

QUEZON CITY
SOCIAL SERVICES DEVELOPMENT DEPARTMENT
CITIZEN'S CHARTER
2025

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 the Intervention Plan and referrals from outside source
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 training/ submits or email letter request	1.1 Assess training needs and advise proponent as to schedule of further engagement 1.2 Prepare / deliver response letter	None	4 hours and 30 minutes	<i>Manpower Development Officer II</i>
2. Provide information Wait for the process	2.1 Coordinate with the proponent and discuss the training design, identification of venue, logistics, and other needs. 2.2 Inform the proponent of the schedule of the training orientation/ dialogue with participants 2.3 Conduct dialogue	None	up to 1 week	<i>Manpower Development Officer I or Manpower Development Assistant</i>

3. Attends Training	3.1 Conducts Skills Training 3.1.1 Training Induction Program 3.1.2 Job Induction Program 3.2 Prepares and submits Enrollment Report 3.3 Conducts training evaluation 3.4 Prepares and submits Terminal reports 3.5 Endorses trainees for On the Job Training/ Capital Assistance	None	240 hours (3mos.)	<i>Manpower Development Assistant</i>
4. Attends Graduation	4.1 Individual Release of Certificate of Completion 4.2 Monitors the status of the graduates 4.3 Prepares and submit feedback/ monitoring report	None	4 hours and 30 minutes (3 months after graduation)	<i>Manpower Development Officer I or Manpower Development Assistant</i>
Total Processing Time:				9 hours up to 3 months for the attendance of the training

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 the Intervention Plan and referrals from outside source
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request (1 original, 1 photocopy)	Barangay or other requesting Party

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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. Coordinate with Industries/ companies for possible OJT referral 2. Inform graduates of the scheduled date of referral	None	2 days	<i>Labor and Employment Officer III</i> <i>Labor and Employment Officer II/I</i>
1. Attends orientation 1.1 Submits resume	1. Conduct of orientation to trainees of a specific course 1.1 Job matching 1.1 Review Resume		2 hours	
1. Receives referral letter for OJT / possible employment	2. Prepares referral letter addressed to the industry or PESO for possible employment 2.1 Extends referral letter 2.2 Monitors status of referral	None	30 minutes to 2 hours	
3. Receives Certification				
Total Processing Time:				4 hours up to 2 days

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 the Intervention Plan, online applicants, and referrals from outside source
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Indigency (1 original, 1 photocopy) QCID	Barangay

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. The client seeks capital assistance • Online Application	1. Check uploaded documents 1.1 Crossmatching 1.2 Approve for appointment	None	30 minutes	<i>Labor and Employment Officer I/II</i>
2. Subject self for interview/assessment	2. Conduct intake interviews/ assessment/update information 2.1 Verify original documents uploaded 2.2 Conduct home visitation for further assessment	None	30-45 minutes 4 hours	<i>Labor and Employment Officer I/II</i>
3. Attends business counseling 3.1 Prepares and submits project proposal and barangay indigency 4. Wait for the process	3. Conduct Basic Business Management training/preparation of project proposal 4. Evaluate submitted requirements		6 hours	

	<p>4.1 Prepare Case Summary Report</p> <p>4.2 Prepare all documentary requirements including a mother project proposal for approval of capital assistance</p> <p>4.3 Submit all documentary requirements for payroll preparation and processing</p> <p>4.4 Inform the proponent of the schedule of extension of capital assistance</p>	None	up to 2 months	<i>Labor and Employment Officer I/II/III</i>
5. Receives the capital assistance	<p>5. Extends capital assistance</p> <p>5.1 Monitors the status of the clients</p> <p>5.2 Prepares and submit monitoring report</p>	None	<p>4 hours</p> <p>(2 hours per monitor up to 6 months/ monitor after six months)</p>	<i>Labor and Employment Officer I/II</i>
Total Processing Time:				14 hours up to 2 months

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 and referrals from outside source
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

<ul style="list-style-type: none"> ✓ Barangay Indigency ✓ QC ID ✓ Barangay Certification of No Existing Loan from other Microfinance ✓ Medical Certificate from City Health Center 	<p>Barangay</p> <p>City Health Center</p>
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Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance and/or submit an email letter request	1. Conduct 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. Conduct orientation/ assessment 2.1 Conduct home visitation 2.2 Conduct courtesy meeting with the Barangay Captain	None	2 hours 1 day 1 day	<i>Project Evaluation Officer</i>
3. Attends Social Preparation session (6 meetings) 3.1 Prepare and Submit project proposal and other requirements 3.2 Wait for the	3. Conduct capacity building activities/ preparation of project proposal 3.1. Review project proposal and inform the client to submit additional documentary requirements 3.2.1 Prepare Case	None	up to 2 months	<i>Project Evaluation Officer</i> <i>Labor and Employment Officer</i>

process	<p>Summary Report</p> <p>3.2.3 Evaluate submitted documentary requirements</p> <p>3.2.4. Submit for payroll preparation and processing approval of capital assistance</p> <p>3.2.5. Inform proponent of the schedule of extension of capital assistance</p>		up to 2 months	<i>Manpower Development Officer</i>
4. Receive the capital assistance	<p>4.1 Extend capital assistance</p> <p>4.2 Monitor the status of the clients</p> <p>4.3 Prepare and submit monitoring report</p>	None	(2 hours per monitor for 2 years)	<i>Project Evaluation Officer</i> <i>Labor and Employment Officer</i>
Total Processing Time:				8 hours up to 2 months

CHILD DEVELOPMENT SERVICE PROGRAM

Officer 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 belong to indigent families, large families, working mothers, or solo parents;Identified Nutritionally-at-risk (NAR) 3-4 years old children from the OPT+ Survey
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Live Birth(1 original,1 photocopy) Immunization Records (Baby Book) QC ID of Parent/Guardian If applies, ECCD Checklist (Child’s Record 1) Solo Parent ID PWD ID 4Ps ID	PSA Barangay Health Center Barangay, District Action Office Previous ECCD Facility attended to SSDD PDAO DSWD

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Identified NAR Children from the OPT+ Survey	1.1. Day Care Worker (DCW) contacts the parents of the NAR children to if still interested in enrolling to the program 1.2. DCW consolidates the total number of Pre-K1 and Pre-K2 enrollees 1.3. If number of enrollees falls short, a month-long walk-in enrollment will be conducted	None	within 30 working days	Barangay Nutrition Scholar/Community Health Worker, Day Care Workers
2. Goes to the nearest CDC in their community during the Walk-in enrollment	2.1. CDCs conducts a 30-day walk-in enrollment 2.2. Consolidates the identified Pre-K1 & Pre-K2 CDC children including profiling of families of all walk-in clients 2.3. Informs parents of qualified beneficiaries for the Child Development Service program	None	within 30 to 40 working days	Day Care Workers
3. Attends	3.1. Conducts orientation to parents of qualified beneficiaries	None	within 1 day	Day Care Workers

parent orienta tion				
4. CDC Childr en attend CDC session s	4.1. Assess children using ECCD Checklist (Child's Record 2) through developmentally appropriate activities and parent interview 4.2. Conducts CDC session 4.3. Assess children's Nutritional Status through taking of Anthropometrical Measurements (i.e., Weight and Height) 4.4. Implements supplemental feeding program 4.5. Distributes hygiene kit, uniforms, school supplies, and other learning materials	None	10 months	<i>ECCD Supervisors, Day Care Workers</i>
5. Receiv es Certific ate and accom plished ECCD Checkl ist (Child' s Record 2)	5.1. Distributes Certificate of Completion to 4 years old children ready for kinder and Certificate of Participation to 3 year old not yet ready for kinder during end-of-the year parent-teacher conference	None	within 1 day	<i>ECCD Focal Person ECCD Supervisors, Day Care Workers</i>
Total Processing Time:				10 months for the ECCD Session

CHILD MINDING SERVICE PROGRAM

Officer 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"> 2 months old to 35 months old (2.11 years old) children who belong to working mothers, lactating mothers, indigent families, large families, or solo parents; Identified Nutritionally-at-risk (NAR) 2 months old to 35 months old (2.11 years old) children from the OPT+ Survey
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Live Birth (1 original, 1 photocopy)	PSA

Immunization Records (Baby Book) Newborn Screening Record Employee's ID (Photocopy) QC ID of Parent/Guardian If applies, Solo Parent ID PWD ID 4Ps ID	Barangay Health Center Barangay Health Center/Private Health Center/Hospital Employer Barangay, District Action Office SSDD PDAO DSWD
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Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Identified NAR Children from the OPT+ Survey	1.1. Day Care Worker (DCW) contacts the parents of the NAR children to if still interested in enrolling to the program 1.2. DCW consolidates the total number of Child Minding Center (CMC) children 1.3. If number of enrollees falls short, a month-long walk-in enrollment will be conducted	None	within 30 working days	<i>Barangay Nutrition Scholar/Community Health Worker, Day Care Workers</i>
2. Goes to the nearest CMC in their community during the Walk-in enrollment	2.1. CMCs conducts a 30-day walk-in enrollment 2.2. Consolidates the identified CMC children including profiling of families of all walk-in clients 2.3. Informs parents of qualified beneficiaries for the CMS program	None	within 30 to 40 working days	<i>Day Care Workers</i>
3. Attends parent orientation	3.1. Conducts orientation to parents of qualified beneficiaries	None	within 1 day	<i>Day Care Workers</i>
4. CMC Children attends Infant-Toddler Early Development (ITED) sessions	4.1. Assess children using ECCD Checklist (Child's Record 1) through developmentally appropriate activities and parent interview 4.2. Conducts ITED sessions 4.3. Conducts Parental Sessions 4.4. Assess children's Nutritional Status through taking of Anthropometrical Measurements (i.e., Weight and Length) 4.5. Implements complementary feeding program 4.6. Distributes hygiene kit, school supplies, and other learning	None	10 months	<i>ECCD Supervisors, Day Care Workers</i>

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Sends inquiry to SSDD or email at eccd.ssdd@quezoncity.gov.ph	1.1. Send reply to the inquiry on how to apply for Registration and Permit to Operate. 1.2. Provide list of Documentary Requirements	None	within 1 day	<i>Social Welfare Aide</i>
2. Scan QR Code for Registration or Fill out the Registration Form	2.1. Provide Registration Form and Pamphlet 2.2. Mapping of CDCs/PLCs	None	within 1 day max of 1 month	<i>Social Welfare Assistant</i>
3. Receives Certificate of Registration	3.1 Issuance of Certificate of Registration	None	within 1 day	<i>Social Welfare Aide</i>
4. Apply for Permit to Operate	4.1. Provide list of Documentary Requirements	None	within 1 day	<i>Social Welfare Aide</i>
5. Submit documentary requirements	5.1. Receives and validates the submitted documentary requirements. 5.2. Notify the Public/Private CDC/LC of the result of checking the submitted requirements	None	within 5 working days	<i>Social Welfare Assistant</i>
6. Responses to questions of validator(s)/present the requested documents	4.1. Conduct site visits and interview	None	within 5 working days	<i>Social Welfare Assistant</i>
7. Receives Permit to Operate	5.1. Issuance of Certificate of Registration and recommends for the issuance of Permit to Operate	None	within 3-5 working days	<i>Social Welfare Aide Accreditor/Evaluator</i>
8. Apply for Certificate of Recognition	6.1. Endorses application to ECCD Council	P500	within 1 week	<i>Social Welfare Assistant</i>
9. Prepare center	7.1. Provides technical	None	at least 3	

and pertinent records for Internal and External Assessment	assistance, visit and validate results of initial assessment 7.2 Recommends and notifies CDCs/LCs for final assessment	e	months 1-2 days	<i>Internal Evaluator</i>
10. Receives Certificate of Recognition and renew when the number of years for its Recognition has lapsed	8.1 Recommends for the Conferment and Deferment of Recognition 8.2 Issues the Certificate of Recognition from ECCD Council	Non e	15 working days	<i>External Evaluator ECCD Council</i>
Total Processing Time:				<i>3 months</i>

SUPPLEMENTARY FEEDING PROGRAM

Officer 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"> Supplementary Feeding Program for children aged 6 months to 4 years old enrolled in the Child Minding Center and Child Development Centers Children who are nutritionally-at-risk (NAR)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PSA Birth Certificate 2. Immunization Records (Baby Book) 3. DSWD ECCD-IS Child Information Sheet	PSA Barangay Health Center / Private Clinic or Hospital Social Services Development Department

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Registers and submits required documents	1.1. Review the submitted documents of parent/guardian such as PSA birth certificate, immunization records and QC ID	Non e	within 1 day	<i>Day Care Worker</i>
2. Undergoes Nutrition Assessment	2.1. Measure the height and weight of children 30 days after the first day of	Non e	within 10 working days	<i>Day Care Worker Nutritionist - Dietitian</i>

	<p>class, two weeks before feeding, after 60 days and 120 days from the first day of feeding</p> <p>2.2. Use the National Nutrition Council E-opt tool to determine the nutritional status of each child.</p> <p>2.3. Consolidate the data on the nutritional status of all children as Upon Entry, after 60 days and 120 days</p> <p>2.4. Separate the list of malnourished children for targeted intervention and continuous monitoring</p> <p>2.5. Submit the Supplementary Feeding Program report to stakeholders</p>			<p><i>Community Health Worker / Barangay Nutrition Scholar</i></p>
3. Receives medical service	<p>4.1 Provide the list of children per CDC to Health Center for medical services such as Vitamin A supplementation, deworming, dental check up, fluoride application, skin test and physical check up</p>	Non e	within 10 working days	<p><i>Nutritionist - Dietitian</i></p> <p><i>Health Center - Physician</i></p> <p><i>Dentist</i></p> <p><i>Day Care Workers</i></p> <p><i>Community Health Worker / Barangay Nutrition Scholar</i></p>
<p>4. Provides volunteer services</p> <ul style="list-style-type: none"> ➤ Hauling of school supplies ➤ Assistance in preparation and cooking of hot meals based on cycle menu 	<p>3.1. The Nutritionist-Dietitian will provide a distribution list of supplies and cycle menu</p> <p>3.2. Record the supplies in Stock Card for IN and OUT of supplies for monitoring and inventory</p>	Non e	within 1 day	<p><i>Nutritionist - Dietitian</i></p> <p><i>Day Care Workers</i></p> <p><i>Child Development and Child Minding Parents</i></p>
5. Parents attends Capacity development	<p>5.1. Provide Parent Effectiveness Service using Module 7 Health and Nutrition</p> <p>5.2. Meal preparation and hygiene training</p>	Non e	within 1 day	<p><i>Nutritionist - Dietitian</i></p> <p><i>Day Care Workers</i></p> <p><i>Child Development and Child Minding Parents</i></p>

6. Receives Supplementary feeding program	6.1. Provision of hot meals for 120 days. 6.2. Monitoring of the beneficiaries daily meal consumption 6.3. The beneficiary with normal weight and height will be given one meal 6.4. The beneficiary with undernourished will be given double meal 6.5. The beneficiary with overweight and obese will be given 15 mins daily physical activity.	None	120 days	Day Care Workers
Total Processing Time:				120 days

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 3.4 Facilitates monthly meeting 3.5 Submit the certification of service rendered for payroll preparation	None	4 hours (6 months contract subject for renewal)	Social Worker
4. Attend Program Review	4.1 Conduct Program Review and Evaluation	None	1 day per district	Elderly Program Coordinator
Total Processing Time:				6 months

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	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

Certificate of Indigency, QCID			Barangay, OSCA, SSDD (Online Registration)	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Register and create account for QCID (Senior Citizen) online application @ qceservices.quezoncity.gov.ph	1.1 Provide assistance on how to register	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
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 Worker/Office Aides
4. Come to the District Office - OSCA Section on time and date of appointment. Present the reference number for confirmation of the appointment.	4.1 Interview and assessment	None	10 minutes	Social Worker
5. Wait for approval and scheduled payout	5.1 Approval of assessed client 5.2 Preparation of masterlist for payout 5.3 Follow-up of the payroll 5.4 Preparation of payout 5.4.1 Setting of schedule 5.4.2 Setting venues 5.4.3 Coordination to District Offices and concerned departments/offices 5.5 Social Welfare Assistance Payout 5.6 Liquidation of claimed and unclaimed 5.7 Submission of Certification (Unclaimed) to CTO	None	Up to 60 days	Social Worker

Total Processing Time:	6 months
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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	
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)			-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
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	1.1 Validation of Reports 1.2 Coordinates with a Police Official or Barangay who has jurisdiction over the case. 1.3 Prepares Documentary documents. 1.4 Assist in filing of legal case in city prosecutor	None	3 hours	Social Worker
2. Provide personal information/Intake Interview	2.1 Gather comprehensive information 2.2 Assess client’s problem and other needs	None	30 minutes	Social Worker

3. Submit self for institutionalization, if necessary/re-integration to the family	3.1 Refers and escorts client for transfer to an institution for temporary shelter, if needed 3.2 Facilitates reunification of client to family if found capable to take custody	None	Up to 30 days	Social Worker
4. Cooperate with the social workers for the agreed intervention plan	4.1 Prepare intervention plan that the case manager and client agreed upon 4.2 Provision of social services 4.3 Referral to other social welfare agencies	None	6 months	Social Worker
5. Attends scheduled Court Hearing	5.1 Assist client during Court Hearing thru online or face to face	None	3 hours	Social Worker
6. Follow-up the case or update the case manager	6.1 Conduct of homevisitation 6.2 Reviewing and revising the intervention plan regularly	None	6 months	Social Worker
7. Approval of client for case termination	7.1 Case manager will inform the client for the termination of the case 7.2 Preparing of closing summary 7.3 Filing of case folder for archive	None	3 hours	Social Worker
Total Processing Time:				6 months or depends on case disposition

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 letter request thru online or walk-in	1.1 Receives application letter	None	30 minutes	Receiving Clerk
2. Provide information	2.1 Coordinate with the proponent and discuss possible date, time and venue 2.2 Schedule training	None	1 hour	Social Worker
3. Attends Training	3.1 Conducts the training 3.2 Conduct evaluation	None	2 hours	Social Worker
4. Submission of filled-out evaluation form	4.1 Prepare and submit activity report	None	2 hours	Social Worker
Total Processing Time:				5 hours 30 minutes

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:	<p>Parent who provides sole parental care and support of the child or children due to;</p> <p>(A1) Birth as a consequence of rape, even without final conviction.</p> <p>(A2) Death of the spouse</p> <p>(A3) Detention of the spouse for at least three (3) months or service of sentence for a criminal conviction.</p> <p>(A4) Physical or mental incapacity of the spouse as certified by a public or private medical practitioner.</p> <p>(A5) Legal separation or de facto separation for at least six (6) months, and the solo parent is entrusted with the sole parental care and support of the child or children.</p> <p>(A6) Declaration of nullity or annulment of marriage, as decreed by a court recognized by law, or due to divorce, subject to existing laws, and the solo parent is entrusted with the sole parental care and support of the child or children.</p> <p>(A7) Abandonment by the spouse for at least six (6) months.</p> <p>(B) Spouse or any family member of an Overseas Filipino Worker (OFW), or the guardian of the child or children of an OFW: Provided that the said OFW belongs to the low/semi-skilled worker category and is away from the Philippines for an uninterrupted period of twelve (12) months. Furthermore, the OFW's spouse or any family member, or the guardian of the child or children of an OFW must also belong to the low/semi-skilled worker category.</p> <p>(C) Unmarried mother or father who keeps and rears the child or children.</p> <p>(D) Any legal guardian, adoptive or foster parent who solely provides parental care and support to a child or children.</p> <p>(E) Any relative within fourth (4th) civil degree of consanguinity or affinity of the parent or legal guardian who assumes parental care and support of the child or children as a result of the death, abandonment, disappearance or absence of the parents or solo parent for at least six (6) months.</p> <p>(F) A pregnant woman who provides sole parental care and support to the unborn child or children.</p>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Birth Certificate/s of dependent/s</p> <p>Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children.</p> <p>Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent.</p> <p>Solo Parents Orientation Seminar Certificate of</p>	<p>Social Services Development Department (SSDD), Barangay Hall, Philippine Statistics and Authority (PSA), Public Attorney Office (PAO), Civil Registrar Office and Court, Medical Hospital or Facility, School</p>

<p>Attendance</p> <p>Updated Medical Certificate / Medical Abstract or valid PWD ID of dependent/s (if the dependent is PWD).</p> <p>Proof of enrollment of dependent/s (for 18-22 years old).</p> <p>Any of the following applicable:</p> <p>(A1) Complaint Affidavit and Medical record on the incident of rape.</p> <p>(A2) Marriage Certificate and Death Certificate of the spouse</p> <p>(A3) Marriage Certificate, and Certificate of Detention or Certification that the spouse is serving sentence for at least three (3) months issued by the law enforcement agency having actual custody of the detained spouse or commitment order by the court pursuant to a conviction of the spouse.</p> <p>(A4) Marriage Certificate, and Medical Records or Medical Abstract or Certificate of Confinement in the National Center for Mental Health, or any medical hospital or facility as a result of the spouse's physical or mental incapacity, which record, Medical Abstract or Certificate of Confinement of the incapacitated spouse should have been issued not more than three (3) months before the submission, or a valid Person with Disability ID.</p> <p>(A5) Marriage Certificate, and Judicial Decree of Legal Separation of the spouses or in the case of de facto separation, an Affidavit of Two (2) Disinterested Persons attesting to the fact of separation of the spouses.</p> <p>(A6) Marriage Certificate, annotated with the fact of declaration of nullity of marriage or annulment of marriage or Judicial Decree of Nullity or Annulment of Marriage or Judicial Recognition of Foreign Divorce.</p> <p>(A7) Marriage Certificates, Affidavit of Two (2) Disinterested Persons attesting to the fact of abandonment of the spouse, and Police or barangay record of the fact of abandonment.</p> <p>(B) Marriage Certificate, if the applicant is the spouse of the OFW or Birth Certificate or the other competent proof of the relationship between the applicant and the OFW, if the applicant is a family member of the OFW, Philippine Overseas Employment Administration Standard Employment Contract (POEA-SEC) or its equivalent document, Photocopy of the OFW's passport with stamps showing continuous twelve (12) months of overseas work or Certification from the Bureau of Immigration, and</p>	
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<p>Proof of income of the OFW's spouse or family member.</p> <p>(C) Certificate of No Marriage (CENOMAR)</p> <p>(D) Proof of guardianship, such as Decision Granting Legal Guardianship issued by a court or Proof of adoption, such as Decree of Adoption issued by a court or Order of Adoption issued by the DSWD or the National Authority on Child Care (NACC) or Proof of foster care, such as Foster Parent License issued by the DSWD or the NACC.</p> <p>(E) Death Certificate or Certificate of Incapacity or Judicial Declaration of Absence or Presumptive Death of the Parents or Legal Guardian, Police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian for at least six (6) months, Proof of relationship of the relative to the parent or legal guardian, such as Birth Certificate, Marriage Certificate, Family Records, or Other similar or analogous proof of relationship.</p> <p>(F) Medical record of her pregnancy.</p>	
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Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
*New Applicant				
1. Attend Solo Parent Orientation	1.1 Conduct an orientation	None	3 hours	District Social Worker /SPO and DO
2. Receive an email with the attached Certificate of Attendance.	2.1 Issue the Certificate of Attendance through email.	None	5 mins	Solo Parent Staff /SPO
3. Download the QCitizen Application or type the qcervices.quezon city.gov.ph on the website. Register using a personal email address and password. Upload the required documentary requirements. Receive an email for the status of the application/advise to set an appointment for an	3.1 Access the QCeServices to check the online application of the Solo Parent applicant, specifically the sectoral details and attached documentary requirement. 3.2 Sends feedback on the status of the online application, instructs the Solo Parent applicant to set an appointment, and bring all of the	None	15 mins	Solo Parent Staff /SPO

interview.	original documents during the appointment date of the interview.			
4. Proceed to the scheduled appointment date for the interview and bring the original copy of required documentary requirements.	<p>4.1 Validate the appointment through the SSDD Appointment Tracker and check all of the documents for SPIC.</p> <p>4.2 Once validated, the Solo Parent application will be endorsed to the designated Social Worker for an interview.</p>	None	15 min	Solo Parent Staff /SPO
5. Go through the interview process with the designated Social Worker for assessment and evaluation.	<p>5.1 Gather and assess the information provided by the applicant on child custody, support, parenting, economic condition, and other issues affecting as a solo parent.</p> <p>5.2 Provide feedback on the status of the SPIC.</p>	None	45 mins	District Social worker /SPO
6. If meet the eligibility criteria, wait for the SPIC to be issued and for any further instructions.	6.1 Prepares a Case Summary Report of all the data gathered as basis for the approval, endorsement for further assessment, and disqualification of application for Solo Parent Identification Card (SPIC).	None		

7. Receive the printed Solo Parent Identification Card (SPIC).	<p>7.1 Print the SPIC and issues it to the Solo Parent.</p> <p>7.2 Remind the Solo Parent on the validity of the SPIC and requirements needed for renewal.</p> <p>7.3 Shall coordinate/refer the Solo Parent to concerned offices when needed.</p>	None	5 mins	District Social worker /SPO
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Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
*Old Applicant				
<p>1. Log in to QCitizen Application or qceservices.quezoncity.gov.ph website and click Apply/Renew Sectoral Status. Edit details and upload the updated documentary requirements.</p> <p>Receive an email for the status of the application/advise to set an appointment for an interview.</p>	<p>1.1 Access the QCeServices to check the online application of the Solo Parent applicant, specifically the sectoral details and attached documentary requirements.</p> <p>1.2 Sends feedback on the status of the online application, instructs the Solo Parent applicant to set an appointment, and bring all of the original documents during the appointment date of the interview.</p>	None	15 mins	Solo Parent Staff /SPO
<p>2. Proceed to the scheduled appointment date for the interview and bring the original copy of required documentary requirements.</p>	<p>2.1 Validate the appointment through the SSDD Appointment Tracker and check all of the documents for SPIC.</p> <p>2.2 Once validated, the Solo Parent application will be</p>	None	15 min	Solo Parent Staff /SPO

	endorsed to the District Social Worker for an interview.			
3. Go through the interview process with the designated Social Worker for assessment and evaluation.	<p>3.1 Gather the information and assess the information provided by the applicant on child custody, support, parenting, economic condition, and other issues affecting as a solo parent.</p> <p>3.2 Provided feedback on the status of the SPIC.</p>	None	45 mins	District Social worker /SPO
4. If meet the eligibility criteria, wait for the SPIC to be issued and for any further instructions.	4.1 Prepares a Case Summary Report of all the data gathered as basis for the approval, endorsement for further assessment and disqualification of application for Solo Parent Identification Card (SPIC).	None		
5. Receive the printed Solo Parent Identification Card (SPIC).	<p>5. 1 Print the SPIC and issues it to the Solo Parent.</p> <p>5.2 Remind the Solo Parent on the validity of the SPIC and requirements needed for renewal.</p> <p>5.3 Shall coordinate/refer the Solo Parent to concerned offices when needed.</p>	None	5 mins	District Social worker /SPO

EDUCATIONAL ASSISTANCE FOR SOLO PARENTS’ CHILDREN/BENEFICIARY and 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 Solo Parents’ Children/ Beneficiary, and Children with Disability enrolled Special Needs Education, 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, Persons with Disability ID (QCID)			School, Barangay, SSDD, PDAO	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Apply for Educational Assistance for Children with Disability and Solo Parents’ Children/Beneficiary thru qceservices.quezoncity.gov.ph and click the SSDD portal	1.1 Provide assistance on how to register	None	10 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
Total Processing Time:				50 minutes for the application

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
Total Processing Time:				30 minutes application

COMMUNITY BASED REHABILITATION

Officer or Division:		Special Project Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Barangay/Community and Children with disability including their parents		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter, Medical Records, QCID			Barangay, Hospital, Quezon City Hall	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Barangay will request to establish a Community Based Rehabilitation Center	1.1 Review the request letter and conduct a meeting	None	2 days	Social Worker
2. Provide a space for the center for Physical Therapy Intervention and other activities	2.1 Conduct ocular visit and meeting	None	1 day	Social Worker/ Physical Therapist
3. Provide number of clients for Physical Therapy Intervention	3.1 Conduct intake, interview and assessment	None	1 hour and 30 mins	Social Worker and Physical Therapist
4. Attend the medical consultation	4.1 Facilitate referrals to government and partner hospitals	None	1 hour	Social Worker, Physical Therapist, Applicant, Physiatrist
5. Attend the orientation with the designated Physical Therapist	5.1 Conduct orientation of Physical Therapy Schedule	None	1 hour	Applicant, Physical Therapist
6. Attend the Physical Therapy Sessions	6.1 Physical Therapists conduct 10 therapy sessions	None	1-2 hours	Applicant, Physical Therapist

ISSUANCE OF CASE SUMMARY REPORT FOR ASSISTIVE DEVICES

Officer or Division:	Special Project Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who May Avail of the Service:	Elderly and Persons with Disability Who Needs Assistive Devices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Medical Certificate, Assistive Device Prescription, Assistive Device Quotation, Acceptance/Referral Letter, Barangay Indigency Certificate, QCID for Senior Citizens and Persons with Disability			Hospital, Barangay, OSCA, PDAO	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Apply for the issuance of Case Summary Report and present the required documents.	1.1 Check the presented documents	None	5-10 minutes	Office Aide
2. For intake and interview with the Social Worker	2.1 Conduct intake interview and assessment	None	30 mins	Social Worker
3. Provide the information needed and wait for the issuance of the Case Summary Report	3.1 Prepare the Case Summary Report	None	10-15 mins	Social Worker
4. Receives the Case Summary Report	4.1 Issue the Case Summary Report	None	5 mins	Social Worker/ Office Aide
Total Processing Time:				1 hour

ALTERNATIVE CHILD CARE SERVICES

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 or 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 / 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, 5R size) (1original,1photocopy)	ProspectiveParents/ 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	
Certificate of Attendance to Adoption Forum	RACCO-NCR	
Proof of Two-year living requirement : Affidavit of Two Dis-interested Persons; old photo/s of child with petitioner; Barangay Certification of Residency and Custody	Barangay	
Handwritten consent of adoptee if 10 years old and above	Adoptee	
Additional requirements for abandoned or foundling child:		
2x2 oldest photo of the child (3 pieces)	ProspectiveParents / guardian	Adoptive
Affidavit of circumstances of abandonment or Affidavit of Finder (1original,1photocopy) as applicable	Lawyer	
Dental Age Verification, if foundling (1 original, 1 photocopy)	Hospital/ Dental Clinic	
Barangay or Police blotter (1original,1photocopy)	Barangay / 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 Publisher
Returned registered mail to the last known address of parents/relatives (1original,1photocopy)	Philpost
Case Summary	LGU Social Worker
Certificate of Live Birth (for foundling case)	LCR / PSA
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 the prospective adoptive parents, or other persons involved in the registration of the simulated birth	Prospective adoptive parents
Negative record of birth of the child (if the biological parents are known/located)	Both PSA and LCR
Confirmation of record of existence and non-existence of the adoptee’s foundling certificate	Both PSA and LCR

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 for completion and accuracy, return documents if needs to be corrected i.e. affidavit	None	30 minutes	Social Worker
3. Waits for the schedule of home visit	3. Conducts home visit and interview for the preparation of the Child Case Study Report and submits report for supervisory review	None	4 hours - visit drafting/ editing report - 2 weeks review-	Social Worker
4. Submitted for signature of the Department Head prior submission to RACCO-NCR/NACC	4. Arrange the child’s dossier with the corresponding petition for either surrendered or abandoned.			
A. ABANDONED				

1. Prospective adoptive parents submits self for interview and provides accurate information	1.1 Coordinates with concerned agency e.g. lying-in, hospitals, Local Civil Registrar to request & validate information about the child 1.2 Sends registered mail to the parents last known address 1.3 Facilitates tri-media appeals 1.4 Conducts thorough assessment and interview	None	30 working days	<i>Social Worker</i>
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B.SURRENDERED CHILD				
<p>QUEZON CITY RESIDENTS:</p> <p>1.Birthparents attend series of counseling sessions and sign Deed of Voluntary Commitment(DVC)</p> <p>2. In case of deceased birth mother /parents</p> <p>NON-QUEZON CITY RESIDENTS:</p> <p>1. Birthparents wait for the schedule of interview by Social Worker of other LGU</p>	<p>1. Conducts series of counseling session and assess parenting capability</p> <p>2.Facilitates signing of DVC, notarized and securing of Certificate of Authority for a Notarial Act (CANA) as well as the birth mother’s birth certificate, marriage certificate or CENOMAR as applicable.</p> <p>For a non-marital child locate the maternal grandmother or the birth mother’s oldest sibling for the PCAR and DVC or if child is a marital child whose parents are both deceased, have to locate biological grandparents or as stipulated under Art.216 of the Family Code</p> <p>1.1Prepares referral letter to other LGU to request for parenting capability assessment report (PCAR), Deed of Voluntary Commitment(DVC) and CANA</p> <p>1.2Receives parenting capability assessment report (PCAR), Deed of Voluntary Commitment (DVC) and CANA as well as the mother’s birth certificate, CENOMAR and/or parents marriage certificate as applicable</p>	<p>Non e</p>	<p>1 to 2 hours per session</p> <p>30 working days</p> <p>Undetermined working days</p> <p>30 working days</p>	<p>Social Worker</p>
<p>2. Provides additional information and/or additional supporting documents, if necessary</p>	<p>3.1Prepares and submits Social Case Study Report, Child Profile and Petition and other documents to the Regional Alternative Child Care Office (RACCO)-NCR</p>			

3. Receives photocopy of Certification Declaring a Child Legally Available for Adoption (CDCLAA)	4.1Receives copy of CDCLAA & provides copy to the child’s custodian 4.2.Refer adoptive parent for eligibility assessment		1 hour	
4. Prepare documents for the matching process	5. Gather all needed documents and update the Child Study Report for the Regional Matching Conference for review and scheduling by the RACCO-NCR		2 months	
C. FOUNDLING (Securing Birth Certificate)				
1. Submit Affidavit of Finder 2. Submit Barangay Blotter 3.Submit 2x2 photo of child’s photo when found	1. Check submitted documents and assist in the radio announcement; newspaper publication 2.Prepare and submit Child Study Report to NACC 3. Secure NACC endorsed Case Summary 4. Submit documents for the Foundling registration at the Local Civil Registry with fee (P1,000)		2 months 5 days 15 days 1 hour	

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
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(1 original,1photocopy)	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 adoptee with simulated birth record (pursuant to RA 11222)	
Authenticated Negative Certificate of Live Birth of the Child, (1 original,1photocopy)	PSA /LCR
Notarized Petition for Administrative Adoption, (1original,1photocopy)	Lawyer
Notarized Affidavit of Admission with Certificate of Notarial Act (CANA) of the following: -biological parents -petitioner/ adopter -Midwife or the persons who facilitated the registration of simulated birth -other persons who are involved or have 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, if applicable(1original,1photocopy)	Barangay

Notarized Affidavit of Two (2) Disinterested Persons (1original,1photocopy)	Disinterested person
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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 from time to time	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	None	1 t up 30 working days	Social Worker
4. Wait for the issuance of CDCLAA	4. Follow-up CDCLAA issuance	None	within 34 working days	Social Worker
5. Comply with all required documentary requirements for petition filing	If issued with CDCLAA, gather documents for petition filing and Submit documents to RACCO-NCR	None	Time varies especially for adoptive parents working abroad	
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

PROVISION OF CERTIF

ICATE FOR THE PHILHEALTH POINT OF SERVICE (POS) ENROLLMENT

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. Submit duly accomplished PhilHealth Membership Registration Form (PMRF) and supporting documents	1. Receive and screen duly accomplished PhilHealth Membership Registration Form (PMRF) and supporting documents	None	30 minutes	Office Aide
	2. Conduct interview	None	1 hour & 30 minutes	Office aide/ SWA/SWaide
	3. Prepare certification to be signed/countersigned by the Section and Division Head	None	1 hour	Social Worker
	4. Submit Certificate/s for initial and signature	None	30 minutes	Social Worker
	5. Release the Certificate to be submitted at the PhilHealth office. The client acknowledges receipt of documents by affixing a signature printed name in the second copy of the Certificate.	None	30 minutes	Social Worker

Total Processing Time:	4 hours
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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	Processi ng 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
Total Processing Time:				4 hours 10 minutes

PARENTING CAPABILITY ASSESSMENT REPORT

Office or Division:		Community Outreach Division		
Classification:		Complex		
Type of Transaction:		G2C- Government to Client		
Who May Avail of the Service:		Quezon City Residence where the client is subject for reunification		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Referral Letter Subject-Client Certificate of Live Birth			Requesting Party Client	

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sent request letter to Social Worker or Email at cod.SSDD@quezoncity.gov.ph	1. Receive Request Letter	None	1 day	Office Aide
	2. Conduct interview	None	1 hour	Office aide/ SWA/SWaide
	3. Conduct home visit, if necessary	None	7 working days	Social Worker
	4. Prepare Certificate and Social Case Summary Report	None	7 working days	Social Worker
	5. Submit Certificate/s and Parenting Capability Assessment Report for initial and signature	None	2 days	Social Worker
6. Receive the Parenting Capability Assessment Report	6. Releasing of Parenting Capability Assessment Report and Indorsement Letter	None	15 minutes	Office aide/ SWA/SWaide
Total Processing Time:				14 days

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:	Seeking Legal assistance or anyone who owns a Birth, Marriage or Death Certificate with correction of clerical and typographical errors without having to go through the judicial process. A petition can be filed to change the name or correct the data of gender, day and month of birth.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

Request letter from concerned agency (1 original) Barangay Certificate of Indigency (1 original) Personal letter stating reason for availing COI Certificate of No Property (1 original) Certificate of None Existing Business(1 original)			Client 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	Responses to the request/inquiry of clients.	None	30 minutes	Office aide/ SWA/SWaide
2. Submit Requirements	Receive and screen documents	None	30 minutes	Office aide/ SWA/SWaide
3.Undergoes Interview	Conduct home visit, if necessary	None	7 working days	Social Worker
	Prepare Certificate and Social Case Summary Report	None	7 working days	Social Worker
	Submit Certificate/s and Social Case Summary Report for initial and signature	None	2 days	Social Worker
4.Receive the Certification	Releasing of Social Case Summary Report and Certification	None	15 minutes	Office aide/ SWA/SWaide
Total Processing Time:				14 days

FAMILY CASE MANAGEMENT

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
Request letter from concerned agency (1 original) Barangay Certificate of Indigency (1 original) Personal letter stating reason for availing COI	Client Barangay Client

Certificate of No Property (1original) Certificate of None Existing Business(1original)			Quezon City Assessor’s Office Quezon City Business Permit and Licensing Office	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
A. Child Support				
1. Referral Letter from the barangay, Police, school or concerned citizen	Conduct initial Interview	None	30 minutes	Office aide/ SWA/SWaide
	Provision of invitation Letter to respondent for Family Dialogue	None	1 hour	Social Worker
2. Attend Family Dialogue	Facilitate Family Dialogue and or executed agreement *Schedule of family dialogue is depending on the availability of both parties (within a month)	None	4 hours	Social Worker
B. TEENAGE MOTHER				
Referral Letter from Hospital/Health Center	Conduct initial Interview	None	30 minutes	Office aide/ SWA/SWaide
Undergoes Interview	Conduct home visit, if necessary	None	7 working days	Social Worker
Attend Seminar/ Training	-Provision of possible services that could address the needs -Termination of case	None	within 6 -12 months	Social Worker
C. MARRIAGE COUNSELING				

Referral Letter from the barangay, Police, school or concerned citizen	Conduct initial Interview	None	30 minutes	Office aide/ SWA/SWaide
	Schedule Marriage Counseling Session	None	1 hour	Social Worker
Attend Marriage Counseling Session	Facilitate Marriage Counseling Session *Schedule of family dialogue is depending on the availability of both parties (within a month)	None	4 hours	Social Worker
D. CARE AND CUSTODY				
Request for assistance	Responses to the request/inquiry of clients.	None	30 minutes	Office aide/ SWA/SWaide
Submit Requirements	Receive and screen documents	None	30 minutes	Office aide/ SWA/SWaide
Undergoes Interview	Conduct home visit, if necessary	None	7 working days	Social Worker
	Prepare Certificate and Social Case Summary Report	None	7 working days	Social Worker
	Submit Certificate/s and Social Case Summary Report for initial and signature	None	2 days	Social Worker
Receive the Certification	Releasing of Social Case Summary	None	15 minutes	Office aide/ SWA/SWaide

	Report and Certification			
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CAPABILITY TRAINING

Parenting Effectiveness Session (PES); Empowerment and Reaffirmation of Paternal Abilities (ERPAT).

Office or Division:			Community Outreach Division	
Classification:			Complex	
Type of Transaction:			G2C- Government to Client	
Who May Avail of the Service:				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
	Planning and coordination	None	7 working days	Social Worker / SWA/ SWaide
	Preparation of venue & other logistical requirements	None	30 minutes	Social Worker / SWA/ SWaide
	Conduct of Session/s ERPAT 8 modules PES 9 modules	None	2 hours per session (completion within 8-9 months)	Social Worker / SWA/ SWaide
	Submit Post-Activity Report	None	7 working days	Social Worker / SWA/ SWaide

REHABILITATIVE COUNSELING

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
Request letter from concerned agency (1 original) Barangay Certificate of Indigency (1 original) Personal letter stating reason for availing COI Certificate of No Property (1original) Certificate of None Existing Business(1original)				Client 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

Receive court order	Review the court order	None	10 Minutes	Social Worker / SWA/ SWaide
	Prepare the Proposed Rehabilitative Counselling Program	None	2 days	Social Worker
	Submit the proposed rehabilitative counseling for initial and signature	None	2 days	Division and Agency Head
	Submit Proposed Rehabilitative Counselling Program to court	None	1 day	Social Worker
	Conduct of Approved Rehabilitative Counselling Program	None	2 hours per session (sessions will be completed for 2 months)	Social Worker
	Preparation, submission and signing of Certificate of Completion/Non-Compliance to court	None	3 days	Social Worker
	Conduct homevisitation, if client failed to attend/comply with the proposed rehabilitative counseling	None	1 day	Social Worker
	Releasing/submission of Certificate of Completion / NON-Compliance to court or client/s	None	1 day	Social Worker

PROTECTIVE SERVICE

Officer 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;• Exploited• Abandoned• Orphaned• Child-At-Risk (light Offenders)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none">1. Referral Letter from the Law Enforcement (NBI, Police, Maritime, PDEA, etc), other government agencies, Barangay, School, NGO, relative of victim or Concerned Citizen2. 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 a residential facility)5. 1 Photocopy of Valid ID (preferably QCitizen ID)	<p>Law Enforcement (NBI, Police, Maritime, PDEA, etc), Barangay, School , NGO, other government agencies, concerned citizens, etc.</p> <p>Barangay, Police Station</p> <p>Hospitals, Laboratory Clinics</p> <p>Hospitals</p> <p>Client/Legal Guardian</p>

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
<ol style="list-style-type: none">1. Request for assistance via personal visits at the SSDD office or call QC Hotline 122 or email at SSDD@quezoncity.gov.ph	<ol style="list-style-type: none">1. Receives report of the case either thru email, phone call or by visiting SSDD office to report or seek assistance	None	within 1 day	<i>Social Worker Psychometrician Social Welfare Aide/Assistant</i>
<ol style="list-style-type: none">2. Client/informant/other referring party provides vital information about the case as basis of the social worker for initial assessment	<ol style="list-style-type: none">2.1. Conducts interview and assessment2.2. Provide counseling and stress debriefing to the victim2.3. Conducts rescue operation, if necessary2.4. Assistance during	None	within 1 day	<i>Social Worker Psychometrician Social Welfare Aide/Assistant</i>

	<p>the conduct of interview for clients sworn affidavit (if parents, guardians are not available)</p> <p>2.5. Assist client for medico legal at the government hospital (if no parents, guardian)</p>			
3. Submission of needed requirements and filing of case in court, if necessary	<p>3.1.Receives documentary requirements</p> <p>3.2.Assist in filing the legal case at the Office of the City Prosecutor</p> <p>3.3.Preparation of referral letters, Social Case Study Report, and other documentary requirements for referral to a residential facility for protective custody (if needed)</p> <p>3.4.Prepare informed consent and assent</p>	None	within 7 working days	<i>Social Worker</i> <i>Psychometrician</i> <i>Social Welfare Aide/Assistant</i>
4. Referral for Protective Custody	4.Facilitates referral of client/s to other institution/s or reintegrate to the family or identified relatives	None	within 1 day	<i>Social Worker</i> <i>Psychometrician</i>
5. Attendance to court hearings and aftercare monitoring	<p>5.1 Assists clients in court hearings.</p> <p>5.2 Formulate/Implement intervention program</p>	None	depending on court disposition	<i>Social Worker</i> <i>Psychometrician</i>
6. Conducts aftercare services and monitoring	<p>6.1 Conduct of follow-up visit</p> <p>6.2 Referral of client's family to other support services</p>	None	within 6 months	<i>Social Worker</i> <i>Psychometrician</i>
7. Termination of case	7.1 Prepare and	None	1 day	<i>Social Worker</i>

	submit closing summary/termination report			Psychometrician
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REACHOUT OPERATIONS FOR CHILDREN / FAMILIES IN STREET SITUATIONS
AND INDIGENOUS PEOPLE(IP’S)

Office or Division:			Community OutreachDivision	
Classification:			Complex	
TypeofTransaction:			G2C–GovernmenttoClient	
WhoMayAvail oftheService:			<ul style="list-style-type: none"> • Street Children; • Street Families; • Street Dwellers; • Indigenous People(IPs) 	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request/ ReferralfromtheBarangay,Police Or Concerned Citizen			Barangay	Hall/ PoliceStation
Client Steps	Agency Actions	Fees to be paid	Processin g Time	Person Responsib le
1. Request for assistance thru personal visit to SSDD office or email at SSDD@quezoncity.gov.ph	1.1Receives request for reach-out operation 1.2. Coordination with the referring party and documents the details of reports including the location, time, and situation description	None	3 hours	Youth Worker
	2.1. Conducts validation of reports regarding presence of street dwellers. 2.2 Preparation of the reach-out operation / conducts meeting		within 1 to 2 days	Youth Worker
2. Undergoes interview	3.1 Team Assembly 3.1.1 Assemble the multidisciplinary Team 3.1.2 Briefing the team plan roles and responsibilities	None	within the day	All Members of the Team

	3.2 Execution of Operation 3.2.1 All members wear uniform 3.2.2 Resfulful and non-threatening manner towards clients 3.2.3 members didn't attend brief should not allowed to include in actual operation 3.2.4 Do not confiscate any belongings		within the day	All Members of the Team (Youth Welfare Worker, Registered Social Worker)
	3.3 Data Collection 3.3.1 Administer intake interview		within the day	Youth Welfare Worker, Registered Social Worker
DISPOSITION OF CASES				
A. QUEZON CITY RESIDENTS				
3. Submits client for institutionalization or reintegration to family	3.1 Facilitates referral to processing centers (for abandoned/homeless clients) awaiting transfer to DSWD Centers and Residential Care Facilities (CRCF) or other NGO. 3.2 Facilitate the turn-over to the family with verified Quezon City address thru the Barangay Council for the Protection of Children (BCPC) addressed to Punong Barangay with agreement "Kasunduan" Form 3.3. Conducts aftercare monitoring to the reached out clients 3.4. Referrals of clients to other support services 3.5. Prepares and	None	within the day within the day within 6 to 12 months	Youth Worker/ Social Worker

	submits feedback reports and/or closing summary			
B. NON-QC RESIDENTENTS NCR RESIDENTS AND PROVINCES				
4. Submits client for turn-over to other LGU thru Brgy or M/CSWDO or DSWD Centers and Residential Care Facilities(CRCF)	4.1 Facilitates turn-over of client to other LGU - Metro Manila Resident 4.1.1 Prepare the Referral Forms address to the Head of M/CSWDO 4.1.2 Secure Medical Records	None	1-5 days	Youth Worker/ Social Worker Social Worker City Physician
	4.2 Facilitates turn-over of client for Non QC Resident- Outside Metro Manila to DSWD- CRCF - Fabella Center- Families in Street Situations/ Indigenous people/ Unattached Adult in Street Situation - Pag Abot Processing Center in Pasay City - Families in street situation with children, Indigenous People (No individual minor/s)	none	1-5 days	Youth Worker/

YOUTH ORGANIZING

Office or Division:	Community OutreachDivision
Classification:	Complex
Type of Transaction:	
WhoMayAvail oftheService:	1. Enrolled in public school or informal schools such as ALS <ul style="list-style-type: none"> - Ages 15 to 30 years Quezon City
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. Accommodate request from SSDD	1.Coordination / Meeting with the Barangay 1.1. Identify the Barangay willing to accommodate and support the plan to organize and create youth group 1.2. Set meeting with the Barangay Captain and Focal Person in youth program	None	1 day	Youth Worker
2. Participates in the meeting/ discussion	2.Identification of youths as potential group members 2.1. Request data/profile of youths in the Barangays 2.2.Meeting with the identified youths thru the help of Sangguniang Kabataan and Barangay Council for the Protection of Children (BCPC)		within 1 month	Youth worker
3. Participates in the election	3. Election of officers 3.1. Coordinate with the Barangay for the request/ schedule of election 3.2. Facilitate the election process 3.3. Document the election process	None	1 day	Youth Worker
4. Provides information/profile of the members, if needed	4. Assists the Elected Officer with accreditation 4.1 Quezon City Youth Development Office (QCYDO) 4.2 Barangay and Community Relations Department (BCRD)	None	within 1 month	Youth Worker

	<p>4.3 National Youth Commission (NYC)</p> <p>4.4 Department of Labor and Employment (DOLE)</p>			
<p>5. Participates in the training and intervention program</p>	<p>5. Provision of Training Implementation/Monitoring and Evaluation</p> <p>5.1 Conducts training or orientation depending on the expressed needs of the youth group.</p> <p>5.2 Provision of other support services</p> <p>5.3 Set a regular monthly with the youth group</p> <p>5.4 Prepare and Submit Activity Reports</p>	<p>None</p>	<p>depending on the need of the group</p>	<p><i>Youth Worker</i></p>

EDUCATIONAL ASSISTANCE FOR INDIGENT CHILDREN AND YOUTH

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C- GovernmenttoClient
Who May Avail of the Service:	Indigent children/youth who are: <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• victim of abuse/exploitation/neglect
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Certificate of Indigency (1 original) Certificate of Enrollment (1 original) Recent School ID (1 photocopy) Valid ID (preferably QCitizen ID)(1 photocopy)	Barangay Hall Schools Schools QCHall

Client Steps	AgencyActions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance thru the recommendation of the Social Worker handling the case of child or youth	1.1 Facilitates the process of application online at qceservices@quezoncity.gov.ph 1.2. Instruct the client to submit the needed requirements or report to SSDD office for interview and assessment	None	30 minutes	Youth Worker
2. Undergoes interview 3. Submits the documentary requirements	2.1 Administer intake interviews with the client or the guardian, if still necessary 2.2 Gather Comprehensive Information about the client 2.3 Home Visitation, if needs further validation and assessment	None	1-2 hours seven(7) working days	Youth Worker Youth Worker

4. Response to follow up questions, if necessary	3.1 Preparation of Case Summary Report	none	1-2 hours	<i>Youth Worker</i>
	3.2 Review and Approval	none	30 mins	<i>Youth Worker</i>
5. Receipt of assistance	4.1Preparation/encoding of the masterlist of beneficiaries *processing of the assistance is within 3-4 months	none	1-5 days	<i>Youth worker</i>
	4.2 Receiving of notification for claiming the financial assistance	none	1 to 2 weeks before the schedule of payout/releasing	<i>Youth worker</i>
	4.3 Releasing of Assistance	none	1 day	<i>Youth worker</i>
	4.4 Documentation	none	1 day	<i>Youth Worker</i>

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, a copy of the 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 Regional Trial Court Quezon City Office of Prosecutor
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. The referring party coordinates with the Social Services Development Department and emails a copy of the aforementioned documentary requirements for initial assessment via SSDD@quezoncity.gov.ph	1.1Documentary requirements will be reviewed by a social worker and the latter to give instructions to the referring party to bring the client to Molave Youth Home	None	within 24 hours	Social Worker
2. Physical Turnover of client/s to facility	2.1Validate and assess all documentary requirements submitted via email, admits clients once documents are consistent	None	30 minutes to 1 Hour	Social Worker, Houseparent
3. Attend Center's Activities	3.1 Implement center activities thru programs on Homelife,	None	Based on court/disposition	Social Worker, Houseparent,

	Medical/Dental, Case/Group Work, Non-formal & special education, Skills training and livelihood, Spiritual and moral enrichment, Recreational, custodial			Cook, Medical Personnel, Training Assistant, Teachers
4. Awaits case disposition	4.1 Upon court order or Approved resolution, the client will be discharged from the center	None	Based on the court or Office of the City Prosecutor's disposition	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:		Children in Need of Special Protection (CNSP) <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 Development Office, Medical Social Service (hospital) , NGOs must submit the aforementioned together with social case study report or case summary report (1 original)				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	1.1Documentary requirements	None	Up to 48	Social

Department and email copy of the aforementioned documentary requirements for initial assessment via ssdd@quezoncity.gov.ph	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		hours	Worker
2. Physical turn-over of client/s to facility	2.1 Validate and assess all documentary requirements submitted via email, , admits clients once documents are consistent	None	45 minutes to 1 hour	Social Worker, Houseparent, Security Personnel, Medical Personnel
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

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 Slip (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 the discharge summary /clinical abstract from the hospital (1 original) 6. Social Case Study Report or Case Summary (1 original) 7. Senior Citizen ID, QC ID (if available)			Barangay /Police Processing Center Doctor Referring Party	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. The referring party must coordinate with Bahay Aruga and email a copy of the aforementioned documentary requirements for initial assessment via bahayaruga-rrd.ssdd@quezoncity.gov.ph	1.1Documentary requirements will be reviewed by a social worker and the latter to give instructions to the referring party to bring the client to Bahay Aruga if qualified for admission	None	Up to 48 hours	Social Worker
2. Physical turn-over of client/s to facility	2.1Validate and assess all documentary requirements submitted via email, admit 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 the social worker, the client will be discharged from the center	None	Up to 1 year	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:	<ol style="list-style-type: none"> 1. Children in street situations 2. Unattached individuals on the streets, parks, or other public areas who are found to be vagrants, mendicants; 3. Homeless individuals, street families 4. Indigenous People

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Referral Letter (1 original) 2. Barangay or Police blotter (Original or Certified True Copy) 3. Medical Certificate dated on the day of referral (1 original) 4. Result of X-ray (1 original) 5. Certification from Barangay that the client has no family or relatives residing in their area of jurisdiction 6. If discharged from any hospital, copy of discharge summary, Medical abstract, laboratory (if available) (1 original) 7. Client's ID (if available) 8. 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) 	<p>Barangay / Police Barangay /Police Government Hospital</p> <p>Government or Non Government Organizations</p>

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. The referring party coordinates with Social Services Development Department/Processing Center	1.1 Documentary 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. Physical turn-over of client/s to facility	2.1 Validate and assess all documentary requirements submitted via email, admits clients once documents are consistent	None	45 minutes - 1 hour	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	7-14 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	7-14 days *depends on the availability of beds in other facilities	Social Worker

RECEPTION AND ACTION CENTER

Office or Division:	Residential and Rehabilitation Division- RAC
Classification:	Complex
Type of Transaction:	G2C- Government to Client
Who May Avail of the Service:	<ol style="list-style-type: none"> 1. Unattached adults with Disability aged 18-59 years old, who are victims of abuse, neglected, displaced who are QC residents/former QC residents and Non-QC who are abandoned. 2. Homeless individuals or Homeless families who are in need of temporary shelter awaiting for "Balik Probinsya Program" and Homeless for referral to other institutions. 3. Women in Especially Difficult Circumstances (WEDC) such as victims of violence against them and their children,

			women in especially difficult circumstances.	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Referral Slip b. Original Referral letter/pertinent documents from the referring party c. Original or CTC of Bgy. blotter/Police blotter d. Medical Certificate dated on the day of the referral e. Chest x-ray result (if with PTB, NTP results form from QCHD Health Center) f. Case Summary Report			Barangay / Police Barangay /Police Processing Center Doctor Referring Party	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. The referring party coordinates with the Reception and Action Center and emails a copy of the aforementioned documentary requirements for initial assessment via receptionandactioncenter-rrd.ssdd@quezoncity.gov.ph	1.1 Documentary requirements will be reviewed by the social worker and the latter to give instructions to the referring party to bring the client to the Reception and Action Center if qualified for admission	None	Up to 48 hours	Social Worker
2. Physical turn-over of client/s to facility	2.1 Validate and assess all documentary requirements submitted via email, admit client/s 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	None	Up to 6 months	Social Worker, Houseparent, Cook, Medical Personnel, Training Assistant, Teachers

	moral enrichment, Recreational			
4. Awaits case disposition	4.1 Upon recommendation of the social worker, the client will be discharged from the center	None	Up to 6 months	Social worker

PROVISION OF TRANSPORTATION ASSISTANCE

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) and other government offices

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Present self to Information Desk	1.1. Assist client at the Information Desk 1.2. Provides client with queuing number 1.3. Assists client to proceed to concerned staff	None	10 minutes	Social Worker/ Social Welfare Aide
2. Undergoes intake interview and provide accurate information 2.1. If a client or any family member is medically ill, they should secure first a doctor's certification of fit to travel. 2.2. Provide accurate information	2.1. Conducts initial assessment to the needs of the clients. 2.2. Checking of documentary requirements. 2.3. Explains subsequent procedures in availing assistance (i.e. Home, facility, hospital visit, purchase of tickets, etc.). 2.4. Identifies other needs of the client.		30 minutes	Social Worker

	2.5. Set an agreement between the client and social worker for further updates.			
	2.6. Conducts intake interviews with the client.			
3. Undergo collateral interview	3.1. Courtesy call with the following: Barangay for home visitation, Centers and medical social service for client's visit. 3.2. Conduct collateral interviews. 3.3. If not qualified, extend referral letters and endorse them to other welfare agencies. 3.4. Coordination with the concerned LGU / receiving family or relatives 3.5. Coordination with the transportation companies. 3.6. Recommendation and request for funding		7 days	Social Worker
4. Receives ticket/s Referral letter and other needed assistance such as cash allowance and family food packs. 4.1. Signs an acknowledgement receipt.	4.1. Purchase tickets at the bus station, online transaction or thru third-party agency for both airline and ferry tickets. 4.2. Informs the client as to the schedule of departure 4.3. Extends ticket/s, Referral letter and other needed assistance such as cash allowance and family food packs. 4.4. Escort clients to the bus terminal; airport and shipping port area.		30 minutes	
	5. Prepares necessary documents for liquidation purposes		30 minutes	
		TOTAL:	7 Days, 1 Hour, and 40 minutes	

PROVISION OF MEDICAL 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 <ul style="list-style-type: none"> • Hospital / Health Center • Barangay Hall

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
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1. Presents self to the Information Desk at District Action Center	1.1. Assists client at District Action Center and explains subsequent procedures in availing medical assistance.	None	5 minutes	<i>Social Worker/ Social Welfare Aide</i>
2. Presents documentary requirements	2.1. Conducts assessment of documentary requirements at the District Action Center. 2.2. Conducts assessment and validation with the client and checks the authenticity of the documents		35 minutes	<i>Social Worker</i>
3. Undergoes intake interview thru online data base system 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 / Case Summary Report to other welfare agencies (if applicable) 3.5. Prepares Mercury Drug Gift Certificate for Medicines & Medical Supplies and outright cash for medical laboratories		40 minutes	
4. Receives Mercury Drug Gift Certificate or outright cash 4.1. Must signs the Acknowledgement Receipt	4.1. Extends needed medical assistance such as Mercury Drug Gift Certificate for medicines & medical supplies and outright cash for medical laboratories 4.2. If disqualified, social worker may prepare and extend a referral letter or social case summary report addressed to other welfare agencies with medical / financial		10 minutes	<i>Social Worker/ Social Welfare Aide</i>

	assistance program.			
	5.1. Prepares pertinent documents for liquidation purposes		30 minutes	<i>Social Worker</i>
		TOTAL :	2 Hours	

PROVISION OF EMERGENCY DISASTER RELIEF

(OPERATIONALIZATION OF EVACUATION CENTER / TEMPORARY SHELTER (HOTMEALS); PROVISION OF FAMILY FOOD PACKS / EMERGENCY FEEDING (DRYRATION) & PSYCHOSOCIAL SUPPORT FIRST AIDE)

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
(For Operationalization of Evacuation Center / Temporary Shelter (Hotmeals)) 1.1. Wait for further intervention (For Provision of Family Food Packs) 1.2. (walk-in) Must present self to the information desk. 1.3. Proceeds to the concerned social worker for appropriate intervention	(For Operationalization of Evacuation Center / Temporary Shelter (Hotmeals)) 1.1. Receives information/ reports through call, text message/ private message via social media platform from QCDRRM / BDRRM / concerned citizen/ volunteer. 1.2. Coordinates with the Barangay Council 1.3. Conduct initial assessment and ocular survey to determine the extent and status of the disaster related incident 1.4. Identifies the following: affected area; status of lot area; Evacuation Area (For Provision of Family Food Packs) 1.5. (walk-in) Checks the status of the client if the client is an inclusion or new case.	None	10 minutes	Social Worker / Social Welfare Aide / Division Head / SSDD Volunteers / Barangays

	<p>1.6. (relocation) Receives communication letter through routing slip from HCDRD together with the rolling schedule of relocation.</p> <p>1.7. Prepares requisition slip for the family food packs to be attached to the routing slip for signature upon the approval by the division head and department head.</p> <p>1.8. assigns a designated officer to facilitated the releasing of the assistance.</p>		10 minutes	
<p>(For Operationalization of Evacuation Center / Temporary Shelter (Hotmeals))</p> <p>2.1. Undergo validation at the fire site</p> <p>2.2. Undergo intake interview and provide accurate information</p> <p>Flood:</p> <p>2.3. Participates in the pre-emptive evacuation during the typhoons and habagats</p> <p>2.4 Be alert and monitor weather updates closely</p>	<p>(For Operationalization of Evacuation Center / Temporary Shelter (Hotmeals))</p> <p>2.1. Set-up an Evacuation Center</p> <p>2.2. Conducts Initial Masterlisting</p> <p>2.3. Conducts on-site mapping and validation at the fire site.</p> <p>2.4. Conducts Intake Interview thru online database system</p> <p>2.5. Fill-up the Disaster Assistance Family Access Card (DAFAC)</p> <p>2.6. (Flood only) Assigns Team assignment for on-call / standby duty at the main office especially if the weather condition will cause widespread flooding in the city upon the declaration of PAG-ASA.</p> <p>2.7. Initially monitor the barangays affected and once a reported disaster escalates.</p> <p>2.8. Augmentation of duty per division shall be activated depending on the number of affected barangays/areas.</p> <p>2.9. Oversee / manage the operationalization activity inside the campsite.</p> <p>2.10. Collaborates with other stakeholders and assists organizations in the distribution of relief goods</p> <p>(For Provision of Family Food Packs)</p> <p>2.11. Conducts intake interviews and</p>		5 hours	Social Worker / Social Welfare Aide / SSDD Volunteers

	/or through an online database system 2.12. Conducts assessment and recommendation upon approval.		30 minutes	
3. Undergo Psychosocial Support First Aid	3.1. Conducts psychosocial support first aid to the victims of calamities		30 minutes	Social Worker
4. Wait for the schedule of distribution of donations	4.1. Collaboration and Coordination with the stakeholders for the updates, feedbacking and donations during the relief operations.		5 hours	Social Worker
5. Receives hotmeals	5.1. Prepares food items and serves hotmeals for the victims of calamities who are staying inside the evacuation center.		3 hours	Social Worker / Social Welfare Aide / SSDD Volunteers / Barangays
6. Children participates at the Day Care Session 6.1. Receives nutritious snacks / hotmeals after day care sessions	6.1. Facilitates the Day Care Sessions of children at the child friendly space inside the evacuation center. 6.2 Provides nutritious snacks / hotmeals for the children after day care sessions.		2 hours	Day Care Workers / Social Workers / Social Welfare Aide
7. Fall-in line in preparation for the distribution of donations.	7.1. Coordinates with the Barangay the distribution of Food and non-food item donations and shall be done after the declaration of demobilization.		1 hour	Social Worker / Barangays
8. Attends the community dialogue	8.1. Convenes all the family heads and barangay officials to conducts community dialogue before the demobilization 8.2. Implements the demobilization announced by the QCDRRMO.		3 hours	Social Worker
9. Receives all assistance given by QCG	(For Operationalization of Evacuation Center / Temporary Shelter (Hotmeals)) 9.1. Prepares and submits all the documentary requirements.		3 days	Social Worker

	<p>9.2.Coordinates with the barangay to inform the fire victims for the schedule and venue of the extension and distribution activities.</p> <p>9.3. Prepares requisition of food and non-food items (family food packs, mats, blankets, hygiene & starter kits)</p> <p>(For Provision of Family Food Packs)</p> <p>9.4. Extends financial assistance (for fire victims only) and other non-food items (family food packs, mats, blankets, hygiene & starter kits)</p> <p>9.5. Prepares and submits all the documentary requirements needed for the liquidation purposes.</p>		3 hours	
		TOTAL:	3 days, 23 hours & 20 minutes	

FOOD FOR WORK 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 who are willing to render service for duly approved and supervised restorative and rehabilitative program 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 at the SSDD Office for inclusion in the program	1.1. Assess the capacity skills of volunteer / individuals.	None	30 minutes	<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 for volunteers 2.3. Advice volunteer / client on the schedule of program		30 minutes	<i>Social Worker</i>

	implementation			
3. Participates in the implementation of the program 3.1. Signs the payroll after the completion of the program	3.1. Implements and monitors daily activities of the programs 3.2. Prepares Payroll		4 days	<i>Social Worker</i>
4. Receives bags of family food packs	4.1. Extends Bags of family food packs in exchange for the services rendered by volunteers		30 minutes	<i>Social Worker/ Social Welfare Aide</i>
	5. Prepares and submits completion / activity report		1 day	<i>Social Worker</i>
		TOTAL :	5 Days, 1 Hour & 30 minutes	

REFERRAL / NETWORKING PROGRAM

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
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 and/or any welfare agency • Barangay Hall

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
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1. Present self to Information Desk and submits documentary requirements 1.1. Proceed to concerned staff.	1.1. Conducts initial assessment of documentary requirement and provides client with queuing number 1.2. Receives and checks documents presented. 1.3. Explains subsequent procedures in availing assistance.	None	25 minutes	<i>Social Worker/ Social Welfare Aide</i>
2. Undergo intake interviews and provide accurate information 2.1. Submits necessary requirements	2.1. Conducts intake interview and identifies other needs of the client. 2.2. Coordinates with concerned agencies when applicable 2.3. Prepares Referral Letter / Social Case Summary Report.		1 hour	<i>Social Worker</i>
3. Receives referral letters / social case summary report	3.1. Extends referral letter / Social Case Summary Report		25 minutes	
	4. Prepares and submits necessary documents for documentation purposes		10 minutes	<i>Social Worker/ Social Welfare Aide</i>
		TOTAL:	2 hours	

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
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<p>1. Must submit registration form at the SSDD Office</p> <p>1.1 (For Walk-in Registration) - Fill-up and submits Volunteer's Registration Form and supporting documents shall be submitted at the SSDD office</p> <p>1.2. (For Online Registration) - Shall inquire via email (wrd.ssdd@quezoncity.gov.ph)</p> <p>-Submits the accomplished Google Form together with the uploaded supporting documents</p> <p>-Wait for the confirmation of the assigned staff within 3 days upon receipt.</p> <p>-Must ensure compliance with the provision of the Data Privacy Act of 2012 to ensure of human rights on communication and privacy.</p>	<p>1.1. Accomplished registration form of walk-in individuals / groups shall be added to the volunteer's profiling / database system.</p> <p>1.2. (For Online Registration) Upon Inquiry, provides Google Form for volunteer's registration form</p> <p>1.3. (For screening and selection) - Shall perform the following task: a. Evaluate and assess the submitted documentary requirements; b. Conduct collateral interviews based on the character reference; c. Contact registered volunteers for the screening of potential volunteers at SSDD Office; and d. Encoding and updating the profiling of pool of volunteers</p>	None	3 days	Social Worker
<p>2. Attends Initial Orientation and various trainings and workshops</p>	<p>2.1. Execution of Memorandum of Understanding (MOU) - Orientation of SSDD's Programs; Services; various trainings and workshops for the volunteers</p>		2 days	
<p>3. Serves as a resource to identify potential volunteers for the current need.</p> <p>3.1. Will be updated on current opportunities</p> <p>3.2. Shall be assigned or deployed in the area of work depending on the interest, skills and the SSDD need.</p> <p>3.3 Receives identification card (ID)</p>	<p>3.1. Identify the potential volunteers for the current need.</p> <p>3.2. Deploys volunteer in the area of work based on the area of interest, skills and the SSDD needs.</p> <p>3.3 Issue identification card (ID) to each volunteer</p> <p>3.4. Prepares and discuss the</p>		8 hours	

3.4. Attends the discussion of work program.	work program of the volunteers and SSDD representative and/or assigned focal person in the community.			
4. Attends and participates in volunteer work. 4.1. Receives recognition and other incentives for having rendered satisfactory volunteer services in the SSDD program.	4.1. Conducts consultation and dialogue which shall also serve as a monitoring and assessment tool of volunteer work progress. 4.2. Conducts an Evaluation at the end of the period of volunteer work or when deemed necessary. 4.3. Conducts an Annual Evaluation of the volunteer program of the SSDD. 4.4. Provides recognition and other incentives for having rendered satisfactory volunteer services in the SSDD program.		2-3 hours	
	5.1 Conducts Evaluation and Commitment (EXIT) upon the volunteer's desire and upon the violation of policies of the Department		(If Necessary)	
		TOTAL:	3 Days & 11 Hours	

BURIAL /FUNERAL ASSISTANCE PROGRAM

Office or Division:		Public Assistance Division		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who May Avail of the Service:		Relatives of the indigent deceased or low-income residents of Quezon City pursuant to Ordinance No. SP 2865-S-2019.		
CHEKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Referral Form Original Certified True Copy of death certificate Notarized Funeral Contract Certificate of Indigency (Purpose: burial/funeral assistance) Valid ID of informant Valid ID ng deceased 		<ul style="list-style-type: none"> Barangay / Funeral / Hospital City Civil Registry Department Accredited and Partner Funerals Barangay Informant 		
Client Steps	Agency Action	Fees to paid	Processing Time	Responsible Person
<i>Clients requesting for assistance without funeral</i>				
1. Call or send a text and provide the following information: <ul style="list-style-type: none"> Name of the deceased resident Place of death Address of the deceased Name of the informant (Relative) Contact number 	1.1 Gather and verify the client's information for the initial assessment. 1.2 Coordinate with the partner funeral home to provide services and establish communication with the bereaved family. 1.3 Inform the client about the coordination with the partner funeral home. Advise them to log in to www.QCEServices.com to book an appointment or schedule an interview and evaluation, and provide a list of required documents.	None	30 minutes	Social Worker
<i>Clients requesting for assistance with referral</i>				
1. Log in to www.qceservice.com and go to the SSDD Portal. Select Burial Assistance and check the desired	1.1 Download the list of scheduled individuals.	None	2 mins.	Social Welfare Assistant/Aide

schedule. You will receive a confirmation via text and email.				
2. Go to SSDD on the scheduled date, bringing the required documents and a copy of the appointment or QR code.	2.1 Check the client's appointment and documents. 2.2 Provide a queueing number and direct them to the assigned window/desk for the intake interview and evaluation.	None	5 mins.	Social Welfare Assistant/ Aide
3. Provide the queueing number and required documents, and answer the intake interview and evaluation	3.1 Assess the requirements and conduct an intake interview. Gather complete information about the client. 3.2 Based on the intake sheet and requirements, evaluate the client's qualification for the program. Additional documents may be requested to determine the appropriate intervention. 3.3 Explain the recommendation to the client and provide counseling if necessary.	None	40 mins.	Social Worker / Social Welfare Aide
4. Wait for the issuance of the Certificate of Guarantee or Case Summary Report.	4.1 Record all relevant information and recommendations. Prepare the Report on Findings and Certificate of Guarantee .	None	30 mins.	Social Worker

	4.2 Prepare the necessary referrals for other SSDD services or city government programs that the client may need			
5. Sign the intake sheet and receive the report or stub.	5.1 Explain the intervention or assistance to be received. 5.2 Issue a copy of the report and stub.	None	10 mins.	Social Worker