CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

The City Social Welfare and Development Office is responsible for the multifarious tasks assigned to it and offers the following salient frontline services:

1. Availment of Assistance in Crisis Situation (AICS)
2. Issuance of Social Case Study Report as requirement for other agencies' assistance (SCSR)
3. Application Certificate of Indigency
4. Application Certificate of Financial Assessment
5. Availment of Educational Assistance (College Students)
6. Issuance of Identification Card and Booklet (Solo Parents)
7. Special Court Case Referral from PNP (VAWC, CSA, CICL)

1. Availment of Assistance in Crisis Situation (AICS)

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
BURIAL ASSISTANCE 1.Photocopy of death certificate (4 photocopies) 2.Barangay Certificate of Indigency (1 original and 3 photocopies) 3.Valid Identification Card of claimant (4 photocopies) 4.Funeral Contract (4 photocopies) 5.Updated Certificate of Outstanding Balance (1 original and 3 photocopies) For Covid+ clients/patients: *death certificate should indicate that the cause of death is COVID to justify the need for cremation. Note: Original copy of other documents and Valid ID must be presented	1.Photocopy of death certificate - Local Civil Registrar's Office (LCR) 2.Certificate of Indigency from their barangay 3.Valid Identification Card of claimant - Government Issued ID 4.Funeral Contract - Funeral Services/Parlor 5.Updated Certificate of Outstanding Balance - Funeral Services/Parlor
MEDICAL ASSISTANCE 1.Barangay Certificate of Indigency 2.Valid Identification Card of client 3.Prescription Form with fully filled up details 4.Medical Certificate/Clinical Abstract 5.Treatment Protocol (for chronic ailments) 6.Physician's request for laboratory examination and medical procedure (CT scan, MRI) 7.Price Quotation (Laboratory examinations and treatment/rehabilitation) Note: Requirements shall be accomplished in 1 original and 2 photocopies	1.Certificate of Indigency from their barangay 2.Valid Identification Card of client - Government Issued ID 3.Prescription Form with fully filled up details - Clinic or Hospital where the check-up/examination was done 4.Medical Certificate/Clinical Abstract - Clinic or Hospital where the check-up/examination was done 5.Treatment Protocol (for chronic ailments) - Hospital/Institution where the treatment is being done 6.Physician's request for laboratory examination and medical procedure - Clinic or Hospital 7.Price Quotation (Laboratory examinations and treatment/rehabilitation) - Insitution where the procedure will be done

HOSPITALIZATION ASSISTANCE 1.Barangay Certificate of Indigency (1 original and 3 photocopies) 2.Valid Identification Card of client (4 photocopies) 3.Official Statement of Account (4 photocopies) 4.Medical Certificate/Clinical Abstract (4 photocopies) *If already discharged, please present promissory note and certificate of outstanding balance (4 photocopies) Note: Original copy of other documents and Valid ID must be presented	1.Barangay Certificate of Indigency from their barangay 2.Valid Identification Card of client - Government Issued ID 3.Official Statement of Account - Hospital/ Institution where the patient is admitted 4.Medical Certificate/Clinical Abstract - Hospital/ Institution where the patient is admitted 5.Promissory note and/or Certificate of Outstanding Balance - Hospital/ Institution where the patient is admitted
TRANSPORTATION/FINANCIAL ASSISTANCE 1.Certificate of Indigency 2.Police Blotter (if out of the area, citing the reason for asking the assistance) 3.Valid ID of the client Note: Requirements shall be accomplished in 1 original and 2 photocopies	1.Certificate of Indigency - from their barangay 2.Police Blotter - Police Station asking the assistance) 3.Valid ID - Government Issued ID
FOOD ASSISTANCE 1.Client's valid Identification card (ID) 2.Certificate of Indigency Note: Requirements shall be accomplished in 1 original and 2 photocopies	1. Valid ID - Government Issued ID 2.Certificate of Indigency - from their barangay

CLIENTS STEPS	CSWDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSWD Office and submit the complete requirements for the assistance requested.	Evaluate the submitted documents.	None	3 minutes	Fatima B. Alfaro and CSWD/AICS Staffs
2.Submit and attend intake interview	Interview, assess and evaluate client's needs and prepare the AICS form.	None	10 minutes	Fatima B. Alfaro and CSWD/AICS Staffs
3.Receive the assistance.	Issue the "BALE"form or guarantee letter (GL).	None	3 minutes	Fatima B. Alfaro and CSWD/AICS Staffs

2. Issuance of Social Case Study Report as Requirement for Other Agencies' Assistance (SCSR)

Office or Division:	City Social Welfare and Development Office
Classification:	*Complex*
Type of Transaction:	G2C, G2G
Who may avail:	Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Certificate of Indigency 2. Medical Certificate/Clinical Abstract 3. Treatment Protocol 4. Final Statement of Account 5. Referral Letter 6.Valid ID of the patient and the client Note: Requirements shall be accomplished in 1 original and 1 photocopy	1. Barangay Certificate of Indigency, from the respective barangay. 2.Medical Certificate/Clinical Abstract, Treatment Protocol, Final Statement of Account - Hospital/Institution Patient was admitted/examined 3. Referral Letter from the agency 4.Valid Identification Card - Government Issued ID

CLIENTS STEPS	CSWDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements needed	Verify the documents	None	5 mintues	CSWD Staff
2.Submit and attend intake interview	Interview, assess and evaluate client's needs	None	20 minutes	CSWD Staff/Social Worker
3.Affirm/ verify details taken or encoded	Conduct collateral interview, home visit, prepare the Social Case Study Report	None	1 day	CSWD Staff/Social Worker
4.Wait for the processing/ release of the Social Case Study Report	Review/edit the prepared social case study report for finalization and approval	None	20 minutes	CSWD Officer
	Finalization of Social Case Study Report		10 minutes	Social Worker
	Approval of Social Case Study Report/Signing		3 mintues	CSWD Officer
5. Secure the Social Case Study Report	Release the Social Case Study Report	None	2 minutes	Social Worker

3. Apllication for Certificate of Indigency

Office or Division:	City Social Welfare and Development Office
Classification:	*Simple*
Type of Transaction:	G2C, G2G
Who may avail:	Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Local Civil Registrar, Public Attorney's Office, Integrated Bar of the Philippines 1. Barangay Certificate of Indigency 2. CBMS Certification 3. Certificate of Insolvency 4. Valid Identification Card 5. Birth Certificate Note: Requirements shall be accomplished in 1 original and 1 photocopy	1. Barangay Certificate of Indigency from the respective barangay. 2. CBMS Certification - CBMS Office 5th Floor Annex Building City Hall 3. Certificate of Insolvency - City Assessor's Office 4. Birth Certificate - Local Civil Registrar's Office (LCR) or Philippine Statistics Authority (PSA) 5.Valid Identification Card - Governement Issued ID
Ziga Memorial District Hospital, Bicol Regional Hospital and Medical Center 1. Barangay Certificate of Indigency 2. CBMS Certification 3. Valid Identification Card Note: Requirements shall be accomplished in 1 original and 1 photocopy	1. Barangay Certificate of Indigency from the respective barangay. 2. CBMS Certification - CBMS Office 5th Floor Annex Building City Hall 3. Valid Identification Card - Governement Issued ID

CLIENTS STEPS	CSWDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements needed	Verify the documents	None	3 mintues	CSWD Staff
2.Fill out Information Form	Interview, assess and prepare the certification	None	6 minutes	CSWD Staff
3. Review the prepared certification for correction/ clarification	Approval and signing of the certification	None	3 minutes	CSWD Officer
4. Receive the Certificate of Indigency	Release of Certificate of Indigency	None	3 minutes	CSWD Staff

4. Application Certificate of Financial Assessment

Office or Division:	City Social Welfare and Development Office
Classification:	*Simple*
Type of Transaction:	G2C
Who may avail:	Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Certificate of Indigency 2. CBMS Certification 3. Certificate of Insolvency 4. Valid Identification Card 5. Medical Certificate 6. With Representative - Authorization Letter and Valid ID Note: Requirements shall be accomplished in 1 original and 1 photocopy	1. Barangay Certificate of Indigency from the respective barangay. 2. CBMS Certification - CBMS Office 5th Floor Annex Building City Hall 3. Certificate of Insolvency - City Assessor's Office 4. Medical Certificate - from Institution/Hospital 5.Valid Identification Card - Governement Issued ID

CLIENTS STEPS	CSWDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements needed	Verify the documents	None	3 mintues	CSWD Staff
2.Fill out Information Form	Interview, assess and prepare the certification	None	6 minutes	CSWD Staff
3. Review the prepared certification for correction/ clarification	Approval and signing of the certification	None	3 minutes	CSWD Officer
4. Receive the Certificate of Financial Assessment	Release of Certificate of Financial Assessment	None	3 minutes	CSWD Staff

5. Availment of Educational Assistance (College Students)

Office or Division:	City Social Welfare and Development Office
Classification:	*Simple*
Type of Transaction:	G2C
Who may avail:	Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For College Students: 1. Barangay Certificate of Indigency (1 original and 2 photocopies) 2. Certificate of Registration or Assessment Form or Certificate of Enrollment of the current School Year and Semester (3 photocopies) 3. Validated School ID of the current School Year and Semester (3 photocopies) or Certificate that School ID is on process (Original and 2 photcopies). 4. If the Student is minor and/or not available during the day of interview, Certificate of indigency will be named to his/her parent or guardian and relationship must be stated (3 photocopies) Note: Bring the original copy of the documents and Identification Card	1. Barangay Certificate of Indigency from their respective barangay 2. Certificate of Registration or Assessment Form or Certificate of Enrollment - School 3. Validated School ID of the current School Year and Semester or Certificate that School ID is on process - School

CLIENTS STEPS	CSWDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements needed	Verify the documents	None	3 mintues	CSWD Staff
2.Fill out Information Form	Interview, assess and prepare the AICS Form	None	10 minutes	CSWD Staff
	Prepare AICS Form to be processed	None	1 month	Ma. Loren C. Preagola, RSW and CSWD Staffs
3. Receive the Assistance	Assist in signing of payrol and give the financial assistance	None	5 minutes	Ma. Loren C. Preagola, RSW and CSWD Staffs

6. Issuance of Identification Card and Booklet (Solo Parent)

Office or Division:	City Social Welfare and Development Office
Classification:	*Simple*
Type of Transaction:	G2C
Who may avail:	Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
SOLO PARENTS For the solo parent with child or children as a consequence of rape: 1. Birth certificate of the child or children (one photocopy) 2. Complaint affidavit 3. Medical record on the incident of rape; and 4. Sworn affidavit declaring that the solo parent has sole parental care and support of the child of children at the time of then execution of affidavit. For the purpose of issuance of subsequent solo parent ID or booklet, only the sworn affidavit shall be submitted every year. 5. Two (2) 1x1 ID picture taken within 6 months Note: Bring the original copy of the document	1. Birth certificate of the child or children - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 2. Complaint affidavit - *Bulwagan ng Katarungan, Tabaco City* 3. Medical record on the incident of rape - 4. Sworn affidavit declaring that the solo parent has sole parental care and support of the child of children at the time of then execution of affidavit - *Bulwagan ng Katarungan, Tabaco City*
SOLO PARENTS For the solo parent on account of the death of the spouse: 1. Birth certificate of the child or children; 2. Marriage certificate; 3. Death certificate of the spouse; and 4. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children. For the purpose of issuance of subsequent solo parent ID or booklet, only the sworn affidavit shall be submitted every year. 5. Two (2) 1x1 ID picture taken within 6 months Note: Bring the original copy of the document	1. Birth certificate of the child or children - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 2. Marriage certificate - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 3. Death certificate of the spouse - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 4. Sworn affidavit declaring that the solo parent has sole parental care and support of the child of children at the time of then execution of affidavit - Bulwagan ng Katarungan, Tabaco City
SOLO PARENTS For the solo parent on account of the detention/imprisonment of the spouse: 1. Birth certificate of the child or children; 2. Marriage certificate; 3. Certificate of detention or a certification that the spouse is serving sentence for at least three (3) months; and 4. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children. For the purpose of issuance of subsequent solo parent ID and booklet, requirement numbers (3) and (4) shall be submitted every year. 5. Two (2) 1x1 ID picture taken within 6 months Note: Bring the original copy of the document	1. Birth certificate of the child or children - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 2. Marriage certificate - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 3. Certificate of detention or a certification that the spouse is serving sentence for at least three (3) months - Bureau of Jail Management and Penology (BJMP) 4. Sworn affidavit declaring that the solo parent has sole parental care and support of the child of children at the time of then execution of affidavit - Bulwagan ng Katarungan, Tabaco City

SOLO PARENTS Forthe solo parent on account of physical or mental incapacity of the spouse: 1. Birth certificate of the child or children; 2. Marriage certificate or affidavit of cohabitation; 3. Medical record or medical abstract evidencing the physical and mental state of the incapacitated spouse not more that three (3) months before the submission; and 4. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children. For the purpose of issuance of subsequent solo parent ID or booklet, requirement numbers (3) and (4) shall be submitted every year. 5. Two (2) 1x1 ID picture taken within 6 months Note: Bring the original copy of the document	1. Birth certificate of the child or children - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 2. Marriage certificate - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR); Affidavit of Cohabitation - Bulwagan ng Katarungan, Tabaco City 3. Medical record or medical abstract - Hospital/Institution 4. Sworn affidavit declaring that the solo parent has sole parental care and support of the child of children at the time of then execution of affidavit - Bulwagan ng Katarungan, Tabaco City
SOLO PARENTS For the solo parent on account of legal or de facto separation of spouse: 1. Birth certificate of the child or children; 2. Marriage certificate; 3. 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; and 4. Sworn affidavit declaring that the solo parent parental care and support of the child or children. For the purpose of issuance of subsequent solo parent ID or booklet, requirement numbers (3) and (4) shall be submitted every year. 5. Two (2) 1x1 ID picture taken within 6 months Note: Bring the original copy of the document	1. Birth certificate of the child or children - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 2. Marriage certificate - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 3. 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 - Bulwagan ng Katarungan, Tabaco City 4. Sworn affidavit declaring that the solo parent has sole parental care and support of the child of children at the time of then execution of affidavit - Bulwagan ng Katarungan, Tabaco City
SOLO PARENTS For the solo parent on account of declaration of nullity or annulment of marriage: 1. Birth certificate of the child or children; 2. Marriage certificate; 3. Judicial decree of nullity or annulment of marriage or judicial recognition of foreign divorce; and 4. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent. For the purpose of issuance of subsequent solo parent ID or booklet, only the sworn affidavit shall be submitted every year. 5. Two (2) 1x1 ID picture taken within 6 months Note: Bring the original copy of the document	1. Birth certificate of the child or children - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 2. Marriage certificate - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 3. Judicial decree of nullity or annulment of marriage or judicial recognition of foreign divorce - Bulwagan ng Katarungan, Tabaco City 4. Sworn affidavit declaring that the solo parent has sole parental care and support of the child of children at the time of then execution of affidavit - Bulwagan ng Katarungan, Tabaco City
SOLO PARENTS For the solo parent on account of abandonment by the spouse: 1. Birth certificate of the child or children; 2. Marriage certificate or affidavit of the applicant solo parent; 3. Affidavit of two (2) disinterested persons attesting to the abandonment of the spouse; 4. Police or barangay record of the fact of abandonment; and 5. Sworn affidavit declaring that the solo parent is not cohabiting with the child or children. For the purpose of issuance of subsequent solo parent ID or booklet, only the sworn affidavit shall be submitted every year. 6. Two (2) 1x1 ID picture taken within 6 months Note: Bring the original copy of the document	1. Birth certificate of the child or children - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 2. Marriage certificate - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 3. Affidavit of two (2) disinterested persons attesting to the abandonment of the spouse - Bulwagan ng Katarungan, Tabaco City 4. Police or barangay record of the fact of abandonment - Police Station or Barangay Hall 5. Sworn affidavit declaring that the solo parent has sole parental care and support of the child of children at the time of then execution of affidavit - Bulwagan ng Katarungan, Tabaco City

SOLO PARENTS For the spouse or any family member of an OFW: 1. Birth certificate of dependents; 2. Marriage certificate of the applicant; 3. Overseas Employment Certificate (OEC) or its equivalent document; 4. Copy of passport stamps showing continuous twelve (12) months of overseas work; 5. Employment contract; and 6. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children. For the purpose of issuance of subsequent solo parent ID or booklet, requirement numbers (3), (4), (5), and (6) shall be submitted every year. 7. Two (2) 1x1 ID picture taken within 6 months Note: Bring the original copy of the document, except for passport	1. Birth certificate of the child or children - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 2. Marriage certificate - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 3. Overseas Employment Certificate (OEC) or its equivalent document - OWWA 4. Employment contract - Employer/Agency 5. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children at the time of then execution of affidavit - Bulwagan ng Katarungan, Tabaco City
SOLO PARENTS For the unmarried father or mother who keeps and rears the child or children: 1. Birth certificate of the child or children; 2. Certificate of No Marriage (CENOMAR); 3. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the children are under the parental care and support of the applicant solo parent; and 4. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child and children. For the purpose of issuance of subsequent solo parent ID or booklet, requirement numbers (2), (3), and (4) shall be submitted very year. 5. Two (2) 1x1 ID picture taken within 6 months Note: Bring the original copy of the document	1. Birth certificate of the child or children - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 2. Certificate of No Marriage (CENOMAR); - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 3. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the children are under the parental care and support of the applicant solo parent - Barangay Hall 4. Sworn affidavit declaring that the solo parent has sole parental care and support of the child of children at the time of then execution of affidavit - Bulwagan ng Katarungan, Tabaco City
SOLO PARENTS For the solo parent who is a legal guardian, adoptive or foster parent: 1. Birth certificate of the child or children; 2. Proof of guardianship, foster care or adoption; 3. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the children are under the parental care and support of the applicant solo parent; and 4. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children. For the purpose of issuance of subsequent solo parent ID or booklet, requirement numbers (3) and (4) shall be submitted every year. 5. Two (2) 1x1 ID picture taken within 6 months Note: Bring the original copy of the document	1. Birth certificate of the child or children - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 2. Proof of guardianship, foster care or adoption - Bulwagan ng Katarungan, Tabaco City or Law Office 3. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the children are under the parental care and support of the applicant solo parent - Barangay Hall 4. Sworn affidavit declaring that the solo parent has sole parental care and support of the child of children at the time of then execution of affidavit - Bulwagan ng Katarungan, Tabaco City

SOLO PARENTS For any relative who assumes parental care and support of the child or children: 1. Birth certificate of the child or children; 2. Death certificate of the parents or legal guardian, or police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian; for at least six (6) months; 3. Affidavit of a barangay official attesting that the children are under the parental care and support of the applicants; and 4. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, has the sole parental care and support of the child or children. For the purpose of issuance or subsequent solo parent ID or booklet, requirement numbers (3) and (4) shall be submitted every year 5. Two (2) 1x1 ID picture taken within 6 months Note: Bring the original copy of the document	1. Birth certificate of the child or children - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR) 2. Death certificate of the parents or legal guardian, or police or barangay records - Philippine Statistics Authority (PSA) or Local Civil Registrar's Office (LCR), Police Station or Barangay Hall 3.Affidavit of a barangay official attesting that the children are under the parental care and support of the applicant - Barangay Hall 4. Sworn affidavit declaring that the solo parent has sole parental care and support of the child of children at the time of then execution of affidavit - Bulwagan ng Katarungan, Tabaco City
SOLO PARENTS For the solo parent who is a pregnant woman: 1. Medical record of her pregnancy; 2. Affidavit of a barangay official attesting that the applicant solo parent is a resident of the barangay and that the applicant has no spouse; and 3. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children 4.. Two (2) 1x1 ID picture taken within 6 months Note: Bring the original copy of the document	1. Medical record of her pregnancy - Hospital/Insitution (examination was done) 2. Affidavit of a barangay official attesting that the applicant solo parent is a resident of the barangay and that the applicant has no spouse - Barangay Hall 3. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child - Bulwagan ng Katarungan, Tabaco City

CLIENTS STEPS	CSWDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements needed	Verify the documents	None	3 mintues	CSWD Staff
2.Fill out the Solo Parent Form	Interview, assess and review the filled out Form	None	10 minutes	Kashmere Dianne O. Caño, RSW and CSWD Staffs
	Prepare the documents and ID for signature.	None	1 Week	
3. Receive the Solo Parent Identification Card/Booklet	Logbook and issue the Solo Parent Identification Card and Booklet (for those who have 5 years old and below child/ren)	None	3 mintues	Kashmere Dianne O. Caño, RSW and CSWD Staffs

7. Special Court Case Referral from PNP (VAWC, CSA, CICL)

Office or Division:	City Social Welfare and Development Office
Classification:	*Simple*
Type of Transaction:	G2C, G2G
Who may avail:	Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. None for walk-in clients 2. Referral Letter or Police Blotter	1. Referral Letter from Barangay or Police Blotter from Police Station

CLIENTS STEPS	CSWDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document with his/her (if any)	Verify the document.	None	3 mintues	CSWD Staff
	Assist in filling out the logbook and assess the client.	None	10 minutes	CSWD Staff
2.Fill out logbook.	Endorse to social worker who handle such cases and/or to CSWD Officer	None	30 minutes - 1 hour	Ernest Matthew B. Cledera III, RSW - Adoption and CICL; Kashmere Dianne O. Caño, RSW - Solo Parent and CSA; Ma. Loren C. Preagola - Women and CSA; Fenina C. Brutas, RSW - ERPAT and CICL, Ma. Jodelma M. Cano, RSW - CSA; Venus B. Cuachin, RSW - Women and Senior Citizens; Ana Rosario M. Serrano, RSW - PWD and CSWD Officer - Jennifer R. Mayo, RSW
3. Receive the referral letter (if referred to other agency, CADAC, BMC Psychiatric Department Cadlan, Pili, Camarines Sur)	Release referral letter and instruct the client what to do.	None	5 minutes	Social Worker