

# **CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE**

## **EXTERNAL SERVICES**

**CITIZEN'S CHARTER**



[www.cityofimus.gov.ph](http://www.cityofimus.gov.ph)

1. PROVIDE ASSISTANCE TO REPATRIATED OR DEPORTED OVERSEAS FILIPINO WORKER (OFW) (FOR REFERRAL)

Assistance in the form of outright cash and/or referral is provided to individuals/ families in extremely difficult circumstances. Cash assistance for repatriates and deportees OFWs, as may be justified by social workers or through a case consultation/conference.

OFFICE OR DIVISION	CSWDO – Crisis Intervention Unit			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All registered voters of the City of Imus, Cavite			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance of the client (Original copy)		Barangay Hall		
Government Issued ID of the Client (Photocopy only)		Client		
Letter of Request addressed to the City Mayor		Client		
Travel Document/ Passport (Photocopy only)		Client/ Department of Foreign Affairs (DFA)		
Contract/ Referral letter from OWWA (Photocopy only)		Employer/ Overseas Workers Welfare Administration (OWWA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to the Evaluation Section of the City Social Welfare and Development Office.	1. Refer the client to the social worker in charge.	None	3 minutes	Earvin Lucena
2. Proceed to the assigned social worker for an interview	2. Conduct an interview of the client and formulate the General Intake Sheet (GIS)	None	15 minutes	Earvin Lucena
3. Wait for the documents.	3. Approve and sign the duly accomplished GIS Form	None	2 minutes	Josephine G. Villanueva
4. Receive the Referral Letter	4. Release the Referral Letter	None	2 minutes	Support Staff
Fill-out Client Satisfaction Rating Form				
TOTAL		None	22 minutes	

NOTE: For outright cash, please proceed o Action Center, 3<sup>rd</sup> Floor Imus New Gov’t Center

2. ISSUANCE OF REFERRAL FOR MIGRANT WORKER

Assisting the Migrant worker with their needs/queries. Referral for the migrant workers to other concerned agencies.

OFFICE OR DIVISION	CSWDO – Crisis Intervention Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All migrant worker residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest documents				
Travel Document/ Passport (Photocopy)		Client/ Department of Foreign Affairs (DFA)		
Contract/ Referral letter of OWWA (Photocopy)		Employer/ OWWA		
Government Issued ID (Photocopy)		Client		
Referral / Certification from OWWA / POLO		OWWA		
Barangay Certification of Indigency (Original copy)		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the documents to the Evaluation Section of the City Social Welfare and Development Office.	1. Refer the client to the personnel in charge.	None	3 minutes	Support Staff / Earvin Lucena
2. Personal interview	2.1 Assessment	None	15 minutes	Earvin Lucena Josephine G. Villanueva
	2.2 Formulate the Referral Letter	None		
	2.3 Approve and sign the Referral Letter	None		
3. Receive the Referral Letter	3. Log and release the Referral Letter	None	1 minute	Earvin Lucena
Fill-out Client Satisfaction Rating Form				
TOTAL		None	20 minutes	



3. PROVIDE ASSISTANCE IN PERSON WHO USE DRUGS (PWUDs) FOR AFTER-CARE SESSION

Provision of post-rehab aftercare, helping people in recovery stay on track. It decreases the probability they will relapse and return to their addictive behavior.

OFFICE OR DIVISION	CSWDO – Crisis Intervention Unit			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All registered voters of the City of Imus, Cavite			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Court Order (Photocopy only)		Court		
Referral Letter for After Care (Original Copy)		Rehabilitation Center		
Drug Test for 18 months (Original Copy)		Diagnostic clinic accredited by DOH		
Certificate of Completion from Rehabilitation (Photocopy only)		Rehabilitation Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to the Evaluation Section of the City Social Welfare and Development Office.	1. Refer the client to the social worker in charge.	None	3 minutes	Ma. Jane Camu
2. Proceed to the assigned social worker for an interview	2. Conduct an interview of the client and formulate the General Intake Sheet (GIS)	None	15 minutes	Ma. Jane Camu
3. Monthly reporting	3. 18 months after care report, with submission of the monthly drug test report and journal	None	18 months	Ma. Jane Camu
4. Completion of 18 month After- Care session	4. Issued certificate of Completion to the client copy furnish Branch Court and Rehabilitation Center	None	3 days	Ma. Jane Camu
Fill-out Client Satisfaction Rating Form				
TOTAL		None	18 months, 3 days, and 18 minutes	

4. ISSUANCE OF SOCIAL CASE STUDY REPORT (PRO-FORMAT)

A Social Case Study Report (SCSR) is a description of the socio-economic condition of the client that justifies his/her eligibility to avail assistance such as medical, financial, burial, transportation, and educational assistance from government, non-government, or civil society organizations like the Philippine Charity Sweepstakes Office (PCSO), Office of the President and Vice President of the Philippines, Offices of the Senators and Representatives, and many others.

OFFICE OR DIVISION	CSWDO – Crisis Intervention Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical				
Medical Certificate / (Latest)		Attending Doctor or Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to the Evaluation Section of the City Social Welfare and Development Office.	1. Interview the client, verify the documents, and check the record in the database.	None	1 minute	Support Staff
2. Proceed to the assigned social worker for an interview	2. Write the given information in the Social Case Study Report (Pro-format)	None	25 minutes	Officer of the Day (Social Worker)
3. Wait for the document	3. Approve and sign the SCSR	None	2 minutes	Josephine G. Villanueva
	4. Register the name and purpose to the logbook	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon
4. Receive the Social Case Study Report	5. Release the Social Case Study Report	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon
Fill-out Client Satisfaction Rating Form				
TOTAL		None	30 minutes	

5. ISSUANCE OF SOCIAL CASE STUDY REPORT (NARRATIVE CASE STUDY REPORT)

A Social Case Study Report (SCSR) is a description of the socio-economic condition of the client that justifies his/her eligibility to avail assistance such as medical, financial, burial, transportation, and educational assistance from government, non-government, or civil society organizations like the Philippine Charity Sweepstakes Office (PCSO), Office of the President and Vice President of the Philippines, Offices of the Senators and Representatives, and many others.

OFFICE OR DIVISION	CSWDO – Crisis Intervention Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical				
Barangay Clearance (Original copy)		Barangay Hall		
Medical Certificate issued within 3 months (Original or Certified True Copy with Attending Doctor's License No. and signature)		Attending Doctor or Physician		
Medical Prescription, Laboratory tests, Promissory Note (for unpaid billing), and other medical procedure requests (chemotherapy, hemodialysis, etc.) (Photocopy)		Attending Doctor or Physician		
For Education				
Barangay Indigency (Original copy)		Barangay Hall		
Registration Form or Certificate of Enrollment (Photocopy)		Respective School		
For Burial				
Barangay Clearance (Original copy)		Barangay Hall		
Death Certificate (Photocopy)		City Civil Registrar's Office		
Funeral Contract		Funeral Parlor		
For IBP				
Case Filed (Photocopy only)		Court		
Referral from IBP		Court		
Barangay Indigency (Original copy)		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the documents to the Evaluation Section of the City Social Welfare and Development Office.	1. Verify the documents	None	2 minutes	Katherine Grace Padilla; Rose Anne Monzon
2. Proceed to the assigned social worker for an interview and assist the social worker in data gathering	2.1 Processing of Report	None	2 hours	Social Worker Josephine G. Villanueva
	2.2 Data Gathering	None		

	2.3 Approve and Sign the SCSR	None	1 minute	
3. Wait for the document	3. Register the name and purpose in the logbook	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon
4. Receive the Social Case Study Report	4. Release the Social Case Study Report	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon
Fill-out Client Satisfaction Rating Form				
TOTAL		None	2 hours, 5 minutes	

NOTE: If it requires home visitation, the client will get the document after one day

6. ISSUANCE OF CERTIFICATE OF INDIGENCY

Certificate Of Indigency is issued so that the less fortunate can avail of the privileges from the municipal/ city as well as referrals to agencies to avail and apply for assistance such as scholarship, short-term employment, medical services, fire aid, PhilHealth, legal assistance from Public Attorney's Office (PAO), etc.

OFFICE OR DIVISION	CSWDO – Crisis Intervention Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Public Attorney's Office (PAO)				
Latest pay slip or Income Tax Return or other proofs of income (Photocopy)		Company / Client		
Barangay Certification of Indigency (Photocopy)		Barangay Hall		
Government Issued ID (Photocopy)		Client		
Case Filed (Photocopy)		PAO Office		
Certification from the City Assessor's Office (non-ownership of real property) (Original copy)		City Assessor's Office		
For Educational Assistance				
Barangay Certification of Indigency (Original copy)		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the documents to the Evaluation Section of the City Social Welfare and Development Office.	1. Check and verify the requirements Refer the client to CSWDO personnel available.	None	2 minutes	Support Staff
2. Undergo one-on-one interview (May be required to sketch the residence for a home visit)	2.1 Processing of Document	None	14 minutes	Katherine Grace Padilla;
	2.2 Conduct an interview with the client and prepare the requested certification.	None		Rose Anne Monzon; Ma. Jane Camu
	2.3 Approve and sign the Certificate of Indigency	None	2 minutes	Josephine G. Villanueva
3. Wait for the document	3. Register the name and purpose in the logbook	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon;
4. Receive the Certificate of Indigency	4. Release the Certificate of Indigency	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon
TOTAL		None	30 minutes	

NOTE: If it requires home visitation, the client will get the document after one day.

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7. ISSUANCE OF CERTIFICATE OF INDIGENCY (FOR AMBULANCE CONDUCTION – NON-EMERGENCY CASES AND PHILHEALTH)

Certificate of Indigency is issued so that the less fortunate can avail of the privileges from the municipal/ city as well as referrals to agencies to avail and apply for assistance such as scholarship, short-term employment, medical services, fire aid, PhilHealth, legal assistance from Public Attorney's Office (PAO), etc.

OFFICE OR DIVISION	CSWDO – Crisis Intervention Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Ambulance Conduction – Non-Emergency Cases				
Barangay Certification of Indigency (Original copy)		Barangay Hall		
Certification from the City Assessor's Office (non-ownership of real property) (Original copy)		City Assessor's Office		
Latest Medical Certificate (Photocopy)		Attending Doctor or Physician		
For Philhealth				
Barangay Certification of Indigency (Original copy)		Barangay Hall		
Photocopy of Valid ID		Client		
Birth Certificate of Applicant		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the documents to the Evaluation Section of the City Social Welfare and Development Office.	1. Refer the client to CSWDO personnel available.	None	1 minute	Support Staff
2. Undergo one-on-one interview (May be required to sketch the residence for a home visit)	2.1 Processing of Document	None	25 minutes	Josephine G. Villanueva
	2.2 Conduct an interview/assessment of the client and prepare the requested certification.	None		
	2.3 Approve and sign the Certificate of Indigency	None	1 minute	
3. Wait for the document	3. Register the name and purpose in the logbook	None	1 minute	Support Staff
4. Receive the Certificate of Indigency	4. Release the Certificate of Indigency	None	1 minute	Support Staff
Fill-out Client Satisfaction Rating Form				
TOTAL		None	29 minutes	

NOTE: If it requires home visitation, the client will get the document after one day.

8. ISSUANCE OF SOLO-PARENT ID

The City Social Welfare and Development Office (CSWDO) facilitates the issuance of Solo Parent ID. It is a requirement in availing of the benefits and privileges due to a Solo Parent as provided by R.A. No. 8972 known as the Solo Parent Act of 2000. Pursuant to the IRR of R.A. No. 8972, the social worker shall inform the solo parent of the status of his/her application within thirty (30) working days from the filing of such and shall require him/her to visit the agency/institution providing the assistance.

OFFICE OR DIVISION	CSWDO – Protective Service			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All solo-parent residents (with dependent minor child/ren)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Solo-Parent Application Form		City Social Welfare Office		
1 x 1 ID Picture (1 piece)		Client		
Minor's Birth Certificate (Photocopy)		PSA/ City Civil Registrar's Office		
Barangay Certification of being Solo parent (Original copy)		Barangay Hall		
Certificate of Employment, if employed (Original copy)		Employer		
COMELEC Certification (Original copy)		COMELEC		
Any of the following proofs of being a solo parent: Death Certificate, if the partner is deceased (Photocopy) Annulment Paper, if annulled (Photocopy) Detention Paper, if the partner is detained (Photocopy) Adoption Paper, if the child is adopted (Photocopy) Affidavit of Being a Solo Parent, if abandoned (Original copy)		PSA/ City Civil Registrar's Office Court Bureau of Jail Management and Penology (BJMP) Court/Attorney Attorney		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of filled-up form and complete documents to Solo-parent Section of the City Social Welfare and Development Office	1. Initial interview and verify the complete submitted documents.	None	20 minutes	Ramonita Garcia
2. Undergo one-on-one phone interview and/ or home visit, if necessary (May be required to sketch the residence for home visit)	2. Assessment through a phone interview and/ or home visit if it's necessary.	None	Within 15 days	Pilar B. Laurente
3. Wait for the availability of the ID	3.1 Preparation of Solo Parent ID	None	3 minutes	Gemma Dionaldo



	3.2 For signature	None	1 minute	Josephine G. Villanueva
4. Register the name and other information in the logbook and receive the ID.	4. Release the Solo Parent ID	None	2 minutes	Gemma Dionaldo
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>15 working days, 26 minutes</b>	

NOTE: If home visitation (for further assessment), an applicant for Solo-parent I.D will not be able to receive his/her I.D within the said period.



9. ISSUANCE OF PRE-MARRIAGE COUNSELING CERTIFICATE

Issuance of PMC Certificate to 18 to 25 years old would-be-couples who have undergone Pre-marriage Orientation and Counseling (PMOC) pursuant to the provisions of the Family Code and Presidential Decree 965 which requires applicants for a marriage license to receive instruction on family planning and responsible parenthood.

OFFICE OR DIVISION	CSWDO – Crisis Intervention Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	18-25 years old would-be couples who have undergone Pre-marriage Orientation and Counseling (PMOC)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-marriage Orientation Certificate (Original copy)		Population Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the certificate	1.1 Process the document.	None		
	1.2 Verify the document and prepare the certificate.	None	1 minute	Rose Anne Monzon; Katherine Grace Padilla
	1.3 For signature	None	1 minute	Pilar Laurente
2. Receive the certificate	2. Release the certificate	None	1 minute	Rose Anne Monzon; Katherine Grace Padilla
Fill-out Client Satisfaction Rating Form				
TOTAL		None	3 minutes	

