



**OFFICE OF THE MUNICIPAL SOCIAL
WELFARE & DEVELOPMENT**

SECURING FINANCIAL ASSISTANCE thru AICS

This is an immediate response to cases of individuals in crisis situation through the provision of financial or material assistance.

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Walk-in-Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MEDICAL ASSISTANCE				
1. Medical Certificate/Abstract	Attending Physician			
2. Medical Prescription- for purchase of medicines	Attending Physician			
3. Laboratory Request	Attending Physician			
4. Barangay Certificate of Indigency	Barangay Captain			
5. Photocopy of valid ID of claimant	Claimant			
BURIAL ASSISTANCE				
1. Registered Death Certificate (Original or certified)	Local Civil Registrar			
2. Funeral Contract	Funeral Parlor			
3. Barangay Certificate of Indigency	Barangay Captain			
4. Photocopy of valid ID of claimant	Claimant			
SHELTER ASSISTANCE				
1. Certification from the BFP (in case of fire)	Bureau of Fire Protection			
2. Certification from the barangay (in case of natural calamities)	Barangay Captain			
3. Picture of the damaged shelter	Claimant			
4. Barangay Certificate of Indigency	Barangay Captain			
5. Photo copy of valid ID of claimant	Claimant			
EDUCATIONAL ASSISTANCE				
1. Registration Form or Certificate of Enrollment	School			
2. Validated School ID of the student	School			
3. Certificate of Indigency of claimant	Barangay			
4. Valid ID of Claimant	Claimant			
FOOD ASSISTANCE				
1. Certificate of Indigency	Barangay			
2. Valid ID of the claimant	Claimant			
TRANSPORTATION ASSISTANCE				
1. Police Blotter or Police Certification (for victims of pick pocket, illegal recruitment etc.	Police Station			
2. Other supporting documents such as but not limited to justification of the social worker, medical certificate death certificate and or court order	RHU/hospital LCR/ Court			
3. Valid ID of the claimant	Claimant			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for assistance	Verified the completeness of requirements and accomplish DFAC	None	3 mins	MSWDO staff
2. Answer/ responds to the interview	Interview, assess client's needs and prepare papers for assistance.	None	5 mins	MSWDO / SWO III/SWO I
	Submit assessed client's documents to other concerned offices for signatures and release of funding.	None	2-5 days	MSWDO staff
3. Receive financial assistance.	Releasing of financial assistance.	None	2 min	Treasury Office Staff
TOTAL				

**SETTLEMENT/AVAILMENT OF HOSPITAL BILL ASSISTANCE FROM
FROM VARIOUS HOSPITALS THROUGH A GUARANTEE LETTER**

The MSWDO assists indigent patients of various hospitals who are bonafide residents of Albura, Leyte to avail discount from their hospital bill thru guarantee letter.

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Walk-in-Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Medical Certificate				
2 Final Hospital Bill/Running Hospital Bill				
3 Certificate of Indigency				
4 Social Case Study Report				
5 Valid ID of the Claimant				
6 Endorsement letter from Tingog Partylist, An Waray Partylist, Congressional Office and DSWD				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents for processing	. Verified the completeness of documents and accomplish GIS	None	3 mins	MSWDO Staff
2. Answer / responds to the interview	Interview and assess client and prepare social case study report	None	20 min	MSWDO SWO II SWO I
	Refer client to the DSWD for the guarantee letter	None	2	MSWDO Staff
TOTAL		None	25 minutes	

SECURING SOCIAL CASE STUDY REPORT

The Municipal Social Welfare and Development Office had developed a network of referral system to other government and non-government agencies to link indigent individuals and families for various programs and services.

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Walk-in-Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR HOSPITAL BILL ASSISTANCE/MEDICAL ASSISTANCE/ PCSO				
1. Medical Certificate		Attending Physician		
2. Request for laboratory/diagnostic procedures		Attending Physician		
3. Medical Prescription for medicines		Attending Physician		
4. Hospital bill		Hospital Billing Clerk		
5. Costing/protocol of treatment		Attending Physician		
6. Certificate of Indigency		Barangay Captain		
7. Valid ID of Claimant		Claimant		
8. Social Case Study Report		MSWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	Verified the completeness of requirements and accomplish General Intake Sheet	None	3 mins	MSWDO staff
	Interview and assess client's needs.	None	5 mins	MSWDO SWO III SWO I
	Prepare Social Case Study Report	None	20 minutes	MSWDO,SWO III, SWO I
'2. Receive Social Case Study Report	Releasing of SCSR.	None	2 mins	MSWDO staff
TOTAL		None	30 minutes	

SECURING DISCOUNT I.D CARD FOR SENIOR CITIZENS, PERSON WITH DISABILITY AND SOLO PARENT

The Municipal Social Welfare and Development Office is mandated to provide privilege I.D to above mentioned clientele group for them to avail their special privileges as stated in their respective laws

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	Senior Citizen, PWD, Solo Parent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Senior Citizen				
Birth Certificate/Valid ID with birthdate		Local Civil Registrar		
2 pcs 1x1 picture		Studio of Choice		
Cert. of Residency		Barangay Captain		
Senior Citizen Application Form		MSWDO/OSCA		
For Persons with Disability (PWD)				
Medical Certificate from Government Hospital		Medical Record section		
Recommendation from the Mun. Health Office		Mun. Health Office		
1 pc. Whole body and 1 pc 1x1 picture		Studio of Choice		
PWD Application Form		MSWDO/PDAO		
For Solo Parent				
Birth Certificate of minor children		Local Civil Registrar		
Cert. of solo Parent from Barangay Captain		Barangay Captain		
Affidavit of 2 disinterested persons		Notary Public		
Solo Parent Application Form		MSWDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	Verify the completeness of documents	None	3 mins	MSWDO staff
2. Filled up Form: - Senior Citizens Application Form - PWD Application Form - Solo Parent Application Form.	Accept Filled up Forms and process corresponding I.D./ booklet - Senior Citizen - PWD - Solo Parent	None	20 mins.	Clerk 1 SWO 1 SWO II MSWDO
3. Received ID and Booklets.	Release the privileged I.D./ booklet	None	2 mins	MSWDO staff
TOTAL		None	25 mins	

**ECCD PROGRAM THRU DAY CARE SERVICE and SUPERVISED
NEIGHBORHOOD PLAY PROGRAM**

Day Care/SNP Program is one of the devolved programs to the Local Government (LGU) of the DSWD by virtue of the Local Government Code of 1991. The program is focused on the total development of preschoolers (3-4 year of age), focusing on the total development of their seven (7) Domain (Cognitive, Self-help, Fine Motor, Gross Motor, Socio- emotional, Receptive and Expressive).

One of the highlights and component of the program is the provision of Supplementary Feeding to all children enrolled in the Day Care and Supervised neighborhood Play (SNP) centers. This aims to prevent malnutrition and improved the nutritional status of children. Likewise, it encouraged volunteerism and cooperation among parents in the locality, since the latter are responsible in cooking and serving hot meals for children.

All enrollees under this program are being provided also with free vitamins, regular medical and dental check-ups and deworming that is being conducted by three (3) RHU - doctors, dentists and other medical personnel within the municipality.

Parents who would like to avail of the service must enroll their 3-4 child and may contact the concerned Day Care Workers assigned in their respective Barangays.

Barangay	Name of Day Care Center/Child Devt. Center	Name of Day care Worker/Child Development Worker
1. Antipolo	Antipolo Day Care Center	Josephine A. Jaballa
2. Balugo	Balugo 1 Day Care Center Balugo 2 Day Care Center	Maria Lourdes D. Patricio Fe A. Pepito
3. Benolho	Benolho Day Care Center Sitio Tinago Day Care Center	Raquel J. Gesulga Marivic H. Rota
4. Cambalading	Cambalading Day Care Center Sitio Macagpo Day Care Center	Margie P. Bahay Emelyn S. Almosera
5. Damulaan	Damulaan 1 Day Care Center Damulaan 2 Day Care Center Palanas Day Care Center	Teresa Nora P. Poliquit Rosemalyn m. Jaugan Aeaceli B. Arquillano
6. Dona Maria	Dona Maria Day Care Center	Joyce Mia M. Jusay
7. Mahayag	Mahayag Day Care Center	Michelle S. Pasigan
8. Mahayahay	Mahayahay Day Day Care Center	Susan M. Mandras
9. Poblacion	Poblacion Day Care Center Sitio Malitbog Day Care Center Poblacion National Child Dev't Center	Leslie Mae Yu Laura C. Verano Marian G. Oliva
10. Salvacion	Salvacion Day Care Center	Richel M. Taripe
11. San Pedro	Sitio Calingatnan Day Care Center San Pedro Day Care Center	Jessica P. Ylanan Aniceta C. Nudalo
12. Seguinon	Seguinon Day Care Center	Ana M. Tapalla
13. Sherwood	Sherwood Day Care Center	Elsa C. Amabao Maria Theresa D. Arsenio
14. Tabgas	Sitio Cantawagon Day Care Center Tabgas Day Care Center	Raquel B. Gorre Marites A. Pepito
15. Talisayan	Talisayan Day Care Center	Bebiana R. Doguiles
16. Tinag-an	Tinag-an Day Care Center Sitio Naga Day Care Center Sitio Magbangon Day Care Center	Melwina T. Jubay Grace B. Arevalo Lhyrel Anne B Samuelle

DAY CARE SERVICE PROGRAM				
Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple to complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	3-4 year old children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate of the child		- LCR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enroll the child to respective Day Care Worker/Child Devt Worker	Accept enrollment form	None	3 mins	Day Care/ SNP Workers
	Conduct Child Assessment using the ECCD required forms/other assessment materials	None	30- mins /child	Day Care/SNP Workers
	Facilitate and conduct Daily Sessions.	None	4 hours /day (Monday to Friday)	Day Care/SNP Workers
	Submit pertinent records of Day Care/SNP Children to MSWDO.	None	30 mins	Day Care/SNP Workers
2. DCC parents volunteer helps in the preparation and serving hot meals to DCC/SNP children.	4. Manage the implementation of Supplemental Feeding Program	None	30 mins. /day 120 days	Day Care/SNP Workers
3. DCC/SNP children will attend medical/dental check-ups. (parent should accompany their child during check-uos)	4.a. Coordinate and facilitate with RHU Doctors and dentist for the semi-annual Medical and dental check-up and deworming	none	20-30 mins. /child (case based)	Day Care/SNP Workers RHU's Physician and other medical staff
	. Facilitate Child's weight and height monitoring.	None	30 mins	Day Care/SNP Workers
4. DCC parents attends EDUCHILD (Parenting) seminar.	Conduct EDUCHILD Modular Packages Seminar to DCC/SNP Parents		2 hours	Day Care/SNP Workers Invited speaker if needed
5. DCC parents volunteer helps in the preparation and serving hot meals to DCC/SNP children.	Manage the implementation of Supplemental Feeding Program	None	30 mins. /day 120 days	Day Care/SNP Workers
TOTAL		None		

SECURING CERTIFICATION TO VARIOUS OFFICES SUCH AS CERTIFICATE OF INDIGENCY TO PUBLIC ATTORNEY'S OFFICE, LOCAL CIVIL REGISTRAR OFFICE, PHILHEALTH, PCSO AND OTHER OFFICES

The Municipal Social Welfare and Development Office had developed a network of referral system to other government and non-government agencies to link indigent individuals and families for various programs and services.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Walk-in-Client
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Certificate of Indigency to PAO	
Certificate of Indigency	Barangay Captain
Affidavit of No Real Property Ownership	Municipal Assessor
Photo copy of documents related to case	Court
Certificate of Indigency	Barangay Captain
For Certificate for Correction of Marriage/ Birth Certificate	
Photocopy of the original marriage/birth certificate to be corrected	Phil. Statistics Authority
For late registration- negative result from PSA	Phil. Statistics Authority
Certificate of Indigency	Barangay Captain
FOR APPLICATION FOR PHILHEALTH INSURANCE	
Certificate of Indigency	Barangay Captain
Affidavit of Insufficient Income	Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for the requested certification	1.Verified the completeness of requirements.	None	2 mins	Front Desk Staff
	2.Interview, assess and facilitate Certificate of Indigency.	None	10 mins	MSWDO, SWO I
	3.Prepare the Certificate of Indigency	None	2 mins	Front Desk Staff
2. Receive the Certificate of Indigency	4.Release Certificate of indigency	None	1 min	Front Desk Staff
TOTAL		None	15 mins	

**Seminar and Training for Women, PWD group, Solo Parent, Youth,
Senior Citizens and Children**

The Municipal Social Welfare and development Office thru its designated focal person for the different clientele categories implement a community based training programs

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple to complex			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	Women and PWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be a registered member of the said groups/organizations		Focal Persons		
2. Mentally and physically fit		Mun. Health Office		
3. Bonafide resident of Albuera, Leyte		Barangay captain		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register willingness for attendance	Verify membership of association	None	2 mins	Focal Persons
2. Attends skills training program.	- Facilitate the skills training	None	3-5 days or depends on the type of training	Focal Persons/DTI/DOLE/TESDA
2. Received certificate of completion	Issued Certificate of Completion.	None	2 min. /participants	Focal Persons/DTI/DOLE/ TESDA/
TOTAL		None	3 to 5 days depending on the type of training	

**ASSISTANCE ON SPECIAL CASES SUCH AS CHILDREN IN CONFLICT
WITH THE LAW, (RA 9344) VICTIMS OF ABUSES (RA 7610), VICTIMS OF DOMESTIC VIOLENCE
involving women and children (RA 9262)**

Provisions on Special Protection Programs and services to children with special needs.

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple to complex			
Type of Transaction:	G2C– Government to Citizen/G2G- Government to government			
Who may avail:	Children with special needs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate 2. Court Order 3. Barangay Blotter		- LCR - Court - Barangay Captain		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report abuse to MSWDO 2. Minor attends Diversion program 3. Minor attends court hearing	For CICL - Assists client for possible custody (Affidavit of Undertakings) - Social Case Study Report on Discernment - Referral for Institutionalization (if needed) - Conduct of Diversion Program - Home visits and follow-ups cases - Assists CICL to Courts hearing - Assists CICL for Financial Assistance (if needed). -		3 hours 2 days 6 months 2 hrs. / session 2 hrs /visit 3 to 4 hrs. 5 mins.	SWO I SWOII MSWDO
Report abuse to MSWDO	For Victims of Abuse (R.A 7610) - Refer victim of child abuse to PNP Women’s Desk for appropriate actions (legal) - Counseling - Assists for financial assistance (if needed)		20 mins. 30 mins/session 5 mins.	SWO I SWOII MSWDO
Report abuse to MSWDO	For victims of Domestic Abuse (R.A 9262) - Assists/refer victims to the PNP Women’s Desk for appropriate actions (legal) - Refer victims to the Sanguniang Barangay for management - Counseling - Assists for financial assistance (if needed)		20 mins. 20 mins 30 mins/ session 5 mins.	SWO I SWO II MSWDO
TOTAL		None	minimum of 6 months upon Order of the Court and DSWD	

ONE-TIME CASH ASSISTANCE FOR 90 YEARS OLD SENIOR CITIZEN

A ONE TIME CASH INCENTIVE GRANTING TEN THOUSAND PESOS TO SENIOR CITIZENS WHO REACH 90 YEARS OF AGE, A LOCAL INITIATIVE UNDER THE LEADERSHIP OF THE LOCAL CHIEF EXECUTIVE. THIS ENCOURAGES HEALTHY LIFESTYLE TO OUR CONSTITUENTS TO LIVE A LONGER AND HEALTHIER LIFE.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	90 year old senior citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate/ Marriage/Baptismal Certificate	Local Civil Registrar/ Parish Office			
2. Senior Citizens ID	MSWDO/OSCA			
3. Affidavit of two disinterested persons at least 80 years old	Notary Public			
4. Certificate of membership to barangay Asso. of Senior Citizens	Brgy. Senior Citizen Asso.President			
5. Certificate of residency	Barangay Captain			
6. If necessary, a spot visit by the MSWD staff for validation	MSWDO staff			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit documentary Requirements	Verify the validity of submitted requirements	None	5 mins	MSWDO
	- Facilitate funding for payment	None	5 days	MSWDO STAFF
2. Received financial assistance of 10,000.00	- Distribute the cash grants thru door-to- door delivery.	None	1 day	MSWDO/LCE/ MTO
TOTAL			6 days	

CASH ASSISTANCE TO SENIOR CITIZENS ON THEIR BIRTHDAY

A cash incentive of Five Hundred Pesos will be given to all senior citizens during their birthday. A local initiative by the Local Chief Executive for them to be able to buy something to eat and celebrate on their special day.

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	Senior Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Senior citizen ID			MSWDO/ OSCA	
2. Cert. of membership in barangay Association			Barangay Senior Citizen Asso. President	
3. Cert. of Residency			Barangay Captain	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSONS
1. Submit documentary requirement	Verify the validity of submitted requirements	None	5 mins.	MSWDO Staff
	Facilitate processing of funds for payment	None	3-5 days	MSWDO Staff
2. Received financial assistance	Release financial assistance	None	5 mins.	Mun. Treasurer's Office staff
TOTAL			5 DAYS and 10 mins.	

SECURING TRAVEL ASSESSMENT TO MINOR TRAVELLING ABROAD

The assessment of minors traveling abroad has been devolved to the Local Social Welfare and Devt Office wherein the assigned personnel needs to evaluate the completeness and veracity of the documents and assess the current status of the child and family.

Office or Division:		Municipal Social Welfare & Development Office		
Classification:		Simple		
Type of Transaction:		G2G– Government to Government		
Who may avail:		Minor Travelling Abroad		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Minor's birth certificate		Phil. Statistics Authority		
2. Marriage Contract of minor's parents(if married) or CENOMAR of mother if not married		Phil. Statistics Authority		
3. Affidavit of Consent (notarized by both parents)		Minor's parents/Notary Public		
4. Affidavit of Support (notarized by the sponsor)		Minor's travel sponsor/Notary Public		
5. Xerox copy of passport and Visa of traveling companion		Applicant		
6. 2 copies of 2x2 picture of the minor		Applicant		
7. Appearance of the minor/s is mandatory		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements of minor's travelling abroad and companion	- Verify the validity of all the documentary requirements	None	10 mins	MSWDO/ SWO III
	- Interview minor and his family	None	30 mins	MSWDO/SWO III
	Documentation and final assessment for submission to DSWD FO 8	None	2 hours	MSWDO/SWO III
TOTAL		None	2 hours and 40 mins	

Availment of Solo Parents Identification Card

RA 8972 or the Solo Parents Welfare Act of the Philippines seeks to promote the welfare of the solo parents and their Children. It declares the benefits for single parents households. As amended by RA 11861 the Expanded Solo Parents Welfare Act.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Solo Parent with child as consequence of Rape			
1. Birth certificate of child/children		Local Civil registrar	
2. Complaint Affidavit		Lawyer	
3. Medical record on the incidence of rape		Mun. Health Office or any Govt. hospital;	
4. Sworn Affidavit declaring that the solo pareny has the sole parental care and support of the child at the time of the execution of the affidavit		Barangay Captain/Notary Public	
B. On Account of death of Spouse			
1. Birth cert of the Child.Children		Local Civil Registrar	
2. Marriage Certificate		Local Civil Registrar	
3. Death certificate of the spouse		Local Civil Registrar	
4. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent and has the sole support of the child or children		Barangay Captain	
C. On account of the detention or criminal conviction of the spouse			
1. Birth cert. of the child or children		Local Civil Registrar	
2. Marriage Certificate		Local Civil Registrar	
3. Certificate of detention or a certificate that the spouse is serving sentence for at least three months issued by the law enforcing agency.		Regional/ Municipal Trial Court	
4. Sworn affidavit that the solo parent is not cohabiting with a partner or co-parent and has sole parenta care and support of the child		Barangay Captain/ Notary Public	
D. On account of physical or mental incapacity			
1. Birth certificate of the child			
2. Marriage certificate or cert of Cohabitation			
3. Medical certificate or medical abstract			
4. Sworn affidavit that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child			
E. On account of legal or de facto separation or annulment of marriage			
1. Birth certificate of the child			
2. Marriage certificate			
3. Judicial decree of legal separation/annulment of marriage			
4. Sworn affidavit that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child			
F. On Account of Abandonment by the spouse			
1. Birth certificate of the child			
2. Marriage certificate or Affidavit of the applicant solo parent			
3. Affidavit of two disinterested persons attesting to the abandonment			
4. Police or barangay record of the fact of the abandonment			
5. Sworn affidavit that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child			
CLIENT STEPS	AGENCY ACTION	Processing Time	Responsible Persons
1. Submit documentary requirement	Verify the validity of submitted requirements	10 minutes	MSWDO Staff
	Home visitation	1 day	MSWDO Staff/ Merry Joy Mendiola, CAO I
2. Receive the ID card and booklet	Rlease the ID Card	5 minutes	MSWDO staff/ Merry Joy E. Mendiola/CAO I
TOTAL		1 day and 15 minutes	

Mandates : Republic Act 9994 or the Expanded Senior Citizens Act

Ordinance No. 22 Series of 1994 - An Ordinance Creating and /or Establishing the Office of Senior Citizens Affairs pursuant to RA 7432 appropriating funds thereto and for other purposes

Vision : A society of happy, healthy and participative senior citizens in Albuera, Leyte.

The Office of the Senior Citizens Affairs Office(OSCA) is committed to provide the following services to help the general public, the private Sector, the Local Government Units, agencies, departments and our clients, the senior citizens.

Office or Division:	OFFICE OF THE SENIOR CITIZENS AFFAIRS
Classification:	Simple
Type of Transaction:	G2G- Government to Government
	G2b- Government to Business
	G2G - Government to Government
Who may avail:	Senior Citizens

A. Issuance of Senior Citizens Identification card with Purchase Booklets of medicines and groceries

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2 pcs. 1x1 ID picture		applicant		
2. Birth Certificate or Baptismal certificate or		LCR/ Parish Registry		
3. Any valid ID/government issued ID with date of birth		COMELEC, PhilPost, PSA, OSCA, PDAO, Philhealth		
4. Barangay Certificate of Residency		Barangay Captain		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the OSCA	Receive the requirements and conduct interview as basis for assessment of eligibility	None	10 mins	Dr. Mario S. Casera, OSCA Chairperson
	Issue Identification Card, Purchase Booklet	None	1 hour	Ramonita D. Poliquit, MSWDO staff/ Dr. Mario S. Casera OSCA Chairperson
2. Receive the ID Card	Release the ID card	None	10 minutes	Ramonita D. Poliquit, MSWDO staff/ Dr. Mario S. Casera OSCA Chairperson
TOTAL			1 hour and 20	

B. APPLICATION OF SENIOR CITIZENS BURIAL ASSISTANCE

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate (with registry number, certified true copy		Local Civil Registrar		
2. Marriage Contract, if the claimant is the spouse of the deceased		Local Civil Registrar		
photo copy or Birth Certificate if the claimant is the child of the heirs and Affidavit or Special Power of Attorney from other surviving heirs				
3. Two(2) valid ID of the claimant		Claimant		
4. Certificate of Indigency and or Residency		Barangay		
5. Surrendered the original senior citizens ID card of the deceased person		Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for Senior Citizens Burial Assistance	Receive the requirements	None	10 min.	Maida Arino, SWA
	Verification/Validation	None	5 min	Maida Arino, SWA
	Processing of Assistance/ Preparation of financial documents	None	2 weeks	Ramonita Poliquit, AA 11
2. Receive the Assistance	Release of Assistance	None	10 min.	Maida Arino/Julie Belle Cambronero, SWA
TOTAL			2 weeks and 20 min.	

C. FINANCIAL ASSISTANCE TO 90 YEARS OLD SENIOR CITIZENS

A ONE TIME CASH INCENTIVE GRANTING TEN THOUSAND PESOS TO SENIOR CITIZENS WHO REACH 90 YEARS OF AGE, A LOCAL INITIATIVE UNDER THE LEADERSHIP OF THE LOCAL CHIEF EXECUTIVE. THIS ENCOURAGES HEALTHY LIFESTYLE TO OUR CONSTITUENTS TO LIVE A LONGER AND HEALTHIER LIFE.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate/ Marriage/Baptismal Certificate		Local Civil Registrar/ Parish Office		
2. Senior Citizens ID		MSWDO/OSCA		
3. Affidavit of two disinterested persons at least 80 years old		Notary Public		
4. Certificate of membership to barangay Asso. of Senior Citizens		Brgy. Senior Citizen Asso.President		
5. Certificate of residency		Barangay Captain		
6. If necessary, a spot visit by the MSWD staff for validation		MSWDO staff		
CLIENT STEPS	AGENCY ACTION	Fees to be Paid	Processing time	Persons Responsible
1. Submit documentary Requirements	Verify the validity of submitted requirements	None	5 minutes	Maida Arino/SWA
	- Facilitate funding for	None	2 weeks	Maida Arino/SWA
2. Received financial assistance of 10,000.00	Release the financial assistance	None	30 min.	MSWDO staff/Treasurer's Office staff/Mayor
Total			2 weeks and 35 minutes	

D. CASH ASSISTANCE TO SENIOR CITIZENS ON THEIR BIRTHDAY

A cash incentive of Five Hundred Pesos will be given to all senior citizens during their birth month.

A local initiative to be able for them to buy food or something to celebrate on their birthday

CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Senior citizen ID				MSWDO/ OSCA
2. Cert. of membership in barangay Association				Barangay Senior Citizen Asso. President
3. Cert. of Residency				Barangay Captain
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	Processing Time	Responsible Persons
1. Submit documentary requirement	Verify the validity of submitted requirements	None	5 minutes	MSWDO Staff
	Facilitate processing of funds for payment	None	2 weeks	MSWDO Staff
2. Received financial assistance	Release financial assistance	None	5 minutes	Mun. Treasurer's Office staff/ MSWDO staff
			2 weeks and 10 min	

E. FINANCIAL ASSISTANCE TO CENTENARIAN

Republic Act 10858 otherwise known as Centenarian Act of 2016 entitles all Filipinos who reach 100 years old and above, whether living in the Philippines or abroad a letter of Felicitation from the President of the Philippines and a centenarian gift worth Php 100,000.00

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate/ Marriage/Baptismal Certificate		Local Civil Registrar/ Parish Office		
2. Senior Citizens ID		MSWDO/OSCA		
3. Affidavit of two disinterested persons at least 80 years old		Notary Public		
4. Certificate of membership to barangay Asso. of Senior Citizens		Brgy. Senior Citizen Asso. President		
5. Certificate of residency		Barangay Captain		
6. A spot visit by the MSWD and DSWD staff for validation		MSWDO staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit documentary Requirements	Verify the validity of submitted requirements		5 minutes	Maida Arino/SWA
	Submit documents to DSWD FO 08 for processing the financial assistance		Depends on DSWD timeline	DSWD- FO 08 staff
2. Received financial assistance of 100,000.00	Release the assistance		30 minutes	DSWD- FO 08 staff, MSWDO staff, Mayor's Office representative

For LGU CounterPart				
Checklist of Requirements		WHERE TO SECURE		
1. Birth Certificate/ Marriage/Baptismal Certificate		Local Civil Registrar/ Parish Office		
2. Senior Citizens ID		MSWDO/OSCA		
3. Affidavit of two disinterested persons at least 80 years old		Notary Public		
4. Certificate of membership to barangay Asso. of Senior Citizens		Brgy. Senior Citizen Asso. President		
5. Certificate of residency		Barangay Captain		
6. A spot visit by the MSWD staff for validation		MSWDO staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	Processing Time	RESPONSIBLE PERSON
1. Submit documentary Requirements	Verify the validity of submitted requirements	None	5 minutes	Maida Arino/SWA
	Processing of financial assistance	None	2 weeks	MSWD staff
2. Received financial assistance of 30,000.00	- Distribute the cash grants thru door-to- door delivery.	None	30 min.	MSWDO staff/Treasurer's Office staff/Mayor representative
			2 weeks and 35 min.	

F. Availment of Social Pension

Indigent senior citizens shall be entitled to a monthly stipend amounting to P500.00 to augment the daily subsistence and other medical needs of senior citizens

Who can avail of senior citizens for social pension :

- sixty years old and above
- frail and sickly
- no pension from government and private institution
- no permanent source of income
- no regular support from family or relatives for his/her basic needs

Checklist of Requirements		WHERE TO SECURE		
1. Original Senior Citizens valid ID issued by OSCA and three photo copies with specimen signature		beneficiary/pensioner		
2. For authorized representative				
- Original senior citizen ID of beneficiary/pensioner and 3 photocopy of ID		beneficiary/pensioner		
- Original valid government issued ID of the authorized representative		Barangay Captain		
- Authorization from the beneficiary and or Special Power of Attorney		beneficiary/ Notary Public		
Certification from the Barangay Captain if the pensioner is living or deceased		Barangay Captain/ Brgy. Federation President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	Processing Time	RESPONSIBLE PERSON
1. Submit documentary Requirements	Verify the validity of submitted requirements	None	10 minutes	MSWDO staff
	Processing of Payroll	None	1 week	MSWD staff/ MBO/Accounting Office/ Treasurer's Office
2. Received social pension	Distribution of social pension thru mass pay-out	None	5 days	MSWDO staff/Treasurer's Office staff/Mayor representative

Mandates : Republic Act 7277 or the Magna Carta for Disabled Persons provides for the rehabilitation, self-development and self-reliance of disabled persons and their integration to society.

Memorandum Circular No. 2017- 119 provides for the guidelines for the establishment of Persons With Disabilities Affairs Office

Municipal Ordinance No. 2021-10 entitled " An Ordinance Establishing the Persons with Disability Affairs Office (PDAO) in Albuera, Leyte and providing funds therefor

Office or Division:	PERSONS WITH DISABILITIES AFFAIRS OFFICE
Classification:	Simple
Type of Transaction:	G2G– Government to Government
	G2b- Government to Business
	G2G - Government to Government
Who may avail:	Senior Citizens

A. Issuance of PWD Identification card with Purchase Booklets of medicines and groceries

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2 pcs. 1x1 ID picture		Applicant		
2. Birth Certificate or Baptismal certificate or		LCR/ Parish Registry		
3. Any valid ID/government issued ID with date of birth		COMELEC, PhilPost, PSA, OSCA, PDAO, Philhealth		
4. Barangay Certificate of Residency		Barangay Captain		
5. Medical Certificate of Disability		Attending Physician/ RHU Medical Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the PDAO	Receive the requirements and conduct interview as basis for assessment of eligibility	None	10 mins	Gerry C. Bantasan, PDAO focal person
	Online registration/ Uploading of ID in the DOH PRPWD website	None	15 minutes	Karen Joy D. Pepito, SWO I/Gerry Bantasan, PDAO focal person
	Issue Identification Card, Purchase Booklet	None	1 hour	Maida Arino, AA/Gerry Bantasan, PDAO focal/Karen Joy Pepito, SWO I
2. Receive the ID Card	Release the ID card	None	10 minutes	Maida Arino, AA/Gerry Bantasan, PDAO focal/Karen Joy Pepito, SWO I
TOTAL		None	1 hour and 20	

B. APPLICATION OF PWD Birthday Assistance and Christmas Gift

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cert. of Residency and or Indigency		Barangay Captain		
2. PWD valid ID		PDAO Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents	Receive the requirements	None	10 min.	Maida Arino, SWA
	Verification/Validation	None	5 min	Maida Arino, SWA
	Processing of Assistance/ Preparation of financial documents	None	1 week	Ramonita Poliquit, AA 11
2. Receive Assistance	Mass release of financial assistance	None	one half day	Maida Arino/Julie Belle Cambronero, SWA
	Individual release of assistance	None	10 working days	MSWDO staff, PDAO staff/ Treasurer's Office staff
TOTAL			2 weeks and 20 min.	

C. Application for availment of ASSISTIVE DEVICE

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid PWD Identification Card		PDAO Office		
2. Certificate of Residency/ Indigency		Barangay Captain		
3. Medical Certificate		Mun. Health Office/Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents	Receive the requirements	None	10 min.	Maida Arino, SWA
	Verification/Validation	None	5 min	Maida Arino, SWA
2. Receive Assistance	Release of assistive devices	None	10 minutes	Julie Belle Cambronero, SWA/ Gerry Bantasan, PDAO focal
TOTAL			2 weeks and 20 min.	

