

**QUEZON CITY
SOCIAL SERVICES DEVELOPMENT DEPARTMENT
CITIZEN'S CHARTER**

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 • Valid Government Issued ID (Preferably QC Citizens ID) 	<ul style="list-style-type: none"> • Barangay Hall • District Action Center (District I - VI)

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Present self to Information Desk	1.1. Provides client with queuing number 1.2. Assists client to proceed to concerned staff 1.3. Explains subsequent procedures in availing assistance (i.e Home visit, purchase of tickets, etc.)	None	30 minutes	Social Worker/ Social Welfare Aide
2. Undergoes intake interview and provide accurate information	2.1 Conducts Intake interview/ Counseling 2.2 Advice client to wait for further assessment/ schedule of further engagement	None	1 hour	Social Worker

3. Wait	3.1. Identifies other needs of the client 3.2. Prepares documentary requirements: a) Report on Findings b) Referral Letter 3.3.Coordinates with other welfare agencies (receiving Local Government Unit (LGU) and Department of Social Welfare and Development) 3.4.Purchase tickets 3.5.Informs client as to the schedule of departure	None	7 Days	Social Worker
4. Signs Acknowledgement Receipt. Receives ticket/s and Referral Letter to receiving LGU	4.1. Escort client to bus terminal/ port 4.2. Extends ticket/s, Referral Letter and family food packs. 4.3. Ensures that client is really on board	None	4 Hours	
	5. Prepares necessary documents for liquidation purposes	None	4 Hours	
		TOTAL:	7 Days, 9 Hours, and 30 minutes	

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:
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Present self to Information Desk / Interviewing Area	1.1. Assists clients to proceed to concerned staff	None	10 minutes	<i>Social Worker</i>
2. Proceeds to concerned staff	2.1. Conducts initial assessment		30 minutes	
3. Undergoes Intake Interview and provide accurate information	3.1. Conducts initial master listing	None	14 days (2 weeks) for victims of calamity	<i>Social Worker</i> <i>Social Welfare Aide</i> <i>Day Care Workers</i>
3.1. Victims of calamity attend scheduled activities while at the Evacuation Center	3.2. Conducts intake interview			
3.2. Victims of calamity receive dry ration	3.3. Designate Room/ cubicle tent assignments			
3.3. Receives Financial Assistance upon approval.	3.4. Provision of Hygiene and Starter Kit			
	3.5. Conducts Relief Operation activities for victims of calamity			
	3.6. Prepares initial report			
	3.7. Conducts further assessment through validation and site mapping			
	3.8. Prepares and submit Relief Operation Report for approval of extension of Financial Assistance and bags of food packs for victims of calamity			
	3.9. Coordinates with the barangay council to inform client on the schedule of extension of financial assistance			

	<p>3.10.Extends Financial Assistance and bags of food packs</p> <p>3.11.Prepare and submits Post-Evaluation Report</p>			
4. Walk-in client & relocates receives Dry Ration upon approval	4.1. Extends Dry Ration	None	30 minutes	<i>Social Worker</i>
		TOTAL:	<p>14 Days & 40 minutes for victims of calamity</p> <p>30 minutes for walk-in clients and relocates</p>	

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:
<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • None

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Present self for inclusion in the project	1.1. Assess capacity skills of volunteer 1.2. Prepares and submits Project Proposal		1 day	<i>Social Worker</i>
2. Undergoes Intake Interview and provide accurate information 2.1. Attends orientation	2.1. Conducts intake interview 2.2. Conducts orientation 2.3. Advice volunteer / client on the schedule of project implementation	None	1 hour	<i>Social Worker</i>
3. Participates in the implementation of the identified project 3.1. Signs the payroll	3.1. Implements and monitors daily activities of identified project 3.2. Prepares Payroll		5 days	<i>Social Worker</i>
4. Receives Material Assistance	4.1. Extends Material Assistance/ Bags of food packs			<i>Social Worker/ Social Welfare Aide</i>
	5. Prepares and submits completion report		1 day	
		TOTAL:	7 Days, & 1 Hour	

REFERRAL FOR ADDITIONAL ASSISTANCE THROUGH VARIOUS GOVERNMENT AGENCIES

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 Medical Certificate / Clinical Abstract for Medical Assistance • Original copy of Brgy. Certificate of Residency • Barangay Blotter (if applicable) • Identification Card 	<ul style="list-style-type: none"> • Hospital or any welfare agency • Barangay Hall

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Present self to Information Desk 1.1. Presents documentary requirements	1.1. Conducts initial assessment of documentary requirement 1.2. Provides client with queuing number 1.3. Assists referring party of special cases to proceed to concerned staff	None	10 minutes	<i>Social Worker/ Social Welfare Aide</i>
2. Proceeds to concerned staff 2.1. Submits necessary requirements	2.1. Receives and checks documents presented 2.2. Explains subsequent procedures in availing assistance		30 minutes	<i>Social Worker</i>
3. Undergoes intake interview and provide accurate information	3.1. Conducts Intake Interview 3.2. Identifies other needs of the client 3.3. Coordinates with concerned agencies when applicable		1 hour for immediate referrals	

	<p>3.4. Prepares Referral Letter</p> <p>3.5. For special cases endorsed by the barangay, facilitate admission to welfare institutions/ hospitals</p>		10 working days for special cases	
<p>4. Receives Referral Letter</p> <p>4.1. For special cases, submit self for immediate medical attention and/or institutionalization whichever is applicable</p>	<p>4.1. Extends Referral Letter</p> <p>4.2. Escort client to welfare institutions/ hospitals (abandoned cases)</p>	None		<p><i>Social Worker/ Social Welfare Aide</i></p> <p>Medical Officer</p>
	<p>5. Prepares and submits necessary documents for documentation purposes</p>			<i>Social Worker</i>
		TOTAL:	10 days, 1 hour & 40 minutes	

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 	<ul style="list-style-type: none"> Social Services Development Department under Welfare and Relief Division -District Social Worker

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
	1. Identifying vulnerable areas/ existing auxiliary group/ individuals 2. Coordinate with Brgy. Council	None	7 days	Social Worker
1. Attached Orientation/ filled-up application form	1.1. Conducts Orientation 1.2. Profiling of Volunteers		5 days	
2. Attends Capacity Development	2.1. Conducts Capacity Development		4 days	
3. Attends regular monthly / quarterly meeting	3.1. Conducts monthly / quarterly meeting		4 days	
4. Attends Semi-annual Meeting	4.1. Conducts Semi-Annual Meeting		4 days	
	5. Prepares and submit Activity Report		7 days	
		TOTAL	31 Days	
		:		

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 s situation
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<ul style="list-style-type: none"> • Medical Assistance Medicines & Medical Supplies <ul style="list-style-type: none"> • Original or Certified True Copy of Medical Certificate (<i>for outpatient</i>) or Clinical Abstract (<i>for confined</i>) of patient with complete name, signature and license number of the attending doctor (<i>with 3 months validity or issued not less than 3 months</i>). • Latest and original prescription of the patient with complete name, signature and license number of the attending doctor (<i>with 3 months validity or issued not less than 3 months</i>). • Original or Certified True Copy of Barangay Certificate of Indigency of the patient (<i>with 3 months to 6 months validity</i>). • One (1) photocopy of any Government Issued Valid ID (<i>preferably QCitizen ID</i>) of patient or his/her representative or claimant (<i>make sure that it is not expired</i>). Medical laboratories <ul style="list-style-type: none"> • Original or Certified True Copy of Medical Certificate (<i>for outpatient</i>) or Clinical Abstract (<i>for confined</i>) of patient with complete name, signature and license number of the attending doctor (<i>with 3 months validity or issued not less than 3 months</i>). • Latest and original laboratory request with price quotation and complete name, signature and license number of the attending doctor (<i>with 3 months validity or issued not less than 3 months</i>). • Original or Certified True Copy of Barangay Certificate of Indigency of the patient (<i>with 3 months to 6 months validity</i>). • One (1) photocopy of any Government Issued Valid ID (<i>preferably QCitizen ID</i>) of patient or his/her representative or claimant (<i>make sure that it is not expired</i>). 	<ul style="list-style-type: none"> • Hospital / Health Center • Barangay Hall • Hospital / Health Center • Barangay Hall

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Presents self to Information Desk at District Action Center	1.1. Conducts initial assessment of documentary requirements 1.2. Assists client at District Action Center	None	10 minutes	<i>Social Worker/ Social Welfare Aide</i>
2. Presents documentary requirements	2.1. Conducts assessment and validation with the client 2.2. Checks the authenticity of the documents		30 minutes	<i>Social Worker</i>
3. Undergoes intake interview and provide accurate information	3.1. Conducts evaluation and Intake Interview 3.2. Identifies other needs of the client 3.3. Prepares Report on Findings, and acknowledgement receipt 3.4. Prepares Referral Letter to other welfare agencies, if applicable 3.5. Prepares Certificate of Guarantee		1 hour	
4. Receives Certificate of Guarantee / outright cash	4.1. Extends Certificate of Guarantee for medicines & medical supplies and outright cash for medical laboratories		20 minutes	<i>Social Worker/ Social Welfare Aide</i>
		TOTAL :	2 Hours	

FUNERAL/BURIAL ASSISTANCE PROGRAM

Office or Division:	Public Assistance Division
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who May Avail of the Service:	Individuals in situation
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Burial Assistance <ul style="list-style-type: none"> · Referral form Barangay, Funeral or Hospitals · Certified True Copy of duly registered Death Certificate · Original copy of duly notarized Funeral Contract · Original copy of Barangay certificate of Indigency · Valid ID of Representative · Valid ID of the Deceased 	<ul style="list-style-type: none"> · Local Civil Registry Office · Funeral Service · Barangay Hall · Hospital

Client Steps	Agency Actions	Fees to be paid	Processing time	Person Responsible
<i>Clients requesting for assistance without Funeral</i>				
1. Contact the SSDD via call of text message and send the details of the deceased	1. Gather information from client 2. Coordinate and provide the nearest funeral home based on the residence of the deceased 3. Instruct to submit requirements	None	15 minutes	<i>Social Worker</i>
<i>Clients requesting for assistance with Funeral</i>				
1. Presents self to Information Desk	1. Provides client with queuing number 2. Assists client to proceed to assigned staff	None	5 minutes	<i>Social Welfare Aide</i>
2. Undergoes Intake interview and submit the	1. Conducts Intake interview and assessment of the documentary requirements	None	20 minutes	<i>Social Worker</i>

documentary requirements				
3. Wait	1. Preparation of Report on findings and Certificate of Guarantee	None	10 minutes	<i>Social Worker</i>
4. Receives Certificate of Guarantee	1. Extends Certificate of Guarantee	None	5 minutes	<i>Social Worker</i>

<i>Clients requesting for assistance to other agency</i>				
1. Presents self to Information Desk	1. Provides client with queuing number 2. Assists client to proceed to assigned staff	None	5 minutes	<i>Social Welfare Aide</i>
2. Undergoes Intake interview and submit the documentary requirements	1. Conducts Intake interview and assessment of the documentary requirements	None	10 minutes	<i>Social Worker</i>
3. Wait	1. Preparation of Report on findings and Certificate of Guarantee	None	10 minutes	<i>Social Worker</i>
4. Receives Social Case Study Report	1. Extends Social Case Study Report	None	5 minutes	<i>Social Worker</i>

PROTECTIVE 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"> ● Walk-in; ● Referred Abused; ● Neglected; ● Abandoned Children & Youth
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Referral Letter from the barangay, Police, school or concerned citizen 2. Barangay Blotter or Police Blotter, if available 3. Medico-legal report (if available for filing the case in court) and medical laboratory reports (if available for referral to residential facility) 4. Medical certificate or medical abstract (if hospitalized and for referral to residential facility) 5. 1 Photocopy of Valid ID (preferably QC Citizen ID) 	<p>- Barangay, NBI, Police</p> <p>- hospitals</p> <p>- hospitals</p>

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance via personal visits at SSDD office or call at QCHotline122 or email at SSDD@quezoncity.gov.ph	<ol style="list-style-type: none"> 1.1 Conducts interview and assessment 1.2 Conducts rescue operation, if necessary 	None	1 day	<i>Social Worker</i>
2. Submission of needed requirements and filing of case in court, if necessary	<ol style="list-style-type: none"> 2.1 Receives of documentary requirements 2.2 Assists client/s in filing the legal case 2.3 Preparation of referral letters, Social Case Study Report and other documentary requirements 	None	within 72 hours	<i>Social Worker</i>
3. Submit self for institutionalization or reintegration to family	3. Facilitates referral of client/s to the institution or reintegrate to the family or identified relatives	None	within 1 day	<i>Social Worker</i>
4. Attendance to court hearings and aftercare monitoring	<ol style="list-style-type: none"> 4.1 Assists clients in court hearings. 4.2 Conducts aftercare services and monitoring 4.3 Termination of case 	None	depending on court disposition	<i>Social Worker</i>

ALTERNATIVE CHILD CARE SERVICE

A). PROCESSING 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
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter and/ or referral (1 original)	Prospective Parents or other LGUs / RACCO Field Officer Adoptive
Certificate of Live Birth / Foundling, if available (1original,1photocopy)	PSA
Medical certificate (if with confinement or history of illness) / Immunization record and/or baby book (1 original, 1 photocopy)	Hospital / clinic
Psychological report (for 5 years old & above) (1original,1photocopy)	Hospital
Court order / certificate of finality for the cancelation of simulated birth certificate (1 certified true copy and 1 photocopy)	Family Court
Oldest and recent photos of the child (full body, 3R size) (1original,1photocopy)	Prospective Parents/ guardian Adoptive
Certificate of Death of biological parents, if applicable (1 original, 1 photocopy)	PSA
Certificate of Marriage or CENOMAR of the mother, if not married	PSA
Additional requirements for abandoned or foundling child:	
2x2 oldest photo of the child (3 pieces)	Prospective Parents / guardian Adoptive
Affidavit of circumstances of abandonment (1 original,1 photocopy)	Lawyer
Dental Age Verification, if foundling (1 original, 1 photocopy)	Hospital/ clinic
Brgy or Police blotter (1original,1photocopy)	Brgy / Police
Radio announcement certificate, aired in 3 non-consecutive dates (1 original, 1 photocopy)	Radio station
Newspaper publication and affidavit of publication (1 original, 1 photocopy)	Newspaper
Returned registered mail to the last known address of parents/relatives (1original,1photocopy)	Philpost

Dental aging certification (1 original, 1 photocopy)	Dentist
Additional requirements for RA 11222 cases (with simulated Certificate of Live Birth)	
Notarized affidavit of admission with Certificate of Authority for Notarial Act (CANA) executed by biological parents, prospective adoptive parents, midwife who facilitated the registration of birth and other persons who are involved or has knowledge about the simulation	Prospective adoptive parents
Negative record of birth of the child (if the biological parents are located)	Both PSA and LCR
Confirmation of record of existence and non-existence of the adoptee's founding certificate	Both PSA and LCR

Client Steps	Agency Actions	Feest o be paid	Processing Time	Responsible Person
1.Request for assistance thru email at SSDD@quezoncity.gov.ph, or personal appearance to SSDD office.	1.Conducts interview and assessment	None	30 minutes	Social Worker
2. Submits necessary requirements	2. Checks and validates the submitted documents	None	30 minutes	Social Worker

A. ABANDONED/FOUNDLINGCHILD

1. Submits self for interview and provides accurate information	<p>1.1Coordinates with concerned agency e.g. lying-in, hospitals, Local Civil Registrar to request & validate information about the child</p> <p>1.2 Sends registered mail to the parents last known address</p> <p>1.3 Facilitates tri-media appeals</p> <p>1.4 Conducts thorough assessment and interview</p>	None	30 working days	<i>Social Worker</i>
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B.SURRENDERED/ NEGLECTED CHILD				
<p>QUEZON CITY RESIDENTS:</p> <p>1. Birthparents attend series of counseling sessions and sign Deed of Voluntary Commitment(DVC)</p>	<p>1.1 Conducts series of counseling session and assess parenting capability</p> <p>1.2 Facilitates signing of DVC</p>	<p>None</p>	<p>1 to 2 hours per session</p>	
<p>NON-QUEZON CITY RESIDENTS:</p> <p>1. Birthparents wait for the schedule of interview by Social Worker of LGU</p>	<p>1.1 Prepares referral letter to other LGU to request for parenting capability assessment report (PCAR) and deed of voluntary commitment(DVC)</p> <p>1.2 Receives parenting capability assessment report (PCAR) and deed of voluntary commitment (DVC).</p>		<p>30 working days</p>	<p><i>Social Worker</i></p>
<p>3. Provides additional information and/or additional supporting documents, if necessary</p>	<p>3.1 Prepares and submits Social Case Study Report, Child Profile and Petition to Regional Alternative Child Care Office (RACCO)-NCR</p> <p>3.2 Facilitates posting of notice of notice of petition, if abandoned/foundling within QC.</p>		<p>30 working days</p>	
<p>4. Receives photocopy of Certification Declaring a Child Legally Available for Adoption (CDCLAA)</p>	<p>4.1 Receives copy of CDCLAA & provides copy to the child's custodian</p>		<p>30 working days</p>	

B. PROCESSING THE PAPERS FOR RELATIVE ADOPTION, ADOPTION OF LEGALLY AVAILABLE CHILD, ADULT ADOPTION AND STEP PARENT 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 or Foundling Children & Adult
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter(1original,1photocopy)	Petitioner
Authenticated Certificate of Live Birth of the child (1 original, 1photocopy)	PSA
Authenticated Certificate of Live Birth of the Petitioner/s (1original,1 photocopy)	PSA
Certificate of Marriage or CENOMAR or authenticated Divorce paper with copy court decision and certificate of finality by consulate, if foreign applicant or Decree of Annulment/ Nullity of Marriage or legal separation, if Filipino applicant (1 original or CTC, 1 photocopy)	PSA / Court
NBI or Police Clearance or Court Clearances. If foreign national, clearance from police authorities where he or she has lived for more than 12 months in the past 15 years (1 original, 1 photocopy)	NBI / Police
Certificate Declaring a Child Legally Available for Adoption(CDCLAA), for adoption of legally available child (1 original, 1 photocopy)	SSDD/ NACC
Oldest and Recent Photograph of the child and the petitioner , full body 3R size (2 original copies each)	Petitioner/Child
Certificate of Attendance to Adoption Forum (1original,1photocopy)	RACCO-NCR
Written consent to the adoption by the following: -biological parents or the person exercising substitute parental authority over the child -adoptee (10 years old and above) -biological or legally adopted children of adopter (10 years old and above) -adoptee's biological siblings (10 years old and above)	Prospective adoptive parents/ adopter
Latest medical certificate (physical & medical evaluation)of the petitioner	hospital/clinic
Psychological Evaluation of the Petitioner, if appropriate (1original,1 photocopy)	hospital/Psychologist
Psychological evaluation of adoptee (10 years old and above)	Prospective adoptive parents/ adopter

Certificate of death of the biological parents, if applicable (1 original, 1 photocopy)	PSA
Certificate of Employment and/or Proof of Income(1original,1photocop)	Employer/bank
Three (3) character references (with contact details)	Prospective adoptive parents/ adopter
Child care plan with a list of at least 3 temporary custodians, in times of death, absence or incapacity of adopter	Prospective adoptive parents/ adopter
Additional requirements for adult adopter with simulated birth record (pursuant to RA 11222)	
Authenticated Negative Certificate of Live Birth of the Child, (1 original,1photocopy)	PSA
Notarized Petition for Administrative Adoption, (1original,1photocopy)	Lawyer
Notarized Affidavit of Admission with Certificate of Notarial Act (CANAN) of the following: -biological parents -petitioner/ adopter -Midwife or the persons who facilitate the registration of simulated birth -other persons who are involved or has knowledge about the simulation	Lawyer
Barangay Certificate of residency & stating that he/she has been taking care of the child for more than 3 years since the passage of RA11222 (1original,1photocopy)	Barangay
Barangay Certificate of Indigency, ifapplicable(1original,1photocopy)	Barangay
Notarized Affidavit of Two (2) Disinterested Persons (1original,1photocopy)	Disinterested person

Client Steps	Agency Actions	Fees to be paid	Processing Time	Responsible Person
1.Request for assistance thru email at SSDD@quezoncity.gov.ph , or personal appearance to SSDD office.	1.Conducts interview and assessment	None	30 minutes	Social Worker
2. Submits necessary requirements	2.Checks and validates the submitted documents	None	30 minutes	Social Worker
3.Compliance / submission of new or lacking requirements and provides accurate information.	3.1Review/checks the submitted additional and/or corrected requirements 3.2Conducts thorough assessment and interview 3.3Prepares and submits Social Case Study Report and other pertinent documents to RACCO-NCR 3.4Attends a matching conference.	None	1 to 3 hours per session up to 30 working days	Social Worker

4. Personal appearance at RACCO-NCR	4. Monitor the case while being processed by RACCO-NCR	None	within 34 working days	Social Worker
5.Receives the copy of Order of Adoption / Decree of Adoption and facilitates the registration of new birth certificate of adoptee	5.1 Receives the copy of Order of Adoption/ Decree of Adoption issued by NACC 5.2 Receives copy of new birth certificate of adoptee 5.3 Conducts post adoption services, if necessary	None	within 42 working days	Social Worker

REACHOUT OPERATION FOR STREET DWELLERS

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"> • Street Children; • Street Families; • Street Dwellers; • Indigenous People (IPs) 	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request/Referral from the Barangay, Police Or Concerned Citizen			Barangay Hall/ Police Station	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request assistance thru personal visit to SSDD office or email at SSDD@quezoncity.gov.ph	1.1 Receives request for reach-out operation 1.2 Conducts reach-out operation	None	3 hours	<i>Youth Worker</i>
2. Rescued clients undergo interviews and assessment.	2.1 Conducts interview and assessment. 2.2 Prepares initial findings/case summary report		within 1 to 2 days	<i>Youth Worker</i>
A. QUEZON CITY RESIDENTS				
3. Submits client for institutionalization or reintegration to family	3.1 Facilitates referral to residential facility (for abandoned/homeless clients) or turn-over to the family thru the Barangay Council for the Protection of Children (BCPC) 3.2 Conducts aftercare monitoring to the reached out clients	None	1 to 2 days up to 3 to 6 months	Youth Worker/ Social Worker
B. NON-QC RESIDENTS BUT NCR RESIDENTS				
4. Submits client for turn-over to other LGU thru Brgy or M/CSWDO	4.1 Facilitates turn-over of client to other LGU	None	within 7 working days	<i>Youth Worker/ Social Worker</i>

EDUCATIONAL ASSISTANCE FOR INDIGENT CHILDREN AND YOUTH

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C- Government to Client
Who May Avail of the Service:	<p>Indigent children/ youth who are:</p> <ul style="list-style-type: none"> ● Grade 4 to Grade 10 student ● Enrolled in Public School or Alternative Learning System (ALS) ● Not 4P's beneficiary ● Came from a family with four(4) or more children ● Quezon City residents
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Certificate of Indigency (1original) Certificate of Enrollment (1original) Recent School ID (1 photocopy)Valid ID (preferably QCitizen ID)(1photocopy)	Barangay Hall Schools Schools QCHall

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1.Request for assistance thru online application at qceservices.quezoncity.gov.ph	1.1 Conducts interview and assessment	None	30 minutes	<i>Social Worker</i>
2. Secure and submit all the needed requirements	2.1 Checks all the submitted requirements 2.2 Prepares and submits Case Summary Report		within 30 working days	
3. Receives and accepts the assistance	3. Facilitates the release of assistance	None	within 30 working days	<i>Social Worker</i>

**COMMUNITY-BASED INTERVENTION PROGRAM FOR CHILDREN AT RISK (CAR) AND
DIVERSION PROGRAM FOR CHILDREN IN CONFLICT WITH THE LAW (CICL)**

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"> • Children At-risk(CAR) • Children-in-Conflict with the Law(CICL)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral Letter/ Indorsement from the Barangay or Police(1original,1photocopy) Police Report or Barangay Blotter(1original,1photocopy) Medico-legal report, if CICL and Medical Certificate, if CAR(1original,1photocopy)	Police Operatives, Barangay Officials, Other Local Government Units Police/brgy Hospital, PNP

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request assistance thru personal visit to SSDD office or call QC Hotline 122 or email at SSDD@quezoncity.gov.ph	1. 1 Conducts interview and assessment	None	15 Minutes	<i>Social Worker</i>
2. Submits needed requirements	2.1 Checks the submitted requirements 2.2 Submits and prepares needed reports (service plan) 2.3 Coordinates and refers CAR and CICL to Barangay Council for the Protection Center (BCPC) and facilitates turn-over of clients to family.	None	within 1 day	<i>Social Worker</i>
For QC Residents: 1. Attends to Center's activities, if referred to Bahay Kalinga for Children or Molave Youth Home	1.1 Locate parents, conducts assessment and provides intervention 1.2 Coordinates with barangay, BCPC, NGOs or faith-based organizations for the implementation of intervention/ diversion program for CAR & CICL	None	within 30 to 60 working days up to the completion of intervention/ diversion program 3 to 6 months	<i>Social Worker</i>

2. Attends to aftercare monitoring	2.1 Conducts aftercare monitoring 2.2 Termination of case			
For NON-QC Residents: 1. Attend's Center activities, if referred to MYH or reintegrate to other LGU	1.1 Facilitates referral of clients to MYH or other LGU for reintegration to family for further case management and aftercare monitoring.	None	within 30 to 60 working days	<i>Social Worker</i>

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:	<ul style="list-style-type: none"> 18yrs.oldandabovewhoareresidentsofQuezon City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter from concerned agency(1original) Barangay Certificate of Indigency(1original) Personal letter stating reason for availing COI Certificate of No Property (1original)Certificate of None Existing Business(1original)	PAO, LCR, PSA, School & other stakeholder Barangay Client Quezon City Assessor's Office Quezon City Business Permit and Licensing Office

Client Steps	AgencyActions	Fees to be paid	Processing Time	Person Responsible
1.Request for assistance and submits requirements	1.1 Conducts interview and assessment 1.2 Reviews the submitted documents	None	30 minutes	<i>Social Worker</i>
2. Undergoes interviews	2.1 Conducts homevisit & collateral interviews, if necessary 2.2 Prepares and submits Case Summary Report		within 7 working days	
3. Receives the Certificate of Indigency	3. Prepares and release the COI	None	10 minutes	<i>Social Worker</i>

PROVISION OF FREE PHILHEALTH COVERAGE FOR INDIGENT PERSONS

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"> • Indigent person, ages 59 years old and below • Not yet PhilHealth member • QC residents • With income of P10,000/month or below
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Certificate of Indigency(1 original,1 photocopy) Valid ID of applicant, preferably QC residents(2 photocopy) Certificate of Live Birth of the applicant, if no valid ID(2 photocopy) Medical Abstract or Medical Certificate from the QC Health Department or Private Hospital, for walk-in and hospitalized client (2 photocopy)PhilHealth Member Registration Form(PMRF)	BarangayCl Client PSA QCGH/Hospital download from PhilHealth website(www.philhealth.gov.ph)

Client	Agency Actions	Fees to be paid	Processing Time	Person Responsible
For walk-in clients: 1.Requests for assistance and submits requirements	1.1Receives and assess submitted documentary requirements	None	10 minutes	<i>Social Welfare Assistant/ Social Welfare Aide</i>
2.Undergoes interview	2.1 Conducts intake interview	None	15 minutes	Social Welfare Assistant
3.Fills-up PMRF	3.1 Checks filled-up form 3.2 Prepares and issues Certification to facilitate enrollment to PhilHealth thru Point of Service by DOH	None	within 1 to 2 days	Social Welfare Assistant
4.Receives and submits certification to PhilHealth office	4. Advises client to submit certification and other requirements to PhilHealth office	None	5 minutes	Social Welfare Aide

<p>For Clients Referred By: Barangay's, Health Centers and other Organizations</p> <p>1.Submit requirements and masterlist of beneficiaries for enrollment to PhilHealth following the template provided by SSDD</p>	<p>1. Receives and checks the master list and documentary requirements</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Social Welfare Assistant/ Social Welfare Aide</i></p>
<p>2.Comply/ submits the lacking requirements and/or revised masterlist</p>	<p>2.1Inform the referring party of the lacking requirements or revision of the masterlist, if necessary</p> <p>2.2Transmit the masterlist and other documentary requirements to PhilHealth.</p> <p>2.3Receives the PhilHealth ID from PhilHealth.</p> <p>2.4Informs the referring party of the availability of Philhealth IDs</p>	<p>None</p>	<p>within 30 working days up to 60 working days</p>	<p><i>Social Welfare Assistant / Social Welfare Aide</i></p>
<p>3.Receives the PhilHealth ID</p>	<p>3.Distributes Philhealth ID to beneficiaries thru Barangays</p>	<p>None</p>	<p>within 1 day</p>	

8. EARLY CHILDHOOD CARE AND DEVELOPMENT (ECCD)/DAYCARE PROGRAM

Office Or Division:	CommunityOutreachDivision
Classification:	Complex
TypeofTransaction:	G2C- GovernmenttoClient
WhoMayAvailoftheService:	<ul style="list-style-type: none"> • 3-4 years old children who belongs to indigent families,large families,working mother, solo parents; • Childrenwhoarenutritionally at risk
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Live Birth(1 original,1 photocopy)	PSA

Client	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1.Sends inquiry to SSDD Day Care Worker or email at cod.SSDD@quezoncity.gov.ph and undergoes interviews	1.1Sends reply to the inquiry on how to enroll to day care centers 1.2. Conducts family survey 1.3 Consolidates the list of 80 identified day care children including profiling of families	None	within 30 to 45 working days	<i>Day Care Worker</i>
2. Attends parent orientation	2.1 Conducts orientation to parents of qualified beneficiaries	None	within 1 day	<i>Day Care Worker</i>
3.Day Care Children attend day care sessions	3.1Assess children using ECCD checklist thru parents interview/ home visitation in coordination with parent leader 3.2Conducts day care session 3.3Implements supplemental feeding program 3.4Distributes hygiene kit and learning materials	None	10 months	<i>Day Care Worker</i>
4.Receives Certificate of Completion / recognition	4.Distributes Certificate of Completion / Recognition to 4 years old children ready for kinder	None	Within 1 day	<i>Day Care Worker</i>

PRE-MARRIAGE ORIENTATION AND COUNSELING (PMOC)

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 18to25 years old		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Marriage License (1 original) Valid ID preferably QCitizen ID			Quezon City Civil Registrar Client	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request PMOC schedule thru qceservices.quezoncity.gov.ph	1.Responses to the request/inquiry of clients.	None	5 minutes	Office Aide
2.Receives email from SSDD informing the schedule of PMOC.	2.Monitor and check the request of clients for PMOC schedule.	None	within 1 day	Office Aide
3. Attends PMOC as per scheduled	3.Conducts PMOC	None	4 hours	Social Worker
4.Receives the PMOC Certificate	4.Distributes the PMOC Certificate	None	5 minutes	Social Worker

PROCESSING CENTER

Office or Division:	Residential and Rehabilitation Division			
Classification:	Complex			
Type of Transaction:	G2C- Government to Client			
Who May Avail of the Service:	Families and Individuals in Street Situations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Referral Letter (1 original) 2.Barangay or Police blotter (1 certified true copy) 3.Medical Certificate dated on the day of referral (1 original) 4.Result of X-ray (1 original) 5.If discharged from any hospital, copy of discharge summary /clinical abstract from the hospital (1 original) 6.If referring party is from another welfare agency such as DSWD, other Local Social Welfare office, Medical Social Service (hospital) , NGOs must submit the aforementioned together with social case study report or case summary(1 original)			Barangay / Police Barangay /Police Government Hospital Government or Non Government Organizations	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. The referring party coordinates with Social Services Development Department and email copy of the aforementioned documentary requirements for initial assessment via ssdd@quezoncity.gov.ph	1.1Documentary requirements will be reviewed by social worker and the latter to give instructions to referring party to bring client to Processing Center if qualified for admission	None	Up to 48 hours	Social Worker
2. Referring party bring documentary requirements on the day of the referral	2.1Validate and assess all documentary requirements submitted via email, , admits clients once documents are consistent	None	30 minutes	Social Worker, Houseparent
3. Attend Center’s Activities	3.1 Implement center activities such as assist client undergo health standard protocol (full bath), administer checklist on the surrendered personal belongings and valuables, issue personal supplies (new), administer intake, provides basic needs(food etc)	None	1-3 days *depends on the availability of beds in other facilities	Houseparent
4. Awaits referral to facilities / reintegration to family/relatives	4.1 Facilitate referral to Bahay Kalinga, Bahay Aruga or Reception and Action Center or relatives/family for reunification 3.2 Prepares needed documentary reports	None	1-3 days *depends on the availability of beds in other facilities	Social Worker

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 <ul style="list-style-type: none"> ● Persons with disability, ages 18-59 years old who are abused, neglected, displaced ● Displaced individuals or families who need temporary shelter awaiting for the Balik Probinsya Program. 		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Referral Letter (1 original) 2. Barangay or Police blotter (1 certified true copy) 3. Medical Certificate dated on the day of referral (1 original) 4. Result of X-ray (1 original) 5. If discharged from any hospital, copy of discharge summary /clinical abstract from the hospital (1 original) 6. If referring party is from another welfare agency such as DSWD, other Local Social Welfare office, Medical Social Service (hospital) , NGOs must submit the aforementioned together with social case study report or case summary(1 original)				Barangay / Police Barangay /Police Government Hospital DSWD/LSWDO/NGOs/HOSPITALs
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. The referring party coordinates with Social Services Development Department and email copy of the aforementioned documentary requirements for initial assessment via ssdd@quezoncity.gov.ph	1.1 Documentary requirements will be reviewed by social worker and the latter to give instructions to referring party to bring client to Reception and Action Center if qualified for admission	None	Up to 48 hours	Social Worker
2. Referring party bring documentary requirements on the day of the referral	2.1 Validate and assess all documentary requirements submitted via email, , admits clients once documents are consistent	None	30 minutes	Social Worker, Houseparent
3. Attend Center's Activities	3.1 Implement center activities thru programs on Homelife, Medical/Dental, Case/Group Work, Non-formal education, Skills training and livelihood, Spiritual and moral enrichment, Recreational	None	Up to 6 months	Social Worker, Houseparent, Cook, Medical Personnel, Training assistant, Teachers
4. Awaits case disposition	4.1 Upon recommendation of social worker, client will be discharged from the center	None	Up to 6 months	Social worker

BAHAY ARUGA

Office or Division:		Residential and Rehabilitation Division		
Classification:		Complex		
Type of Transaction:		G2C- Government to Client		
Who May Avail of the Service:		Abandoned and Indigent 60 years old & above		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Referral Letter (1 original) 2. Barangay or Police blotter (1 certified true copy) 3. Medical Certificate dated on the day of referral (1 original) 4. Result of X-ray (1 original) 5. If discharged from any hospital, copy of discharge summary /clinical abstract from the hospital (1 original) 6. If referring party is from another welfare agency such as DSWD, other Local Social Welfare office, Medical Social Service (hospital) , NGOs must submit the aforementioned together with social case study report or case summary(1 original) 7. Senior Citizen ID, QC ID				Barangay / Police Barangay /Police Government Hospital DSWD/LSWDO/NGOs/ HOSPITALs
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. The referring party coordinates with Social Services Development Department and email copy of the aforementioned documentary requirements for initial assessment via ssdd@quezoncity.gov.ph	1.1 Documentary requirements will be reviewed by social worker and the latter to give instructions to referring party to bring client to Bahay Aruga if qualified for admission	None	Up to 48 hours	Social Worker
2. Referring party bring documentary requirements on the day of the referral	2.1 Validate and assess all documentary requirements submitted via email, , admits clients once documents are consistent	None	30 minutes	Social Worker, Houseparent
3. Attend Center's Activities	3.1 Implement center activities thru programs on Homelife, Medical/Dental, Case/Group Work, Non-formal education, Skills training and livelihood, Spiritual and moral enrichment, Recreational, Burial	None	Up to 1 year	Social Worker, Houseparent, Cook, Medical Personnel
4. Awaits case disposition	4.1 Upon recommendation of social worker, client will be discharged from the center	None	Up to 1 year	Social worker

BAHAY KALINGA

Office or Division:		Residential and Rehabilitation Division		
Classification:		Complex		
Type of Transaction:		G2C- Government to Client		
Who May Avail of the Service:		Child-at-risk (CAR) <ul style="list-style-type: none"> ● Male or Female ● 0 - 17 years old ● Abused (Sexual/Physical) ● Abandoned and/or neglected 		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1.Referral Letter (1 original) 2.Barangay or Police blotter (1 certified true copy) 3.MEDICO-LEGAL Certificate dated on the day of referral (1 original) 4.Result of X-ray (1 original) 5.If discharged from any hospital, copy of discharge summary /clinical abstract from the hospital (1 original) 6.If referring party is from another welfare agency such as DSWD, other Local Social Welfare office, Medical Social Service (hospital) , NGOs must submit the aforementioned together with social case study report or case summary(1 original) 7. Deed of Voluntary Commitment				Barangay / Police Barangay /Police Government Hospital DSWD/LSWDO/NGOs/ HOSPITALs Bahay Kalinga
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. The referring party coordinates with Social Services Development Department and email copy of the aforementioned documentary requirements for initial assessment via ssdd@quezoncity.gov.ph	1.1Documentary requirements will be reviewed by social worker and the latter to give instructions to referring party to bring client to Bahay Kalinga if qualified for admission	None	Up to 48 hours	Social Worker
2. Referring party bring documentary requirements on the day of the referral	2.1Validate and assess all documentary requirements submitted via email, , admits clients once documents are consistent	None	30 minutes	Social Worker, Houseparent
3. Attend Center’s Activities	3.1 Implement center activities thru programs on Homelife, Medical/Dental, Case/Group Work, Non-formal & special education, Skills training, Spiritual and moral enrichment, Recreational	None	Based on court disposition (with court case) or up to 1 year for non-court cases	Social Worker, Houseparent, Cook, Medical Personnel, Training assistant, Teachers
4. Awaits case disposition	4.1 Upon court order(for those with filed case) or as per recommendation of social worker, client will be discharged from the center	None	Based on court disposition (with court case) or up to 1 year for non-court cases	Social worker

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 WITH filed case in Q.C. - Male or Female - 15 years to below 18 years old		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Referral Letter (1 original) 2.Barangay or Police blotter (1 certified true copy) 3.MEDICO-LEGAL Certificate dated on the day of referral (1 original) 4.Result of X-ray (1 original) 5.If discharged from any hospital, copy of discharge summary /clinical abstract from the hospital (1 original) 6.Court Order (1 original) 7. Inquest Resolution (1 original or 1 Certified true Copy)			Barangay / Police Barangay /Police Government Hospital Quezon City Court Quezon City Office of Prosecutor	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. The referring party coordinates with Social Services Development Department and email copy of the aforementioned documentary requirements for initial assessment via ssdd@quezoncity.gov.ph	1.1Documentary requirements will be reviewed by social worker and the latter to give instructions to referring party to bring client to Molave Youth Home if qualified for admission	None	Up to 48 hours	Social Worker
2. Referring party bring documentary requirements on the day of the referral	2.1Validate and assess all documentary requirements submitted via email, , admits clients once documents are consistent	None	30 minutes	Social Worker, Houseparent
3. Attend Center’s Activities	3.1 Implement center activities thru programs on Homelife, Medical/Dental, Case/Group Work, Non-formal & special education, Skills training and livelihood, Spiritual and moral enrichment, Recreational, custodial	None	Based on court disposition	Social Worker, Houseparent, Cook, Medical Personnel, Training assistant, Teachers
4. Awaits case disposition	4.1 Upon court order, client will be discharged from the center	None	Based on court disposition	Social worker

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 or email letter request	1.1 Assess training needs and advise proponent as to schedule of further engagement 1.2 Prepares/delivers response letter	None	4 hours and 30 minutes	<i>Manpower Development Officer</i>
2. Provide information Wait for the process	2.1 Coordinate with the proponent and discuss the training design, identification of venue, logistic and other needs. Advise proponent as to schedule 2.2 Inform the proponent of the training and schedule the training orientation/dialogue with participants 2.3 Conducts dialogue	None	up to 1 week	<i>Manpower Development Officer or Manpower Development Assistant</i>

3. Attends Training	6.1 Conducts Skills Training 6.2 Prepares and submits Enrolment Report	None	240 hours (3 months)	<i>Manpower Development Assistant</i>
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4. Attends graduation	5.1 Individual Release of Certificate of Completion 5.2 Monitors status of the graduates 5.3 Prepares and submit monitoring report	None	4 hours and 30 minutes (3 months after graduation)	<i>Manpower Development Officer or Manpower Development Assistant</i>
		TOTAL:		

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, 1photocopy)	Barangay or other requesting Party

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance and/or submits or email letter request	1.1 Assess training need and advise proponent as to schedule of further engagement 1.2 Conducts further assessment and prepares schedule for next engagement 1.3 Coordinate with the proponent and discuss the training design, identification of venue, logistics and other needs. Advise proponent as to schedule of training	None	4 hours and 30 minutes	<i>Manpower Development Officer</i>
2. Attends Training	5.1. Conducts the livelihood skills training	None	4-8 hours	<i>Manpower Development Assistant</i>
		TOTAL:		

4.Receives the capital assistance	.4.1 Extends capital assistance 4.2Monitor status of the clients 4.3Prepares and submit monitoring report	None	4 hours (2 hours per monitor up to 6 months)	<i>Labor and Employment Officer I/II</i>
		TOTAL:		

SIKAP AT GALING PANGKABUHAYAN (SIGAP)

Office or Division:	VOCATIONAL DEVELOPMENT DIVISION
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who May Avail of the Service:	MBBSTP and Livelihood Training Graduates
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Indigency QC ID Barangay Certification of No Existing Loan from other Microfinance Medical Certificate from BHERT or any City Health Center	Barangay City Health or BHERT

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance and/or submits or email letter request	1.1. Conducts coordination with the requesting party for the schedule of orientation	None	4 hours	<i>Project Evaluation Officer</i> <i>Labor and Employment Officer</i> <i>Manpower Development Officer</i>
2. Subject for assessment	2. Conducts orientation/ assessment	none	2 hours	<i>Project Evaluation Officer</i>

<p>3. Attends Capability Building (6 meetings)</p> <p>3.1 Prepares and submits project proposal and other requirements</p> <p>Wait for the process</p>	<p>3.1 Conducts capability building activities/ preparation of project proposal</p> <p>3.2 Reviews Project proposal and Inform client to submit additional documentary requirements</p> <p>3.3 Prepares Case Summary Report</p> <p>3.4 Evaluates submitted documentary requirements/</p> <p>3.5 Submit for payroll preparation and processing approval of capital assistance</p> <p>3.6 Inform proponent for the schedule of extension of capital assistance</p>	<p>None</p>	<p>up to 2 months</p>	<p><i>Project Evaluation Officer</i></p> <p><i>Labor and Employment Officer</i></p> <p><i>Manpower Development Officer</i></p>
<p>4.Receives the capital assistance</p>	<p>4.1 Extends capital assistance</p> <p>4.2 Monitor status of the clients</p> <p>4.3 Prepares and submit monitoring report</p>	<p>None</p>	<p>up to 2 months</p> <p>(2 hours per monitor for 2 years)</p>	<p><i>Project Evaluation Officer</i></p> <p><i>Labor and Employment Officer</i></p> <p><i>Manpower Development Officer</i></p>
		<p>TOTAL:</p>		

1. 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	1.1 Review resume 1.2 Coordinate with Industries/ companies for possible job 1.3 Inform graduates for the scheduled date of referral	None	2 hours 30 minutes	<i>Project Evaluation Officer</i> <i>Labor and Employment Officer</i>
2. Receives referral letter for possible employment	2.1 Extends referral letter addressed to the industry or PESO for possible employment 2.2 Monitors status of employed graduates	None	30 minutes 2 hours	<i>Project Evaluation Officer</i> <i>Labor and Employment Officer</i>
		TOTAL:		

PROTECTIVE SERVICE

Officer 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, Person with Disability (PWD)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Referral Letter from Barangay, Police, School, or other concerned citizens. 2. Barangay Blotter or Police Blotter. 3. Medico Legal (if available, for filing of case in Court) and Medical Laboratory Reports (if available, for referral in a residential facility) 4. Medical Certificate or Medical Abstract (if hospitalized and for referral to residential facility) 5. 1 valid I.D (preferably QCitizen ID) 			<ul style="list-style-type: none"> -Barangay, NBI, Police, Concerned Citizen -Barangay, Police -Government or Private Hospital, QCPD Camp Crame, QCPD Police Station -Government or Private Hospital 	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
<ol style="list-style-type: none"> 1. Request for assistance via a personal visit to SSDD or call 8-703-6803 or call QC Hotline 122 or email at SSDD@quezoncity.gov.ph 	<ol style="list-style-type: none"> 1.1 Coordinates with a Police Official or Barangay who has jurisdiction over the case. 1.2 Prepares Documentary documents. 1.3 Conduct rescue operations following the health protocol of physical distancing, wearing face masks, and disinfecting procedures 1.4 Submit self for medico-legal 1.5 File case in city prosecutor 	None	2 hours	Social Worker
<ol style="list-style-type: none"> 2. Submit self for institutionalization, if necessary/re-integration to the family 	<ol style="list-style-type: none"> 2.1 Refers and escorts client for transfer to an institution for temporary 	None	Up to 30 days	Social Worker

	shelter, if needed (following health protocol) 2.2 Facilitates reunification of client to family if found capable to take custody (following health protocol)			
3. Attends scheduled Court Hearing	3.1 Assist client during Court Hearing thru video conferencing	None	2 hours	Social Worker

FACILITATION FOR SOLICITATION PERMIT

Officer or Division:	Special Project Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who May Avail of the Service:	All interested party			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • For Solicitation Permit: <ul style="list-style-type: none"> • Letter 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 fundraising. 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 <ul style="list-style-type: none"> • For those applying for a Solicitation Permit with a previous approved permit, Submission of Financial Statement and they should surrender the previously issued Solicitation Permit. 			Barangay Hall, Client, Security and Exchange Commission, Department of Social Welfare and Development, and other concerned agencies.	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits online letter request	1.1. Respond to the proponent thru online 1.2. Advise client/proponent to make follow-up within 7 working days	None	30 minutes Within 7 days	Receiving Clerk
2. Receives Certification	2.1 Extend Certification /Solicitation Permit	None	15 minutes	

EDUCATIONAL ASSISTANCE FOR CHILDREN WITH DISABILITIES

Officer 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, Original Barangay Indigency and PWD ID			School, Barangay, and Person with Disability Affairs Office (PDAO)	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Apply for Educational Assistance for Children with Disability thru qceservices.quezoncity.gov.ph and click the SSDD portal	1.1 Provide assistance on how to register	None	5 minutes	Social Worker
2. Provide personal information and upload documents	2.1 Validate submitted requirements and send remarks on the application	None	10 minutes	Social Welfare Officer
3. Set an appointment for an interview and assessment. Received status of application	3.1 Conduct intake assessment. Send remarks to the applicant	None	1 hour	Social Worker
4. Receives the extended assistance	4.1 Extend Educational Assistance to the Beneficiaries	None	Up to 30 days	Social Worker

CAPABILITY BUILDING SESSIONS

Officer 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, 1 photocopy)			Client	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits online letter request	1.1 Responds to the proponent thru online	None	30 minutes	Receiving Clerk
2. Provide information	2.1 Coordinate with the proponent and discuss possible webinar based on the request	None	1 hour	Social Worker
3. Attends Training	3.1 Conducts the training thru webinar	None	2 hours	Social Worker

SENIOR CITIZEN VOLUNTEER PROGRAM

Officer or Division:	Special Project Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who May Avail of the Service:	60-70 years old, QC resident, Physically and Mentally Fit to Work, Possess the skills/knowledge/expertise needed to do/perform the assigned task, No other regular income or volunteer work			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intent, Personal Data Sheet, Medical Certification that he/she is Fit to Work, QC ID or Barangay Certificate whichever is applicable			Client, Barangay, Hospital, SSDD	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Submit a Letter of Intent/application	1.1 Receives application letter 1.2 Fill out the Personal Data Sheet (PDS) 1.3 Provides documentary requirements	None	3 minutes	Receiving Clerk
2. Sign the Job Contract	2.1 Assist in the signing of the job contract and inform Senior Citizens as to the schedule of the assumption of duty	None	1 day	Social Worker
3. Attends Orientation	3.1 Inform Senior Citizens to report to SSDD for Orientation and Placement 3.2 Indorse Senior Citizens to respective areas of assignment 3.3 Monitor senior citizen volunteer worker	None	4 hours (6 months contract subject for renewal)	Social Worker

	<p>3.4 Facilitates monthly meeting</p> <p>3.5 Submit the certification of service rendered for payroll preparation</p>			
4. Attend Program Review	4.1 Conduct Program Review and Evaluation	None	1 day per district	Elderly Program Coordinator

SOLO PARENT SERVICE: ISSUANCE OF SOLO PARENT ID

Officer or Division:	Special Project Division
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who May Avail of the Service:	Solo parent due to: Victim of sexually abused, 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), Head of the family, Legal Guardian, and Licensed Foster Care

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Any Gov't ID (with signature, photo, address, and signature), Original Barangay Certificate, Photocopy of Birth Certificate of minor children, 2x2 ID Picture with light background (full head to shoulder), and signature specimen</p> <p>Any of the following applicable:</p> <p>Photocopy of Death Certificate of spouse widow/widower</p> <p>Copy of Filed petition for Annulment/Legal Separation</p> <p>Affidavit of Circumstances of being a Solo Parent</p> <p>Certificate of Detention</p> <p>PWD ID/ Medical Certificate</p> <p>Legal Guardianship issued by court Foster Care License</p>	<p>Barangay Hall, Philippine Statistics and Authority (PSA), Public Attorney Office (PAO), Civil Registrar Office and Court., Civil Registrar Office and Court.</p>

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
<p>*New Applicant</p> <p>1. Register and create an account for QCID Solo Parent online application @ qceservices.quezoncity.gov.ph</p>	<p>1.1 Provide assistance on how to register</p>	None	10 minutes	Social Worker/Office Aide

2. Fill up the Application Form and submit the requirements	2.1 Validate and assess submitted documentary requirements	None	30 minutes	Social Worker/Office Aide
3. Make an online appointment schedule @ SSDD page of qceservices.quezoncity.gov.ph for an interview and assessment	3.1 Confirmation of appointment schedule	None	5 minutes	Social Welfare Officer
4. Come to the District Office-Solo Parent Welfare Section on time and date of appointment. Present the reference number for confirmation of the appointment	4.1 Interview and Assessment *Client for further validation and assessment	None	1 hour Up to 30 days	Social Worker
5. Receives Solo Parent Certification	5.1 Issuance of Certification	None	5 minutes	Social Welfare Officer

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
*Old Applicant 1. Open account to qceservices.quezoncity.gov.ph and apply sectoral status. Edit accounts in the website and upload requirements	1.1 Validate and Assess submitted documentary requirements. Provide remarks on the status of the application	None	5 minutes	Social Welfare Officer
2. Receive email for the status of the application/advise to set an appointment for an interview	2.1 Approval of the submitted documents and provide report to the status of the application 2.2 Confirmation of the appointment date	None	1 day	Social Welfare Officer
3. Come to the District Office-Solo Parent Welfare Section on time and date of appointment. Present the reference number for confirmation of the appointment	3.1 Interview and Assessment *Client for further validation and assessment	None	1 hour Up to 30 days	Social Worker

4. Receives Solo Parent Certification	4.1 Issuance of Certification	None	5 minutes	Social Welfare Officer
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EDUCATIONAL ASSISTANCE FOR SOLO PARENT'S BENEFICIARIES

Officer or Division:	Special Project Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client			
Who May Avail of the Service:	Indigent Solo Parent's Beneficiaries, Enrolled in elementary and secondary public school and Quezon City residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Enrollment, Original Barangay Indigency, and Solo Parent ID/Certification			School and Barangay	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Apply for Educational Assistance for Children with Disability thru qceservices.quezoncity.gov.ph and click the SSDD portal	1.1 Provide assistance on how to register	None	5 minutes	Social Worker/Office Aide
2. Provide personal information and upload documents	2.1 Validate submitted requirements and send remarks of the application	None	10 minutes	Social Worker/Office Aide
3. Set an appointment for an interview and assessment. Received status of application	3.1 Conduct intake assessments. Send remarks to the applicant	None	30 minutes	Social Worker
4. Receives the extended assistance	4.1 Extend Educational Assistance to the beneficiaries	None	Up to 30 days	Social Worker

FINANCIAL ASSISTANCE TO VICTIMS/SURVIVORS OF TIP

Officer or Division:	Special Project Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who May Avail of the Service:	Victims/survivors of Trafficking in Persons (TIP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Indigency, with filed case/s, Government issued ID			Barangay	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Provide personal information during the interview and assessment	1.1 intake Interview	None	30 minutes	Social Worker
	1.2 Collates all Case Summary Reports of qualified beneficiaries and prepares master list together with the project proposal for approval	None	Up to 15 days	Social Worker
2. Receives the extended assistance	2.1 Extend financial assistance to the clients	None	1 day	Social Worker

SOCIAL WELFARE ASSISTANCE (SWA)

Officer or Division:	Special Project Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who May Avail of the Service:	Indigent Senior Citizens aged 65 above and Qualified Solo Parents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Indigency, QCID, Solo Parent Certification			Barangay, ITDD, PDAO, OSCA, SSDD (Online Registration)	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Submit documentary requirements	1.1 Validate the submitted documents	None	5 minutes	Social Worker/Office Aide
2. Provide personal information during interview and assessment	2.1 Intake Interview / Assessment	None	30 minutes	Social Worker
3. Receives Social Welfare Assistance (SWA)	3.1 Extend financial assistance to the clients	None	Up to 30 days	Social Worker/Office Aides