



# 1. RESCUE OPERATION

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



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



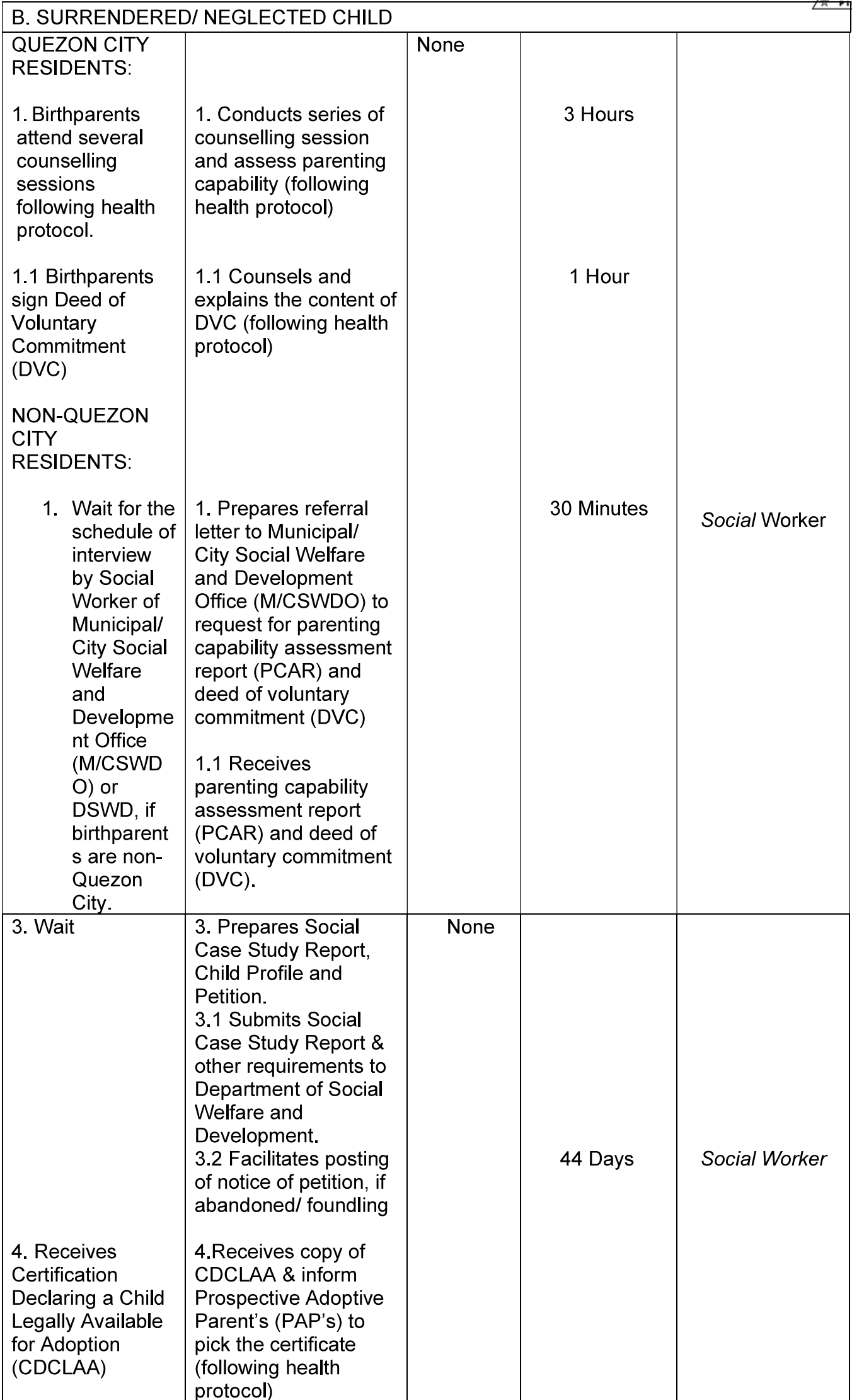
## 2. REFERRAL (FACILITATION OF ISSUANCE OF CERTIFICATE DECLARING A CHILD AS LEGALLY AVAILABLE FOR ADOPTION)

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





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





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

**3. REACH OUT OPERATION**

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

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



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



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

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

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



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



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

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





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



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

*Social Worker*



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

## 6. PROVISION OF CERTIFICATE OF INDIGENCY (COI)

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

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



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

7. PROVISION OF PHILHEALTH COVERAGE FOR INDIGENT FAMILIES

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

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



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



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

## 8. DAY CARE SERVICE

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

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



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