

10. Women's Welfare Program

10.1. Application for Livelihood Assistance to victims of Violence against Women and their Children (VAWC)

This service provides livelihood assistance and grants capital assistance to VAWC survivors enable them to engage in an income-producing activities, alleviate their financial difficulties, and improve economic conditions. The livelihood facilitates the opportunity and ability of the survivor to independently regain control over her life and aids in their healing and recovery.

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| Office or Division: | Municipal Social Welfare and Development Office | | | |
| Classification: | Complex Transaction | | | |
| Type of Transaction: | G2C – Government to Citizens | | | |
| Who may avail: | Victims of VAWC | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ol style="list-style-type: none"> 1. Certificate of Indigency or Residency (1 Original Copy) 2. Livelihood Proposal (1 Original Copy) 3. Valid I.D (1 Photocopy) - Original I.D for verification purposes only 4. Additional requirements maybe added based on assessment | | | Barangay Hall Client Client Client | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit complete required documents | 1. Review the documents | None | 10 Minutes | Social Worker – Municipal Social Welfare and Development Office |
| 2. Answer the questions honestly | 2.1 Conduct initial interview to determine and assess the type of violence encountered. | None | 1 Hour | Social Worker – Municipal Social Welfare and Development Office |

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| | 2.2 Inform the client on the possible schedule of home visit for verification | | | |
| 3. Accommodate the worker and provide the information needed and additional requirements if needed based on assessment | 3.1 Conduct home visitation | None | 1 Working Day | Social Worker – Municipal Social Welfare and Development Office |
| | 3.2 Let the client sign the livelihood assistance documents (If the client is eligible) | | 30 Minutes | |
| | 3.3 Endorse documents to the Municipal Mayor’s for approval | | 1 Working Day | Process Server – Municipal Social Welfare and Development Office |
| | 3.4 Review the attached documents, record & indicate the amount of assistance. | | 30 Minutes | Admin Staff – Mayor’s Office |
| | 3.5 Approve of the documents | | 45 Minutes | Municipal Mayor |
| | 3.6 Forward the documents back to the MSWD Office | | 30 Minutes | Process Server – Mayor’s Office |
| | 3.7 Attach the livelihood documents for processing. | | 45 Minutes | Administrative Aide – Municipal Social Welfare and Development Office |
| | 3.8 Submit to Budget Office for processing | | 15 Minutes | Process Server – Municipal Social Welfare and Development Office |
| | | | | 1 Working Day |

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| | <p>3.9 Check, review, and control the availability of the appropriation</p> <p>3.10 Submit to the Accounting Office for processing</p> <p>3.11 Check the completeness of the supporting documents with proper approval</p> <p>3.12 Submit to Mayor's Office for approval</p> <p>3.13 Record, review, and approve the documents</p> <p>3.15 Submit to Treasurer's Office for funding</p> <p>3.16 Prepare cash advance documents & encashment of the check</p> <p>3.17 Inform the MSWD on the availability</p> <p>3.18 Notify the client of the availability of cash</p> | | <p>20 Minutes</p> <p>1 Working Day</p> <p>30 Minutes</p> <p>1 Working Day</p> <p>10 Minutes</p> <p>1 Working Day</p> | <p>Process Server – Municipal Budget Office</p> <p>Admin Staff – Municipal Accounting Office</p> <p>Process Server – Municipal Accounting Office</p> <p>Admin Staff – MO Municipal Mayor</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>Messenger – Municipal Social Welfare and Development Office</p> |
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| 4. Claim cash assistance at the Treasurer's Office | 3.1 Issue a claim stub to the client | None | 10 Minutes | Administrative Aide – Municipal Social Welfare and Development Office |
| | 3.2 Refer the client to the Municipal Treasurer's Office to claim the cash | | 30 Minutes | Admin Staff – Municipal Social Welfare and Development Office |
| | 3.3 Let the client sign the cash assistance payroll & release the cash | | 10 Minutes | Disbursing Officer – Municipal Treasurer's Office |
| 6. Accomplish the Client Satisfaction Survey and drop it in the feedback box | 6. Request the client to accomplish CSS either through Google form via link | None | 10 Minutes | Public Assistance Complaint Desk – Municipal Treasurer's Office |
| | Total | None | 6 Days, 6 Hours & 25 Minutes | |

10.2. Provision of Assistance for Violence against Women and their Children (VAWC) Survivor

This service is one of the mandates of the MSWD Office to assist marginalized sectors especially those who have special needs. Among them are women and children victim of domestic violence and Violence against Women and their Children Act (RA 9262).

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| Office or Division: | Municipal Social Welfare and Development Office | | | |
| Classification: | Highly Technical Transaction | | | |
| Type of Transaction: | G2C – Government to Citizens | | | |
| Who may avail: | Women experiencing different forms of abuse such as domestic violence, physical, sexual, economic and psychological abuse | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Certificate of Residency (1 Original Copy) 2. Medical Certificate for physical & sexual abuse (1 Original Copy) 3. Police Blotter (1 Original Copy) | | Barangay Hall MHO /Government Accredited Hospital PNP - WCPD | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the complete required documents | 1. Review the documents submitted | None | 10 Minutes | Administrative Aide – Municipal Social Welfare and Development Office |
| 2. Answer to all questions honestly | 2.1 Conduct interview and record all the facts of abuse | None | 1 Hour | Social Worker - Municipal Social Welfare and Development Office |
| | 2.2 Prepare assessment report and refer to other agency depending on the client's needs a. Barangay Protection Order to Punong Barangay where the clients reside | | 2 Hours | Social Worker - Municipal Social Welfare and Development Office |

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| | <ul style="list-style-type: none"> b. PNP-WCPD for clients who prefer to file an official complaint c. NBI for clients who prefer to file an official complaint (if the accused is a law enforcer or living outside the municipality of Tagoloan d. NMMC for clients needing medical & psychological intervention e. Private psychologist/psychiatrist for clients needing immediate psychological/psychiatric intervention f. For clients needing financial assistance will proceed to step 3 | | | |
| 3. Sign the documents | <p>3.1 Inform the client of a schedule of release</p> <p>3.2. Forward the documents to the Mayor's Office for approval</p> <p>3.3. Review the attached documents, record & indicate the amount of financial assistance</p> <p>3.4 Approval of the documents</p> | None | <p>20 Minutes</p> <p>30 Minutes</p> <p>1 Working Day</p> <p>30 Minutes</p> | <p>Social Worker – Municipal Social Welfare and Development Office</p> <p>Process Server – Municipal Social Welfare and Development Office</p> <p>Administrative Aide – Mayor's Office</p> <p>Municipal Mayor</p> |

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| | 3.5. Forward the documents back to the MSWD Office and attach financial documents for processing | | 45 Minutes | Process Server – Mayor’s Office |
| | 3.6 Attach all signed documents by the client to the approved documents from the Mayor’s Office | | 30 Minutes | Administrative Aide – Municipal Social Welfare and Development Office |
| | 3.7 Submit to Budget Office for processing | | 45 Minutes | Process Server - Municipal Social Welfare and Development Office |
| | 3.8 Check, review, and control the availability of the appropriation | | 20 Minutes | Administrative Aide – Municipal Budget Office |
| | 3.9 Submit to the Accounting Office for processing | | 1 Working Day | Administrative Aide – Municipal Budget Office |
| | 3.10 Check the completeness of the supporting documents with proper approval | | 20 Minutes | Administrative Aide – Municipal Accounting Office |
| | 3.11 Submit to Mayor’s Office for approval | | 1 Working Day | Process Server - Municipal Accounting Office |
| | 3.12 Record, review, and approve the documents | | 20 Minutes | Admin Staff – Mayor’s Office |
| | 3.13 Submit to the Treasurer’s Office for funding | | 1 Working Day | Municipal Mayor |

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| | <p>3.14 Prepare cash advance documents & encashment of the check</p> <p>3.15 Inform the MSWD on the availability of cash</p> <p>3.16 Inform the client of the availability of cash</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>Messenger – Municipal Social Welfare and Development Office</p> |
| 4. Claim cash assistance at the Treasurer’s Office | <p>4.1 Issue a claim stub to the client</p> <p>4.2 Refer the client to the Municipal Treasurer’s Office to claim the cash</p> <p>4.3 Let the client 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 Admin</p> <p>Disbursing Officer – Municipal Treasurer’s Office</p> |
| 5. 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 | 5 Days, 8 Hours & 50 Minutes | |

10.3 Provision of Counseling Services for WEDC and VAWC Survivors

This service provides a safe and confidential environment for survivors to express their feelings, thoughts, and fears. This service promotes and enhance the coping capabilities of women victims/survivors.

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| Office or Division: | Municipal Social Welfare and Development Office | | | |
| Classification: | Highly Technical Transaction | | | |
| Type of Transaction: | G2C – Government to Citizens | | | |
| Who may avail: | VAWC and WEDC clients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Medical Certificate (1 Original Copy) 2. Police Blotter | | MHO / Government Accredited Hospital PNP - WCPD | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the complete required documents | 1.1 Review the documents submitted 1.2 Informed the client on the procedures that she will undergo | None | 20 Minutes | Social Worker - Municipal Social Welfare and Development Office |
| 2. Answer to all questions honestly | 2.1 Conduct an initial interview to determine and assess the type of violence encountered. 2.2 Evaluate the client's status | None | 2 hours | Social Worker - Municipal Social Welfare and Development Office |
| 3. Express all issues and concerns | 3. Listen to the client and help identify their most pressing problem, and possible resources to help provide immediate relief and restore their ability to cope constructively with the situation | None | 2 hours | Social Worker - Municipal Social Welfare and Development Office |

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| 4. Participate in the counseling session | 4. Conduct counseling sessions and assess the psychosocial status of the client | None | 1 Working Day | Social Worker - Municipal Social Welfare and Development Office Psychologist – Local Government Unit |
| 5. Client will accomplish CSS and drop it in the feedback box | 5. Request client to accomplish CSS either through google form via link | None | 10 Minutes | Public Assistance Complaint Desk – Municipal Social Welfare and Development Office |
| | Total | None | 1 Day, 4 Hours & 30 Minutes | |

10.4 Request for Social Case Study Report for WEDC & VAWC

This service used to generate an in-depth, multi-faceted understanding of a complex issue or problem in client's real-life situation which is used for filing of cases and referral purposes.

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| Office or Division: | Office of the Municipal Social Welfare and Development | | | |
| Classification: | Highly Technical Transaction | | | |
| Type of Transaction: | G2C – Government to Citizens | | | |
| Who may avail: | Violence Against Women and Their Children (VAWC) victims | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Certificate of Indigency or Residency – 1 Original Copy 2. Medical Certificate - 1 Original Copy 3. Police Blotter – 1 Original Copy 4. Psychological Report – 1 Photocopy | | Barangay Hall MHO / Government Accredited Hospital Police Station Attending Psychologist/Psychiatrist | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the complete required documents | 1. Review the documents submitted | None | 10 Minutes | Social Worker - Municipal Social Welfare and Development Office |
| 2. Answer to all questions honestly | 2.1 Conduct an in-depth interview 2.2 Inform the client on the procedure and the possible date of release of the social case study for VAWC or WEDC | None | 1 Hour | Social Worker - Municipal Social Welfare and Development Office |
| 3. Accommodate the client and provide the information and documents needed based on the assessment | 3.1 Conduct home visitation 3.2 Conduct collateral information 3.3 Prepare the social case study report (SCSR) | None | 1 Working Day 7 Working Days 4 Hours | Social Worker - Municipal Social Welfare and Development Office |
| | 3.4 Endorse the SCSR to the MSWD for approval | | 30 Minutes | Municipal Social Welfare and Development Officer |

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| | 3.5 Review and approve the SCSR | | 20 Minutes | Social Worker - Municipal Social Welfare and Development Office |
| | 3.6 Seal the SCSR and inform the client of the availability of SCSR for pick-up | | 1 Working Day | |
| 4. Receive the case study report and sign the logbook | 4. Release of social case study report | None | 10 Minutes | Social Worker - Municipal Social Welfare and Development Office |
| 5. Client will accomplish CSS and drop it in the feedback box | 5. Request client to accomplish CSS either through google form via link | None | 10 minutes | Social Worker - Municipal Social Welfare and Development Office |
| | Total | None | 9 Days, 4 Hour & 20 Minutes | |