



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services



1. Provision of Emergency Financial Assistance

Provides emergency financial assistance and/or referrals to individuals and families who are in extremely crisis situations and have inadequate resources.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Residents of the municipal who are really in need of financial assistance for hospitalization, medication, burial assistance and incapacity to work.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ One (1) original Certificate of Indigency from the Barangay Captain.		Barangay Hall		
➤ One (1) original Medical Certificates/Clinical Abstract		Hospital (where the client confined)		
➤ Hospital Bill (one original copy)		Hospital (where the client confined)		
➤ Medicine prescription (one photocopy)		Health Physician		
➤ Funeral Contract/ Funeral Receipt (one original)		Funeral Services		
➤ Death Certificate (one photocopy)		Municipal Registrar Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for assistance and submit necessary documents	1.1 Interview and assess the client	None	30 minutes	Municipal Social Welfare and Development Officer / Social Welfare Aide MSWD Office
None	1.2 Prepares the emergency financial assessment and the voucher	None	30 minutes	
None	1.3 Submit the voucher to the budget office	None	5 minutes	
2. Receives the emergency financial assistance	2. Gives the financial Assistance	None	(depends on the approval of the vouchers at MBO & MTO)	
	TOTAL		1 hr. & 5 minutes	



2. Issuance of Pre-Marriage Certificate

Pre-Marriage Certificate issued to applicants or engaged couples who applied for marriage license and have attended the Pre-Marriage Counseling session – an activity or intervention that provides information and awareness in order to guide couples contemplating marriage to arrive at an informed decision about readiness for conjugal family life.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Would-be-couples who applied for a Marriage License at the Municipal Civil Registrar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form and Inventory of Marriage Expectations Questionnaire		Municipal Social Worker Development Office		
Attendance to the Pre-Marriage Counseling Session		Municipal Social Worker Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-out the Application form and answer the Inventory of Marriage Expectations Questionnaire	1.Checks and reviews the forms if properly filled-out	None	15 minutes	Social Welfare Aide MSWD Office Pre Marriage Counselors (Municipal Social Welfare Development Office, Municipal Health Office, Population on Commission Officer)
2.Sit in front of the MC Listen attentively to the discussion answer questions being asked during the discussion	2.MC calls the couples and starts the discussion and session on Marriage and Family Life	None	4 hours	
3.Affirm that their decision in entering married life is really planned and with the consent and blessings of their parents	3.MC validates and confirms if their decision to enter married life is well planned and with the consent and blessings of their parents	None	5 minutes	
4.Receive the PMC Certificate	4.Issues the PMC Certificate	None	1 minute	
	Total		4 hrs. & 21 minutes	



3. Issuance of Senior Citizen and Differently Abled Person Purchase Booklet

A privilege given to an elderly/DAP who is a holder of a Senior Citizens ID/DAP ID card and who wants to avail of the discounts on various goods and services.

Office or Division:	OSCA / PDAO			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Senior Citizens and Differently Abled Person who are residents of the municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Senior Citizens ID/ DAP ID		Office of the Senior Citizen Association and Person with Disability Affairs Office		
One (1) 1x1 latest photo				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid Senior Citizen ID/DAP ID card and 1x1 latest photos	1.1 Checks the Senior Citizen / DAP ID card and the identifying data	None	5 minutes	OSCA Head/PDAO Coordinator/ Administrative Aide I OSCA/PDAO/MSWD Officer MSWD Office
None	1.2 Prepares the Orders Booklet filling-up the needed information	None	5 minutes	
None	1.3 Pastes the photo on the booklet	None		
2. Listen to the instruction and advice	2. Instructs the elderly/DAP or representative on how to use the purchase booklets	None	3 minutes	
3. Receive the Purchase Order Booklet	3. Issues the Purchase Order Booklet	None	1 minute	
	TOTAL		14 minutes	



4. Issuance of Senior Citizen and Differently Abled Person ID

For Senior Citizen -One of the benefits and privileges of an elderly who is above 60 years old and a citizen of the country as embodied in Republic Act 7432 (An Act to Maximize the Contribution of a Senior Citizen to nation-building and grant benefits, special privileges and other purposes) and the Republic Act 9257 (Expanded Senior Citizen Act of 2003). 20% discount includes – transportation, medicines, medical services, theaters, restaurants, lodging, water and air transportation

For Differently Abled Person-It is the objective of Republic Act No. 9442 to provide persons with disability, the opportunity to participate fully into the mainstream of society by granting them atleast twenty percent (20%) discount in all basic services

Office or Division:	OSCA/PDAO			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Senior Citizens who are residents of the municipality and has reached the age of 60 / Differently Abled Person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) photocopy of Birth Certificate of the Elderly		Municipal Registrar Office/Philippine Statistics Authority Office		
Application Form duly accomplished by the requesting party or Elderly		Office of the Senior Citizen Association		
One (1) original Medical Certificate of Differently Abled Person		Santol Lying-in Clinic		
Application Form duly accomplished by the requesting party or the DAP		Person with Disability Affairs Office		
One (1) 1 x 1 latest photo				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client fill-out the application form and submit it together with the other requirements	1.1Checks if the application form is properly filled-out together with the other requirements	None	3 minutes	OSCA Head/PDAO Coordinator/ Administrative Aide / OSCA/PDAO MSWDOOffice
2.Provide information	2.Interviews client and get information about him/her and his/her family Types the control number of the ID and other identifying information	None	15 minutes	
3.Affix your signature in the ID	3.Requests the elderly to affix his/her signature in	None	1 minute	



	the ID Pastes the picture of elderly in the ID			
4.Receives the Senior Citizen ID	4.Issues the Senior CitizenID/Differently Abled Person	None	2 minutes	
	TOTAL		21 minutes	



5. Issuance of Solo Parent ID

Issuance of ID to solo parents to enjoy and avail of the benefits and privileges as provided for under the rules and regulations of RA 8972

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	Government to Client
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 spouse for at least one (1) year: Provided, that he or she is entrusted with the custody of the children; 6. Parent left solo or alone with the 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 absence lasts for at least one (1) year.



CHECKLIST OF REQUIREMENTS					WHERE TO SECURE				
➤ Barangay Certification certifying Solo Parent's Residency in their barangay for the last 6 months (1) One Original					Barangay Captains/Officials				
➤ One (1) Photocopy of Birth Certificate of children of minor ages (18 years old and below)					Municipal Registrar Office/Philippine Statistics Authority Office				
➤ One (1) Original Income Tax Return					Treasurer's Office				
➤ Proof of being a SOLO parent (Death Certificate, etc.)					Municipal Registrar Office/Philippine Statistics Authority Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE					
1.Fill out the application form and submit it together with the requirements	1.Checks if the 0application form is properly filled out together with the requirements	None	20 minutes	Municipal Social Welfare and Development Officer MSWD Office					
2.Provide information	2.Social Worker Interview the client to gather preliminary data to establish eligibility based on the interview set by the Solo Parent's Welfare Act	None	1 hour						
3.Assessment	3.Social Worker conduct a home visit and collateral interview to validate information given by the client Social Worker prepares a social case study	None	30 days						
4.Issuance Affix signature	4.Upon the favorable evaluation of the Social Worker, a Solo Parent's ID will be issued duly signed by the MSWDO and submit at the	None	15 minutes						



	Mayor's office (for signature)			
5.Receives the ID Card	5.Issues the ID Card ❖ <i>It depends upon the availability of the Municipal Mayor.</i>	None	1 minute	<i>Administrative Aide I</i> MSWD Office
	TOTAL		30 days ,1 hr. & 36 minutes	



6. Issuance of Certificate of Indigency

Certificate of Indigency is issued to less fortunate residents who desire to avail assistance such as scholarship, Medical services, Free Legal aid from Public Attorney's Office (PAO) and the like.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Any bonafide Indigent resident of Santol La Union			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Barangay Certification		Barangay Captains/Officials		
Certificate of No Property (For PAO Assistance)		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appear in person and request for certificate	1. Interview and Assess client requesting for certificate	None	15 minutes	Municipal Social Welfare and Development Officer MSWD Office
2. Present the required documents	2. Review documents presented	None	2 minutes	
3. Claim Certificate of Indigency	3. Release the Certificate of Indigency	None	1 minute	Administrative Aide I MSWD Office
TOTAL			18 minutes	



7. Issuance of Case Study Report

Provides emergency financial/ Medical assistance to individuals and families in crisis situations.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Residents of the Municipality who are really in need of financial assistance and diagnosed with cancer, end stage renal disease, heart ailment and the like.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Barangay Certification of Residency		Barangay Captain/Officials		
One (1) Medical Certificate or Clinical Abstract		Hospital were they confined/treated		
Treatment protocol and costing of treatment for chemotherapy and hemodialysis case		Hospital were they confined/treated		
Costing of procedures for laboratory or special procedures like CT Scan, MRI and the like with the hospital's acceptance letter.		Hospital were they confined/treated		
Hospital Bill		Hospital were they confined/treated		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for assistance and submit necessary requirements	1. Review the documents presented	None	5 minutes	<i>Administrative Aide /</i>
2. Provide data information for the preparation of Social Case Study Report (SCSR)	2. Interview and assess the client requesting for SCSR 2.1 Prepares the Social case Study Report Conduct collateral interview and home visit if deemed necessary	None	30 minutes 1 day minimum 5 days maximum	<i>Municipal Social Welfare and Development Officer MSWD Office Administrative Aide / MSWD Office</i>
3. Claim the approved SCSR	..Release the SCSR	None	1 minute	<i>Administrative Aide / MSWD Office</i>
	TOTAL		1 day minimum 5 days maximum & 36 minutes	