



Republic of the Philippines
Province of Eastern Samar
Municipality of Arteche



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

Type of Frontline Service : **ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS)**
Schedule of Availability of Service : Monday-Friday (No Lunch Break)
Who may avail the Service : Residents within the Municipality

HOW TO AVAIL THE SERVICE

STEP	Activity of Client	Department/Division/Section/Activity	Duration	Required Documents	Fees	Responsible Persons
1	➤ Client go to the Office of the Municipal Mayor or Municipal Vice-Mayor/SB Members.	➤ Interview with the Client.	10 min.	None	None	LCE/ Mun.Vice-Mayor & SB Members
2	➤ Client will bring the endorsement letter to MSWD Office	➤ MSWDO conduct interview and assessment then issued Certificate of Eligibility/Social Case study Reports.	20 min.	A. medical Assistance: 1. 1 copy medical abstract/medical certificate, 2. Photo copy of medical prescription. B. Burial Assistance: 1.Funeral Contract and death certificate C. Educational Assistance;	None	MSWDO and Staff

				1. School Assessment or Enrollment Form/Valid ID of Student.		
3	➤ Bring the voucher and supporting documents to the Budget Office	➤ Review as the availability of funds and sign the voucher	5 min.	Voucher, Certificate of Eligibility and Intake Form	None	Mun.Budget Office
4	➤ Bring the voucher to the Accounting Office	➤ Review voucher including supporting documents then sign the voucher	10min	Voucher, Certificate of Eligibility and Intake Form	None	Municipal Accounting Office
5	➤ Bring the voucher to the Mun. Treasurer's Office.	➤ Sign the voucher and issued check	10 min.	Voucher, Certificate of Eligibility and Intake Form	None	Municipal Treasurer's Office
6	➤ Bring the voucher with the check to the Office of the Municipal Mayor/Muni. Vice-Mayor.	➤ Approved and signed the voucher and check.	5min.	Voucher	None	Municipal mayor/Municipal Vice-Mayor.
7	End of Transaction					

Type of Frontline Service : **Senior Citizens Program**
 Schedule of Availability of Service : Monday-Friday (No Lunch Break)
 Who may avail the Service : Residents within the Municipality

HOW TO AVAIL THE SERVICE

STEP 1	Activity of Client	Department/Division/Section/Activity	Duration	Required Documents	Fees	Responsible Persons
1	➤ Senior Citizens visit the MSWD Office to apply SC ID & Booklet.	MSWDO & Staff will conduct assessment and issued SC ID and Booklet.	10 min.	2 copies 1x1 ID Picture, 1 photocopy of Livebirth/Baptismal or any supporting documents that will justify the age of Senior Citizens.	None	MSWDO & Staff
2	➤ Client will apply for Social Pension.	MSWDO will assessed the Senior Citizens if eligible for Social Pension.	10 min.	OSCA ID, 2 copies 1x1 ID picture. Intake Form & Application Form.	None	MSWDO & Staff
3	End of Transaction					

Type of Frontline Service : **Solo Parent Welfare Program**
 Schedule of Availability of Service : Monday-Friday (No Lunch Break)
 Who may avail the Service : Residents within the Municipality

HOW TO AVAIL THE SERVICE

STEP 1	Activity of Client	Department/Division/Section/Activity	Duration	Required Documents	Fees	Responsible Persons
1	➤ Solo Parent visit the MSWD Office to apply Solo Parent ID	MSWDO & Staff will conduct assessment and issued Solo Parent ID.	10 min.	Application Form, Brgy. Certification and 1x1 ID picture.	None	MSWDO & Staff
2	➤ Client will present the needed documents for Solo Parents.	MSWDO will assessed the Solo parent based on the documents presented if eligible for Solo Parent. MSWDO will issued Solo Parent ID	10 min. 5days	Application Form, Brgy. Certification and 1x1 ID picture.	None None	MSWDO & Staff MSWDO & Staff
3	End of Transcation					

Type of Frontline Service : **SPECIAL LAWS (CICAL, Children at Risk & VAWC)**
 Schedule of Availability of Service : Monday-Friday (No Lunch Break)
 Who may avail the Service : Residents within the Municipality

HOW TO AVAIL THE SERVICE

STEP 1	Activity of Client	Department/Division/Section/Activity	Duration	Required Documents	Fees	Responsible Persons
1	➤ Victims will visit the office for complaint.	MSWDO & WCPD will assessed the victims and conduct referral networks.	10 min.	Medico legal or Blotter and other supporting documents	None	MSWDO PNP
2	➤ Victims will present the needed documents	MSWDO conduct home visitation, school visit and family counselling	1 week	Medico legal or Blotter and other supporting documents	None	MSWDO & Staff
3	End of Transcation					

Prepared by;

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 MSWDO-Designate