

1. Children's Welfare Program

1.1 Issuance of Certificate of Completion for CICL Undergoing Diversion Program

This service is intended for Children in Conflict with the Law who Undergo Diversion Program R.A 9344 as amended to R.A 10630.

Office or Division:	Municipal Social Welfare and Development Office - Children Protection Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Children in Conflict with the Law who completed the Diversion Program			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Attendance notebook (1 original copy) 2. Certificate No Derogatory record from Barangay (1 original copy) 3. Certificate No Derogatory record from PNP (1 original copy) 4. Certificate of Enrollment (1 original copy)			1. Client 2. Barangay Hall 3. PNP – WCPD 4. DepEd (Principal for Formal School, ALS Coordinator for informal school)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1 Conduct a short interview regarding the status of the child. 1.2 Verify the case folder and other persistent documents of the client to ensure his/her compliance. 1.3 Issue the certificate of completion	None	30 Minutes	<i>Social Worker</i> Municipal Social Welfare and Development Officer
2. Accomplish the Client Satisfaction Survey (CSS) and drop it in the Feedback Box	4. Request the client to accomplish the client satisfaction survey either through hard copy or Google form via link	None	10 minutes	<i>Public Assistance Complaint Desk</i> Municipal Social Welfare and Development Officer
	Total	None	40 Minutes	

1.2. Issuance of ECCD Certification

This service can be requested by Pantawid Pamilyang Pilipino Program beneficiaries whose children are currently enrolled at the Child Development Centers in the municipality of Tagoloan based on the Child Information Database System.

Office or Division:	Municipal Social Welfare and Development Office - Children Protection Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen/ G2G- Government to Government			
Who may avail:	Pantawid Pamilyang Pilipino Program (4Ps) Beneficiaries			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Valid ID/Barangay Clearance of Parent or Guardian (1 original copy)			Barangay Hall	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1.1 Conduct intake and interview. 1.2 Review documents & search ECCD-IS 1.3 Preparation of certificate. 1.4 Approval and issuance of certificate	None	10 minutes 30 minutes 10 minutes 15 minutes	Administrative Aide Municipal Social Welfare and Development Officer
2. Accomplish the Client Satisfaction Survey and drop it in the feedback box.	2. Request the client to accomplish the client satisfaction survey.	None	10 Minutes	Public Assistance Complaint Desk Municipal Social Welfare and Development Officer
	Total	None	1 hour & 15 minutes	

1.3. Request for Balik-Paaralan Assistance

This service is an educational assistance that can be availed by former out-of-school children who belong to the Children in Conflict with the Law, Children At-Risk and Children in Need of Special Protection. This service is based on the budget appropriation.

Office or Division:	Municipal Social Welfare and Development Office - Children Protection Unit			
Classification:	Complex Transaction			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	A former Out-of-School who belongs to Children in Need of Special Protection (CNSP), Children at Risk (CAR) and Children In Conflict with the Law (CICL) category			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification/ Certificate of Indigency – (1 Original Copy) 2. Certificate of Enrollment – (1 Original Copy) 3. Birth Certificate – (1 Original Copy, 1 Photocopy)		1. Barangay where the client resides 2. Department of Education where the child is enrolled 3. Philippine Statistic Authority/Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required complete documents	1. Conduct intake and interview	None	30 Minutes	Social Worker – Municipal Social Welfare and Development Officer
2. Sign the documents	2.1 Advice and inform the client of a schedule of release	None	5 Minutes	Social Worker - Municipal Social Welfare and Development Office
	2.2. Forward the documents to the Mayor's Office for approval		30 Minutes	Process Server
	2.3. Review the attached documents, record & indicate the amount of financial assistance		1 Working Day	Admin Staff – Mayor's Office
	2.4 Approval of the documents			

				Municipal Mayor
	2.5. Forward the documents back to the MSWD Office and attach financial documents for processing		30 Minutes	Process Server - Mayor's Office
	2.6 Attach all signed documents by the client to the approved documents from Mayor's Office		20 Minutes	Administrative Aide – Municipal Social Welfare and Development Office
	2.7 Submit to Budget Office for processing		30 Minutes	Process Server - Municipal Social Welfare and Development Office
	2.8 Check, review, and control the availability of the appropriation		45 Minutes	Admin Staff – Municipal Budget Office
	2.9 Submit to the Accounting Office for processing		10 Minutes	Admin Staff - Municipal Budget Office
	2.10 Check the completeness of the supporting documents with proper approval		1 hour	Admin Staff – Municipal Accounting Office
	2.11 Submit to Mayor's Office for approval		15 Minutes	Process Server - Municipal Accounting Office
	2.12 Record, review, and approve the documents		1 Working Day	Admin Staff – Mayor's Office

	<p>2.13 Submit to Treasurer's Office for funding</p> <p>2.14 Prepare cash advance documents & encashment of the check</p> <p>2.15 Inform the MSWD on the availability of cash</p> <p>2.16 Inform the client of the availability of cash through a letter or phone call</p>		<p>20 Minutes</p> <p>1 Working Day</p> <p>30 Minutes</p> <p>1 Working Day</p>	<p>Process Server – Mayor's Office</p> <p>Disbursing Officer – Municipal Treasurer's Office</p> <p>Disbursing Officer - Municipal Treasurer's Office</p> <p>Admin Staff – Municipal Social Welfare and Development Office</p> <p>Messenger - Municipal Social Welfare and Development Office</p>
3. Claim cash assistance at the Treasurer's Office	<p>3.1 Issue a claim stub to the client</p> <p>3.2 Refer the client to the Municipal Treasurer's Office to claim the cash</p> <p>3.3 Sign the cash assistance payroll & release the cash</p>	None	<p>10 Minutes</p> <p>30 Minutes</p> <p>10 Minutes</p>	<p>Administrative Aide – Municipal Social Welfare and Development Office</p> <p>Administrative Aide – Municipal Social Welfare and Development Office</p> <p>Disbursing Officer – Municipal Treasurer's Office</p>

4. Accomplish the Client Satisfaction Service and drop it in the Feedback Box	4. Request the client to accomplish the client satisfaction survey either through hard copy or google form via link	None	10 Minutes	Public Assistance Complaint Desk – Municipal Treasurer’s Office
	Total	None	4 Days, 6 Hours & 15 Minutes	

1.4. Request for Counseling Services for Children in Need of Special Protection (CNSP), Children in Conflict with the Law (CICL) Children Child at Risk (CAR)

This service is being offered to Child in Need of Special Protection, Child In-Conflict with the Law and Child at Risk that allows individuals to explore their feelings, beliefs, and behaviors, work through challenging or influential memories, identify aspects of their lives that they would like to change, better understand themselves and others, set personal goals, and work toward desired change.

Office or Division:	Municipal Social Welfare and Development Office – Child Protection Unit			
Classification:	Multi-Stage Transaction			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Children In-Conflict with the Law (CICL), Children in Need of Special Protection (CNSP) and Child at Risk (CAR)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Birth Certificate – (1 Original, 1 Photocopy) 2. Police Blotter – (1 Original Copy) 		<ol style="list-style-type: none"> 1. From parent of the child 2. Philippine National Police 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1. Review the submitted documents	None	10 Minutes	Administrative Aide – Municipal Social Welfare and Development Office
	1.2 Gather information and conduct an in-depth interview		30 Minutes	Social Worker - Municipal Social Welfare and Development Office
	1.3 Conduct counseling (<i>Counseling session will not be pursued if the counselee is not willing and uncooperative</i>)		1 Hour	Social Worker - Municipal Social Welfare and Development Office
			10 Minutes	

	1.4 Provide guidance and instruction for follow-up			Social Worker - Municipal Social Welfare and Development Office
2. Accomplish the Client Satisfaction Service and drop it in the Feedback Box	2. Request the client to accomplish the client satisfaction survey either through hard copy or Google form via link	None	10 Minutes	Public Assistance Complaint Desk – Municipal Social Welfare and Development Office
	Total	None	2 Hours	

1.5. Request for Parental Capability Assessment Report per court order.

This service can be avail by the government or non-government organization who need assistance in assessing the family of a child in need of special protection (CNSP), child in conflict with the law (CICL), and child at-risk is ready for family reintegration.

Office or Division:	Municipal Social Welfare and Development Office - Children's Protection Unit			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C – Government to Clients G2G – Government to Government			
Who may avail:	Center Based Facility either owned by the government or non-government organization, or family a Child In-Conflict with the Law, Child at Risk and Child in Need of Special Protection			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Parental Capability Assessment Report Request - 1 Original or E-Copy			Requesting Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sent a letter request to conduct PCAR	1.1 Locate the client through Barangay Functionaries 1.2 Conduct home visits 1.3 Invite the client to the MSWD Office for an in-depth interview 1.4 Conduct collateral information 1.5 Let the client submit the required documents based on the assessment 1.6 Prepare for Parental Capability Assessment Report (PCAR)	None	1 Working Day 1 Working Day 1 Working Day 7 Working Days 4 Hours	Social Worker - Municipal Social Welfare and Development Office

	1.6 Forward via Mail/Email the PCAR to the requesting office who requested it.		10 Minutes	
2. Receive the PCAR request	2. Request the client to fill out the client satisfaction survey (CSS) via Google form	None	10 Minutes	Social Worker - Municipal Social Welfare and Development Office
3. Accomplish the Client Satisfaction Service	3. Request the client to accomplish the client satisfaction survey either through hard copy or Google form via link	None	10 Minutes	Public Assistance Complaint Desk – Municipal Social Welfare and Development Office
	Total	None	10 Days, 4 Hours & 30 Minutes	

1.6. Request for Social Case Study Report for children in need of special Protection (CNSP), Children in conflict with the Law (CICL), and Children At-Risk (CAR)

A social study report is an assessment report made by a license social worker for the client in need of help for referral to other agencies as a requirement for any intervention or assistance to be provided to the client.

Office or Division:	Municipal Social Welfare and Development Office - Children's Protection Unit			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C- Government to Citizens, G2G – Government to Government			
Who may avail:	Children In-Conflict with the Law (CICL), Child in Need of Special Protection (CNSP) and Child at Risk (CAR) in assistance from other agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate – (1 Photocopy, 1 Original) 2. Police Blotter – (1 Original Copy) 3. Letter Request – (1 Original Copy) 4. Additional document may be requested depending on the assessment		1. Parent of the child 2. Philippine National Police 3. Government or Non-Government Organizations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1. Review documents submitted 1.2 Conduct an in-depth interview 1.3 Conduct Home visit 1.4 Gather collateral information	None	10 Minutes 1 Hour 1 Day 7 Working Days	Social Worker - Municipal Social Welfare and Development Office

2. Submit additional requirements as required by the social worker based on the information revealed during the interview	2.1 Review the additional documents submitted	None	10 Minutes	Social Worker - Municipal Social Welfare and Development Office
	2.2 Prepare social case study report & submit it to MSWDO		4 Hours	Social Worker - Municipal Social Welfare and Development Office
	2.3 Review and approval (Revision & editing may be recommended based on MSWDO after reviewing the social case study)		1 Day	Municipal Social Welfare and Development Officer
	2.4 Notify the client that SCSR is now available & ready for pick or email the (SCSR) to the requesting party		10 Minutes	Social Worker - Municipal Social Welfare and Development Office
3. Accomplish the Client Satisfaction Service (CSS) and drop it in the Feedback Box	3. Request the client to accomplish the client satisfaction survey either through hard copy or Google form via a link	None	10 Minutes	Public Assistance Complaint Desk - Municipal Social Welfare and Development Office
	Total	None	9 Days, 5 Hours and 10 Minutes	