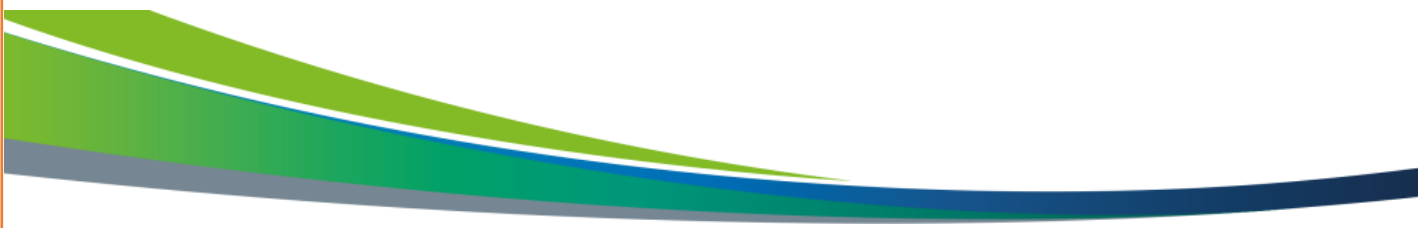


PAMBAYANG TANGGAPAN NG KAGALINGANG PANLIPUNAN AT PAGPAPAUNLAD

(OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT)



OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

Agdangan, Quezon

INTRODUCTION

The Local Government Code of the Philippines was enacted in 1991 to address the problems associated with a highly centralized Philippine bureaucracy. One of the major features was the transfer of the responsibility for the delivery of basic services including appropriate personnel assets, equipment, programs and projects to the local government units. Department of Social Welfare and Development (DSWD) was one of the national government agencies that were devolved almost immediately after the enactment of the Code.

The Office of Social Welfare and Development Services in the municipality of Agdangan was one of the LGUs devolved agency and actively operating under the Local Government of Agdangan. It is directly responsible for formulating, planning and implementing social welfare programs and services.

I. ADMINISTRATION AND ORGANIZATION

Vision , Mission , Goals , and Policies / Objectives of the Agency

VISION

By 2027, MSWDO Agdangan, Quezon is the local Government's standard on the delivery of social services and social protection for poverty reduction.

MISSION

To actively be of service to the community by providing social protection , promoting the rights and welfare of the vulnerable children, elders, families and community advocating gender equality and equity , capacitating the disadvantage and marginalize people and contribute to poverty alleviation, empowerment through Social Welfare and Development policies, programs, projects and services implemented through Local Government Unit.

VALUES

Respect for Human Dignity, Integrity and Service Excellence.

GOALS

- Availability of enough manpower / staff to implement SWD programs and services /clientele groups.(approval of proposed organizational chart)
- With functional OSCA Office
- With functional OPDA- Office of the Persons with Disabilities
- With functional Livelihood Center Center for PWD, Senior Citizens, Solo Parents, Women's as well as Agdangan KALIPI Credit Cooperative.

- Provision of preventive , protective , and rehabilitative and developmental programs and services.

MANDATE / POLICIES

The Municipal Social Welfare and development Office is responsible for the implementation of social protection, policies, programs, services and projects. The agency cater the needs of the individuals, families and communities including sectoral organizations. Also provides leadership role and advocacy in social protection programs and services.

- Ensures that the policies, programs, system and procedures on the efficient and effective record management, provision of transportation, communication, janitorial services, equipments, building and ground and other assets of the agency are in place and implemented.
- Ensure compliance to safety standards of the work place including availability of water and power supply, and nurturing working environment.
- Provide technical assistance on programs and services implemented which include record management, maintenance of equipments and other physical properties.

II. FUNCTIONAL ORGANIZATIONAL AND MANAGEMENT STRUCTURE

HUMAN RESOURCE

The operation and implementation of each program depends on the following able and eligible personnel;

- **EDELISA R. AGUILAR**
Municipal Social Welfare and Development Officer
- **ANTONETTE A. TAPAN**
Administrative Aid III Social Welfare Assistant, Designate
- **CHERRYLYN A. BANDIVAS**
Job Order- Senior Citizen, PWD Focal Person, Designate
- **HERMEL M. VILLANUEVA**
Job Order Livelihood Focal Person, Designate /Municipal Link 4Ps
- **KENN DAVEN L. AMPARO**
Job Order Youth Desk Officer, PDAO STAFF & MOVE FOCAL PERSON
- **MYRNA A. ROQUEZA, Day Care Worker**
Day Care Coordinator, Designate

III. EFFICIENT FINANCIAL AND MATERIAL RESOURCE MANAGEMENT

Based on government's financial transaction, regular expenditures of the office should be supported with pertinent legal documents prior to its disbursement subject to COA rules and regulations.

Annual budget allocation shall be based on the Annual investment plan as well as the annual procurement plan prepared by the Office, The plan shall be approved by the LCE.

Disbursement and expenditures shall be within the target budget allocation for the year. These are all subject to audit based COA rules and Regulations

Budget re-alignment and other amendments shall be approved by the SB prior to utilization

Donations Received whether cash or in kind or cost services rendered shall be recorded and accounted properly.

The following budgetary appropriation allotted to this office by the Local Government Unit is a must for proper implementation of its programs

**PROGRAMMED APPROPRIATION AND OBLIGATION
BY OBJECT OF EXPENDITURES**

OFFICE/DEPARTMENT : **Municipal Social Welfare & Development Office**

Function : Social Welfare Services

Fund/Special Account :

GENERAL

OBJECT EXPENDITURES	PAST YEAR 2015 (Actual)	CURRENT YEAR 2016 (Estimate)
1.0 Current Operating Expenditures		
1.1 Personal Services		
Salaries	2,054,160.00	2,054,880.00
PERA	192,000.00	192,000.00
Representation Allowance (RA)	81,000.00	81,000.00
Transportation Allowance (TA)	81,000.00	81,000.00
Clothing Allowance	50,000.00	50,000.00
Productivity Incentive Allowance	50,000.00	50,000.00
Cash Gift	30,000.00	34,000.00
Year End Bonus	171,140.00	171,240.00
Life & Retirement Insurance Contribution	198,507.00	198,507.00
Pag-ibig Contribution	7,200.00	7,200.00
PHILHEALTH Contribution	18,150.00	18,150.00
ECC Contribution	7,200.00	7,200.00
Loyalty	5,000.00	
Other Personnel Benefits (Monetization)	30,000.00	
Other Personnel Benefits	270,000.00	

TOTAL PERSONNEL SERVICES	2, 832, 774. 00	3, 051, 177. 00
1.2 Maintenance & Other Oprtg. Expenses		
Training Expenses	100, 000. 00	100, 000. 00
Renovation of Productivity Skills Capability Building Center	3, 000, 000. 00	3, 000, 000. 00
Nutrition Program	200, 000. 00	200, 000. 00
Aid to Individuals in Crisis Situation	500, 000. 00	500, 000. 00
Aid to Day Care Workers	2, 500, 000. 00	2, 500, 000. 00
Senior Citizen	3, 000, 000. 00	3, 000, 000. 00
Other Maint. & Operating Expenses	375, 000. 00	500, 000. 00
Other Maint. & Operating Expenses- GAD Operation of Diagnostic Center for Women & Children	2, 700, 000. 00	2, 700, 000. 00
TOTAL MAINT. & OTHER OPTG. EXPENSES	22, 375, 000. 00	13, 000, 000. 00
2.0 Capital Outlay		
Equipment/vehicle	50, 000. 00	1,500, 000. 00
Renovation of Senior Citizens Center		
TOTAL CAPITAL OUTLAY	50, 000. 00	1,500, 000. 00
TOTAL APPROPRIATION	25, 257, 774. 00	17, 551, 177. 00

HUMAN RESOURCE MANAGEMENT AND EMPLOYMENT POLICY

Employee/s detailed at the LSWDO's should pass the selection/screening committee of the LGU based on their criteria of hiring set by the Civil Service Commission. They should be hired on the basis of their competencies and capabilities to work and attend to the needs of the constituents. However, in case of misdemeanors or indifferent behaviors committed against our clients, erring employee/s can be issued a memorandum and subject for disciplinary action or reprimand by the LCE in accordance with RA 6713-Code of Conduct and Ethical Standards for Public Officials and Employees.

AVAILABILITY OF SUPPORT SERVICES

Cellular Phone - 1 unit
Computers/desk top w internet - 1 unit
Laptop - 2 units
Sectoral Volunteers - 11DCWs
64 Women, 35 Men, 18 PWD, 22 Sr. Cit
who works hand in hand with focal persons and sit
down meetings with MSWDO

Clientele/Beneficiaries

1. Socially and economically, disadvantaged families with accompanying problem on:
 - Poor nutrition

- Poor use of community resource
- Practice of inappropriate parenting
- Inappropriate behavior models by parents such as alcohol abuse, smoking, gambling, illegal substance use.
- Children with special needs and in crisis situation, those who are potentially neglected, abused and exploited.
- Socially and economically disadvantaged and those abused Women./ exploited Women

2. The Out- of- School and Needy In School Youth
3. Senior Citizens and Person with Disabilities (PWD)
4. Distressed / Displaced individuals , groups , families
5. Depressed Communities
6. Disaster Victims

PROGRAMS AND SERVICES

PANGUNAHING SERBISYO:

PAGKAKALOOB NG TULONG PINANSYAL para sa :

- a.) Medikal
- b.) Namatayan
- c.) Pang-ayudang Pagkain

TUNGKOL SA SERBISYO:

Tulong pinansyal sa mga Agdanganin na nangangailangan ng dagliang tulong particular ang mga nasa hanay ng mahihirap. Ang halaga ay base sa bigat ng pangangailangan at inaprubahan ng Punong Bayan at naayon sa kakayahang pinansyal ng pamahalaang local.

KLIENTE : Mahirap na Agdanganin na nakatira sa loob ng anim (6) na buwan at lehitimong botante.

MGA KAILANGAN DOKUMENTO :

- Sa Medikal
 - Sulat Kahilingan na may notasyon o aprubado ng Punong Bayan
 - Sertipiko at Pagpapatunay ng Barangay
 - Sertipiko ng Rehistradong Botante
 - Sertipiko galing sa ospital o doctor na gumagamot/reseta ng pirmadong Doktor/Kuwenta ng pagbabayaran ng Ospital.
- Sa Namatayan
 - Sulat Kahilingan na may notasyon o aprubado ng Punong Bayan
 - Sertipiko at Pagpapatunay ng Barangay
 - Sertipiko ng Rehistradong Botante
 - Sertipiko ng Pagkamatay buhat sa LCR.
- Sa Pang-ayudang Pagkain
 - Sulat Kahilingan na may notasyon o aprubado ng Punong Bayan
 - Sertipiko at Pagpapatunay ng Barangay
 - Sertipiko ng Rehistradong Botante
 - Rekomendasyon buhat sa Tanggapan ng Nutrisyon.

MATATANGGAP ANG SERBISYO: Lunes – Biyernes

8:00 ng umaga-5:00 ng hapon

BABAYARAN : Wala
 KABUUANG ORAS NG PAG-BABAYAD NG SERBISYO:
 30 minuto hanggang 1 oras

PAANO MAKAKATANGGAP NG SERBISYO:

MGA DAPAT GAWIN		ORAS	HAHANAPIN
Kliyente	Empleyado		
Isumite ang dokumentong may notasyon o aprubado ng Punong Bayan at mag-fill-up ng intake sheets	Tanungin kung ano ang pakay ng pagpunta o hinihinging tulong at pagsusuri ng dokumento na dala ng kliyente	5 minuto	Gng. Antonette Tapan Gng. Cherrylyn Bandivas
Pagsagot para sa mga personal na impormasyon	Pagtatanong para sa paggagawa ng Social Case Study Report (SCSR)	10 minuto	Gng. Antonette Tapan Gng. Cherrylyn Bandivas
Paghihintay	Paggagawa ng SCSR, OBR at Voucher	10 minuto 1 minuto	Gng. Antonette Tapan Gng. Cherrylyn Bandivas
Paghihintay	Pagsusuri at Pagpapap- aprubang SCSR	5 minuto (hindi kasali ang transaksyon sa ibang opisina tulad ng MTO)	Gng. Edelisa Aguilar
Pagpapapirma	Pagtuturo ng kasunod na gagawin para sa pagpoproseso ng papel	1 minuto	Gng. Antonette Tapan Gng. Cherrylyn Bandivas
Pagpirma sa logbook na tinanggap ang serbisyo			Gng. Antonette Tapan Gng. Cherrylyn Bandivas

PANGUNAHING SERBISYO :

PAGBIBIGAY NG TULONG PABAHAY SA MGA NASALANTA NG KALAMIDAD (SUNOG O BAGYO)

TUNGKOL SA SERBISYO :

Pagkakaloob ng dagliang tulong pabahay (Emergency Shelter Assistance) sa mga biktima ng kalamidad (sunog, bagyo, baha at iba pa)

KLİYENTE :

Agdanganin na nakatira sa loob ng anim (6) na buwan at lehitimong botante at biktima ng kalamidad.

MGA KAILANGAN DOKUMENTO :

- Sulat kahilingan
- Sertipiko at Pagpapatunay ng Barangay
- Sertipiko ng Rehistradong Botante
- Litrato ng nasirang tirahan (sunog o bagyo)
- Sertipiko buhat sa Bureau of Fire kapag nasunugan

MATATANGAP ANG SERBISYO :

Lunes – Biyernes
8:00 ng umaga-5:00 ng hapon

Kahit walang pasok puwedeng kontakin:

Edelisa R. Aguilar -Brgy.Pob. 1- 0946 3553 523/ 0918 2129 466
Antonette A. Tapan -Brgy. Pob. 2- 0919 7118 780
Cherrylyn A. Bandivas -Brgy. Pob. 2- 0912 3494 822

Babayaran : Wala

Kabuuang oras ng pag-aabyad ng serbisyo :

- 3 araw kung tulong pinansyal
- 5-10 araw kung materyales para sa paggagawa ng bahay

Paano Makakatanggap ng serbisyo :

MGA DAPAT GAWIN		ORAS	HAHANAPIN
Kliyente	Empleyado		
Isumite ang dalang dokumento	Tanungin kung ano ang pakay ng pagpunta o hinihinging tulong at pagsusuri ng dokumento na dala ng kliyente	5 minuto	Gng. Antonette Tapan Gng. Cherrylyn Bandivas
Pagsagot para sa mga personal na impormasyon	Pagtatanong para sa paggagawa ng Social Case Study Report (SCSR)	10 minuto	Gng. Antonette Tapan Gng. Cherrylyn Bandivas
Paghihintay	Paggagawa ng SCSR kung walang pagbisitang gagawin sa bahay ng kliyente	1 oras	Gng. Antonette Tapan Gng. Cherrylyn Bandivas
Pagpapapirma	Pagsuri, Pag-apruba ng SCSR	3 minuto	Gng. Edelisa Aguilar
Pagpirma sa logbook na tinanggap ang serbisyo	Pgbibigay ng SCSR	1 minuto	Gng. Antonette Tapan Gng. Cherrylyn Bandivas

PANGUNAHING SERBISYO :

PAGBIBIGAY NG SERBISYO PARA SA MGA PRE-SCHOOLER (DAY CARE/SUPERVISED NEIGHBORHOOD PLAY (SNP)

TUNGKOL SA SERBISYO:

Pagbibigay ng panghaliling pangangalaga sa mga batang 3-4 na taong gulang habang ang kanilang mga magulang ay abala sa kani-kanilang mga gawain, malaki ang pamilya, kulang sa parenting skills at may karamdaman ang mga magulang.

KLIYENTE :

Batang may edad 3 hanggang 4 na taong gulang;mga batang napabayaan, pinagmalupitan at iniwan ng mga magulang o tagapangalaga.

MGA KAILANGAN DOKUMENTO:

- Sertipiko ng Kapanganakan o Kasal ng Magulang
- Tala ng Kalusugan ng bata (GMC-Growth Monitoring Chart)
- Litrato -1 piraso na 2x2
- Bagong sedula ng magulang

MATATANGGAP ANG SERBISYO :

Hunyo – Marso

Lunes – Biyernes

Unang Sesyon -

8:00 ng umaga-12 ng tanghali

Ikalawang Sesyon -

1:00 ng hapon – 5:00 ng hapon

BABAYARAN : P 250.00 paunang bayad sa pagpapatala

P 50.00 donasyon/participation fee

KABUUANG ORAS NG PAG-AABYAD NG SERBISYO :

1 oras hanggang 2 oras

PAANO MAKAKATANGGAP NG SERBISYO :

MGA DAPAT GAWIN		ORAS	HAHANAPIN
Kliyente	Empleyado		
Pagsusumite ng Dokumento para sa pagpapatala ng bata	Pagsusuri ng dokumento na dala ng kliyente	5 minuto	Day Care Worker
Pagsagot para sa mga personal na impormasyon	Pagtatanong para sa paggagawa ng pangunahing impormasyon tungkol sa bata	10 minuto	Day Care Worker
Pagbasa ng nilalaman ng kapahintulutan	Paggawa ng pagpayag o kapahintulutan para sa pagpasok sa Day Care	5 minuto	Day Care Worker/ Social Worker
Pagsagot para sa mga personal na katanungan	Pagtatala hinggil sa kalusugan ng bata	10 minuto	Day Care Worker
Pagsagot para sa mga personal na katanungan	Pagtatanong sa magulang at bata para sa impormasyon na naaayon sa listahan ng ECCD	30 minuto	Day Care Worker
Pagbasa ng oras ng pagpasok ng bata	Pagbibigay ng oras ng pagpapasok ng bata	5 minuto	Day care Worker
Pagdalo sa araw-araw na sesyon	Pagsasagawa ng araw-araw na sesyon	2-3 oras	Day Care Worker

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PANGUNAHING SERBISYO :

PAGKAKALOOB NG NATIONALLY UNIFORMED ID SA MGA NAKATATANDANG MAMAMAYAN (SENIOR CITIZEN) NG AGDANGAN SA MGA TAONG MAY KAPANSANAN (Person with Disabilities) at SA MGA SOLO PARENT,KABABAIHAN (KALIPI)

TUNGKOL SA SERBISYO:

Bilang pagtupad sa itinakda ng batas ang bawat nakatatandang mamamayan ay kailangang pagkalooban ng ID upang pakinabangan ang mga pribiliheyo at benepisyong nakapaloob dito.

KLIYENTE :

Agdanganin na nakatira sa loob ng anim (6) na buwan at lehitimong botante na may edad 60 taon pataas (Senior Citizen),

MGA KAILANGAN DOKUMENTO :

Senior Citizen

- Aplikasyon
- Sertipiko at Pagpapatunay ng Barangay
- Sertipiko ng Rehistradong Botante
- Sertipiko ng Kapanganakan/Paminyagan
- Bagong Sedula (CTC)
- litrato 2 piraso – 1x1

PWDs

- Aplikasyon (Profiler Form)
- Sertipiko at Pagpapatunay ng Barangay
- Sertipiko ng Rehistradong Botante
- Sertipiko ng Kapanganakan
- Bagong Sedula (CTC)
- litrato 2 piraso – 1x1

SOLO PARENTS

- Aplikasyon
- Sertipiko at Pagpapatunay ng Barangay
- Sertipiko ng Rehistradong Botante
- Sertipiko ng Kapanganakan ng anak o magulang na direktang pinangangalagaan at kasama sa tahanan
- Bagong sedula (CTC)
- Litrato 2 piraso – 1x1

KALIPI

- Aplikasyon
- Sertipiko at Pagpapatunay ng Barangay
- Sertipiko ng Rehistradong Botante
- Sertipiko ng Kapanganakan
- Bagong sedula (CTC)
- Litrato 2 piraso – 1x1

MATATANGGAP ANG SERBISYO :

Ang bawat aplikante ay binibigyan ng 1 hanggang 2 linggo bago balikan ang ID

BABAYARAN : Wala

KABUUANG ORAS NG PAG-AABYAD NG SERBISYO: 30 minuto

PAANO MAKAKATANGGAP NG SERBISYO :

MGA DAPAT GAWIN		ORAS	HAHANAPIN
Kliyente	Empleyado		
Isinumite ang dokumento at patunayan ang nilalaman ng aplikasyon	Pagtatanong at pagsusuri ng	5 minuto	Gng. Antonette Tapan Gng. Cherrylyn Bandivas

	dokumento na dala ng kliyente		
Pagpirma	Paghahanda ng Roster Form ng mga aplikante	5 minuto	Gng. Antonette Tapan Gng. Cherrylyn Bandivas
	Pasumite at pagkuha ng ID sa lungsod ng Lucena	2 oras	Gng. Antonette Tapan Gng. Cherrylyn Bandivas
	Paghahanda ng ID	1 oras	Gng. Antonette Tapan Gng. Cherrylyn Bandivas
Pagpapapirma	Pagapruba ng OSCA Chairman at Punong Bayan	10 minuto	Gng. Florenia Castillo Mayor Rhadam Aguilar
Pagtanggap at pagpirma sa logbook na tinanggap ang serbisyo	Pagbibigay ng IDs at pagpapapirma sa logbook	5 minuto	Gng. Antonette Tapan Gng. Cherrylyn Bandivas

CASE MANAGEMENT

CASE MANAGEMENT- is a collaborative process of assessment, planning facilitation, care coordination, evaluation, and advocacy for options and services to meet an individual's and family's comprehensive psychosocial needs through communication and available resources to promote quality, cost-effective outcomes.

CHILDREN IN CONFLICT WITH THE LAW (CICL)

ABOUT THE SERVICE

Municipal Social Welfare and Development Office provided services for children at risk and children in conflict with the law from prevention to rehabilitation and reintegration. Programs and Services of the OMSWD anchored in the Juvenile Justice and Welfare Act or Republic Act 9344.

RA 9344 also known as Juvenile Justice Welfare Act Law states that a child fifteen (15) year and above and eighteen (18) years of age shall likewise be exempted from criminal liability and be subjected to an intervention program, unless he/she has anted discernment, in which case, such child shall be subjected to the appropriate proceedings in accordance with this Act.

Clients :

Child above 15 but below 18 who is in complicit with the law

Services were given to children clientele:

1. Counseling and home visit
2. Assessing the minor if he/she is acting with discernment or not using the discernment tool

3. Assisting the minor client during court hearing
4. Assisting minor client for free legal assistance
5. Supervision & Coordination with the Barangay Officials before, during and after the Diversion Program.
6. Provision of Financial Assistance(Medical, Food, Transportation, clothing, livelihood, educational, legal and other related assistance based on the needs of CICL and family
7. Referral of the client to child caring agencies/ institution

HELPING PROCESS

1. Conduct interview using General Intake sheet
2. Validation of legal documents such as Birth Certificate, Baptismal, School and Health and Dental Records
3. Use prescribed tools in the determination of discernment
4. Conduct Social Investigation within the community
5. Preparation of Social Case Study Report
6. Formulation of Diversion or intervention Plan in the presence of parents or guardian and BCPC and other concerned agencies.
7. Implementation of the Plan with funding from the Local Government Unit thru MSWDO and LCPC/BCPC Funds within 6 mos. to 1 year
8. Monitoring and Evaluation of Diversion/Intervention Plan
9. Reintegration of CICL to the family and community

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However if the case has to be filled at the court the following must be undertaken:

- Act of Discernment Tool must be accomplished
- File the case to the court
- The case is consider Pending case until the court issue referral for Diversion Program ;
- for major cases he/she may possibly be referred at NTSB National Training School for Boys, as for minor cases he/she can placed under the custody of his/her biological parent but subject for monitoring of the Municipal Social Workers .

LEGAL BASIS

RA 9344- Juvenile Justice Welfare Act of 2006

PD 603- Child and Youth Welfare Code

FAMILY CODE

RA 7610-Anti Child Abuse Law

RA 9165-Dangerous Drug Act

Children in Conflict with the Law whose ages is from 17 years old and 364 days.

ELIGIBILITY REQUIREMENTS

- Request the referring party to endorse and bring personally the CICL to MSWDO with endorsement letter (cases reported thru cellphone or text as basis for assessment)
- Interview CICL and referring part

CLIENT CATEGORY- Please refer to the Guidelines

PROCESS OF DOCUMENTATION

1. A registered and trained social worker with permanent plantilla position in the LGU assigned in MSWDO is mandated to handle CICL and other legal cases but in Agdangan, MSWDO handles all legal cases.
2. Validation of legal documents should be conducted minimum of 2 days and maximum of 7 days
3. Preparation and computation of the required tools such as Level of Moral Development, Index of Value judgment, Child Functioning Checklist, Family Functioning Checklist and Community Profile will be prepared within the day.
4. Preparation of Social Case Study Report within 7 working days
5. Formulation of Diversion or Intervention Plan upon determination of discernment
6. Implementation of Diversion or Intervention Plan within the given period stated at the Diversion/Intervention Contract signed by the concerned parties.
7. Monitoring of Diversion/Intervention Plan on a weekly basis
8. Preparation of Progress Report on a weekly and monthly basis
9. Evaluation of the case subject to the current functioning of the CICL, family and community
10. Termination of the case(Termination report prepared)

CONTENT OF CASE MANAGEMENT FOLDER FOR CICL

1. Intake Sheet for CICL
2. Whole body picture
3. Birth Certificate/Baptismal Certificate
4. Medical/Dental Records
5. Assessment Tool
6. Social Case Study Report
7. PNP/WCPD referral
8. Court Order
9. Sworn Statements
10. Diversion Contract/Intervention Plan
11. Monitoring and Progress Report
12. Terminal Report

PROGRAMS AND SERVICES FOR CICL

1. Individual and Family Counseling
2. Provision of Financial Assistance(Medical, Food, Transportation, clothing, livelihood, educational, legal and other related assistance based on the needs of CICL and family
3. Referral to Rehabilitation Center Residential Care

REFERRALS FOR EXPANDED AICS OF DSWD REGIONAL OFFICE

It provides ranges of service such as: Immediate rescue, provision of direct financial assistance, psychosocial support, material assistance including medical, transportation, financial, burial and other services.

Clients :

- a) Walk in clients
- b) Referred clients of the CIU's in DSWD CO, FOs, and/or satellite offices in the provinces.
- c) Priority shall be given to the following:
 1. Beneficiaries belonging to indigent families under National Household System of Poverty Reduction (NHTS-PR) ;
 2. Families belonging to the informal sector;
 3. Other poor, marginalized and vulnerable/disadvantage families,

Requirements:

For Medical Assistance

1. Clinical Abstract/Medical Certificate with signature and license number of the attending physician procedures (issued within 3 months).
2. Hospital bill (for payment of hospital bill) or prescription (for medicines) or laboratory request for procedures).
3. Barangay Certificate or any valid ID of the client.
4. Referral Letter (if applicable).
5. Of 10,000.00 and above a case study report is needed.

For Burial Assistance

1. Funeral Contract;
2. Registered Death Certificate;
3. Barangay Certificate or any valid ID of the client;
4. Permit to transfer /Health permit (for transfer of cadaver);
5. Referral letter if (applicable).

For Transportation Assistance

1. Barangay Certificate or any valid ID of the client;
2. Police Blotter (for victims of pick pockets, Illegal Recruitment, etc.);
3. Referral Letter (if applicable).

For Educational Assistance

1. Barangay Certificate or any valid ID of the client.
2. Enrollment Assessment form or Certificate of Enrollment or Registration;
3. School ID of the student/beneficiary;
4. Referral Letter (if applicable)

Process of Availing the Service

- Accomplish the AICS form.
- Secures other signatures required
- For referrals, prepare the necessary papers and forward to the DSWD Region IV – A for funding and releases of assistance.

- Let the client signed the client's logbook as proof of availing the service.

PROVISION OF SOCIAL CASE STUDY REPORT

Social Case Study Reports are required by charitable institution, government hospitals and non-government organization that provide services to indigent client and patients.

Clients:

- Indigent clients and patients

REQUIREMENTS:

For referral to PCSO and other funding agencies

- Medical Certificate or Medical Abstract

Process of Availing the Service

- Instruct client to fill in the log book.
- Conduct interview and determine the case if the case requires a home visit for further validation.
- If home visit is not necessary, prepare the Case Study Report. Provides the client a copy.
- Schedule the home visit with a client.
- Obtain the signature of the MSWDO. Release Case Study.

PROVISION OF DISASTER RELIEF ASSISTANCE

The Municipal Social Welfare and Development Office is at the forefront of relief assistance during natural or manmade calamities such as typhoon, fires, and earthquake. Among others, it distributes relief goods and provides housing materials to families whose houses have been destroyed by calamities.

It provides financial assistance and referrals to concerned agencies.

Client:

- Victims of natural or man-made calamities.

REQUIREMENTS:

- Barangay Certificate of Residency
- Barangay Police Blotter Certification testifying that he/she is a victim of calamity.

Process of Availing the Service

- Brief client on the service and its requirements.
- Conducts an interview and accomplishes the AICS form.
- Secures the other necessary signatures.
- Prepares a disbursement voucher and refers client to the Municipal Treasurers Office for the release of the financial assistance.
- For referrals, prepares the necessary papers and forward to the individuals/agencies concerned for funding and releases of assistance.

Sign the client's log book as proof availing the service

PROVISION OF THE DAY CARE SERVICE PROGRAM

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

The Municipal Social Welfare and Development Office supervise and monitors all day care centers in the Barangays. The Municipal government currently has 11 Day Care Centers.

Clients:

- Parents of Pre-school Children 3-4 years old

REQUIREMENTS:

- Birth Certificate of Preschooler

Process of Availing the Service

- Conduct a brief clients' orientation on the service and its requirements.
- Accomplish Intake sheets for day care parents.
- Issues receipt and advices client of the schedule of classes.
- Classes will start from June to March every weekdays for 3 hours a day.

PROVISION OF ASSISTIVE DEVICES

One of the sectors mandated to be provide with services are the person with disability such as that of the visually impaired, hearing impaired, and the physically handicapped. Provision of assistive devices will enable them to perform tasks and responsibilities similar to that of an able individual.

Client:

- Person with disabilities

REQUIREMENTS:

- Barangay Clearance
- Certification from the doctor or attending physician indicating the need for such assistive devices.

Process of Availing the Service

- Inquire on the purpose of the client's visit on the agency.
- Conducts an interview using the application form for person with disabilities and the intake sheet.
- Prepares the documents necessary on availing the service.
- Prepares the social case study report and other relevant documents to be submitted on the agency concerned.
- Assist the client in signing the client's logbook.

PROVISION OF LIVELIHOOD FINANCIAL LOAN ASSISTANCE

Livelihood Financial Loan Assistance is given to People's Organizations, Associations, Cooperatives, , and Individuals. This financial assistance is in form of loan which is payable to the Municipal Government interest-free. The terms of payment depend on the capacity of groups/individuals to pay.

Client:

- People's Organization, Associations, Cooperatives, .

REQUIREMENTS:

1. Letter of Application for Availment of financial Loan Assistance.
2. Project Proposal.
3. Community Tax Certificate
4. Barangay Business Permit
5. Group pictures

Additional Requirements for Cooperatives

1. Certificate of Accreditation from Sangguniang Bayan
2. CDA Registration
3. Organizational Profile
4. Articles of Cooperation and by-laws
5. Audited Financial Statement
6. Certificate of Operation/Good Standing from CDA

Additional Requirements for People's Organization

1. Certificate of Accreditation from Sangguniang Bayan
2. SEC registration to other registering institutions
3. Organizational Profile

Additional Requirements for Food Related Business

1. Business Permit
2. Sanitary Permit

Process of Availing the Service

- Brief client on the program, provide application forms and schedules onsite validation of project.
- Conducts on-site validation. Informs client if succeeding onsite visit will be necessary and the schedule of said visit.
- 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.
- Releases the MOA to the client after signing.
- Records release.
- Receives the MOA and issues acknowledgement. Informs the client of the schedule of release of loan assistance.
- Issues check to the client and secures client's signature on the voucher and other documents.
- Monitors implementation of the project and the payment of loan amortization.

Migration/OFW

The Philippines was the first among the countries of origin in Asia to craft a law that aims "to establish a higher standard of protection and promotion of the welfare of migrant workers, their families and overseas Filipinos in distress." Although there had been discussions about a Magna Carta for migrant workers for some time, it was not until 1995 that the Migrant Workers and Overseas Filipinos Act (also known as Republic Act or RA8042) was finally passed.

Clients

- Immediate family of an overseas worker
- Those OFWs who were reintegrated with their families

Process of availing the programs:

- The client can visit the office to inquire about migration programs or attend the community meetings conducted by the migration focal persons
- They are encouraged to attend Financial Literacy seminar.
- Counseling can be given to them if necessary
- Once a group was organized they can avail livelihood programs.

SPECIAL CASES

1. WOMEN IN ESPECIALLY DIFFICULT CIRCUMSTANCES

ABOUT THE SERVICE

Municipal Social Welfare and Development Office provided assistance to Women in Especially Difficult Circumstances (WEDC) or those Women who were victims and survivors of sexual and physical abuse, illegal recruitment, prostitution, trafficking, armed conflict, women in detention, victims and survivors of rape and incest, and such other related circumstances which have incapacitated them functionally. The services that are provided by the Municipal Social Welfare and Development Office (MSWDO) are anchored on the following legal basis; Republic Act 9710: Magna Carta for Women, Republic Act 7877: Anti-Sexual Harassment Act, Republic Act 8353: Anti-Rape Law, Republic Act 9262: Anti-Violence Against Women and their Children Act, Republic Act 9208: Anti-Trafficking in Persons Act. Different Services were given to women clientele:

1. Rescuing and Counseling
2. Assisting the women victim in filing of complaint against accused
3. Assisting client for free legal assistance
4. Assisting clients for medical and or medico legal examination
5. Referral of the client to women caring agencies/ institutions that would provide efficient services for therapeutic healing and recovery of the women victim.
6. Livelihood Program for women victim.

2. CHILDREN IN ESPECIALLY DIFFICULT CIRCUMSTANCES

ABOUT THE SERVICE

Municipal Social Welfare and Development Office protect the best interests of all the AGDANGANERS. Children through measures that will ensure the execution of international standards of child protection. MSWD Agdangan provided services for Children in Especially Difficult Circumstances (CEDC) or those children who are categorized as victim of any kind of abuse (Physical, Sexual, and Psychological/Emotional Abuse), exploitation, trafficking and all forms of discrimination that can affect their total functioning as human being. The services that are provided by the department are base on the special laws for children, Republic Act 7610: Anti- Child Abuse Law, Republic Act 8353: Anti-

Rape Law, Republic Act 9208:

Anti- Trafficking in Persons Act, Republic Act 9231 : Child labor Law. Different Services were given to children clientele:

1. Rescuing and Counseling and home visit
2. Assisting minor client for medico legal examination
3. Assisting the minor in filing of complaint against accused
4. Assisting minor client for free legal assistance
5. Assisting minor client for medico legal examination
6. Assisting minor client during court hearing
7. Referral of the client to child caring agencies/ institutions that would provide efficient services for therapeutic healing and recovery of the minor victim.

Nutrition Counseling

ABOUT THE SERVICE

Counseling is a major interpersonal tool used to motivate clients. It can also provide mothers of malnourished children and malnourished pregnant and lactating mothers information on nutrition geared towards improving nutritional status.

CLIENT GROUPS:

Mothers of malnourished children/malnourished pregnant and lactating mothers

Process of availing the program

- Write your name and purpose of the visit on the logbook
- Request for counseling
- Register in the logbook of Day Care for documentation purpose.

Availing of Feeding Preparations / Healthy Eating Suggestions and Menus

ABOUT THE SERVICE

The MSWD Office provides feeding preparations and healthy eating suggestions and menus to malnourished preschoolers to improve their nutritional status. This forms part of the service campaign against malnutrition in preschoolers.

CLIENT GROUPS:

Mothers of malnourished children/malnourished pregnant and lactating mothers

REQUIREMENTS: None

- Write your name and purpose of the visit on the logbook

- Provides feeding preparations and healthy eating suggestions and menus.
- May also issue IEC materials for reference request for feeding preparations and healthy eating suggestions and menus
- DCWs gets the details of the client/s.

Helping Strategies/Interventions

- a. Emergency Assistance Program** - provision of timely and appropriate assistance to alleviate conditions of distressed or displaced individuals, families and communities due to an emergency situation.

a.1 Aid/Assistance to Individual in Crisis Situation (AICS) - involves the provision of medical, transportation, burial and other assistance to help alleviate the conditions and situations of distressed/displaced individuals and families.

How to avail AICS?

1. Intake and client's assessment – when client comes or was referred by concerned individual and/or any agencies/offices to the Municipal Social Welfare and Development Office (MSWDO), the following shall be done:
 - 1.1 Conduct of interview and assessment by the Registered Social Worker; and
 - 1.2 Review of documents presented based from the requirements of the type of assistance needed.
2. Preparation of social case study report by the Registered Social Worker, noted by the MSWDO;
3. Preparation of Certificate of Eligibility for Assistance;
4. If the case of the client's situation needs to be verified intensively, a home visitation/collateral interview shall be conducted by the concerned social worker;
5. Preparation of complete set of financial documents subject to accounting procedures; and
6. Release of assistance.

a.2 Relief and Rehabilitation Services

a.2.1 Food for Work – refers to the provision of family food packs as augmentation support to the distressed/displaced individuals who temporarily lost his/her income due to an emergency/disaster situation.

a.2.2 Cash for Work - refers to the provision of cash assistance as augmentation support to the distressed/displaced individuals who temporarily lost his/her income due to an emergency/disaster situation.

a.2.3 Emergency Shelter Assistance – refers to the provision of limited financial and material assistance to help families repair their houses which are partially or totally destroyed by natural or man-made disaster.

a.2.4 Core Shelter Assistance – refers to the provision of limited financial and material assistance to help families construct their typhoon-resistant houses which are partially or totally destroyed by natural or man-made disaster.

How to avail of the relief and rehabilitation services?

1. The MSWDO to secure complete list of validated victims of an emergency and/or disaster;
2. Submission of the complete list to the PSWDO;
3. The PSWDO to consolidate the reports and submit to the DSWD Field Office;
4. The DSWD Field Office to review the consolidated report, for approval and fund allocation;
5. Implementation of services to the respective LGU; and
6. Monitoring and evaluation of the services.

b. Child Welfare Program

b.1 Early Childhood Care and Development (ECCD) Services

c. Youth Welfare Program

d. Women Welfare Program

e. Program for the Elderly

f. Program for Persons with Disability

g. Family and Community Welfare Program

h. Special Projects

Monitoring and Evaluation

Aside from requiring each staff to submit accomplishment report every end of the month a monthly meeting was being conducting for reporting and updates. After each and every activities being done, a performance evaluation and brainstorming on the strength and weaknesses were being expedited.

Consultations with the department head, can however be done at no given time depending on the urgency of the matter.

Documentation

As each program's focal person accomplished the required forms it must be filled on designated folder, annually replaced and filled on the filling cabinet of old files which was sorted out according to year and programs.

Pictures, list of attendees, minutes of the meeting and other pertinent documents were included in the files.