



# **MUNICIPAL SOCIAL WELFARE and DEVELOPMENT OFFICE ( MSWDO ) CITIZEN'S CHARTER**

## **MISSION**

To provide social protection and promote the rights and welfare of the poor, vulnerable and the disadvantaged individual, family and community to contribute to poverty alleviation and empowerment through social welfare and development policies, programs, projects and services.

## **VISION**

A society where the poor, vulnerable and disadvantaged families and community are empowered for an improved quality of life.

### **GOALS AND OBJECTIVES**

1. Provision of preventive, protective, rehabilitative and developmental programs and services for:
  - Family & Community Welfare
  - Child and Youth Welfare
  - Women Welfare Program
  - Person with Disability Welfare
  - Emergency Assistance Welfare
2. Formulation and advocacy of just and responsive social welfare and development legislative agenda policies and plans as well as ensuring this effective implementation of all programs.
3. Strengthen agency and community networks, linkages and collaboration for a responsive and strategic delivery of social protective service

### **VALUES**

1. Respect to all human dignity
2. Integrity
3. Service excellence to the clientele served

### **CLIENTELE/BENEFICIARIES:**

A client/beneficiary is refer to the disadvantaged, marginalized and vulnerable individuals, groups, families and communities availing any of the services offered by the Municipal Social Welfare and Development Office of Paombong.

## **MSWD OFFICE SERVICES OFFERED**

Schedule of Availability of Service: • Monday – Friday • 8:00 am – 5:00 pm (No noon break)  
Who may Avail of the Services: All Citizens of Paombong, Bulacan

### **ISSUANCE OF ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION**

Requirements:

1. Certificate of Indigency from the Barangay
2. Photocopy of valid ID
3. Photocopy of Medical Certificate
4. Photocopy of Medical receipt for Hospitalization
5. Photocopy of Death Certificate for Burial

Who will avail the Services:

1. Constituents who are In Crisis Situation.

**NO FEES REQUIRED**

**HOW TO AVAIL SERVICES**

STEPS/PROCEDURES	DURATION OF ACTIVITY	PERSON-IN-CHARGE
1.Filling out the intake sheet Interview the client to determine the assistance needed	5 minutes	MSWD Staff
2. Review the requirements submitted	3 minutes	MSWD Staff
3..Prepare for the Certificate of Eligibility	5 minutes	MSWD Staff
4. Releasing of cash assistance	5 minutes	MSWD Officer and Mayor's Office Staff

## **ISSUANCE OF CASE REFERRALS**

Requirements:

1. Medical Certification
2. Certification of indigency from the barangay.
3. Photocopy of valid ID

**NO FEES REQUIRED**

## HOW TO AVAIL THE SERVICES

STEPS/PROCEDURES	DURATION OF ACTIVITY	PERSON-IN-CHARGE
1. Filling out the intake sheet Interview the client to determine the assistance needed	5 minutes	MSWD Staff
2. Review the requirements submitted	3 minutes	MSWD Staff
3. Prepare the referral letter	5 minutes	MSWD Staff
4. Signing and releasing the referral letter	5 minutes	MSWD Officer and Mayor's Office Staff

## SECURING OF PHILHEALTH CERTIFICATE

The MSWDO issues Philhealth Certification intended for the indigent families and individuals to be used to avail medication services from Philhealth accredited hospitals.

Requirement :

1. Barangay Indigency
2. Photocopy of valid ID

NO FEES REQUIRED

## HOW TO AVAIL THE SERVICES

STEPS/PROCEDURES	DURATION OF ACTIVITY	PERSON-IN-CHARGE
1. Filling out the intake sheet Interview the client to determine the assistance needed.	5 minutes	MSWD Staff

2. Review the requirements submitted	3 minutes	MSWD Staff
3. Prepare and signing the Philhealth Certificate	5 minutes	MSWD Staff
4..Signing and Releasing of the Philhealth Certificate	5 minutes	MSWD Officer

### **SECURING A CERTIFICATE OF INDIGENCY:**

Requirement:

1. Certificate of Indigency and Residency from the barangay
2. Photocopy of valid ID

**NO FEES REQUIRED**

**HOW TO AVAIL THE SERVICES**

STEPS/PROCEDURES	DURATION OF ACTIVITY	PERSON-IN-CHARGE
1. Filling out the intake sheet Interview the client to determine the assistance needed.	5 minutes	MSWD Staff
2. Review the requirements submitted	3 minutes	MSWD Staff
3. Prepare and signing certificate of indigency	5 minutes	MSWD Staff
4..Signing and releasing the Certificate of Indigency	5 minute	MSWD Officer

## PREPARATION OF SOCIAL CASE STUDY REPORT

### Requirements:

1. Certificate of Indigency/Certification from the Barangay
2. Request letter from the concern agency (optional)
3. Photocopy of valid ID

NO FEES REQUIRED

### HOW TO AVAIL THE SERVICES

STEPS/PROCEDURES	DURATION OF ACTIVITY	PERSON-IN-CHARGE
1. Filling out the intake sheet Interview the client to determine the assistance needed.	5 minutes	MSWD Staff
3. Review the requirements submitted	3 minutes	MSWD Staff
4. In-depth interview with the client	10 minutes	Social Welfare Assistant
5. Conduct home visitation and collateral contacts	1 day	Social Welfare Assistant
6. Prepare and signing the social case study report	15 minutes (medical), 3 days (court related cases)	Social Welfare Assistant MSWD Officer
7. Releasing of social case study report	5 minutes	MSWD Officer

## **AVAILING OF DISASTER RELIEF ASSISTANCE**

The Municipal Social Welfare and Development Office (MSWDO) provides assistance to Individual and families who are victims of natural or man-made calamities such as: typhoons, floods and fire. The MSWDO also facilitates the provision of relief assistance from national government offices and other agencies to the families of disaster casualties. Services include: Distribution of relief goods, Delivery of free food to evacuation centers, Provision of limited housing materials and Counseling for emotionally and psychologically depressed individuals affected by disaster

### **REQUIREMENTS:**

1. Report from the Barangay/ Certificate from the Punong Barangay
2. Photocopy of valid ID

**NO FEES REQUIRED**

### **HOW TO AVAIL THE SERVICES**

STEPS/PROCEDURES	DURATION OF ACTIVITY	PERSON-IN-CHARGE
1. Filling out the intake sheet Interview the client to determine the assistance needed.	5 minutes	MSWD Staff
2. Review the requirements submitted	3 minutes	MSWD Staff
3. Assessment of the client if qualified for the relief assistance.	10 minutes	Social Welfare Assistant MSWD Officer

## **AVAILING OF CARE and PROTECTION FOR CHILDREN AND WOMEN UNDER DIFFICULT CIRCUMSTANCES**

### Who May Avail of the Service:

Battered/ maltreated women and children, those emotionally disturbed  
Rape victims, Victims of sexual abuse; Victims of involuntary prostitution  
Concerned Citizens

### ABOUT THE SERVICE

The MSWDO promotes the welfare of the socially disadvantaged women and children. It assesses disadvantaged women's and children's need for the prevention and eradication of exploitation, domestic violence and all forms of abuse against women and children like rape, incest, act of lasciviousness, physical & emotional abuse, abandonment and negligence including street children.

Service coverage include:

- a) Rescue of victim,
- b) Counselling and family reconciliation,
- c) Assistance in medico-legal and reporting to the PNP for Police blotter
- d) Assistance in filling a case,
- e) Referral for temporary shelter and custodial care at PSWDO/DSWD
- f) Referral to the elders or other service agencies

### REQUIREMENTS

- 1. Medico-Legal certificate
- 2. PNP referral letter for Medico-Legal to the accredited hospital
- 3. Valid ID

NO FEES REQUIRED

### HOW TO AVAIL THE SERVICES

STEPS/PROCEDURES	DURATION OF ACTIVITY	PERSON-IN-CHARGE
1. Filling out the intake sheet Interview the client to determine the assistance needed.	5 minutes	MSWD Staff
2. Present pertinent requirements and provides necessary information (the social worker gets the information, assesses the needs of the victim/s, and provides appropriate assistance	Per case	Social Welfare Assistant  MSWD officer



and action, including referral to PNP for blotter and filing of case).		
3. The PNP and Social Workers assist the client to: a) Undergo Medico-Legal Examination to identified hospital; b) File a case at Prosecutor's Office c) Referral to other government agencies	Per case	Social Welfare Assistant MSWD Officer
4. Undergo Counseling session (the social worker renders counseling session to the victim and family; and does home visit/s as necessary)	Per case	Social Welfare Assistant MSWD Officer

## ISSUANCE OF SENIOR CITIZENS ID CARD AND PURCHASE BOOKLET

### Requirements:

1. Birth Certificate/Baptismal Certificate/Valid ID (Photocopy)
2. Barangay Certification
3. Two (2) pcs 1×1 picture
4. Accomplished application form

NO FEES REQUIRED

### HOW TO AVAIL THE SERVICES

STEPS/PROCEDURES	DURATION OF ACTIVITY	PERSON-IN-CHARGE
1. Filling out the intake sheet Interview the client to determine the assistance needed.	10 minutes	MSWD and OSCA Staff
2. Provide the checklist of requirements	2 minutes	MSWD and OSCA Staff
3. Review the requirements submitted	3 minutes	MSWD and OSCA Staff

4. Preparation of ID Card	5 minutes	Mayor's Office Staff
5. Signing of ID Card (for signature of the Municipal Mayor & OSCA Head)	10 minutes	OSCA Head LCE
6. Issuance of the Senior Citizens ID card & purchase of booklet	2 minutes	Mayor's Office

## ISSUANCE OF SOLO PARENT ID CARD

Requirements:

1. Death Certificate (of deceased spouse)
2. Barangay Certification issued by the Punong Barangay (if separated or abandoned for more than one year)
3. Birth Certificate of children (below 21 years old)
4. Two (2) pcs. 1×1 ID picture
5. Accomplished Application Form

NO FEES REQUIRED

## HOW TO AVAIL THE SERVICES

STEPS/PROCEDURES	DURATION OF ACTIVITY	PERSON-IN-CHARGE
1. Filling out the intake sheet Interview the client to determine the assistance needed.	10 minutes	Solo Parent President and MSWD Staff
2. Provide the checklist of requirements	2 minutes	Solo Parent President and MSWD Staff
3. Review the requirements submitted	3 minutes	Solo Parent President and MSWD Staff

4. Preparation of ID Card	5 minutes	Mayor's office
5. Signing of ID Card (for signature of the Municipal Mayor & MSWDO )	10 minutes	MSWD Officer LCE
6. Issuance of the Solo Parent ID card & purchase of booklet	2 minutes	Mayor's Office

## ISSUANCE OF PERSON WITH DISABILITY ID CARD

Requirements:

1. Birth Certificate/Baptismal Certificate/Valid ID (Photocopy)
2. Medical Certification
3. Two (2) pcs 1×1 picture
4. Accomplished Application Form

NO FEES REQUIRED

## HOW TO AVAIL THE SERVICES

STEPS/PROCEDURES	DURATION OF ACTIVITY	PERSON-IN-CHARGE
1. Filling out the intake sheet Interview the client to determine the assistance needed.	10 minutes	PDAO and MSWD Staff
2. Provide the checklist of requirements	2 minutes	PDAO and MSWD Staff
3. Review the requirements submitted	3 minutes	PDAO and MSWD Staff
4. Preparation of ID Card	5 minutes	Mayor's office
5. Signing of ID Card (for signature of the Municipal Mayor & MSWDO )	10 minutes	MSWD Officer LCE

6. Issuance of the PWD ID card & purchase of booklet	2 minutes	Mayor's Office
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MSWD HEAD : **MELIZZA M. DELA ROSA. RSW**

Location Address: **MSWD OFFICE, Municipality of Paombong, Bulacan**

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