	1.3 Release to requesting client	None	None	None
TOTAL:		None	30Minutes	



5. Provision of restorative devices to PWDs and Senior Citizen

Provision of wheelchair, cane, artificial legs and crutches to indigent qualified Persons with Disability and Elderly.

Office or Division:	Provincial Social Welfare & Development Office			
Classifications:	Complex			
Type of Transactions:	G2C–Government to Citizens			
Who may avail:	All qualified and indigent PWDs and Elderly			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Social Case Study Report (1 copy only) 2. Latest Photo of client (1 copy only)			MSWDO Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Referring agency to submits required documents	1. Accepts and reviews documents	None	10Minutes	Farley S. Cotiamco Administrative Aide I
	1.1 Schedule & Conducts home visit with MSWDO/PWD head of the LGU	None	3 Hours	Farley S. Cotiamco Farley S. Cotiamco Administrative Aide I
	1.2 Prepares PR	None	5Minutes	Raquel R. Pasco Administrative Officer V
	1.3 Submits PR to GSO	None		Raysen L. Limosnero Data Entry Machne Operator III
TOTAL:		None	3 Hours & 15Minutes	



6. Conduct of advocacy on child/women related laws

An activity conducted at the barangay level to raise awareness among stakeholders at community level regarding women and children related laws.

Office or Division:	Provincial Social Welfare & Development Office			
Classifications:	Complex			
Type of Transactions:	G2C – Government to Citizens			
Who may avail:	All barangays with high number of abused/exploited cases among women and children			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. List of Priority Barangays			Scheduled Barangays	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits letter request	1. Accepts and prepare schedule	None	5 Minutes	Raquel R. Pasco Administrative Office V
	1.1 Conducts advocacy forum	None	2 Hours	Annabelle S. Mendez Department Head Elsie B. Pacaldo Social Welfare Assisatn Irene Gay T. Mabugnon Social Welfare Officer I
TOTAL:		None	3 Hours & 5 Minutes	



7. Submission of Court Manifestation

Preparation of an assessment by case manager and submitted to the court for update and other information needed by the prosecutor and judges to support victim-survivor's evidences.

Office or Division:	Provincial Social Welfare & Development Office			
Classifications:	Complex			
Type of Transactions:	G2G – Government to Government			
Who may avail:	All victim-survivor who are custody of Women & Children Center			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Court Order (6 copies)			Court	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Delivers court request /order	1.Accepts and thoroughly reviews the document	None	10 Minutes	Kimberly B. Pahayahay Social Welfare Assistant
	1.1 Conducts case conference with victim-survivor and referring agency	None	4 Hours	Elsie B. Pacaldo Social Welfare Assistant Kimberly B. Pahayahay Social Welfare Assistant
	1.2 Prepares manifestation for submission to requesting court	None	1 Hour	Elsie B. Pacaldo Social Welfare Assistant Annabelle S. Mendez Department
TOTAL:		None	5Hours&10Minutes	



8. Preparation of voucher for Kapit Bisig Laban sa Kahirapan- National community Demand Driven Program (KALAHI-NCDDP) Provincial Cash Counterpart\

Preparation of voucher after review and assessment by the focal person as to eligibility of the municipality for Provincial Cash Counterpart availment.

Office or Division:	Provincial Social Welfare & Development Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	All identified municipalities implementing KALAHI-NCDDP Projects			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. SB Resolution (3 copies) 2. Program of Works (3 copies) 3. Work and Financial Plan (3 copies) 4. List of Priority Barangays (3 copies)			Sangguanian Bayan DSWD Hired Engineer DSWD Hired Financial Analyst Municipal Coordinator	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits documents	1. Accepts and reviews documents	None	30 Minutes	Raquel R. Pasco
	1.1 Prepares endorsement for Governor's Approval	None	5 Minutes	Raquel R. Pasco
	1.2 Releases document to Governor's Office	None	5 Minutes	Raysen L. Limosnero
TOTAL:		None	40Minutes	



9. Attending to Queries of Client Inquiries

Assistance to Client Inquiries regarding referrals, queries and other concerns on Social Welfare Programs and providing appropriate information.

Office or Division:	Provincial Social Welfare & Development Office			
Classifications:	Simple			
Type of Transactions:	G2C– Government to Citizen, G2G – Government to Government			
Who may avail:	All qualified indigent families residing in the province Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Client inquiries			PSWDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Asks queries	1. Interviews and assesses client needs	None	30Minutes	Annabelle S. Mendez/ Irene Gay Mabugnong/ Kimberly Pahayahay
	1.1 Facilitates referral and provides appropriate information	None	10 Minutes	Annabelle S. Mendez/Irene Gay Mabugnong/ Kimberly Pahayahay
TOTAL:		None	40Minutes	



10. Preparation of Voucher for availment of Medical Assistance

Preparation of documents for assistance provided to qualified indigent individual who are in crisis situation

Office or Division:	Provincial Social Welfare & Development Office			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All qualified indigent families in the Province of Lanao del Norte			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Social Case Study Report (3 copies)		MSWDO		
2.Medical Certificate/abstract for medical & Hospital Bill (3 copies)		Hospital		
3.Barangay Indigency Certification (3 copies)		Barangay client		
4.Valid Identification (Claimant& client) (3 copies)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits documents for assessment	1.Accepts, assesses and reviews completeness of documents	None	20Minutes	Kimberly Pahayahay Social Welfare Assistant Irene Gay Mabugnon Social Welfare Officer I
	1.1 Prepares voucher for processing and for Governor's Approval	None	5Minutes	Raquel R. Pasco Administrative Officer V
	1.2 Releases document to budget office	None	5Minutes	Raysen L. Limosnero Data Entry Machine Operator III
TOTAL:		None	30 Minutes	



11. Provision of Certification for qualified Child Development Workers

Preparation of certification to all qualified Child Development Workers based on master list provided by MSWDOs

Office or Division:	Provincial Social Welfare & Development Office			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All qualified Child Development Workers residing in the province of Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. MSWDO Endorsement (2 copies) 2. Individual Evaluation Report from MSWDO (2 copies) 3. Updated list of MSWDO (2 copies) 4. Certification Fee (2 copies)			MSWDO PTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.Submits documents for assessment	1.Accepts and reviews completeness of documents	None	20Minutes	Irene Gay T. Mabugnon Social Welfare Officer I
	1.1 Counter checks master list	None	20Minutes	Irene Gay T. Mabugnon Social Welfare Officer I
	1.2 Prepares certification if included in the master list	None	5 Minutes	Irene Gay T. Mabugnon Social Welfare Officer I
	1.3 Signs and approves certification	None	3 Minutes s	Annabelle S. Mendez Department Head
1.4 Releases to client				
2.Secures certification fee at Provincial Treasurer's Office	None	100.00		
TOTAL:			48Minutes	



12. Preparation of Voucher for availment of Burial Assistance

Preparation of voucher for assistance provided to qualified indigent senior citizen & PWDs to defray burial expenses

Office or Division:	Provincial Social Welfare & Development Office			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All qualified indigent senior citizen and PWDs in the province of Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Social Case Study Report (3 copies) 2. Death Certificate (3 copies) 3. Barangay Indigency Certification (3 copies) 4. Valid Identification (Claimant & client) (3 copies)			MSWDO Municipal	
			Barangay	
			Client	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits documents for assessment	1. Accepts, assesses and reviews completeness of documents	None	20 Minutes	Raysen L. Limosnero Data Entry Machine Operator III Irene Gay T. Mabugnong Social Welfare Officer I
	1.1 Prepares voucher for processing and for Governor's Approval	None	8 Minutes	Raquel R. Pasco Administrative Officer V
	1.2 Releases document to Budget Office	None	2 Minutes	Raysen L. Limosnero Data Entry Machine Operator III
TOTAL:		None	30 Minutes	



13. Conduct of home visit to victim-survivors and their families

Conduct of an aftercare services to victim-survivor and their families for assessment and monitoring of their status of reunification and integration in the community

Office or Division:	Provincial Social Welfare & Development Office			
Classifications:	Complex			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All qualified indigent clients residing in the province of Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
List of release victim survivors for integration and reunification with their families			Document emanate from Women and Children Center.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Coordinates with referring agency	1.Schedules date of visit	None	10 Minutes	Anita Atay Administrative Aide I Annabel Laping Administrative Aide IV
	1.1 Conducts interview with the community and family	None	3 Hours	Elsie B. Pacaldo Social Welfare Assistant Kimberly Pahayahay Social Welfare Assistant
	1.2 Prepares case study report for termination of the case if found appropriate	None	1 Hour	Elsie B. Pacaldo Social Welfare Assistant Kimberly Pahayahay Social Welfare Assistant
	1.3 Provides copy of summary report to the MSWDO for follow-up and	None	10 Minutes	Elsie B. Pacaldo Social Welfare Assistant



	after care services			
TOTAL:		None	4 Hours and 20 Minutes	



14. Relief Operation during and after emergencies/disaster

An activity provided to all families affected by natural and human-made calamities as augmentation to Local Government Units.

Office or Division:	Provincial Social Welfare & Development Office			
Classifications:	Simple			
Type of Transactions:	G2C – Governmentto Citizen			
Who may avail:	All families affected by emergencies/calamities residing in the province of Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request from LGU(1 copy only) Damage Assessment report from LGU (1 copy only) List of families affected (1 copy only)			LGU	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits all documents required	1.Schedules date of validation	None	10 Minutes	Farley S. Cotiamco
	1.1 Conducts of actual validation	None	3 Hours	Raysen Limosnero Data Entry Machine Operator III Irene Gay Mabugnon Social Welfare Officer I Farley Cotiamco Administrative Aide I
	1.2 Conducts of relief operation	None	1 Day	Elsie B. Pacaldo Social Welfare Assistant Kimberly Pahayahay Social Welfare Assistant Farley Cotiamco Administrative Aide I Irene Gay Mabugnon Social Welfare Officer I



TOTAL:	None	1 Day, 3 Hours & 10 Minutes	
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15. Conduct of Psychosocial Processing for Clients

An activity conducted to clients (walk-in/referred) who are suffering from distress and help them understand the situation and cope with it.

Office or Division:	Provincial Social Welfare & Development Office			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	All individuals/ families who need psychosocial support			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Concerned Client			PSWDO Women and Children Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Seeks schedule with social worker	1.Sets schedule and provide venue for the activity	None	10 Minutes	Irene Gay T. Mabugnon Social Welfare Officer I
	1.1 Conducts of psychosocial processing	None	3 Hours	Annabelle S. Mendez Department Head Irene Gay Mabugnon Social Welfare Officer I Elsie B. Pacaldo Social Welfare Assistant
	1.2 Refers to medical specialist if found severe	None	10 Minutes	Annabelle S. Mendez Department Head Elsie B. Pacaldo Social Welfare Assistant Irene Gay Mabugnon Social Welfare Officer I
TOTAL:		None	3 Hours & 20 Minutes	