

*Carrascal, Ato ini!*



# Citizen's Charter

*Office of the* Mun. Social Welfare Dev't

**Quick Quality Services  
to all Carrascalanons!**

Annex I Building embarcadero,  
Carrascal, Surigao del Sur 8318

For more information  
Please Contact:  
MRS. CHARLITA G. MONTENEGRO, RSW  
Municipal Social Welfare Dev't Officer



## AVAILINOF ASSISTANCE OF INDIVIDUAL IN CRISIS SITUATION

### SERVICE DESCRIPTION:

Provision of emergency financial assistance to individual's and families in difficult circumstances and experiencing scarcity of resources.

Coverage of Assistance:

- medical assistance
- burial assistance
- food and transportation assistance

**REQUIREMENTS:** NONE

**FEES:**

Consultation Fee P10.00  
Free for Medicare Para sa Masa Members

**• PROCEDURES TO AVAIL THE SERVICE •**

Follow these steps	It will take you	Please Approach
1. Approach MSWDO/Staff for problem presentation.  - Conduct intake Interview & Assessment - MSWDO/Staff provides or refers clients for assistance 3  - MSWDO/Staff provides or refers clients for assistance  - MSWDO/Staff prepares Certificate of Eligibility, fill up application form and submit narrative recommendation of presented problem.	15-30 minutes	<i>Charlita G. Montenegro, RSW MSWDO</i>  <i>Kresta mae R. Intano, RSW</i>
2. Submit required documents as attachments  - Prepare CDV, Or (if assistance extended is in monetray form)  - RDS for food & others materials needed  - Review/Recommend and approval of LCE	5 minutes  2 minutes  30 minutes	<i>Charlita G. Montenegro, RSW MSWDO</i> <i>Kresta mae R. Intano, RSW</i> <i>Asst. MSWDO</i> <i>Hon. Vicente Ty Pimentel Jr. Municipal Mayor</i> <i>MTO Personnel</i>
3. Sign Disbursement Voucher & claim check at MTO	2 minutes	

## SECURING A SOCIAL CASE STUDY RPORT/HOME STUDY REPORT/CHILD CASE STUDY REPORT

### SERVICE DESCRIPTION:

SCSR is a requirement of service agencies loike PCSO (Philippine Charity Sweepstakes Office, government hospitals, and other government entities and NGO's before a beneficiary can avail of any forms of assistance due for indigenets clients, and applicants for Adoption, Legal Guardianship and CICL cases.

**REQUIREMENTS:**

(for Adoption/Legal Guardianship)

- . Abstract Medical Records
- . Latest Income Tax Return
- . Certificate of Live Birth
- . Police Clearnce
- . Marriage Contract
- . Passport Size Picture

**FEES:** None

**• PROCEDURES TO AVAIL THE SERVICE •**

Follow these steps	It will take you	Please Approach
1. Approach MSWDO & SWA for interview to get pertinent information and list of requiried documents.  - Conduct intake interview and Assessment  - Social Worker administers client, and provide list of required documents ( <i>if attachments are required for special cases</i> )  - Condcut home visit and collateral information gathering.  - Prepare Child CAsE Study Report, Home Study Report, Social Case Study Report.	3 hours  5 hours  5 hours  5 days	<i>Charlita G. Montenegro, RSW MSWDO</i> <i>Kresta Mae R. Intano</i>
- Submit Child CAsE Study, Home Study Report, and Social Case Study Report for review and approval, noted by LCE.		<i>Alfred B. Arreza, ECE Municipal Mayor</i>
3. Recieve/Claim Social CAsE Study Report  - Issue duplicate copy		<i>Charlita G. Montenegro, RSW MSWDO</i> <i>Kresta Mae R. Intano</i>

**• PROCEDURES TO AVAIL THE SERVICE •**

Follow these steps	It will take you	Please Approach
4. For Adoption/Legal Guardianship Cases and CICL:  - Social Worker submits documents to court for legal intervention  - Client will wait for notice of appearance in court related cases needing legal intervention.	15 days	<i>Charlita G. Montenegro, RSW MSWDO Kresta Mae R. Intano</i>

**SECURING OF INDIGENT CERTIFICATE, & OTHER CERTIFICATION/AFFIDAVIT**

**SERVICE DESCRIPTION:**

INDIGENT Certificate is required by service agencies like the Public Attorney's Office, public/private schools, government hospitals, and NGO's before client can avail services & programs for indigent beneficiaries.

**REQUIREMENTS:**

- Certificate of non-Ownership of REal Property issued by the Municipal Assessor's Office
- Certificate of Barangay Residency
- Certification Fee of
- Affidavit Fee of

**FEES:**

P 100.00  
P 100.00

**• PROCEDURES TO AVAIL THE SERVICE •**

Follow these steps	It will take you	Please Approach
1. Approach MSWDO & Staff for interview & assessment. - Conduct Intake Interview & Assessment - Home Visit (if needed)	30 hours	<i>Charlita G. Montenegro, RSW MSWDO Kresta Mae R. Intano</i>
2. Submit requirements for the certification needed. - Check requirements submitted.	2 minutes	
3. Pay prescribed fees at the Municipal Treasurer's Office	2 minutes	
4. Submit REquired Documents - Prepare Certificate of indigency for signature/ and approval of the LCE	30 minutes	<i>Charlita G. Montenegro, RSW MSWDO Kresta Mae R. Intano Hon. Vicente Ty Pimentel Jr. Municipal Mayor</i>
5. Recieve/claim certificate - Release of Certificate - Record & File Duplicate	2 minutes	<i>Charlita G. Montenegro, RSW MSWDO Kresta Mae R. Intano</i>

## AVAILING ASSISTANCE & PROMOTING WELFARE FOR SOCIALLY DISADVANTAGED WOMEN

### SERVICE DESCRIPTION:

THE MUNICIPAL Social Welfare & Development Office caters problems and needs of socially disadvantage women's, and promotion on eradicating all forms of domestic violence and abuse against women, and extend livelihood assistance to uplift quality of life.

Coverage of Assistance:

- Counseling and Mediation
- Assistance in securing medico-legal & reporting to Philippine National Police for police blotter
- Assistance in filing case
- Provision of temporary shelter & custodial care
- Referral to Bio-psychosocial Intervention to other service agenciesd
- Provision of Livelihood Assistance

**REQUIREMENTS:** NONE

**FEES:** NONE

### • PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Approach MSWDO & Staff for interview & presentation of problem. - Conduct interview & assessment of problem presented. - Facilitate Organziation Membership. If client is interested to join Women's organization	5 minutes	<i>Charlita G. Montenegro, RSW MSWDO Kresta Mae R. Intano</i>
2. For cleints needing assistance in securing a police blotter certificate and medico legal certificate for filing a case;  Approach Police Women's Desk officer for presentation of case.  Approach Rural Health Officer for medico legal interventio.  - Assist client in presentation of case.	1 hour	<i>PO3 Dahlia S. Trugillo  Joseph B. Ague, M.D.  Charlita G. Montenegro, RSW MSWDO Kresta Mae R. Intano</i>
3. For counseling & Mediation: Coordinate with Children & Women's Desk Officer & for MSWDO to serve invitation to respondent for a case conference.  - Assist client for the request - Prepare invitation letter duly approved by LCE.	30 minutes	<i>Charlita G. Montenegro, RSW MSWDO Kresta Mae R. Intano PO3 Dahlia S. Trugillo</i>

## AVAILING ASSISTANCE & PROMOTING WELFARE OF ELDERLY AND PERSON WITH DISABILITIES

### SERVICE DESCRIPTION:

The Municipal Social Welfare Development Office caters problems and development needs of elderly and person with disabilities and promotion of the rights & wellness of elderly and person with disabilities in the community.

Coverage of assistance:

- Provision of vitamins and food commodities
- Referral and assistance in availing assistive devices for physically handicapped persons.
- Provision of Livehood Assistance

**REQUIREMENTS:** NONE

**FEES:** NONE

### • PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Approach MSWDO & Staff for interview and presentation of problem.  - Conduct interview & assessment of problem presented. - Facilitate Organization Membership - Home visit (if needed) - MSWDO & Staff refers client to other service agencies if necessary.	5 minutes  2 minutes  1 day	<i>Charlita G. Montenegro, RSW MSWDO Kresta Mae R. Intano</i>

**AVAILING ASSISTANCE & PROTECTION FOR CHILDREN UNDER  
DIFFICULT SITUATION AND PROMOTING THE RIGHTS OF CHILDREN  
AND OTHER PROVISIONS ACCORDED FOR CHILD CARE**

**SERVICE DESCRIPTION:**

The Municipal Social Welfare and Development Office assist children and youth whose needs are deprived by their parents and guardians, and are victims of any form of abuse.

Coverage of assistance:

- Rescue of victims
- Counseling
- Assistance in securing a medical certificate, medico legal and reporting to the Philippine National Police for police blotter.
- Assistance in filing a case
- Temporary shelter and custodial care
- Family Reconciliation

**REQUIREMENTS:** NONE

**FEES:** NONE

**• PROCEDURES TO AVAIL THE SERVICE •**

Follow these steps	It will take you	Please Approach
1. Approach MSWDO & Staff for interview & presentation of problem.  - Conduct interview and assessment of problem presented. - Counseling and mediation	5 minutes	<i>Charlita G. Montenegro, RSW MSWDO Kresta Mae R. Intano</i>
2. For violation of R. A. 7610: Report abuse case immediately to PNP-Carrascal for police blotter, and secure medico legal certificate at Rural Health Unit  - Assist client for reporting any forms of abusive cases.	1 day	<i>Charlita G. Montenegro, RSW MSWDO Kresta Mae R. Intano PO3 Dahlia S. Trugillo</i>
3. For CICL cases: Prepare Manifestation Report to be submitted to court signifying release on recognizance of CICL under custody of the Municipal Social Welfare & Development Office, and custodial agreement.	2 hours	<i>Charlita G. Montenegro, RSW MSWDO Kresta Mae R. Intano</i>

**AVAILING OF HEALTH INSURANCE BENEFIT THRU PHIL-  
HEALTH INDIGENT PROGRAM MEMBERSHIP**

**SERVICE DESCRIPTION:**

The Local Government Unit of Carrascal sponsors health insurance for indigent Carrascalanon's thru Philippine Health Insurance Corporation.

Coverage of assistance:

- Enrollment of Philhealth Indigent Sponsorship Program
- Renewal of Membership
- Orientation and Information Dissemination

**REQUIREMENTS:** NONE

**FEES:** NONE

**• PROCEDURES TO AVAIL THE SERVICE •**

Follow these steps	It will take you	Please Approach
1. Approach MSWDO & Staff for interview and presentation of problem.  Fill up prescribed Family Data Form  - Facilitate filling up of Family Data Form - Refer client to Brgy. Day Care Worker to validate data and gather collateral information.	30 minutes	<i>Charlita G. Montenegro, RSW MSWDO Kresta Mae R. Intano</i>
2. Review filled up forms for submission of Phil-Health Office.	3 days	<i>Charlita G. Montenegro, RSW MSWDO Kresta Mae R. Intano</i>
3. Attend Philhealth Indigent Program Orientation after which distribution of I.D. will take place.  - Disseminate orientation schedules	1 day	<i>Charlita G. Montenegro, RSW MSWDO Kresta Mae R. Intano  Philhealth Staff</i>

## AVAILING FREE ORIENTATION/SEMINAR ON PRE-MARRIAGE/MARRIAGE COUNSELING

### SERVICE DESCRIPTION:

The Local Government Unit of Carrascal provides free pre-marriage and marriage counseling seminar and orientation to couple and soon to be couples through the facilitation of the registered marriage counselors of the Local Government Unit.

### REQUIREMENTS:

- Marriage Application Form

**FEES:** NONE

### • PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Approach MSWDO for schedule of pre-marriage counseling.  - Provide Lip Service on pre-marriage counseling on scheduled date of activity.  - Conduct session on Parents Effectiveness Seminar.	3 hours	<i>Charlita G. Montenegro, RSW</i>  <i>Eduardo C. Arreza</i>  <i>Marietta L. Yuhiutian, RN</i>  <i>Milagrosa O. Azarcon</i>  <i>Melany G. Luengas</i>
2. For Marriage Counseling: Approach MSWDO for presentation of problem related to family disorganization.  - Counseling and mediation - Referral to other agencies for other support services.	1 hour	<i>Charlita G. Montenegro, RSW</i>  <i>Kresta Mae R. Intano, RSW</i>

## AVAILING ASSISTANCE FOR NATURAL & HUMAN-MADE DISASTER

### SERVICE DESCRIPTION:

Provision of emergency financial/material to individual and families who are victims of natural and man-made disaster.

Coverage of assistance:

- Cash Assistance - Death Claims
- Food-DRy Goods Rationing
- Emergency Feeding
- Pauper's Burial
- Core-Shelter Assistance

### REQUIREMENTS:

- Resolution declaring the area Under State of Calamity
- For death claims:
  - . Death Certificate
  - . Social Case Study Report
  - . Police Spot Report

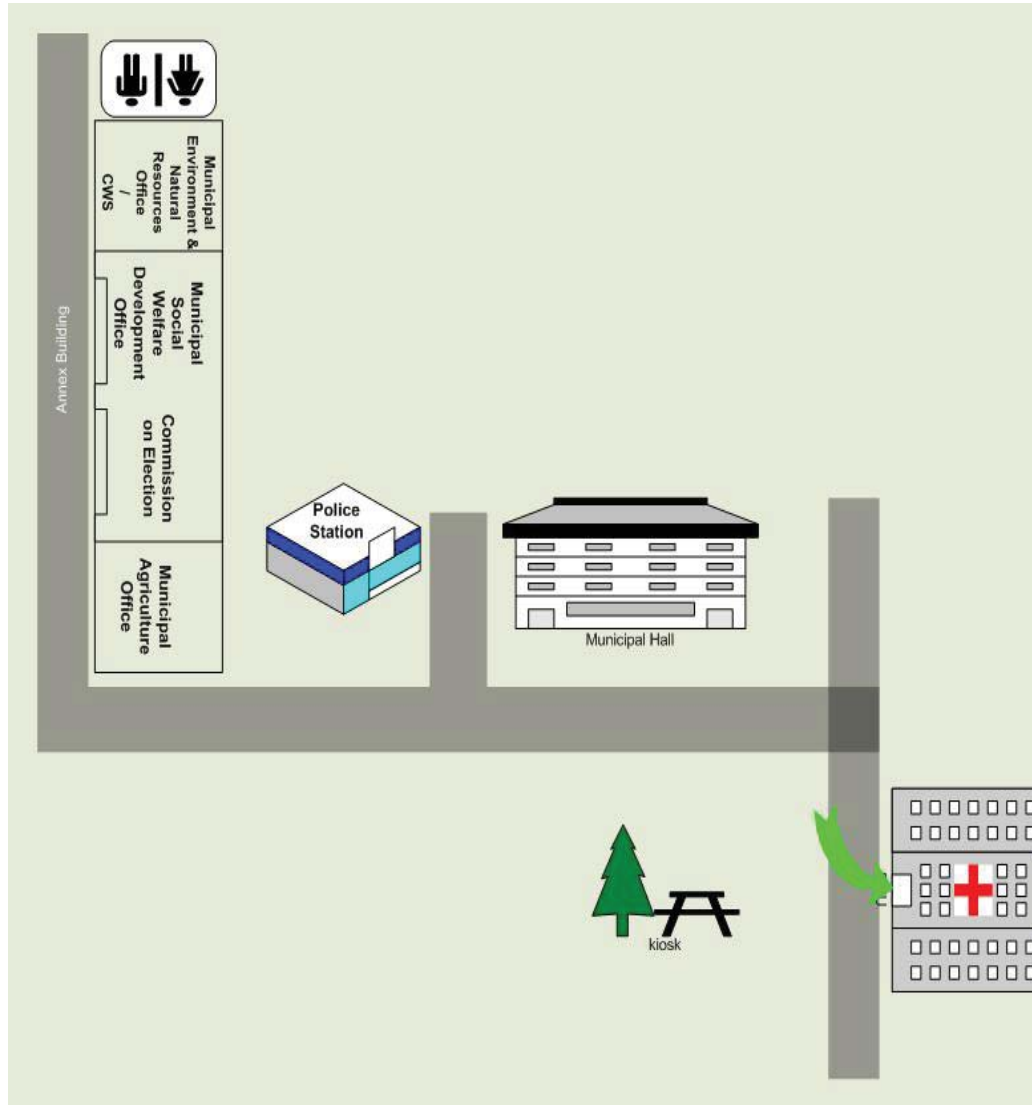
**FEES:** NONE

### • PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Barangay Disaster Coordinating Council submits initial disaster damage report.  - Conduct ocular survey of damage reported.  - Prepare initial disaster damage report duly signed by LCE and submit copy to PDCC, RDCC-OC, DSWD, PNRC.		<i>Charlita G. Montenegro, RSW</i> <i>MSWDO</i> <i>Kresta Mae R. Intano</i>  <i>Hon. Vicente Ty Pimentel Jr.</i> <i>Municipal Mayor</i>
2. For death claims: Submit required documents as attachments for claims.  For totally damaged houses: Submit photo documentation of damaged property.  - Submit required documents as attachments		<i>Municipal Disaster Coordinating Council &amp; Members</i>

# SKETCH MAP

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Dev't Officer



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