

## 8. Office of the City Social Welfare and Development Officer

### 8.1. AVAILMENT OF A SOCIAL CASE STUDY REPORT

#### ABOUT THE SERVICES:

Social Case Study Reports are required by charitable institutions, government hospitals and non-government organizations that provide services to indigent clients and patients.

#### CLIENT GROUPS:

Indigent clients/patients

#### REQUIREMENTS:

- Medical Certificate or Medical Abstract
- Certificate of Indigency from the barangay

#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM

#### TOTAL PROCESSING TIME:

- If Home Visit is necessary – 26 minutes (queuing & travel time not included)
- If Home Visit is not necessary – 43 minutes

#### TOTAL FEES/CHARGES:

None

#### PROCESSING OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	Responsible Person
1. Write the name & the purpose of the visit in the client's logbook & take note of the schedule of interview	Instructs client to fill-up the logbook.  Advises schedule of the interview.	3 minutes	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
2. Submit to an interview & provide the necessary and pertinent information.	Conducts interview and determines if the case requires a home visit for further validation.	15 minutes	<b>URICAR D. DIAZ</b> Social Welfare Officer IV

<p>If home visit is not necessary, wait for the preparation of the social case study report.</p> <p>Secure a copy of the case study for presentation to the agency concerned.</p> <p>If home visit is necessary, provide a sketch of the location of your house and take note of the schedule.</p>	<p>If home visit is not necessary, prepares the Case Study Report.</p> <p>Provides the client a copy.</p> <p>Schedules the home visit with the client. Extend the necessary assistance during the home visit and check client's status and to further determine condition. Advises the client of the schedule of release of the Social Case Study Report.</p>	<p>25 minutes</p> <p>3 minutes</p>	<p><b>MA. ROSY L. ABAY</b> Social Welfare Officer III</p> <p><b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer II</p> <p><b>ARIS T. GARCIA</b> Social Welfare Officer I</p> <p><b>JOSIE L. JADIE</b> CGDH I</p>
<p>3. Go to the CSWDO on the schedule date of release to secure social case study report. Sign in the logbook.</p>	<p>Releases case study.</p>	<p>5 minutes</p>	

## 8.2. AVAILMENT OF COUNSELING SERVICES

### ABOUT THE SERVICES:

Counseling is one of the basic services catered by CSWDO. A helping relationship between the Social Worker and the client with an end means of restoring clients social functioning.

### CLIENT GROUPS:

Walk-in clients/referrals

### REQUIREMENTS: None

### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM

**TOTAL PROCESSING TIME:**

- If Home Visit is necessary – 2 hours and 30 minutes (travel time not included)
- If Home Visit is not necessary – 40 minutes

**TOTAL FEES/CHARGES:**

None

**PROCESSING OF AVAILING THE SERVICE:**

Steps Involved	Actions of the CSWDO	Transaction Time	Responsible Person
1. Write the name and purpose of the visit on the client's logbook	Instructs client to fill-up the logbook	2 minutes	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
2. Submit to an interview & disclosed the concern	Conducts interview and determines if the case requires further intervention or referral to other experts related to the concern	30 minutes	<b>URICAR D. DIAZ</b> Social Welfare Officer IV
3. If home visit is not necessary, wait for further instruction  If home visit is necessary, provide a sketch of the location of your house and take note of the schedule.	If home visit is not necessary, a clear plan for the concern is established and recorded for follow-up next counseling session  Schedules the home visit with the client.  Extends the necessary assistance during the home visit and check client's status and to further determine condition. Discussed matters to the family if necessary, concerning clients concern	10 minutes  3 minutes  2 hours	<b>MA. ROSY L. ABAY</b> Social Welfare Officer III  <b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer II  <b>ARIS T. GARCIA</b> Social Welfare Officer I  <b>JOSIE L. JADIE</b> CGDH I

### 8.3. AVAILMENT OF CHILD/MINOR RESCUE SERVICES

#### ABOUT THE SERVICE:

Provide assistance to clients requesting for minor/child rescue due to maltreatment or threat caused by his/her present custodian.

#### CLIENT GROUPS:

Walk-in clients

#### REQUIREMENTS:

Birth certificate of the minor

#### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM

#### TOTAL PROCESSING TIME:

20 minutes (queuing & travel time not included)

#### TOTAL FEES/CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	Responsible Person
1. Write the name and purpose of the visit on the client's logbook.	Instructs the client to fill-up the logbook.	2 minutes	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
2. Submit to an interview & express the concern to the staff.	Review the documents presented as to the minority of the subject. Conducts initial interview.  Instructs the client to put on to the record his/her concern to the CPS WCPD.	15 minutes	<b>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>MA. ROSY L. ABAY</b> Social Welfare Officer III
3. Accompany the rescue team together with the PNP – WCPD to the area where	Propose a strategic plan to the rescue team for the smooth retrieval of the minor.	3 minutes	<b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer II

the minor/child is located.	<p>If the child is in danger, immediately conduct a rescue operation;</p> <p>Initially explain to the involved person/s the purpose of the retrieval/rescue of minor.</p> <p>Mediate on the discussion together with the WCPD in-charge until the involved person/s understand the retrieval of the minor</p> <p>Accompany the client and minor to CPS WCPD to record on what transpired after the rescue</p> <p>If not rescued, refer the client to the prosecution/PAO for appropriate legal action</p> <p>If the child is not in danger, call the attention of where the child is in custody. Conduct case conference.</p>		<p><b>ARIS T. GARCIA</b> Social Welfare Officer I</p> <p><b>JOSIE L. JADIE</b> CGDH I</p>
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#### **8.4. AVAILMENT OF CHILDREN-IN-CONFLICT WITH THE LAW (CICL) SERVICES**

##### **ABOUT THE SERVICE:**

Under the CSWDO Children's Welfare Program is the provision of service to the Children-in-conflict with the Law commonly known as Juvenile Delinquents who are minors accused of a crime but due to their minority their sentence is suspended. Usually referred at Regional Rehabilitation Center for Youth, for rehabilitation purpose (on going trial or suspended sentence), intervention program for 15 years old and below and diversion program for 15 years old above with crime committed below six years penalty.

##### **CLIENT GROUPS:**

Children-in-conflict with the Law

**REQUIREMENTS:**

- PSA authenticated birth certificate/baptismal certificate of the child
- Police records
- School Records
- Legal Documents
  1. Resolution from the Office of the Prosecution
- Court Orders

**SERVICE SCHEDULES:**

Monday to Friday, 8:00 AM to 5:00 PM

**TOTAL PROCESSING TIME:**

Based on assessment

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the CSWDO	Transaction Time	Responsible Person
1. Write the name & purpose of the visit on the client's logbook	Instructs the client to fill-up the logbook	2 minutes	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
2. Submit the pertinent documents in relation to the case; for interview	Review/verifies the documents presented – NSO Birth Certificate of the minor; Police records, School Records, Legal Documents  Conducts interview to the minor and to the accompanying relative/s  Below 15 years of age intervention 15 years and above Conducts assessment using the tool for assessment of discernment.	2 hours	<b>URICAR D. DIAZ</b> Social Welfare Officer IV

	<p>Minor commits crime below six years of penalty conduct diversion program. Client above six years of penalty. Submit the assessment of discernment to requesting office (either PNP or City Prosecution Office)</p> <p>Gather information from the client base from the Tool for Assessment for Discernment.</p> <p>Conducts assessment/action/intervention/ case management and facilitate the preparation of treatment plan.</p> <p>a. Community based b. Residential facility</p>	As per assessment/ based on the treatment plan	<p><b>MA. ROSY L. ABAY</b> Social Welfare Officer III</p> <p><b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer II</p> <p><b>ARIS T. GARCIA</b> Social Welfare Officer I</p> <p><b>JOSIE L. JADIE</b> CGDH I</p>
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## 8.5. AVAILMENT OF ALTERNATIVE PARENTAL CARE SERVICES

### ABOUT THE SERVICE:

Adoption is a socio-legal process of giving a permanent Filipino family to a Filipino child whose parents have voluntarily relinquished parental authority over the child. As stated in R.A 9523 declaring the child legally available for adoption.

### CLIENT GROUPS:

Walk-in clients who wanted to adopt a child/surrender a child/foundling

### REQUIREMENTS:

#### For Prospective Adoptive Applicants (PAP's)

- Birth Certificate (if single) & Marriage Contract (if married) of the adoptive parent/s

#### For Foundling

- Barangay Blotter of the child's case

#### For Relative Adoption

- Birth Certificate of the child





	surrendered child 3 years old and above) <i>Relative  adoption/Domestic  adoption</i> Refer to Family Court Prepare family and child study report once the court issued a request <i>c. Inter-country  adoption</i> Refer the child to DSWD/CAB <i>Foster care/kinship care</i> Refer to DSWD FOV		
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## 8.6. AVAILMENT OF CHILDREN IN NEED OF SPECIAL PROTECTION (CNSP) / CHILDREN AT RISK (CAR) SERVICES

### ABOUT THE SERVICE:

Services on CNSP are intended to all persons below 18 years of age, or 18 years old and over but are unable to take care of themselves because of physical or mental disability condition; who are vulnerable to or are victims of abuse, neglect, exploitation, cruelty, discrimination and violence (armed conflict, domestic violence and other analogous conditions, prejudicial to their development.

### CLIENT GROUPS:

CNSP/CAR

### REQUIREMENTS:

1. Birth & medical certificate/abstract of the child

### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM

### TOTAL PROCESSING TIME:

25 minutes

### TOTAL FEES/CHARGES:

None

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	Responsible Person
1. Write the name and the purpose of the visit on the client's logbook.	Instructs client to fill-up the logbook.	10 minutes	<b>RUEL A. DETERALA</b> Social Welfare Aide

	Advises schedule of interview.		<b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
2. Give all the necessary data and cooperate during the interview.	Conducts the interview.	15 minutes	<b>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>MA. ROSY L. ABAY</b> Social Welfare Officer III  <b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer II
3. Extend the necessary assistance during the home visit.	Visits the residence to check status and to further determine needs.  Advises the client of the requirements needed based on the assessment conducted by the social worker.		
4. Submit the requirements required based on the assessment conducted. Take note of the release of the document required for the provision of documents/ assistance.	Prepares referrals or submit said documents to DSWD FOV for necessary processing/Provide intervention to client.	Based on assessment	
			<b>ARIS T. GARCIA</b> Social Welfare Officer I  <b>JOSIE L. JADIE</b> CGDH I

## 8.7. AVAILMENT OF SERVICES FOR PERSONS WITH DISABILITIES (PWDs)

### ABOUT THE SERVICE:

Among the mandates of the CSWDO is to provide the visually impaired, the hearing impaired and the physically handicapped with devices that will enable them to perform tasks and chores with minimum or no assistance. And provide the benefits based on RA 7277 by providing PWD ID and Booklet.

### CLIENT GROUPS:

Person with Disabilities (PWDs)

### REQUIREMENTS:

- For Issuance of PWD ID and Booklets
  1. Filled up DOH Philippine Registry Form for PWD Version 3.0
  2. Updated Original or Photocopied Medical Certificate

3. Picture (1x1) – 1 pc.
- For provision of Physical Restoration Assistance
  1. Certification from the doctor or attending physician indicating the need for assistive gadgets

#### SERVICES SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM

#### TOTAL PROCESSING TIME:

- PWD ID and Booklets – 21 minutes
- Physical Restoration Assistance – 3 hours and 20 minutes

#### TOTAL FEES/CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

PROCESS OF AVAILING THE SERVICE:			
Steps Involved	Actions of the CSWDO	Transaction Time	Responsible Person
Issuance of PWD ID and Booklets			
1. Write the name & the purpose of the visit on the client's logbook.	Instructs client to fill-in the logbook.	3 minutes	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
2. Fill out the PWD Registration Form then submit it to the CSWDO personnel.	Assists Client in answering the form.	10 minutes	<b>JOSIE L. JADIE</b> CGDH I  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
3. Wait as the CSWDO personnel prepare the ID and Booklets.	Prepares the Booklets and ID.	5 minutes	
4. Claim the ID and Booklets. Sign the logbook.	Claim the Booklets and ID. Records release.	3 minutes	
Provision of Physical Restoration Assistance			
1. Write the name and purpose of the visit on the client's logbook.	Instructs client to fill-in the logbook	5 minutes	<b>RUEL A. DETERALA</b> Social Welfare Aide

	Advises schedule of the interview.		<b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
2. Extend the necessary assistance during the home visit.  Take note of the schedule of release of the documents required for the provision of the gadget or device needed.	Visits the residence to check status and to further determine needs.  Advises the client of the schedule of release of the documents required for the provision of the gadget or device needed.		<b>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>JOSIE L. JADIE</b> CGDH I  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
3. Go back to CSWDO on the scheduled date. Signing the documents and receive the physical restoration assistance.	Releases the physical restoration assistance. Records release.	minutes	<b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
4. Extend the necessary information during visits.	Conducts constant follow-ups and home visits to monitor status.		<b>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>JOSIE L. JADIE</b> CGDH I

## 8.8. AVAILMENT OF AID TO INDIVIDUAL IN CRISIS SITUATION (AICS) SERVICES

### ABOUT THE SERVICE:

It is a safety net to support the recovery of individuals and families from unexpected crisis such as illness or death of a family member, natural and man-made calamities, and other crisis situation. AICS covers the provision of medical, burial, food and non-food assistance to individuals and families in crisis or difficult situation to enable them to meet their requirements for immediate needs. The assistance may be in the form of outright cash and/or referral letters.

### CLIENT GROUPS:

In crisis individual/family

### REQUIREMENTS:

- Medical Assistance:

1. Photocopy of the patient's Medical Prescription/Abstract
2. Original Copy of Client's Certificate of Indigency from their Barangay
- Burial Assistance:
  1. Original Copy of Client's Certificate of Indigency from their Barangay
  2. Photocopy of the beneficiary's Death Certificate
- Stranded Individual/family Assistance:
  1. Barangay Certification of Indigency
  2. Barangay Blotter Certification testifying that he/she is a stranded individual
- Police Blotter:
  1. Barangay Blotter

#### **SERVICES SCHEDULES:**

Monday to Friday  
8:00 AM to 5:00 PM

#### **TOTAL PROCESSING TIME:**

30 minutes

#### **TOTAL FEES/CHARGES:**

None

#### **PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Actions of the CSWDO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Write the name and purpose of the visit on the client's logbook.	Briefs client on the service and its requirements.	3 minutes	<b>ROSIE D. DECANO</b> Day Care Worker II  <b>JOYLYN G. ERVAS</b> Day Care Worker I
2. Submit to an interview. Give the necessary information and wait as the attending personnel accomplish the AICS form.	Conducts interview and accomplishes the AICS form.	15 minutes	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
3. Sign the AICS Form.	Process the request.	2 minutes	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
4. Receive the necessary assistance. Offer referral or financial assistance. Sign	Provides assistance:  4a. For medical burial, financial and transportation assistance: based on	10 minutes for releasing of assistance	

documents and logbook.	the assessment of the Social Worker  4b. For referrals: Prepares the necessary papers to be given to the individual/agencies concerned for funding and release of assistance	20 minutes for the referral	
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## 8.9. AVAILMENT OF DISASTER OPERATION SERVICES

### ABOUT THE SERVICE:

The City Social Welfare and Development Office is at the forefront of relief assistance during natural or man-made calamities such as typhoons, fires and earthquakes. Among others, it distributes relief goods and provides housing materials to families whose houses have been destroyed by calamities.

It also provides financial assistance and referrals to concerned agencies.

### CLIENT GROUPS:

Victims of natural or man-made calamities

### REQUIREMENTS:

- Relief Assistance
  1. Inside evacuation center – List of names of evacuees from the evacuation center in-charge
  2. For recovery assistance – List from the Punong Barangay the names of victims of calamity
- Recovery and Rehabilitation
  1. Emergency Shelter Assistance (ESA)
    - 1.1. Victim of Fire
      - 1.1.1 Blotter from the Barangay or from PNP
      - 1.1.2. Photos
      - 1.1.3. Certificate of Indigency
    - 2.1. Victims of Typhoons and other Natural calamities
      - 2.1.1. Barangay Certificate of Indigency
      - 2.1.2. Photos
- Core Shelter Assistance Program (CSAP)
  1. Certificate from the barangay that he/she is a typhoon victim

### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM

### TOTAL PROCESSING TIME:

30minutes

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Actions of the CSWDO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Write the name and purpose of the visit on the client's logbook.	Briefs client on the service and its requirements.	5 minutes	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
2. Submit to an interview. Inquire needed requirements for the assistance.	Conducts interview and present the required documents.	15 minutes	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
3. Provide the necessary documents and sign all the documents/forms	Review documents submitted.  Ensure that the forms are legibly filled up and properly signed by the client.	5 minutes	<b>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>MA. ROSY L. ABAY</b> Social Welfare Officer III  <b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer II  <b>ARIS T. GARCIA</b> Social Welfare Officer I  <b>JOSIE L. JADIE</b> CGDH I
4. Receive the necessary assistance/referral. Sign the client's logbook.	Provides necessary assistance/For CSAP beneficiary, refer/transmit documents to DSWD FOV.	5 minutes	

## 8.10. AVAILMENT OF SOLO PARENT IDENTIFICATION CARD

### ABOUT THE SERVICE:

The City Social Welfare and Development Office (CSWDO) is the lead agency in the implementation of R. A. 8972 or "The Solo Parent Welfare Act" and are tasked to issue the Solo Parent ID.

Holders of a Solo Parent ID Card are entitled to programs and services offered by various government entities.

### CLIENT GROUPS:

Solo Parents

### REQUIREMENTS:

- Barangay Certificate of Residency/Certification testifying that the party concerned is a solo parent in their barangay
- 2 copies 1x1 picture
- Income Tax Return or any document that will establish income level of solo parent like certificate of employment etc. (for employed applicant)
- Birth Certificate of the children below 18 years of age
- Death Certificate of Spouse – in case of widow/widower (if applicable)
- Declaration of nullity decreed by the court in case of annulment/separation (if applicable)

### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM

### TOTAL PROCESSING TIME:

15 minutes (excluding home visits and validation)

### TOTAL FEES/CHARGES:

None

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	Responsible Person
1. Write the name and purpose of the visit on the client's logbook.  Take note of the details in the service briefing.	Instructs client to fill-in the logbook.  Briefs client on the service and its requirements.	5 minutes	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide



2. Submit to an interview and provide a sketch of residence for home visit/monitoring. Take note of schedule of home visit.	Conducts an interview and schedules a home visit with the client.	5 minutes	<b>MA. ROSY L. ABAY</b> Social Welfare Officer III
3. Extend the necessary assistance during home visit. Take note of the schedule of release of Solo Parent ID.	Conducts home visit to assess condition. Advises schedule of release of the Solo Parent ID (15 days after home visit and validation)		<b>JOSIE L. JADIE</b> CGDH I
4. Proceed to the CSWDO on the scheduled date of release and secure the Solo Parent Identification Card. Sign logbook.	Releases Solo Parent ID.	5 minutes	<b>JOSIE L. JADIE</b> CGDH I

### **8.11. AVAILMENT OF CERTIFICATE OF INDIGENCY**

#### **ABOUT THE SERVICE:**

A certificate of indigency is required to avail of the services of charitable institutions, government offices and non-government organizations and institutions.

#### **CLIENT GROUPS:**

Indigent Individuals/Families

#### **REQUIREMENTS:**

1. Barangay Certification of Residency
2. Certification from City Assessor's Office that the party concerned does not own real property

#### **SERVICE SCHEDULES:**

Monday to Friday  
8:00 AM to 5:00 PM

#### **TOTAL PROCESSING TIME:**

15 minutes

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the CSWDO	Transaction Time	Responsible Person
1. Write the name and the purpose of the visit on the client's logbook.	Briefs client on the service and its requirements.	2 minutes	<b>ROSIE D. DECANO</b> Day Care Worker II  <b>JOYLYN G. ERVAS</b> Day Care Worker I
2. Submit yourself to an interview. Cooperate and give all necessary information.	Conducts an interview.	10 minutes	<b>ROSIE D. DECANO</b> Day Care Worker II
3. 4. Wait while the CSWDO staff prepares the Certificate of Indigency.	Prepares Certificate of Indigency.	2 minutes	<b>JOYLYN G. ERVAS</b> Day Care Worker I
5. Secure the Certificate of Indigency and sign logbook. Submit the same to the agency concerned.	Issues Certificate of Indigency.	1 minute	<b>JOSIE L. JADIE</b> CGDH I

**8.12. AVAILMENT OF DAY CARE SERVICE PROGRAM****ABOUT THE SERVICE:**

This program provides opportunities for the total development of the child through various early childhood care and development activities.

The City Social Welfare and Development Office supervise and monitor all day care centers in the barangays. The City currently has 98 centers.

**CLIENT GROUPS:**

Parents of pre-school children 3-4.11 years old

**REQUIREMENTS:**

Birth Certificate of pre-schooler

**SERVICE SCHEDULES:**

Monday to Friday

8:00 AM to 5:00 PM

**TOTAL PROCESSING TIME:**

25 minutes

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the CSWDO	Transaction Time	Responsible Person
1. Approach the day care worker in your locality to inquire on the requirements for enrolment.	Briefs client on the service and its requirements.	15 minutes	Punong Barangay and/or Child Development Teacher
2. Submit the requirements to the Day Care worker & take note of the schedule of classes.	Advices client of the schedule of classes.	10 minutes	Child Development Teacher
3. Ensure the attendance of the child on the scheduled date of classes.  Participate during supplemental feeding program.			Child Development Teacher

## LIST OF DAY CARE WORKERS IN THE BARANGAY

Bacon District:

Barangay	DCC	Name of Day Care Worker
Balete	Balete	Teresita D. Vicente
	Calawan	Jenita D. Espeloa
Balogo	Balogo	Abigail B. Saclausa
Bato	Bato	Myla D. Jubilo
	Canarum	Salve N. Broñola
	Sta. Teresita	Rita D. Dreu
Bogña	Bogña	Ma. Theresa D. Deladia
Bon-ot	Bon-ot	Thelma Y. Desalia
Buenavista	Buenavista	Simon a. Cruz
Cabarbuhan	Cabarbuhan	Gemma B. Talap
Caricaran	Caricaran	Damsel B. Dino
	Danao	Gina D. Domer
Del Rosario	Del Rosario	Ma. Rica D. Corral
Gatbo	Gatbo	Norissa L. Deniega
Jamislagan	Jamislagan	Rowena T. Domens
Osiao	Osiao I	Teresita D. Domo
	Osiao II	Rissa D. Diolata
	Tiris	Gina D. Doctama
Poblacion	Poblacion I	Ana Mae B. Moraleda
	Poblacion II	Thelma d. Dioneda
Rawis	Rawis	Marciana D. Diaz
Salvacion	Banao	Mercy E. Guyala
	Salvacion	Nemia N. Dollesin
San Isidro	San Isidro I	Veronica D. Domanico
	San Isidro II	Milane D. Dollison
San Jose	San Jose I	Marites G. Claveria
	San Jose II	Precilla D. Dreu
San Juan	San Juan I	Consuelo A. Balansay
	San Juan II	Shirley D. Don
San Pascual	San Pascual	Flocerfida M. Deterala
San Ramon	San Ramon	Liezel C. Dollesin
San Roque	Bancal	Mary Beth D. Balisbis
	Gabao	Concepcion d. Teodoro
	San Roque	Linda D. Labitag
San Vicente	San Vicente	Marilou O. Hubilla
Sawanga	Sawanga	Nida D. Bolaños
Sta. Cruz	Sta. Cruz	Maria D. Deri
Sta. Lucia	Sta. Lucia	Letecia D. Bico
Sto. Domingo	Sto. Domingo	Juana Zita D. Dio
Sto. Niño	Gayong	Rosally D. Escopete
	Sto. Niño	Loida M. Dioneda
Sugod	Sugod	Wendy Liberty E. Deladia

As of December 2020

*Sorsogon West District:*

<b>Barangay</b>	<b>DCC</b>	<b>Name of Day Care Worker</b>
Barayong	Barayong	Catherine Rocha
Basud	Basud	Ma. Ruth C. Lasala
Bitan-o	Bitan-o	Teresita J. Tan
Bucalbucalan	Bucalbucalan	Marilou G. Ladub
Buenavista	Buenavista	Ruby Ann J. Lazarte
	Suhi	Ma. Rosy H. Janer
Bulabog	Bulabog	Noemi B. Luares
Cambulaga	Cambulaga	Aniza G. Jardin
Capuy	Capuy	Laura N. Valladolid
Gimaloto	Gimaloto	Norma E. Jalamasco
Guinlajon	GK	Leonisa J. Alzaga
	Campsite	Rhea J. Robino
	Guinlajon	Evelyn A. Lacdao
Macabog	Macabog	Gereza D. Gonzales
Pamurayan	Pamurayan	Susan L. Arevalo
Pangpang	Pangpang I	Ma. Juliet C. Coronel
	Pangpang II	Jessamin M. Milagrosa
Panlayaan	Panlayaan	Ma. Janet A. Lasala
Peñafrancia	Peñafrancia	Rosalinda J. Hernandez
Piot	Piot	Marilyn C. Lozano
	Sagcahan	Angela Dela Rosa
Rizal	Rizal	Delia L. Dawat
	Tublijon	Zenaida D. Esquierra
Salvacion	Salvacion	Gemma M. Malazarte
San Isidro	San Isidro	Brazilla D. Balisbis
Talisay	Talisay	Lolita A. Lagare
Ticol	Ticol	Nelly J. Labitag
Tugos	Tugos	Marites J. Belano

As of December 2020

*Sorsogon East District:*

<b>Barangay</b>	<b>DCC</b>	<b>Name of Day Care Worker</b>
Abuyog	Abuyog I	Susan R. Palle
	Abuyog II	May T. Laguerta
Almendras	Almendras	Rosemarie C. Derla
Balogo	Balogo	Rubirosa L. Perez
	Mahingan	Trinidad L. Sarmiento
Bibincahan	Baribag	Marivic Guevarra
	Bibincahan I	Mae Ann Boringot
	Bibincahan II	Evelyn D. Eli
	Bibincahan III	Thelma D. Jaranilla
	Relocation (San Lorenzo)	Christina Deniega
	San Lorenzo	Lorena D. Sañez
Buhatan	Buhatan I	Daisy D. Deyto
	Buhatan II	Nova Ladesma
Burabod	Burabod	Eddelyn H. Camata

Cabid-an	Cabid-an	Liezel D. Ronquillo
	NCDC	Eddelyn H. Camata
	Seabreeze	Joan Marjorie B. Gepiga
Marinas	Marinas I	Merlyn S. Lagsit
	Marinas II	Pamela L. Policarpio
Polvorista	Polvorista	Florinda Pancho
Salog	Salog	Sonia B Celestial
Sampalov	Sampaloc	Rosa Y. Hapa
San Juan- roro	Alinao	Christy Labuguin
	San Juan I	Aurelia Lacupanto
	San Juan II	Nilda D. Herrera
Sirangan	Sirangan I	Ludivina A. Renoria
	Sirangan II	Marites M. Valladolid
Sulucan	Sulucan	Thelma F. Guevarra

As of December 2020

### 8.13. AVAILMENT OF LIVELIHOOD FINANCIAL LOAN ASSISTANCE

#### ABOUT THE SERVICE:

Livelihood Financial Loan Assistance is given to People's Organizations, associations, cooperatives, and Bayanihan Centers. This financial assistance is in the form of loan which is payable to the City Government interest-free. The Terms of Payment depend on the capacity of groups/individuals to pay.

#### CLIENT GROUPS:

People's Organizations, Associations, Cooperatives, Bayanihan Centers, Market Vendors and other marginalized sectors

#### REQUIREMENTS:

##### *General Requirements:*

- Letter of Application for availing of Financial Loan Assistance
- Project Proposal
- Community Tax Certificate (Cedula)
- Barangay Business Clearance

##### *Additional Requirements for Cooperatives:*

- Certificate of Accreditation from Sangguniang Panlungsod
- CDA Registration
- Organizational Profile
- Articles of Cooperation and By-laws
- Audited Financial Statement
- Certificate of operation/good standing from CDA

##### *Additional Requirements for People's Organization*

- Certificate of Accreditation from Sangguniang Panlungsod
- Bank Account
- SEC/DOLE registration or other registering institutions

- Organizational Profile
- Master list of officers and members
- MOA between City Government and Organization

*Additional Requirements for Food Related Business*

- Business Permit
- Sanitary Permit

**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM to 5:00 PM

**TOTAL PROCESSING TIME:**

14 minutes - for Individual applicants  
24 minutes – for Cooperative & People's Organization

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of CSWDO	Transaction Time	Responsible Person
1. For individual applicants:  Approach the livelihood coordinator and inquire on how to avail of financial/loan assistance. Secure and fill out application form. Take note of schedule of onsite validation.	Briefs client on the program, provide application forms and schedules onsite validation of project.	5 minutes	<b>FLORESITA A. DIONEDA</b> PEO III  Social Welfare Assistant
2. Extend the necessary assistance and provide the needed information during the onsite validation.	Conducts onsite validation. Informs client if succeeding onsite visit will be necessary and the schedule of said visit.		
3. If approved, take note of the schedule of the signing of the	Informs the client of the approval or disapproval of the project through a visit. If the project is approved,		

memorandum of agreement.	inform the client of the schedule of the signing of the Memorandum of Agreement.	minutes	
4. On the appointed date, proceed to the Mayor's Office to sign the MOA. After signing, bring the MOA to a notary public for notarization. Pay the appropriate notary fees.	Releases the MOA to the client after signing.	2 minutes	
5. Go back to the CMO to return the notarized MOA. Secure acknowledgment receipt for the MOA.	Receives the MOA and issues acknowledgment. Informs the client of the schedule of release of loan assistance.	2 minutes	
6. Upon receipt of notice, proceed to the CMO, receive the cheque or cash from the authorized disbursing officer and sign the voucher and other disbursement documents.	Issues cheque to the client and secures client's signature on the voucher and other documents.		City Treasurers Office
7. Implement the project as per submitted project proposal, assist the monitoring team who will visit from time to time, and pay the amortization due.	Monitors the Implementation of the project and the payment of loan amortization.		<b>FLORESITA A. DIONEDA</b> PEO III  <b>JOSIE L. JADIE</b> CGDH I
<b>For People's Organizations:</b>			
1. Submit Project Proposal through the	Evaluates, verifies, and provides technical assistance on the project proposal.		<b>FLORESITA A. DIONEDA</b> PEO III



concerned department for verification/technical assistance.		20 minutes	<b>JOSIE L. JADIE</b> CGDH I
2. Provide information to the Cooperatives Development Specialist and the Department /People's Organization concerned about the proposal. Secure the needed recommendations and submit proposal to the Mayor's Office for approval.	Conducts onsite validation. Informs client if succeeding onsite visit will be necessary and the schedule of said visit.		
3. Wait for the notification of approval or disapproval of proposal. If approved, you will be informed of the schedule of the signing MOA. You will also be asked to submit the additional requirements for cooperatives/People's Organization.	Informs the client of the approval or disapproval of the project through a visit. If the project is approved, inform the client of the schedule of the signing of the Memorandum of Agreement.	5 minutes	