



SOCIAL SERVICES DEVELOPMENT DEPARTMENT

CITIZEN'S CHARTER

2020 (1st Edition)



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I. Mandate

- City Ordinance 168 S-1990, enacted September 26, 1990; Approved November 2, 1990, the establishment of the Quezon City Social Services Development Department (SSDD).
- Section 17 of R.A. 7160 otherwise known as the AN ACT PROVIDING FOR A LOCAL GOVERNMENT CODE OF 1991:

(b) Such basic services and facilities include, but are not limited to, the following:

(4) For a City:

All the services and facilities of the municipality and province, and in addition thereto, the following:

(j) The devolution contemplated in this Code shall include the transfer to local government units of the records, equipment, and other assets and personnel of national agencies and offices corresponding to the devolved powers, functions, and responsibilities.

Personnel of said national agencies or offices shall be absorbed by the local government units to which they belong or in whose areas they are assigned to the extent that it is administratively viable as determined by the said oversight committee: Provided, That the rights accorded to such personnel pursuant to civil service law, rules and regulations shall not be impaired: Provided, further, That regional directors who are career executive service officers and other officers of similar rank in the said regional offices who cannot be absorbed by the local government unit shall be retained by the national government, without any diminution of rank, salary or tenure.

- Ordinance No. SP-2402, S-2015, An Ordinance establishing the Quezon City Home for the Aged and Hospice under the Supervision and Management of the Social Services Development Department.

II. Vision

The Social Services Development Department is working on the aspiration that the socially, economically, and physically disadvantaged shall be provided with the opportunities needed to develop self-reliance and become participating members of the community.

III. Mission

The Social Services Development Department is committed to formulate and implement comprehensive programs and services to develop individuals, groups, and communities to be self-reliant.

IV. Service Pledge

We are committed to uphold Quality Service through efficient and effective people-centered governance by providing various opportunities needed to empower the disadvantage sector towards becoming productive members of the community.

To provide timely, responsive and relevant social welfare services to the disadvantage sector in the community.

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SOCIAL SERVICES DEVELOPMENT DEPARTMENT

**COMMUNITY OUTREACH SERVICE
RESIDENTIAL AND REHABILITATION SERVICE
SPECIAL PROJECT SERVICE
VOCATIONAL DEVELOPMENT SERVICE
WELFARE & RELIEF SERVICE**



1. RESCUE OPERATION

Office or Division:		Community Outreach Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		<ul style="list-style-type: none"> - Walk-in; - Referred Abused; - Neglected; - Abandoned Children - Youth; 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter (1 original, 1photocopy)		- Barangay, NBI, Police		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance	1. Coordinates with Police Officials who has jurisdiction over the case. 1.1 Prepares documentary requirements. 1.2 Conducts rescue operation following the health protocol of physical distancing, wearing facemask and disinfecting procedure	None	2 Hours	<i>Social Worker</i>
2. Undergoes intake interview and counselling / stress debriefing	2. Assess and conduct intake interview/counselling / stress debriefing following the health protocol.	None	3 Hours	<i>Social Worker</i>
3. Submit self for medical examination, if needed	3. Assists client for medical examination, if needed and secure medico-legal certificate. 3.1 Assist client in securing Brgy. and Police Blotter, if needed 3.2 Prepares and submits initial findings.	None	3 Hours	<i>Social Worker</i>
4. Pursues legal case against perpetrator	4. Assists client in the step by step process of online filing of the case, if needed, (from the Police level to the Office of the City Prosecutor up to Court level)	None	3 Hours	<i>Social Worker</i>
5. Submits self for institutionaliza tion, if necessary	5. Refers and escorts client for transfer to institution for temporary shelter, if needed (following health protocol)	None	4 Hours	<i>Social Worker</i>



6. Attends Center's planned activities	6. Conducts parenting capability assessment thru text messages, phone calls, video calls or home visits, if needed. 6.1 Prepares and submits social case study report and Supervisory Progress Report 6.2 Wait for the Notification of Scheduled court hearings/proceedings	None	7 working days	<i>Social Worker</i>
7. Attends scheduled court hearing	7. Assist client during court hearing -thru video conferencing	None	2 Hours	<i>Social Worker</i>
8. Awaits referral to institution / Reintegration to family if found capable to take custody (if applicable)	8. Facilitates reunification of client to family if found capable to take custody (following health protocol) 8.1 If no identified families or relatives, coordinates & prepares the following documents for institutionalization: 1. Updated Social Case Study Report 2. Referral Letter 3. Discharge Form 8.2 Conducts Aftercare/monitoring thru phone calls, text messages or video calls and submit feedback report	None	132 Days	<i>Social Worker</i>
9. Submits client for reintegration to family or institutionalization for long term care	9. Upon receipts of court order/ decision, facilitates termination of case or conducts after care service, if necessary -thru phone call and text messages	None	2 Hours	<i>Social Worker</i>
		TOTAL:	141 Days, 3 Hours	



2. REFERRAL (FACILITATION OF ISSUANCE OF CERTIFICATE DECLARING A CHILD AS LEGALLY AVAILABLE FOR ADOPTION)

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<ul style="list-style-type: none"> - Walk-in; - Referred Abused; - Neglected; - Surrendered; - Abandoned of Foundling Children - Youth;
CHECKLIST OF REQUIREMENTS	
CHILD:	WHERE TO SECURE
Request letter (1original, 1photocopy)	Prospective Adoptive Parents
Certificate of Live Birth / Foundling, if available (1original, 1photocopy)	PSA
Dental Age Verification, if foundling child (1original, 1photocopy)	Hospital
Psychological report (for 5 years old & above) (1original, 1photocopy)	Hospital
Health and Medical Profile (1original, 1photocopy)	Hospital
Medical Certificates, if with diseases (1original, 1photocopy)	Hospital
Old and recent photos of the child (full body) (1original, 1photocopy)	Prospective Adoptive Parents
2x2 oldest photo (3 pieces)	Prospective Adoptive Parents
Affidavit of circumstances of abandonment (1original, 1photocopy)	Lawyer
Tri-media certificate (1original, 1photocopy)	Media Networks
Returned registered mail to the last known address of parents/relatives (1original, 1photocopy)	LBC, Philpost
PROSPECTIVE ADOPTIVE PARENTS (PAP's):	
Certificate of attendance to pre-adoption seminars (1original, 1photocopy)	DSWD NCR
Birth Certificates (1original, 1photocopy)	PSA
Marriage Contract or Annulment Paper / Legal Separation, if applicable (1original, 1photocopy)	PSA
Police or National Bureau of Investigation (NBI) Clearance (1original, 1photocopy)	PNP, NBI
Medical and Psychological Evaluation of PAP's (1original, 1photocopy)	Hospital
Character References	Community
Proof of income / Employment or Bank Certificate (1original, 1photocopy)	Work Place, Bank
Affidavit of Temporary Custody (1original, 1photocopy)	Lawyer





Client Steps	Agency Actions	Fees to be paid	Processing Time	Responsible Person
<p>1. Prospective adoptive parents (PAP's) request for assistance thru email, telephone call and/or personal appearance to the office.</p> <p>1.1 Responses to clarificatory questions</p>	<p>1. Interviews PAPs and gather basic information thru telephone call, email and/ or personal appearance to the office following the health protocol of physical distancing, wearing facemask and disinfecting procedure</p> <p>1.2 Conducts assessment and provide orientation on legal adoption (following health protocol)</p> <p>1.3 Conducts intake interview (following health protocol)</p> <p>1.4 Advises to secure and submit the necessary requirements</p>	None	2 Hours	<i>Social Worker</i>
2. Submits necessary requirements	<p>2. Checks and validates the submitted documents (following health protocol)</p> <p>2.1 Informs clients about the schedule of interview thru text messages or telephone calls.</p>	None	30 Minutes	<i>Social Worker</i>
A. ABANDONED / FOUNDLING CHILD				
1. Wait for the schedule of interview via email, video calls, telephone calls or homevisit (if necessary)	<p>1.Coordinates with concerned agency e.g. lying-in, hospitals, Local Civil Registrar to request & validate information about the child (following health protocol)</p> <p>1.1 Sends registered mail to the parents last known address (following health protocol)</p> <p>1.2 Facilitates tri-media appeals (following health protocol)</p>	None	22 Days	<i>Social Worker</i>
2. Provides accurate information	2. Conducts interview thru email, video calls, telephone calls or homevisit (if necessary)	None	3 Hours	



B. SURRENDERED/ NEGLECTED CHILD				
<p>QUEZON CITY RESIDENTS:</p> <p>1. Birthparents attend several counselling sessions following health protocol.</p> <p>1.1 Birthparents sign Deed of Voluntary Commitment (DVC)</p> <p>NON-QUEZON CITY RESIDENTS:</p> <p>1. Wait for the schedule of interview by Social Worker of Municipal/ City Social Welfare and Development Office (M/CSWDO) or DSWD, if birthparents are non-Quezon City.</p>	<p>1. Conducts series of counselling session and assess parenting capability (following health protocol)</p> <p>1.1 Counsels and explains the content of DVC (following health protocol)</p> <p>1. Prepares referral letter to Municipal/ City Social Welfare and Development Office (M/CSWDO) to request for parenting capability assessment report (PCAR) and deed of voluntary commitment (DVC)</p> <p>1.1 Receives parenting capability assessment report (PCAR) and deed of voluntary commitment (DVC).</p>	<p>None</p>	<p>3 Hours</p> <p>1 Hour</p> <p>30 Minutes</p>	<p><i>Social Worker</i></p>
<p>3. Wait</p> <p>4. Receives Certification Declaring a Child Legally Available for Adoption (CDCLAA)</p>	<p>3. Prepares Social Case Study Report, Child Profile and Petition.</p> <p>3.1 Submits Social Case Study Report & other requirements to Department of Social Welfare and Development.</p> <p>3.2 Facilitates posting of notice of petition, if abandoned/ foundling</p> <p>4. Receives copy of CDCLAA & inform Prospective Adoptive Parent's (PAP's) to pick the certificate (following health protocol)</p>	<p>None</p>	<p>44 Days</p>	<p><i>Social Worker</i></p>



5. Upon pick up of CDCLAA, PAP's gets the list of requirements to process the issuance of Affidavit of Consent to Adoption (ACA) and Pre-Adoption Placement Authority (PAPA)	5.Informs and advises clients to secure requirements for Affidavit of Consent to Adoption (ACA) and Pre-Adoption Placement Authority (PAPA) *following health protocol	None	30 Minutes	<i>Social Worker</i>
6. Submits necessary requirements (following health protocol)	6.Reviews and validates submitted documents (following health protocol)	None	30 Minutes	<i>Social Worker</i>
7. Answers questions	7.Conducts anotherinterview to PAPs & significant others e.g. character references thru telephone calls, video calls, email or homevisit (if necessary)		3 Hours	
8. Wait			22 Days	
9. Wait	8.Prepare update Social Case Study Report and other pertinent documents.		22 Days	
10. Wait	9. Submits reports to Department of Social Welfare and Development.		1 Hour	
11. Accepts & signs ACA & PAPA	10. Attends matching conference (thru video conferencing)		10 Minutes	
12.Hires lawyer who will file petition for adoption in court.	11. Receives copy of ACA & PAPA		5 Minutes	
13. Submits copy of court decision, adoption decree and new birth certificate of the child (following health protocol)	12. Instructs and advises client to file the petition for adoption in court.		10 Minutes	
	13. Receives court order/ decision, adoption decree and new birth certificate of the child			
		TOTAL:	111Days, 7Hours, 20Minutes	

3. REACH OUT OPERATION

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<ul style="list-style-type: none"> - StreetChildren; - Street Families; - Street Dwellers; - Indigenous People (IPs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request/Referral thru letter or phone call	Barangay Hall



Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Undergoes Interview, attends counseling session and participate in the orientation on child protection laws (following health protocol)	1. Receives request for reach-out operation 1.1 Coordination with task force members to convene in preparation for reach out operation 1.2 Identification of Processing Center 1.3 Instructs the concerned barangay to prepare the processing center following the health protocol 1.4 Attends team Building following health protocol	None	3 Hours	Youth Devt. Officer (YDO)
2. Receives meal assistance	2. Conduct reach out operation following health protocol *vehicles must accommodate reach out clients half of its total passengers capacity)		1Day, 2Hours	
3. Submits self for temporary shelter	3. Assess and conduct intake interview and counseling orientation on child protection laws (following health protocol) 3.1 Prepare initial findings/case summary report 3.2 Provides meal assistance		2 Hours 1 Hour	Social Worker Social Welfare Aide
	3.3 Refer clients to institutions for temporary shelter with the vehicle to be used in transporting client must have only half of the vehicles passengers capacity		3 Days	Youth Devt. Asst.

A. QUEZON CITY RESIDENTS				
4. Attends Center’s activities	4. Conduct coordination with the Barangay Council for the Protection of Children (BCPC) thru phone		2 Days	Social Worker Social Welfare Aide Youth Devt. Asst.
5. Submits self for reintegration to family	5. Conducts case conference with the barangay and parents to discuss intervention following health protocol. 5.1 Prepares discharge paper	None	2 Hours	
6. Parents sign the Agreement Form (following health protocol)	6. Facilitate signing of Agreement Form by the family following health protocol		1 Hour	
7. Conforms in aftercare monitoring	7. Conducts aftercare monitoring to the reached out clients thru phone calls, text messages or video calls		132 Days	
B. NON QUEZON CITY BUT NCR RESIDENTS				
8. Awaits disposition	8. Prepares referral letter 8.1 Facilitates turn-over of client to other LGU’s, GO’s & NGO’s following health protocol. *vehicles being used in transporting clients must only have half of the vehicle passengers capacity.	None	3 Days	Social Worker Social Welfare Aide Youth Devt. Asst.
		TOTAL:	141 Days, 11 Hours	

4. EDUCATIONAL ASSISTANCE FOR CHILDREN/ YOUTH IN NEED OF SPECIAL PROTECTION AND CHILD AT RISK

Office or Division:	Community Outreach Division	
Classification:	Complex	
Type of Transaction:	G2C – Government to Client	
Who May Avail of the Service:	<ul style="list-style-type: none">- Walk-in clients;- Indigent Children/Youth in Need of Special Protection;- Child at Risk;- Presently enrolled in public school;- Quezon City residents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Certificate of Enrollment (1original, 1photocopy)		School
Barangay Certificate of Indigency (1original, 1photocopy)		Barangay Hall



Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Parent or Guardian of the client request for assistance 1.1 Submits basic requirements	1. Conducts assessment 1.1 Conducts intake interview following health protocol 1.2 After completion of interview, advise parent or guardian to wait for further instruction.	None	30 Minutes	Social Worker
2. Wait	2. Conducts validation with the school authorities thru phone calls 2.1 Prepares Case Summary Report		1 Day	
3. Wait	3. Collates all Case Summary Report of qualified beneficiaries and prepares masterlist together with the project proposal for approval	None	22 Days	Social Worker
4. Wait	4. Upon approval of the project proposal, submit all the requirements for payroll preparation and processing of the educational assistance		1 Hour	
5. Wait	5. Upon receipt of the financial assistance, informs client for the schedule of extension of the assistance	None	1 day	
6. Signs and accepts assistance	6. Release assistance by schedule/ batch to avoid mass gathering & following the health protocol.		1 day	
		TOTAL:	25 Days, 1 Hour, 30 Minutes	



5. INTERVENTION/DIVERSION PROGRAM (IN ACCORDANCE WITH RA 9344/JUVENILE JUSTICE WELFARE ACT)

Office or Division:		Community Outreach Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		- Children-in-Conflict with the Law (CICL)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter/ Indorsement (1original, 1photocopy) Police Report/Barangay Blotter (1original, 1photocopy) Medico-legal (Medical Certificate) (1original, 1photocopy)		Police Operatives,Barangay Officials, Other Local Government Units Police, Barangay Hospital, PNP		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1.Requests for assistance and responses to clarificatory question	1.Reviews documentary requirements	None	15 Minutes	<i>Social Worker</i>
2.Undergoes interview 2.1Parents provides information 2.2Children who are 12 years old and below attends Center's activities, awaiting assessment 2.3Children who are below the criminal age of responsibility and accused of offenses with above 6 years imposable penalty	2.Conducts assessment for case disposition. 2.1Conducts intake interview following health protocol. 2.1Gathers information from family thru phone calls, text messages or homevisit, if necessary following health protocol 2.3Submits and prepares plan of action (service plan) 2.4Coordinates and refers Children-in-Conflict with the Law (CICL) to Barangay Council for the Protection of Children (BCPC) for intervention program and facilitates turn-over of CICL to his/her family *coordination thru phone calls and text messages	None	1 Hour	<i>Social Worker</i>



<p>3.Children-in-Conflict with the Law (CICL) ages 15y/o & below FOR INTERVENTION PROGRAM</p> <p>4.Wait</p>	<p>3.Prepare feedback report</p> <p>3.1Submits feedback report to Fiscal Office</p> <p>4.Facilitates intervention program following health protocol</p>	<p>None</p>	<p>1 Hour</p>	
<p>For QC residents,</p> <p>1. Attends center’s activities, if admitted to Reception and Action Center or Molave Youth Home.</p> <p>Parents of Children-in-Conflict with the Law (CICL)</p> <p>2. Submits documentary requirements</p> <p>2.1If parents are found capable, Children-in-Conflict with the Law (CICL) with parents sign agreement on the intervention activities and signs intervention contract.</p> <p>2.2 If applicable, awaits further disposition</p>	<p>1.Locates parents and makes assessment. thru phone call and text messages to BCPC</p> <p>1.1Conducts case conference with parents and Children-in-Conflict with the Law (CICL) -thru phone call and text messages</p> <p>2.Coordinates with barangay, BCPC, NGOs or faith-based organizations relative to formulation of intervention program for CICL -thru phone and text messages</p> <p>*Facilitates signing of intervention contract, in coordination with concern BCPC</p> <p>3.Identifies institution for CICL whose parents are found not capable of custody or unlocated thru phone calls or text messages</p>	<p>None</p>	<p>110 Days</p>	<p><i>Social Worker</i></p>
	<p>4.Coordinates and refers minor to their respective LGU’s for intervention program.</p>	<p>None</p>	<p>44 Days</p>	

<p>For <u>NON-QC residents:</u></p> <p>1. Attends Center activities</p> <p>1.1 If Children-in-Conflict with the Law (CICL)'s family is living in the province (Outside NCR)</p> <p>1.2 Awaits for parental capability assessment for parents & attends to Center's activities.</p>	<p>5. Coordinates with the LSWDO thru formal letter requesting Parenting Capability Assessment Report prior reintegration to family.</p> <p>6. Facilitates reintegration of CICL to family</p> <p>*coordinate thru phone call and text messages</p>			
<p>Children-in-Conflict with the Law (CICL) ages 15y/o & above <u>CICL is INQUESTED</u></p>		None		
<p>1. Attends Center activities</p> <p>For parents</p> <p>1. Submits CICL's BC/Baptismal</p> <p>1.1 Submits CICL's cert. of enrolment/ALS cert (if available)</p> <p>1.2 If case is filed in Court, Children-in-Conflict with the Law (CICL) stays at Molave Youth Home awaiting court disposition & attends to Center's activities</p>	<p>1. Coordinates with the Office of the City Prosecutor to secure Final Resolution</p> <p>1.1 Require the parents to submit necessary documents to help facilitate case disposition</p> <p>*disinfect the documents</p> <p>1.2 Facilitates case disposition</p>		66 Days	
<p>Children-in-Conflict with the Law (CICL) ages 15y/o & above</p> <p>For Diversion Program</p> <p>1. Children-in-Conflict with the Law (CICL) and parents enter into agreement with Social Worker on the diversion contract.</p> <p>1.1. Children-in-Conflict with the Law (CICL) and parents sign agreement form and diversion contract at Social Services Development Department main office/ concern barangay (thru Barangay Council for the Protection of Children)</p>	<p>1. Conducts family assessment</p> <p>1.1 Coordinate BCPC thru phone calls and text messages</p> <p>1.2 Coordinates with Barangay Council for the Protection of Children (BCPC) and Non-Government Organization/ Faith based org (if available) for the activities under the Diversion program</p> <p>1.3 Facilitates in signing of diversion contract</p>	None	22 Days	

Social Worker

2. Children-in-Conflict with the Law (CICL) and parents attend and comply with the agreed Diversion program	2.Social Worker monitors the progress of the program 2.1Coordinate BCPC thru phone calls and text messages	None	132 Days	<i>Social Worker</i>
3. Children-in-Conflict with the Law (CICL) and parents attend final case conference to determine if program is successful or not	3.Upon assessment, if the goal of the Diversion is attained, Social Worker recommends: Termination (completed) Extension (incomplete) or Filling of formal case (non-compliance)	None		<i>Social Worker</i>
		TOTAL:	374 Days, 1 Hour, 15Minutes	

6. PROVISION OF CERTIFICATE OF INDIGENCY (COI)

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	- 18 yrs. old and above who are residents of Quezon City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter from concerned agency (1original) Barangay Certificate (1original) Personal letter stating reason for availing Certificate of Indigency (1original) Certificate of No Property (1original) Certificate of None Existing Business (1original)	PAO, PSA, School and other stakeholder Barangay Client Quezon City Assessor’s Office Quezon City Business Permit and Licensing Office

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1.Request for assistance and submits requirements (following health protocol)	1.Reviews the submitted documents (following health protocol)	None	10 minutes	<i>Social Welfare Aide/ Community Outreach Division staff</i>



2.Undergoes interview	2.Conducts assessment & intake interview following health protocol 2.1Advises client as to the schedule for further engagement.	None	1Hour, 30 Minutes	
3.Wait	3.Conducts further interview thru phone calls or video call 3.1Prepares and submits report (Case Summary Report		7 Days	<i>Social Welfare Aide</i> <i>Youth Development Assistant</i> <i>Youth Development Officer</i>
4.Receives the Certificate of Indigency (following health protocol)	4.Prepares and release Certificate of Indigency (following health protocol)		10 minutes	
		TOTAL:	7 Days, 2 Hours	

7. PROVISION OF PHILHEALTH COVERAGE FOR INDIGENT FAMILIES

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	- Qualified Indigent Head of families who are bonafide residents of Quezon City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Indigency (1original, 1photocopy) Referral letter/medical certificate (1original, 1photocopy)	Barangay QC Health Department or other government hospitals

Client	Agency Actions	Fees to be paid	Processing Time	Person Responsible
For walk-in clients: 1. Requests for assistance and submits requirements (following health protocol)	1.Receives and assess submitted documentary requirements (following health protocol)	None	10 minutes	<i>Community Outreach Division Staff</i>



2. Undergoes interview following health protocol	2. Conducts interviews following health protocol	None	15 minutes	
3. Fills-up application form	3. Guides client how to properly fill up form 3.1 Reviews filled-up form. 3.2 Prepares referral letter.		10 minutes	
4. Submits referral letter and application form to Philhealth.	4. Advises client to submit referral letter and application form to Philhealth Office.		1 day	
5. Wait	5. Receives Philhealth ID or Certificate of Membership.		66 Days	
6. Gets Philhealth ID.	6. Informs client to get Philhealth ID.			
For clients referred by: 1. Barangay's., Non-Government Organizations, Associations and Organizations submit referral and Philhealth Member Registration Form (PMRF)	1. Receives and assess filled-up forms	None	30 minutes	<i>Community Outreach Division Staff</i>



7.Wait	7.Prepare masterlist& submit forms to PhilHealth 7.1Informs the Barangays, Non-Government Organizations, Associations, and organizations on the availability of Philhealth IDs/Member Data Record 7.2Receives IDs/ Member Data Record from Philhealth	None	66 Days	
8.Receives the ID/ Member Data Record	8.Distributes Philhealth ID/ Member Data Record to beneficiaries thru Barangays	None	30 minutes	
		TOTAL:	133 Days, 1Hour, 35Minutes	

8. DAY CARE SERVICE

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<ul style="list-style-type: none">- 3-4 years old children who belongs to indigent families, large families, working mother, solo parents;- Children who are nutritionally at risk
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Live Birth	PSA

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1.Parents/ Guardians participate and answer question thru telephone call/ text messaging	1.Review 2019 family survey to identify 3-4 y/o children	None	5 Days	Day Care Worker



	1.1 Interviews family of identified beneficiaries thru telephone call/ text messaging or home visit, if necessary	None	10 Days	
2.Awaits notification for qualification	2.Consolidates list of 80 identified day care children including profiling of their families	None		
3.Parents/ Guardians attend ECCD orientation re: Home-based schooling	3.Conduct orientation to parents of qualified beneficiaries. (following health protocol)	None		<i>Day Care Worker</i>
4.Parent leader orientation	4.Identify potential parent leader to assist in monitoring of home-based activities	None	220 Days	<i>Nutritionist-dietician</i> <i>Day Care Worker</i>
5.Awaits notification for assessment	5.Assess children using ECCD checklist thru parents interview/home visitation in coordination with parent leader (following health protocol)	None		<i>Day Care Worker</i>
6.Awaits notification thru parent leaders	6.Distribute hygiene kit/ learning materials and family food pack	None		<i>Day Care Worker</i>



7. Day Care parents to conduct stimulating activities at home-based on suggested activities for 3-4 y/o children based on ECCD Learning Package	7. Monitor/assess expected outcome of activities conducted by parents at home thru telephone call/ messaging parent leader feedback report	None		Day Care Worker
8. Receive certificate of completion/recognition	8. Distribute certificate of completion/ recognition to 4 y/o children ready for kinder (following health protocol)	None	5 Days	Day Care Worker
		TOTAL:	245 Days	

9. PRE-MARRIAGE COUNSELING SERVICE

Office or Division:		Community Outreach Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Couples applying for marriage license with ages 18 to 25 years old or who are below 25 years old. (only 5 couples per session)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Marriage License (1photocopy)			Quezon City Civil Registrar	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Request for attendance to counselling	Interviews the Applicant following health protocol.	None	5 minutes	Social Worker
Signs in the Pre-marriage Counselling Service Attendance	Guides client in signing the attendance sheet	None	5 minutes	
Fills-up Application Form	Guides applicants in filling up application form			
Attends counselling	Conducts counselling	None	1 hour	
Participates in the Open Forum	Facilitates the Open Forum and synthesizes the learning activity	None	40 minutes	
Receives the Pre-Marriage Counselling Certificate	Distributes the Certificate	None	10 minutes	
		TOTAL:	2 hours	

1. MOLAVE YOUTH HOME

Office or Division:		Residential and Rehabilitation Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Children-in-conflict-with-the-law apprehended/filed case in Q.C. <ul style="list-style-type: none"> • Male or Female • 15 years to below 18 years old 		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Commitment/Court Order Inquest Resolution Referral Letter Medico-Legal Certificate dated on the day of referral from COVID-19 PCRT Test Result			Quezon City Prosecutors Office Quezon City Family Court Barangay Government Hospital Government Hospital or any DOH accredited laboratory	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1.Present self (must wear facemask upon admission)	1. Checks all documentary requirements.	None	10 minutes	Security Personnel
2.Submit self for body check and physical examination observing the minimum health standard during this COVID-19 crisis	2.1 Assess presented documentary requirements, including COVID-19 test result.. Conducts body check and physical examination and body temperature check and filled up admission form taking into consideration the minimum health standard during this COVID-19 crisis	None	30 minutes	Houseparent (Officer of the Day) Security Personnel
	2.2 If there is a need, advise referring party to indicate in the medical certificate the findings during physical examination not included in the medical certificate.if necessary, advise referring party to bring back client to the doctor for appropriate medical update.	None		
3.Receives personal hygiene supplies	3. Escort client to assigned Quarantine Area for new admission (14 days' quarantine). Issue personal hygiene supplies taking into consideration the minimum health standard during this COVID-19 crisis	None	10 minutes	Houseparent (Officer of the Day)





4. Undergoes interview observing the minimum health standard during this COVID-19 crisis	4. Conducts interview and orientation on house rules/regulations taking into consideration the minimum health standard during this COVID-19 crisis	None	1 hour	Houseparent (Officer of the Day)
5. Submits self-observing the minimum health standard during this COVID-19 crisis	5. Conducts medical examination taking into consideration the minimum health standard during this COVID-19 crisis	None	20 minutes	Medical Doctor Nurse
6.Attend Center's Activities observing the minimum health standard during this COVID-19 crisis	6.1 Supervised and monitors proper food preparation and distribution. Provides other personal needs 6.2 Trains, monitors & supervises client's household chores assignment taking into consideration the minimum health standard during this COVID-19 crisis 6.3 Prepares and submits monthly behavioral monitoring reports.	None	8 hours 8 hours 1 hour	Cook Houseparent Cook Houseparent Security Personnel
7.Submit self for medical examination observing the minimum health standard during this COVID-19 crisis	7. 1 Conducts further medical evaluation, daily monitoring for symptoms of COVID-19 7. 2Make referral to health institutions 7. 3Conduct lectures on health and wellness, etc. (2 dorms per week) taking into consideration the minimum health standard during this COVID-19 crisis or thru alternative mode 7.4 Prepares and submits Monthly Medical Appraisal report.	None	8 hours 2 hours 1 hour 1 hour	Nurse Medical Doctor



8. Undergoes psychological assessment thru alternative /online mode	8.1 Conducts counselling such online/alternative mode), and interview and administer testing.	None	4 hours	Psychologist
	8.2 Prepares and submits psychological assessment report.		4 hours	
9 Attends Special Education class thru blended learning observing the minimum health standard during this COVID-19 crisis Client's parents/family submit form 137 (if available	9. 1Conduct "Blended Learning "as per DepEd's new normal curriculum standard and if there is a need conducts tele-tutorial taking into consideration the minimum health standard during this COVID-19 crisis 9.2Prepares and submit records/ recommendations to the Department of Education for possible acceleration of clients. Prepares and submit monthly educational monitoring report	None	8 hours	SPED Teachers
10. Attends Alternative Learning System Sessions thru blended learning observing the minimum health standard during this COVID-19 crisis	10. Assess level of literacy and conducts "blended learning" class taking into consideration the minimum health standard during this COVID-19 crisis	None	8 hours	Instructional Manager
11. Attends skills training session based on their interest & capacities observing the minimum health standard during this COVID-19 crisis	11.1 Conducts online skills training and other soft trade industry and handicrafts-making taking into consideration the minimum health standard during this COVID-19 crisis 11.2 Prepares and submit monthly livelihood training monitoring report	None	8 hours 1 hour	Training Assistant



12. Participate in different recreational activities of the center observing the minimum health standard during this COVID-19 crisis	12. Plans and implement different socialization activities taking into consideration the minimum health standard during this COVID-19 crisis	None	8 hours	Houseparent
13. Attends value formation training and spiritual enrichment observing the minimum health standard during this COVID-19 crisis	13. Monitors and supervises activities taking into consideration the minimum health standard during this COVID-19 crisis.	None	6 hours	Houseparent
14. Attends Center's activities observing the minimum health standard during this COVID-19 crisis	14. Provides security to clients, monitors and supervises clients behavior	None	24 hours	Security Personnel
15. Attends social sessions/activities in the Center observing the minimum health standard during this COVID-19 crisis	<p>15.1 Conducts further interview, counselling, inter-agency coordination, groupwork, static meeting and case conference through online or alternative modes of communication i.e. Video Conferencing taking into consideration the minimum health standard during this COVID-19 crisis.</p> <p>15.2 Prepares case summary/ social case study report and service plan for submission to the respective court's email address sent through the official email address of Molave Youth Home</p>	None	<p>8 hours</p> <p>1 hour</p> <p>3 hours</p> <p>1 hour</p> <p>2 hours</p> <p>1 hour</p>	Social Worker

	<p>15.3 Assist clients during scheduled Video Conferencing Court Hearings in lieu of the physical hearings.</p> <p>15.4 Prepares and submit Quarterly progress report.</p> <p>15.5 Conducts Parent Effectiveness Conference through messenger/viber/video conferencing</p> <p>15.6 Upon receipt of Court Order thru official email of the Court, Social Worker will facilitate release of client from the center (discharge paper can be prepared onsite or thru online) and reintegration to family or referral to other institutions if there is need</p>			
		TOTAL	117 hours, 10 minutes	

2. RECEPTION AND ACTION CENTER

Office or Division:		Residential and Rehabilitation Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Disadvantaged sectors residing in Quezon City needing temporary shelter Male or Female ➤ 0-60 years old & above		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Commitment/Court Order Inquest Resolution Referral Letter Medico-Legal Certificate dated on the day of referral from COVID-19 PCRT Test Result Chest X-Ray		Quezon City Prosecutors Office Quezon City Family Court Barangay Government Hospital Government Hospital or any DOH accredited laboratory		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Present self and Surrender personal belongings and valuables for safe keeping observing the minimum health	1. Checks all documentary requirements. Baggage Check List surrendered personal belongings and valuables, subject for	None	30 minutes	Security Personnel



standard during this COVID-19 crisis	disinfection taking into consideration the minimum health standard during this COVID-19 crisis			
2. Upon entry to the facility, Disinfect shoes on shoe bath (take off shoes or slippers) Wash hands Body Temperature check Disinfect with alcohol	2. Assist client and referring party , Conduct body temperature check taking into consideration the minimum health standard during this COVID-19 crisis	None	30 minutes	Security Personnel
3. Submit self for body check and physical examination on observing the minimum health standard during this COVID-19 crisis	3. Assess presented documentary requirements, including COVID-19 test result. Conducts body check and physical examination. * If there is a need, advise referring party to indicate in the medical certificate the findings during physical examination not included in the medical certificate. * If necessary, advise referring party to bring back client to the doctor for appropriate medical update	None	30 minutes	Houseparent (Officer of the Day)
4. Receives personal hygiene supplies	5. client to assigned Quarantine Area for new admission. Issue personal hygiene supplies	None	10 minutes	Houseparent (Officer of the Day)
6. Undergoes interview observing the minimum health standard during this COVID-	6. Conducts interview Conducts orientation on house rules /regulations taking into consideration the minimum health standard during this COVID-19 crisis	None	1 hour	Houseparent (Officer of the Day)



19 crisis				
7. Attend Center's Activities observing the minimum health standard during this COVID-19 crisis	<p>7.1 Supervised and monitors proper food preparation and distribution. Provides other personal items</p> <p>7.2 , monitors & supervises client's household chore assignment.</p> <p>7.3 Prepares and submits monthly behavioral monitoring reports.</p>	None	<p>8 hours</p> <p>8 hours</p> <p>1 hour</p>	<p>Cook</p> <p>Houseparent</p>
8. Submits self-observing the minimum health standard during this COVID-19 crisis	<p>8. 1 Conducts further medical evaluation, daily monitoring for symptoms of COVID-19</p> <p>8.2 ake referral to health institutions</p> <p>8. 3Conduct lectures on health and wellness, etc. (2 dorms per week) taking into consideration the minimum health standard during this COVID-19 crisis or thru alternative mode</p> <p>8. 4 Prepares and submits Monthly Medical Appraisal report.</p>	None	<p>8 hours</p> <p>2 hours</p> <p>1 hour</p> <p>1 hour</p>	Nurse
9. Undergoes psychological assessment thru alternative /online mode	<p>9.1 Conducts counselling such online/alternative mode), and interview and administer testing.</p> <p>9.2 Prepares and submits psychological assessment report.</p>	None	<p>4 hours</p> <p>4 hours</p>	Psychologist
10. Attends Non-Formal Education class thru blended learning observing the minimum health standard	<p>10.1 Conduct online Basic Literacy Class and Online Tutorial to clients who are enrolled in regular schooling under home study program of DepEd.</p> <p>10.2 Prepares and submit</p>	None	<p>4 hours</p> <p>1 hour</p>	Houseparent



during this COVID-19 crisis	monthly progress report			
11. Attends skills training session based on interest & capacities observing the minimum health standard during this COVID-19 crisis	11.1 Conducts online skills training on soft trade industry and handicrafts-making taking into consideration the minimum health standard during this COVID-19 crisis 11.2 Prepares and submit monthly livelihood training monitoring report	None	4 hours 1 hour	Training Assistant
12. Participate in different recreational activities observing the minimum health standard during this COVID-19 crisis	12. Plans and implement different socialization activities taking into consideration the minimum health standard during this COVID-19 crisis	None	8 hours	Houseparent
13. Attends value formation training and spiritual enrichment activities such as prayer and attend Mass thru live observing the minimum health standard during this COVID-19 crisis	13. Monitors and supervises activities taking into consideration the minimum health standard during this COVID-19 crisis	None	6 hours	Houseparent
14. Attends sessions/ activities in the Center observing	14. Conducts further interview, counselling, groupwork, static meeting and case conference	None	4 hours	Social Worker



the minimum health standard during this COVID-19 crisis	through online or alternative modes of communication i.e.Video Conferencing taking into consideration the minimum health standard during this COVID-19 crisis		2 hours	
15. Participates in data gathering , sessions and intervention thru online/alternative modes of communication again observing the minimum health standard during this COVID-19 crisis	15.2 Prepares social case study report and Quarterly Progress Report.		1 hour	
16. Awaits release from the center.	16. Prepares documentary requirements for the release of client.			
		TOTAL	65 hours, 40 minutes	



1. PROTECTIVE SERVICE

Office or Division:		Special Project Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Walk-in or Referred, Abused, Neglected or Abandoned Women, Elderly, Persons with Disability		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Referral Letter (1 original, 1photocopy)			Barangay, NBI, Police	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Wait	After being informed of the need to conduct rescue operation, Social Worker shall immediately coordinate with Police Officials and/or Barangay Officials who has jurisdiction over the case, to validate/verify such allegation of abuse and plans the rescue operation.	None	1hour	Social Worker
Give accurate information	Conducts rescue with Barangay and Police Operatives	None	2 hours	Social Worker
Intake Interview & counselling / stress debriefing	Assess & conduct intake interview / counselling / stress debriefing with complete PPE (Mask & Alcohol) w/ Social distancing (at least 1 meter apart)	None	30 minutes	Social Worker
Submit self for medical examination / rapid test, if needed	Assists client for medical examination, if needed Assists client in securing Brgy. and Police blotter, medico legal Prepares initial Report on Findings (ROF) / Case Summary	None	2 hours	Social Worker
Pursues legal case against perpetrator	Assists client in the step by step process (Online filing of case from the Police level to the Office of the City Prosecutor up to Court level)	None	8 hours	Social Worker



	Secures necessary documentary requirements	None	3 days	Social Worker
Attends Center's planned activities	<u>PROTECTIVE CUSTODY</u> Refers client to Institution for temporary shelter	None	2 hours	Social Worker
	Conducts home visit and assess family capability assessment (FCA) if necessary Prepares Social Case Study Report; Supervisory Progress Report; Referral letter	None	7 days	Social Worker
		TOTAL:	12 days, 30 minutes	

2. REFERRAL

Office or Division:		Special Project Division		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government G2G - Government to Citizen		
Who May Avail of the Service:		Women, Elderly, Person with Disability (PWD) other Non-Profit Organization		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ If applicable, Letter Request, Medical Certificate, Barangay Certificate ➤ For Solicitation Permit: <ul style="list-style-type: none"> • Letter of Request • Security and Exchange Commission (SEC) Registration Department Registration Department of Social Welfare and Development Division (DSWD) Solicitation Permit Application Form • Recommendation from concerned agencies pertinent to the nature of fund raising. <ol style="list-style-type: none"> 1. Sample of letter of Appeal, Ticket, Ballots, etc. depending on the mode of solicitation 2. List of the Beneficiaries 3. Authorization from the President of the Organization to solicit with the solicitor's picture and signature ➤ For those applying for a Solicitation Permit with previous approved permit, Submission of Financial Statement and they should surrender the previously issued Solicitation Permit. 		Hospital, Barangay Hall, Client, Security and Exchange Commission, Department of Social Welfare and Development Division and Agency and other concern agency.		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible



Submits online letter request	Respond to the proponent thru online	None	30 minutes	Receiving Clerk
Provide information	Coordinate with the proponent and discuss possible webinar based on the request	None	1 hour	Social Worker
Attends Training	Conducts the training thru webinar	None	2 hours	Social Worker
		TOTAL:	3 Hours, 30minutes	

3. EDUCATIONAL ASSISTANCE FOR CHILDREN WITH DISABILITIES

Office or Division:		Special Project Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Indigent Children with Disabilities, Enrolled in public school and Quezon City residents		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Enrollment, School ID and PWD ID			School and Person with Disability Affairs Office (PDAO)	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Parent or Guardian of the client submit requirements for possible provision of assistance	Online submission of requirements	None	None	Social Worker
Conduct Validation with the school authorities	Online validation with school authorities	None	1 day	Social Worker
Wait	Collates all Case Summary Report of qualified beneficiaries and prepares master list together with the project proposal for approval	None	30 days	Social Worker
Wait	Upon approval of the project proposal, purchase broadband	None	1 day	Social Worker
Receives and signs the extended assistance	Extend Broadband to beneficiaries for internet connection	None	7 days	Social Worker
		TOTAL:	39 days	

4. CAPABILITY BUILDING SESSIONS

Office or Division:		Special Project Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		All interested party		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request (1 original, 1photocopy)			Client	



Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Submits online letter request	Respond to the proponent thru online	None	30 minutes	Receiving Clerk
Provide information	Coordinate with the proponent and discuss possible webinar based on the request	None	1 hour	Social Worker
Attends Training	Conducts the training thru webinar	None	2 hours	Social Worker
		TOTAL:	3 hours, 30 minutes	

5. SENIOR CITIZEN VOLUNTEER PROGRAM

Metro Manila is under General Community Quarantine (GCQ) which was recommended by Inter Agency Task Force (IATF) on May 28, 2020. Senior Citizens are the most vulnerable & susceptible sector to be afflicted by Corona Virus Disease 2019 (COVID-19) considering their health condition due to old age. They are not recommended to go outside unless they will purchase food and/or medicines, thus, performing their task is temporarily suspended until such time that the government lifted the community quarantine. Likewise, the hiring of Senior Citizen Volunteer is on hold for the meantime.

6. SOLO PARENT SERVICE: ISSUANCE OF SOLO PARENT ID

Office or Division:		Special Project Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Solo parent due to: Death of Spouse, Separation/Annulment, Abandonment, Unwed, Partner is physically or mentally ill (for 1 year with Medical Certificate) and Partner is convicted of a crime (for at least 1 year in prison)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Certificate, Photocopy of Birth Certificate of minor children, 1x1 ID Picture, Any of the following applicable: Photocopy of Death Certificate of spouse widow/widower Copy of Filed petition for Annulment/Legal Separation Affidavit of Circumstances of being a Solo Parent			Barangay Hall, Philippine Statistics and Authority (PSA), Public Attorney Office (PAO), Civil Registrar Office and Court.	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
*New Applicant Fills-up Application Form (download @dropbox.com) Requests and submits requirements thru online	Provides instruction on how to properly fill-up the form thru online Assess submitted documentary requirements Provides information on Solo Parent Act RA 8972	None	30 minutes	Social Welfare Officer or Special Project Division Staff



Receive status report and schedule of interview	Provide feedback report and schedule of interview	None	1 day	Social Welfare Officer or Special Project Division Staff
Undergoes interview	Conducts interview with complete PPE with Social distancing (at least 1 meter apart) Conducts home visit if necessary with complete PPE	None	1 day	Social Welfare Officer or Special Project Division Staff
Accepts ID with complete PPE	Accepts ID with complete PPE	None	30 days	Social Welfare Officer or Special Project Division Staff
*Old Applicant (Renewal) Fills-up Application Form (download @dropbox.com) Requests and submits requirements thru online Request for the renewal of Solo ID	Provides instruction on how to properly fill-up the form thru online Assess submitted documentary requirements Provides information on Solo Parent Act RA 8972	None	30 days	Social Welfare Officer or Special Project Division Staff



Receive status report and schedule of interview	Provide feedback report and schedule of interview	None	1 day	Social Welfare Officer or Special Project Division Staff
Undergoes interview	Interviews applicants with complete PPE with Social distancing (at least 1 meter apart) Conducts assessment Conducts coordination with Barangay thru online, if needed	None	1 day	Social Welfare Officer or Special Project Division Staff
Accepts ID with complete PPE	Prepares and facilitates issuance of Solo Parent ID	None	5 minutes	Social Welfare Officer or Special Project Division Staff
		TOTAL:	32 days, 35 minutes	



1. Manpower Barangay Based Skills Training

Office or Division:		VOCATIONAL DEVELOPMENT DIVISION		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Identified individuals referred by other Division as part of Intervention Plan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original, 1 photocopy)		Barangay or other requesting Party		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance and/or submits letter request through email or phone call	1. Assess training need and advise proponent as to schedule of further engagement through email or phone call	None	30 minutes	<i>Manpower Development Officer</i>
2. Wait	2. Conducts further assessment and prepares schedule for next engagement	None	30 minutes	<i>Manpower Development Officer</i>
3. Provide information through video call	3. Coordinate with the proponent and discuss the training design, identification of venue, logistic and other needs. 3.1 Advise proponent as to schedule	None	1 hour	<i>Manpower Development Officer or Manpower Development Assistant</i>
4. Wait	4. Prepares feedback report and recommendation approval of requested training 4.1 Upon approval of the requested training 4.2 Inform proponent of the approved training and schedule the training orientation/ dialogue with the participants through email or video call	None	6 working days, 2 hours	<i>Manpower Development Officer or Manpower Development Assistant</i>
5. Attends Dialogue	5. Conducts dialogue through video conferencing 5.1 Prepares and submits Enrolment Report	None	4 Hours	<i>Manpower Development Officer or Manpower Development Assistant</i>



6. Attends Training	6. Conducts modular skills training by means of google class or Barangay Based Skills Training (Selected Courses) (Maximum of 8 Participants per course)	None	120 hours	Manpower Development Assistant
7. After finishing the modular training	7. Individual Release of Certificate of Completion	None	4 Hours	Manpower Development Officer or Manpower Development Assistant
		TOTAL:	22 Days, 5 Hours	

2. SOFT TRADE SKILLS TRAINING

Office or Division:		VOCATIONAL DEVELOPMENT DIVISION		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Identified individuals referred by other Division as part of Intervention Plan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original, 1 photocopy)		Barangay or other requesting Party		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance and/or submits letter request through email or phone call	1. Assess training need and advise proponent as to schedule of further engagement through email or phone call	None	30 minutes	Manpower Development Officer
2. Wait	2. Conducts further assessment and prepares schedule for next engagement	None	30 minutes	Manpower Development Officer
3. Provide information through video call	3. Coordinate with the proponent and discuss the training design, identification of venue, logistic and other needs. 3.1 Advise proponent as to schedule	None	1 hour	Manpower Development Officer



4. Wait	<p>4. Prepares feedback report and recommendation approval of requested training</p> <p>4.1 Upon approval of the requested training</p> <p>4.2 Inform proponent of the approved training and schedule the training orientation/ dialogue with the participants through email or video call</p>	None	6 working days, 2 hours	Manpower Development Officer
5. Attends Training	<p>5. Conducts the softtrade skills training by means of google class or face to face training</p> <p>(Maximum of 8 Participants per course)</p>	None	4 hours	Manpower Development Assistant
		TOTAL:	7 Days, 4 Hours	

3. Productivity Skills and Capability Building Training

Office or Division:		VOCATIONAL DEVELOPMENT DIVISION		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		All interested party		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance	1. Assess training need and advise proponent as to schedule of further engagement through email or phone call	None	30 minutes	Manpower Development Officer
2. Wait	2. Conducts further assessment and prepares schedule for next engagement	None	30 minutes	Manpower Development Officer
3. Provide information through video call	<p>3. Coordinate with the proponent and discuss the training design, identification of venue, logistic and other needs.</p> <p>3.1 Advise proponent as to schedule</p>	None	1 hour	Manpower Development Officer

4. Wait	4.2 Inform proponent for the schedule of training through email or video call	None	2 hours	Manpower Development Assistant
5. Attends Dialogue	5.1 Prepares and submits Enrolment Report	None	4 Hours	Manpower Development Assistant
6. Attends Training	6. Conducts the blended skills training by means of modular or google class (Maximum of 8 Participants per course)	None	15 Days	Manpower Development Assistant
7. After finishing the training	7. Individual Release of Certificate of Completion 7.1 Organize group for training com production	None	10 Days, 4 Hours	Manpower Development Officer or Manpower Development Assistant
		TOTAL:	26 Days, 4 Hours	

4. SMALL INCOME GENERATING ASSISTANCE (CAPITAL ASSISTANCE)

Office or Division:		VOCATIONAL DEVELOPMENT DIVISION		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Identified individuals referred by other Division as part of Intervention Plan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Indigency (1 original, 1 photocopy)		Barangay		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Client seeks capital assistance ✓ Walk-in ✓ Phone Call ✓ Referral ✓ Email ✓ Letter	1. Conduct coordination with the barangay regarding proponent's request (conduct orientation/ dialogue regarding programs for the "new normal")	None	2 hours	Labor and Employment Officer
2. Wait	2. Prepares schedule for orientation/ assessment for possible assistance	None	1 day	Labor and Employment Officer



<p>3. Subject self for assessment</p> <p>3.1 Attends business counselling</p> <p>3.2 Prepares and submits project proposal</p>	<p>3. Conducts orientation/ assessment</p> <p>3.1 Conducts business counselling/ preparation of project proposal thru use of laptop and projector (a min of 2 to a max of 5 per session per staff)</p> <p>3.2 Inform client to submit additional documentary requirements</p>	None	4 hours	Labor and Employment Officer
4. Submits requirements	<p>4. Prepares Case Summary report</p> <p>Evaluates submitted documentary requirements/ Prepares all documentary requirements including project proposal for the approval of capital assistance</p>	None	5 working days	Labor and Employment Officer
5. Wait	5. Upon approval of project proposal, prepares and submit all documentary requirements for payroll preparation and processing	None	5 working days	Labor and Employment Officer
6. Wait	6. Inform proponent for the schedule of extension of capital assistance	None	4 Hours	Labor and Employment Officer
7. Receives the capital assistance	7. Extends capital assistance to a minimum of 5 to a maximum of 10 beneficiaries a day	None	4 hours	Labor and Employment Officer
8. Provide information	<p>8. Monitor status of the clients/business thru text or video call</p> <p>8.1 Prepares and submit monitoring report</p>	None	132 working days	Labor and Employment Officer
		TOTAL:	149 Days, 6 Hours	



4. REFERRAL

Office or Division:		VOCATIONAL DEVELOPMENT DIVISION		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Interested graduates of the Manpower Barangay Based Skills Training Programs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits resume through email	1. Review resume 1.1 Coordinate with Industries/ companies for possible job through phone calls. 1.2 Inform graduates for the scheduled date of referral through phone calls.	None	2 weeks	Labor and Employment Officer
2. Receives referral letter for possible employment	2. Extends referral letter addressed to the industry or PESO for possible employment	None	1 hour	Labor and Employment Officer
3. Able to get employment	3. Monitors status of employed graduates 3.1 Prepares and submits reports	None	3 Months	Labor and Employment Officer
		TOTAL:	54 Days, 1 Hour	



1. TRANSPORTATION ASSISTANCE (BALIK-PROBINSYA)

Office or Division:		Welfare and Relief Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Individuals/families in Crisis Situation		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> • Barangay Certificate Of Residency/ Indigency • Travel Clearance • Health Certificate 		<ul style="list-style-type: none"> - Barangay Hall - Police Station - Health Center 		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
6. Precautionary measures to all visitors/ clients	1. Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	Officer on duty
7. Present self to Information Desk	2. Accommodates client's query with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) 2.1 Conducts initial assessment of documentary Requirements 2.2 Provides client with queuing number 2.3 Assists client to proceed to concerned staff	None	10 minutes	Social Welfare Aide
3. Proceeds to the concerned staff 3.1 Submits necessary documents	3. Ask for additional information for validation 3.1 Explains subsequent procedures in availing assistance (i.e Home visit, purchase of tickets, etc.)	None	30 minutes	Social Worker

4. Undergoes intake interview and provide accurate information	4. Conducts Intake interview 4.1 Conducts Counseling 4.2 Advice client to wait for further assessment/ schedule of further engagement	None	1 hour	Social Worker
5. Wait	5. Conducts Home visit with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) 5.1. Identifies other needs of the client 5.2. Prepares documentary requirements: a. Report on Findings b. Referral Letter 5.3. Coordinates with other welfare agencies (receiving Local Government Unit (LGU) and Department of Social Welfare and Development) 5.4. Purchase tickets 5.5. Informs client as to the schedule of departure	None	14 Days	Social Worker
6. Signs Acknowledgement Receipt 6.1. Receives ticket/s and Referral Letter to receiving LGU	6. Escort client to bus terminal/ port 6.1. Extends ticket/s and Referral Letter 6.2. Ensures that client is really on board	None	4 Hours	
	7. Prepares necessary documents for liquidation purposes	None	4 Hours	
		TOTAL:	15 Days, 1 Hour, and 45 minutes	



2. EMERGENCY DISASTER RELIEF PROGRAM (FOOD ASSISTANCE/ TEMPORARY SHELTER FOR WALK-IN CLIENTS AND VICTIMS OF CALAMITY)

Office or Division:		Welfare and Relief Division		
Classification:		Complex		
Type of Transaction:		G2C - Government to Client and G2G – Government to Government		
Who May Avail of the Service:		Individuals/families in Crisis Situation		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
• None		- None		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all visitors/ clients	➤ Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
➤ Present self to Information Desk	2. Accommodates client's query with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) 2.1. Assists walk-in clients to proceed to concerned staff 2.2. For calamity victims, assists client to proceed to queuing		10 minutes	<i>Social Welfare Aide</i>
3. Proceeds to concerned staff	3. Conducts initial assessment		30 minutes	<i>Social Worker</i>
4. Undergoes Intake Interview and provide accurate information	4. Conducts Intake interview with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart)		30 minutes for walk-in clients	<i>Social Worker</i>
4.1. Victims of calamity attend scheduled activities while at the Evacuation Center	4.1. Conducts further assessment 4.2. Prepares documents for approval of extension of Dry Ration 4.3. Conducts Relief Operation activities for victims of calamity		14 days (2 weeks) for victims of calamity	<i>Welfare Aide</i> <i>Day Care Workers</i>

5. Wait	<p>5. Prepares documents for approval of extension of Dry Ration</p> <p>5.1. Prepares and submit Relief Operation Report for approval of extension of Financial Assistance for victims of calamity</p>		<p>1 hour for dry ration of walk-in clients</p> <p>1 day for dry ration of victims of calamity</p> <p>5 days for financial assistance</p>	
<p>6. Walk-in client receives Dry Ration upon approval</p> <p>6.1. Victims of calamity receive dry ration upon pull-out of relief operation</p> <p>6.2. Receives Financial Assistance upon approval</p>	<p>6. Extends Dry Ration</p> <p>6.1. Coordinates with the barangay council to inform client on the schedule of extension of financial assistance</p> <p>6.2. Extends Financial Assistance</p>	None	<p>30 minutes for walk-in clients</p> <p>1 day for victims of calamity</p>	<i>Social Worker</i>
	7. Prepares and submits Post-Evaluation Report		1 day	
		TOTAL:	22 Days, 2 Hours, and 45 minutes	



3. FOOD FOR WORK

Office or Division:		Welfare and Relief Division		
Classification:		Complex		
Type of Transaction:		G2C - Government to Client		
Who May Avail of the Service:		Identified individuals who are willing to render service for duly approved and supervised restorative and rehabilitative project in the community within Quezon City		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
• None		- None		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all visitors/ clients	1. Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
2. Present self for inclusion in the project	2. Assess capacity of volunteer 2.1. Prepares and submits Project Proposal		1 day	<i>Social Worker</i>
3. Undergoes Intake Interview and provide accurate information 3.1. Attends orientation	➤ Conducts intake interview with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) ○ Conducts orientation ○ Advice client on the schedule of project implementation		1 hour	
➤ Participates in the implementation of the identified project ○ Signs the payroll ○ Receives Material Assistance	1. Implements and monitors daily activities of identified project 1.1. Prepares Payroll 1.2. Extends Material Assistance		5 days	
	2. Prepares and submits completion report		1 day	
		TOTAL:	7 Days, 1 Hour, and 5 minutes	



4. REFERRAL

Office or Division:		Welfare and Relief Division		
Classification:		Simple and Complex		
Type of Transaction:		G2C - Government to Client		
Who May Avail of the Service:		Individuals in crisis situation/referral from the Barangay Council for special cases		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> • Checklist from the hospital / welfare agency • Original copy of Brgy. Certificate of Residency • Identification Card • Original copy of Medical Certificate / Clinical Abstract for Medical Assistance • Certified True Copy of Death Certificate for Burial Assistance • Barangay Blotter (if applicable) 		<ul style="list-style-type: none"> - Hospital or any welfare agency - Barangay Hall - Local Civil Registry Office 		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all visitors/ clients	1. Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
2. Present self to Information Desk 2.1. Presents documentary requirements	2. Accommodates client's query 2.1. Conducts initial assessment of documentary requirement 2.2. Provides client with queuing number 2.3. Assists referring party of special cases to proceed to concerned staff		10 minutes	<i>Social Welfare Aide</i>
3. Proceeds to concerned staff 3.1. Submits necessary requirements	➤ Receives and checks documents presented ○ Explains subsequent procedures in availing assistance		30 minutes	<i>Social Worker</i>

➤ Undergoes intake interview and provide accurate information	<p>4. Conducts Intake Interview</p> <p>4.1. Identifies other needs of the client</p> <p>4.2. Coordinates with concerned agencies when applicable</p> <p>4.3. Prepares Referral Letter</p> <p>4.4. For special cases endorsed by the barangay, facilitate admission to welfare institutions/ hospitals</p>	None	<p>1 hour for immediate referrals</p> <p>10 working days for special cases</p>	Social Worker
<p>5. Receives Referral Letter</p> <p>5.1. For special cases, submit self for immediate medical attention and/or institutionalization whichever is applicable</p>	<p>5. Extends Referral Letter</p> <p>5.1. Presence of SWAB TEST / RAPID TEST to every client in compliance with Health protocols and guidelines to contain the spread of the Coronavirus disease (COVID-19) as among the requirements also of the receiving LGU.</p> <p>5.2. Escort client to welfare institutions / hospitals (abandoned cases)</p>		Medical Officer
	6. Prepares and submits necessary documents for documentation purposes			
			10 Days, and 45 minutes	
		TOTAL:		



5. VOLUNTEER & AUXILIARY PROGRAM

Office or Division:	Welfare and Relief Division
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who May Avail of the Service:	Identified individuals (18 years and above) from the conducted Family Survey who are willing to render voluntary service in the community
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<ul style="list-style-type: none">Filled-up Personal Data Sheet (PDS) with picture	- Social Services Development Department under Welfare and Relief Division –District Social Worker

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
	<ul style="list-style-type: none">➤ Process the names of identified volunteers○ Coordinates with Day Care Workers for evaluation○ Prepare schedule of activities○ Inform client on the schedule of home visit	None	7 working days	Social Worker
➤ Provide additional information	2. Conducts home visit 2.1. Assess capacity of volunteers		7 working days	
3. Attends orientation	<ul style="list-style-type: none">➤ Inform client on the schedule of orientation○ Conducts orientation○ Prepares and submits masterlist of would be participants○ Prepares Project Proposal, Training Design and resources needed for the training		7 working days	



<div>➤ Attends and Participate in the training</div> <div>○ Receives Certificate of Completion</div>	<div>4. Conducts training program</div> <div>4.1. Monitors progress during training</div> <div>4.2. Provides Certificate of Completion</div>	None	22 days	Social Worker
5. Submit Post-training Evaluation Form	<div>5. Conducts post evaluation</div> <div>5.1. Analyze data from the result of evaluation</div>		1 day	
6. Performs volunteer work in the community	<div>6. Conducts monitoring</div> <div>6.1. Conducts regular meetings (monthly, quarterly, annual)</div> <div>6.2. Recommends additional trainings for volunteers</div>			
		TOTAL:	44 days	

6. FINANCIAL ASSISTANCE

Office or Division:	Welfare and Relief Division
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who May Avail of the Service:	Individuals in crisis situation
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<div>➤ Medical Assistance</div> <div><div>• Original / Certified True Copy of updated Medical Abstract / MedicalCertificate (duly signed by the Attending Physician, reflecting full name and license number)</div><div>• Original copy of updated Prescription Slip (duly signed by the Attending Physician, reflecting full name and license number)</div><div>• Original copy of Barangay Certificate of Indigency</div></div>	<div>- Hospital / Health Center</div> <div>- Barangay Hall</div>



<ul style="list-style-type: none"> ➤ Burial Assistance <ul style="list-style-type: none"> ▪ Certified True Copy of duly registered Death Certificate ▪ Original copy of duly notarized Funeral Contract ➤ Original copy of Barangay Certificate of Indigency 	<ul style="list-style-type: none"> - Local Civil Registry Office - Funeral Service Barangay Hall
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Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all visitors/ clients	1. Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
2. Presents self to Information Desk	2. Accommodates client's query with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) 2.1 Conducts initial assessment of documentary requirements 2.2 Assists client for queuing		10 minutes	<i>Social Welfare Aide</i>
3. Presents documentary requirements	3. Checks the authenticity of the documents		30 minutes	<i>Social Worker</i>
4. Undergoes intake interview and provide accurate information	4. Conducts Intake Interview with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) 4.1 Identifies other needs of the client 4.2 Prepares Report on Findings 4.3 If applicable, prepare Referral Letter to other welfare agencies 4.4 Purchase medicines/ Prepare Guarantee Letter		1 hour	
5. Receives medicines/ Guarantee Letter	5. Extends of medicines/ Guarantee Letter		20 minutes	
		TOTAL:	2 Hours and 5 minutes	

VII. FEEDBACK AND COMPLAINT MECHANISM



FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Answer the client feedback form and drop it at the designated dropbox of the SSDD
How feedback are processed	<p>Every Friday, the Administrative Division opens the drop box and complies and records all feedback submitted</p> <p>Feedback requiring answers are forwarded to the concerned Division and required to answer within 7 working days</p> <p>Feedback is then forwarded to the proponent</p>
How to file a complaint	Answer the feedback form and drop the form in the designated dropbox
How complaints are processed	<p>The Administrative Division opens the drop box every Friday and evaluates the complaint</p> <p>Feedback requiring answers are forwarded to the concerned Division and required to answer within 7 working days</p>
<p>Contact Information</p> <p>Administrative Division</p> <p>Community Outreach Division</p> <p>Special Projects Division</p> <p>Vocational Development Division</p> <p>Welfare and Relief Division</p> <p>Molave Youth Home</p> <p>Reception and Action Center</p>	<p>8710-1294</p> <p>8703-2840</p> <p>8703-6803</p> <p>8703-3576</p> <p>8703-6823</p> <p>8703-1350</p> <p>8711-7607</p> <p>8711-8366</p> <p>8703-9006</p>

VIII. LIST OF OFFICES

Office	Address	Contact Information
Social Services Development Department Main Office	Civic Center Building E, Quezon City Hall Compound, Diliman, Quezon	8710-1294 8703-2840 8703-6803 8703-3576 8703-6823 8703-1350
Molave Youth Home	No. 49 Angelo St. Corner Malaya St. Community Development Center & Calalay Training Center, Brgy NS Amoranto Quezon City	8711-7607 8711-8366
Reception and Action Center	Diamond Hills Subd. Forestry St. Molave Extension Brgy Payaas	8703-9006



CITIZEN’S CHARTER HANDBOOK

The Citizen’s Charter is one of the primary tools that government agencies use to communicate their service standards on the delivery of government services to their citizens or clients. In compliance to **Paragraph 6.3.1.1** of Memorandum Circular No. **2019-002**, or the Guidelines on the implementation of the Citizen’s Charter in Compliance with Republic Act 11032, otherwise known as the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018” and its Implementing Rules and Regulations, the AntiRed Tape Authority (ARTA) drafted a template for the Citizen’s Charter Handbook. Through this template