

SOCIAL SERVICES DEVELOPMENT
DEPARTMENT

CITIZEN'S CHARTER

2022

I.Mandate

- City Ordinance 168 S-1990, enacted September 26, 1990; Approved November 2, 1990, the establishment of the Quezon City Social Services Development Department (SSDD).
- Section 17 of R.A. 7160 otherwise known as the AN ACT PROVIDING FOR A LOCAL GOVERNMENT CODE OF 1991:

(b) Such basic services and facilities include, but are not limited to, the following:

(4) For a City:

All the services and facilities of the municipality and province, and in addition thereto, the following:

- j. The devolution contemplated in this Code shall include the transfer to local government units of the records, equipment, and other assets and personnel of national agencies and offices corresponding to the devolved powers, functions, and responsibilities.

Personnel of said national agencies or offices shall be absorbed by the local government units to which they belong or in whose areas they are assigned to the extent that it is administratively viable as determined by the said oversight committee: Provided, That the rights accorded to such personnel pursuant to civil service law, rules and regulations shall not be impaired: Provided, further, That regional directors who are career executive service officers and other officers of similar rank in the said regional offices who cannot be absorbed by the local government unit shall be retained by the national government, without any diminution of rank, salary or tenure.

- Ordinance No. SP-2402, S-2015, An Ordinance establishing the Quezon City Home for the Aged and Hospice under the Supervision and Management of the Social Services Development Department.

II. Vision

The Social Services Development Department is working on the aspiration that the socially, economically, and physically disadvantaged shall be provided with the opportunities needed to develop self-reliance and become participating members of the community.

III. Mission

The Social Services Development Department is committed to formulate and implement comprehensive programs and services to develop individuals, groups, and communities to be self-reliant.

IV. Service Pledge

We are committed to uphold Quality Service through efficient and effective people-centered governance by providing various opportunities needed to empower the disadvantage sector towards becoming productive members of the community.

To provide timely, responsive and relevant social welfare services to the disadvantage sector in the community.

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**SOCIAL SERVICES DEVELOPMENT
DEPARTMENT**

**COMMUNITY OUTREACH SERVICE
RESIDENTIAL AND REHABILITATION SERVICE
SPECIAL PROJECT SERVICE
VOCATIONAL DEVELOPMENT SERVICE
WELFARE & RELIEF SERVICE**

1. PROTECTIVE SERVICE & PROTECTIVE CUSTODY FOR VICTIM OF ABUSE

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<ul style="list-style-type: none"> • Walk-in; • Referred Abused; • Neglected; • Abandoned Children & Youth
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Referral Letter from the barangay, Police, school or concerned citizen 2. Barangay Blotter or Police Blotter, if available 3. Medico-legal report (if available for filing the case in court) and medical laboratory reports (if available for referral to residential facility) 4. Medical certificate or medical abstract (if hospitalized and for referral to residential facility) 5. 1 Photocopy of Valid ID (preferably QCitizen ID) 	<ul style="list-style-type: none"> • Barangay, NBI, Police - hospitals -hospitals

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance via personal visits at SSDD office or call at 8-70302940 or QC Hotline 122 or email at SSDD@quezoncity.gov.ph	<ol style="list-style-type: none"> 1.1 Coordinates with Police Official or barangay who has jurisdiction over the case. 1.2.Prepares documentary requirements. 1.3.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	2.1 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	<ol style="list-style-type: none"> 3.1 Assists client for medical examination, if needed and secure medico-legal certificate. 3.2 Assist client in securing Brgy. and Police Blotter, if needed 3.3 Prepares and submits initial findings. 	None	3 Hours	<i>Social Worker</i>

4. Pursues legal case against perpetrator	4.1 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	5.1 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	6.1 Conducts parenting capability assessment thru text messages, phone calls, video calls or home visits, if needed. 6.2 Prepares and submits social case study report and Supervisory Progress Report 6.3 Wait for the Notification of Scheduled court hearings/proceedings	None	7 working days	<i>Social Worker</i>
7. Attends scheduled court hearing	7.1 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)	8.1 Facilitates reunification of client to family if found capable to take custody (following health protocol) 8.2 If no identified families or relatives, coordinates & prepares the following documents for institutionalization: a. Updated Social Case Study Report b. Referral Letter c. Discharge Form 8.3 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	9.1 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>
		TOTAL :	141 Days, 3 Hours	

2. ALTERNATIVE PARENTAL CARE SERVICE

a). PROCESSING OF ISSUANCE OF CERTIFICATE DECLARING A CHILD AS LEGALLY AVAILABLE FOR ADOPTION PURSUANT TO RA 9523

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<ul style="list-style-type: none"> • Walk-in; • Referred Abused; • Neglected; • Surrendered; • Abandoned of Foundling Children
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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

Client Steps	Agency Actions	Fees to be paid	Processing Time	Responsible Person
1. Present custodian/known parents request for assistance thru email at SSDD@quezoncity.gov.ph, telephone call at 8-703-2940 or personal appearance to the office.	1.1 Interviews the custodian/ known parents and gather basic information thru telephone call, email and/ or personal appearance to the office following the health protocol of physical distancing, wearing facemask	None	15 minutes - 2 Hours	<i>Social Worker</i>

1.1 Responses to clarificatory questions	and disinfecting procedure 1.2 Conducts assessment and provide orientation on legal adoption (following health protocol) 1.3 Conducts intake interview (following health protocol) 1.4 Advises to secure and submit the necessary requirements			
2. Submits necessary requirements	2.1 Checks and validates the submitted documents (following health protocol) 2.2 Informs clients about the schedule of interview thru text messages or telephone calls.	None	30 Minutes	<i>Social Worker</i>
A. ABANDONED / FOUNDLING CHILD				
1. Wait for the schedule of interview via email, video calls, telephone calls or homevisit (if necessary)	1.1 Coordinates with concerned agency e.g. lying-in, hospitals, Local Civil Registrar to request & validate information about the child (following health protocol) 1.2 Sends registered mail to the parents last known address (following health protocol) 1.3 Facilitates tri-media appeals (following health protocol)	None	22 Days	<i>Social Worker</i>
2. Provides accurate information	2.1 Conducts interview thru email, video calls, telephone calls or homevisit (if necessary)	None	3 Hours	
B. SURRENDERED/ NEGLECTED CHILD				

<p>QUEZON CITY RESIDENTS:</p> <p>1.1 Birthparents attend several counselling sessions following health protocol. 1.2 Birthparents sign Deed of Voluntary Commitment (DVC)</p> <p>NON-QUEZON CITY RESIDENTS:</p> <p>2. Wait for the schedule of interview by Social Worker of Municipal/ City Social Welfare and Development Office (M/CSWDO) or DSWD, if birthparents are non-Quezon City.</p>	<p>1.1 Conducts series of counselling session and assess parenting capability (following health protocol) 1.2 Counsels and explains the content of DVC (following health protocol)</p> <p>2.1 Prepares referral letter to Municipal/ City Social Welfare and Development Office (M/CSWDO) to request for parenting capability assessment report (PCAR) and deed of voluntary commitment (DVC) 2.2 Receives parenting capability assessment report (PCAR) and deed of voluntary commitment (DVC).</p>	<p>None</p>	<p>3 Hours</p> <p>1 Hour</p> <p>30 Minutes</p> <p>30 working days</p>	<p><i>Social Worker</i></p>
<p>3. Wait</p> <p>4. Receives photocopy of Certification Declaring a Child Legally Available for Adoption (CDCLAA)</p>	<p>3.1 Prepares Social Case Study Report, Child Profile and Petition. 3.2 Submits Social Case Study Report & other requirements to Department of Social Welfare and Development. 3.3 Facilitates posting of notice of petition, if abandoned/ foundling within QC.</p> <p>4.1 Receives copy of CDCLAA & inform the present custodian/known parents to pick the certificate (following health protocol)</p>	<p>None</p>	<p>44 Days</p>	<p><i>Social Worker</i></p>
<p>5. Upon pick up of CDCLAA, custodian gets the list of requirements to process the issuance of Affidavit of Consent to Adoption (ACA) and Pre-Adoption Placement Authority (PAPA)</p>	<p>5.1 Informs and advises clients to secure requirements for Affidavit of Consent to Adoption (ACA) and Pre-Adoption Placement Authority (PAPA) *following health protocol</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Social Worker</i></p>
<p>6. Submits necessary requirements (following health protocol)</p>	<p>6.1 Reviews and validates submitted</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Social Worker</i></p>

7. Answers questions	documents (following health protocol) 7.1 Conducts follow-up interview to present custodian & significant others e.g. character references thru telephone calls, video calls, email or homevisit (if necessary)		3 Hours	
8. Wait	8.1 Prepares Social Case Study Report and other pertinent documents.		15 working days	
9. Wait	9.1 Submits reports to Department of Social Welfare and Development.		1 Day	
10. Wait	10.1 Attends matching conference (thru video conferencing)		1 Hour	
11. Accepts & signs ACA & PAPA	11.1 Receives copy of ACA & PAPA		10 Minutes	
12. Hires lawyer who will file petition for adoption in court.	12.1 Instructs and advises client to file the petition for adoption in court.		5 Minutes	
13. Submits copy of court decision, adoption decree and new birth certificate of the child (following health protocol)	13.1 Receives court order/ decision, adoption decree and new birth certificate of the child		10 Minutes	
		TOTAL:	112 Days, 15 Hours, 40 Minutes	

B. PROCESSING OF RECTIFICATION OF SIMULATED CERTIFICATE OF LIVE BIRTH PURSUANT TO RA 11222

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<ul style="list-style-type: none"> • Walk-in; • Referred Abused; • Neglected; • Surrendered; • Abandoned of Foundling Children & Adult
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter (1 original, 1 photocopy)	Petitioner
Notarized Petition for Administrative Adoption (1 original, 1 photocopy)	Lawyer
Authenticated (Simulated) Certificate of Live Birth of the child (1 original, 1 photocopy)	PSA
Authenticated Certificate of Live Birth of the Petitioner/s (1 original, 1 photocopy)	PSA
Notarized Affidavit of Admission of the Petitioner, if applicable (1 original, 1 photocopy)	Lawyer
Notarized Affidavit of Admission other than the Petitioner, if applicable (1 original, 1 photocopy)	Concerned person
Notarized Deed of Voluntary Commitment (DVC), if applicable (1 original, 1 photocopy)	SSDD and/or other M/CSWDO & DSWD Field Offices
Certificate of Authority for a Notarial Act (CANA), if applicable (1 original, 1 photocopy)	Court
Barangay Certificate of residency & stating that he/she has been taking care of the child for more than 3 years since the passage of RA 11222 (1 original, 1 photocopy)	Barangay
Barangay Certificate of Indigency, if applicable (1 original, 1 photocopy)	Barangay
Notarized Affidavit of Two (2) Disinterested Persons (1 original, 1 photocopy)	Disinterested person
Original copy of Certificate Declaring a Child Legally Available for Adoption (CDCLAA)	SSDD / DSWD
Oldest and Recent Photograph of the child and the petitioner (2 original copies each)	Petitioner / Child
Certificate of Attendance to Adoption Forum (1 original, 1 photocopy)	DSWD-NCR
Marriage Contract, Decree of Annulment, Declaration of Nulity of Marriage, if applicable (1 original, 1 photocopy)	PSA/ Court
Latest medical certificate (physical & medical evaluation) of the petitioner	hospital/ clinic
Psychological Evaluation of the Petitioner, if appropriate,(1 original, 1 photocopy)	hospital/ Psychologist

Latest NBI or Police Clearance (1 original, 1 photocopy)	NBI/ Police
Certificate of Employment and/or Proof of Income (1 original, 1 photocop)	Employer / bank
Authenticated Negative Certificate of Live Birth of the Child, if applicable (1 original, 1 photocopy)	PSA

Client Steps	Agency Actions	Fees to be paid	Processing Time	Responsible Person
1.1 Present custodian/known parents request for assistance thru email at SSDD@quezoncity.gov.ph, telephone call at 8-703-2940 or personal appearance to the office.	1.1 Interviews the custodian/known parents 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	None	30 minutes	<i>Social Worker</i>
1.2 Responses to clarificatory questions	1.2 Conducts assessment and provide orientation on the process of rectification of simulated birth certificate			
	1.3 Conducts intake interview (following health protocol) 1.4 Advises to secure and submit the necessary requirements			
2. Submits necessary requirements	2.1 Checks and validates the submitted documents (following health protocol)	None	30 Minutes	<i>Social Worker</i>

	2.2 Informs clients about the result of validation of the submitted documentary requirements thru text messages or telephone calls.			
3. Compliance / submission of lacking requirements	3.1 Review of submitted documents	None	3 DAYS	<i>Social Worker</i>
4. Wait for notification for transmittal of the documents to DSWD-NCR	4.1 Prepares and submits endorsement letter to DSWD-NCR	None	7 working days	
			TOTAL: 10 days 1 hour	

3. REACH OUT OPERATION FOR STREET DWELLERS

Office or Division:		Community Outreach Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		<ul style="list-style-type: none"> • StreetChildren; • Street Families; • Street Dwellers; • Indigenous People (IPs) 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request/Referral from the Barangay, Police or concerned citizen		Barangay Hall/ Police Station		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request assistance thru personal visit to SSDD office or call at 8-703-2940 or email at SSDD@quezoncity.gov.ph	1.1 Receives request for reach-out operation 1.2 Coordination with task force members to convene in preparation for reach out operation 1.3 Identification of Processing Center 1.4 Instructs the concerned barangay to prepare the processing center following the health protocol	None	3 Hours	<i>Youth Devt. Officer (YDO)</i>
	1.5 Attends team Building following health protocol	None		
2. Participate in the conduct of reach-out operation, if the referring party is Police Officer or Barangay	2.1 Conduct reach out operation following health protocol *vehicles must accommodate reach out clients half of its total		1Day	

	passengers capacity)			
3. Rescued clients undergo interview and assessment. (following health protocol)	3.1 Assess and conduct intake interview and counseling orientation on child protection laws (following health protocol) 3.2 Prepare initial findings/case summary report	none	2 Hours	Youth Development Officer
4. Receives meal assistance	4.1 Provides meal assistance			
5. Submits self for temporary shelter	5.1 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	None	3 Days	Youth Devt. Asst.

A. QUEZON CITY RESIDENTS				
6. Attends Center's activities	6.1. Conduct coordination with the Barangay Council for the Protection of Children (BCPC) thru phone	None	2 Days	Social Worker
7. Submits self for reintegration to family	7.1. Conducts case conference with the barangay and parents to discuss intervention following health protocol. 7.2 Prepares discharge paper	None	2 Hours	
8. Parents sign the Agreement Form (following health protocol)	8.1 Facilitate signing of Agreement Form by the family following health protocol	None	1 Hour	Youth Devt. Asst.

9. Conforms in aftercare monitoring	9.1. 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				
10. Awaits disposition	10.1. Prepares referral letter 10.2 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	<i>Youth Development Officer</i> <i>Youth Devt. Asst.</i>
		TOTAL:	141 Days, 11 Hours	

4. EDUCATIONAL ASSISTANCE FOR INDIGENT CHILDREN AND YOUTH

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<p>Indigent children/youth who are:</p> <ul style="list-style-type: none"> • Grade 4 to Grade 10 student • enrolled in Public School or Alternative Learning System (ALS) • not 4P's beneficiary • came from a family with four (4) or more children • Quezon City residents
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Certificate of Indigency (1 original) Certificate of Enrollment (1 original) Recent School ID (1 photocopy) Valid ID (preferably QCitizen ID) (1 photocopy)	Barangay Hall School School QC Hall

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1.1 Parent or Guardian of the client request for assistance. 1.2 Responses to the interview & presented valid ID, if available 1.3 Wait	1.1 Conducts assessment 1.2 Conducts intake interview following health protocol 1.3 After completion of interview, advice parent or guardian to wait for the result of assessment and validation.	None	30 Minutes	<i>Social Worker</i>
2. Receives calls, email or personal visit from SSDD worker regarding the result of validation	2.1 Conducts validation with the school authorities thru phone calls 2.2 Prepares Case Summary Report		1 Day	
3. Secure and submit all the needed requirements	3.1 Collates all Case Summary Report of qualified beneficiaries and prepares masterlist together with the project proposal for approval	None	22 Days	<i>Social Worker</i>

4. Wait	4.1 Upon approval of the project proposal, submit all the requirements for payroll preparation and processing of the educational assistance		1 Hour	<i>Social Worker</i>
5. Wait	5.1 Upon receipt of the financial assistance, informs client for the schedule of extension of the assistance	None	1 day	
6. Signs and accepts assistance	6.1 Release assistance by schedule/ batch to avoid mass gathering & following the health protocol.		1 day	
		TOTAL:	25 Days, 1 Hour, 30 Minutes	

5. INTERVENTION PROGRAM FOR CHILDREN AT RISK (CAR) AND DIVERSION PROGRAM FOR CHILDREN IN CONFLICT WITH THE LAW (CICL)

	Office or Division:	Community Outreach Division		
	Classification:	Complex		
	Type of Transaction:	G2C – Government to Client		
	Who May Avail of the Service:	<ul style="list-style-type: none"> • Children at-risk (CAR) • Children-in-Conflict with the Law (CICL) 		
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
	Referral Letter/ Indorsement from the Baragay or Police (1original, 1photocopy) Police Report or Barangay Blotter (1original, 1photocopy) Medico-legal report, if CICL and Medical Certificate, if CAR (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.Request assistance thru personal visit to SSDD office or call at 8-703-2940 or QC Hotline 122 or email at SSDD@quezoncity.gov.ph	1.1Reviews documentary requirements	None	15 Minutes	<i>Social Worker</i>
2.1Undergoes interview 2.2Parents provides information 2.3Children who are 12 years old and below attends Center’s activities, awaiting assessment 2.4Children who are below the criminal age of responsibility and accused of offenses with above 6 years imposable penalty	2.1Conducts assessment for case disposition. 2.2Conducts intake interview following health protocol. Gathers 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 at risk or Children-in-Conflict with the Law (CICL) to Barangay	None	1 Hour	<i>Social Worker</i>

	<p>Council for the Protection of Children (BCPC) for intervention program and facilitates turn-over of CAR/ CICAL to his/her family</p> <p>*coordination thru phone calls and text messages</p>			
<p>3. Children-in-Conflict with the Law (CICL) ages 15y/o & below FOR INTERVENTION PROGRAM</p> <p>4.Wait</p>	<p>3.1.Prepare feedback report</p> <p>3.2Submits feedback report to Fiscal Office</p> <p>4.Facilitates intervention program following health protocol</p>	none	1Hour	Social Worker

<p>For QC residents,</p> <p>1. Attends center's activities, if admitted to Reception and Action Center or Molave Youth Home.</p> <p>Parents of Children at risk / Children-in-Conflict with the Law (CICL)</p> <p>2. Submits documentary requirements</p> <p>2.1 If parents are found capable, CAR/CICL with parents sign agreement on the intervention activities and signs intervention contract.</p> <p>2.2 If applicable, awaits further disposition</p>	<p>1.1 Locates parents and makes assessment thru phone call and text messages to BCPC</p> <p>1.2 Conducts case conference with parents and CAR/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 CAR/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>
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	4.Coordinates and refers minor to their respective LGU's for intervention program.	None	44 Days	
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6. PROVISION OF CERTIFICATE OF INDIGENCY (COI)

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<ul style="list-style-type: none"> 18 yrs. old and above who are residents of Quezon City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter from concerned agency (1original)	PAO, PSA, School and other stakeholder
Barangay Certificate of Indigency (1original)	Barangay
Personal letter stating reason for availing COI	Client
Certificate of No Property (1original)	Quezon City Assessor's Office
Certificate of None Existing Business (1original)	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)	1.1 Reviews the submitted documents (following health protocol)	None	10 minutes	<i>Social Welfare Aide/ Community Outreach Division staff</i>

2. Undergoes interview	2.1 Conducts assessment & intake interview following health protocol 2.2 Advises client as to the schedule for further engagement.	None	1 Hour, 30 Minutes	<i>Social Welfare Aide</i>
3. Wait	3.1 Conducts further interview thru phone calls or video call 3.2 Prepares and submits report (Case Summary Report)		7 Days	<i>Youth Development Assistant</i>
4. Receives the Certificate of Indigency (following health protocol)	4.1 Prepares and release Certificate of Indigency (following health protocol)		10 minutes	<i>Youth Development Officer</i>
		TOTAL:	7 Days, 2 Hours	

7. PROVISION OF FREE PHILHEALTH COVERAGE FOR INDIGENT PERSONS

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<ul style="list-style-type: none"> • Indigent person, ages 59 years old and below • Not yet PhilHealth member • QC residents • with income of P10,000/month or below
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Certificate of Indigency (1original, 1photocopy) Valid ID of applicant, preferably QC residents (2 photocopy) Certificate of Live Birth of the applicant, if no valid ID (2 photocopy) Medical Abstract or Medical Certificate from the QC Health Department or Private Hospital, for walk-in and hospitalized client (2 photocopy) PhilHealth Member Registration Form (PMRF)	Barangay Client PSA QCGH/Hospital download from PhilHealth website (www.philhealth.gov.ph)

Client	Agency Actions	Fees to be paid	Processing Time	Person Responsible
For walk-in clients: 1. Requests for assistance and submits requirements (following health protocol)	1.1Receives and assess submitted documentary requirements (following health protocol)	None	10 minutes	<i>Community Outreach Division Staff</i>

2. Undergoes interview following health protocol 3. Fills-up PMRF	2.1Conducts interviews following health protocol 3.1Guides client how to properly fill up form 3.2Reviews filled-up form. 3.3Prepares and issues Certification to facilitate enrollment to PhilHealth thru Point of Service by the DOH.	None	15 minutes 10 minutes	
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<p>4. Receives and submits certification to Philhealth office.</p> <p>5. Wait</p> <p>6. Receives the Member Data Report from PhilHealth</p>	<p>4. Advises client to submit certification and other requirements to Philhealth Office.</p>		<p>1 day</p> <p>TOTAL: 1 DAY 35 MINUTES</p>	
<p>For clients referred by: Barangay's, Health Centers and other Organizations</p> <p>1. Submit the requirements and masterlist of beneficiaries for enrollment to PhilHealth following the template provided by SSDD</p>	<p>1.1 Receives and checks the masterlist and documentary requirements</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Community Outreach Division Staff</i></p>
<p>2. Comply/ submits the lacking requirements and/or revised masterlist</p> <p>3. Wait</p>	<p>2.1 Inform the referring party of the lacking requirements or revision of the materlist, if necessary</p> <p>3.1 Prepares and submit the transmittal of masterlist to PhilHealth.</p> <p>3.2 Receives the PhilHealth ID's from PhilHealth.</p> <p>3.3. Informs the referring party of the availability of Philhealth IDs</p>	<p>None</p>	<p>66 Days</p>	
<p>4. Receives the ID/ Member Data Record</p>	<p>4.1 Distributes Philhealth ID to beneficiaries thru Barangays</p>	<p>None</p>	<p>30 minutes</p>	
		<p>TOTAL:</p>	<p>66 Days, 1 Hour</p>	

8. EARLY CHILDHOOD CARE AND DEVELOPMENT (ECCD) / DAY CARE PROGRAM

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<ul style="list-style-type: none"> • 3-4 years old children who belongs to indigent families, large families, working mother, solo parents; • Children who are nutritionally at risk
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Live Birth (1 original, 1 photocopy)	PSA

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Parents/ Guardians request assistance to SSDD Day Care Worker or coordinate to the nearest Barangay in order to refer the child to SSDD thru call at 8-703-2940 or email at cod.SSDD@quezoncity.gov.ph participate and answer question thru telephone call/ text messaging	1.1 Receives call or email from the parents/ guardian or barangays 1.2. Review of the previous family survey to identify 3-4 y/o children	None	5 Days	<i>Day Care Worker</i>
2. Responses to interview	2.1 Interviews family of identified beneficiaries thru telephone call/ text messaging or home visit, if necessary	None	10 Days	
3. Awaits notification for qualification	3.1 Consolidates list of 80 identified day care children including profiling of their families	None		
4. Parents/ Guardians attend ECCD orientation re: Home-based schooling	4.1. Conduct orientation to parents of qualified beneficiaries. (following health protocol)	None		<i>Day Care Worker</i>
5. Parent leader orientation	5.1. Identify potential parent leader to assist in monitoring of home-based activities	None	220 Days	<i>Nutritionist-dietician</i>

				<i>Day Care Worker</i>
6.Submit the day care child for assessment using the ECCD checklist	6.1.Assess children using ECCD checklist thru parents interview/home visitation in coordination with parent leader (following health protocol)	None		<i>Day Care Worker</i>
7.Awaits notification thru parent leaders	7.1.Distribute hygiene kit/ learning materials and family food pack	None		<i>Day Care Worker</i>
8.Day Care parents to conduct stimulating activities at home-based on suggested activities for 3-4 y/o children based on ECCD Learning Package	8.1.Monitor/assess expected outcome of activities conducted by parents at home thru telephone call/ messaging parent leader feedback report	None		<i>Day Care Worker</i>
9.Receive certificate of completion/recognition	9.1.Distribute certificate of completion/ recognition to 4 y/o children ready for kinder (following health protocol)	None	5 Days	<i>Day Care Worker</i>
		TOTAL:	245 Days	

9. PRE-MARRIAGE ORIENTATION AND COUNSELING (PMOC)

Office or Division:		Community Outreach Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Couples applying for marriage license with ages 18 to 24 years old		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Marriage License (1original) Valid ID preferably QCitizen ID			Quezon City Civil Registrar Client	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1.Coordinate to SSDD thru call at 8-703-2940 or email at cod.SSDD@quezoncity.gov.ph for the schedule of PMOC.	1.Responses to the request/ inquiry of clients.	None	5 minutes	Social Worker
2.Receives call or email from SSDD staff informing the schedule of PMOC.	2.Call/ email the clients informing them of the schedule of PMOC.	None	5 minutes	
. Attends PMOC as per scheduled	3. Conducts PMOC	None	1 hour & 40 minutes	
.Receives the PMOC Certificate	4. Distributes the PMOC Certificate	None	10 minutes	
		TOTAL:	2 hours	

1. MOLAVE YOUTH HOME

Office or Division:	Residential and Rehabilitation Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	Children-in-conflict-with-the-law apprehended/filed case in Q.C. <ul style="list-style-type: none"> • Male or Female • 15 years to below 18 years old
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Court Order Inquest Resolution Referral Letter Medico-Legal Certificate dated on the day of referral	Quezon City Family Court Quezon City Prosecutors Office Barangay / Police Government Hospital

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Referring party must submit documentary requirements to SSDD thru ssdd@quezoncity.gov.ph	1.1 Documentary requirements will be forwarded to RA 9344 section of SSDD. 1.2 Once documents are reviewed, give instructions to Referring Party to bring CICL to Molave Youth Home	None	48 hours	RA 9344 Section/Staff of SSDD
2. Bring printed copies of documentary requirements on the day of the referral. Present self (must wear facemask upon admission)	2.1 Checks all documentary requirements.	None	10 minutes	Security Personnel
3. Submit self for body check and physical examination observing the minimum health standard during this COVID-19 crisis	3.1 Assess presented documentary requirements, including COVID-19 test result.. Conducts body check and physical examination and body temperature check and filled up admission form taking into consideration the minimum health standard during this COVID-19 crisis	None	30 minutes	Houseparent (Officer of the Day) Security Personnel
	3.2 If there is a need, advise referring party	None		

	to indicate in the medical certificate the findings during physical examination not included in the medical certificate. if necessary, advise referring party to bring back client to the doctor for appropriate medical update.			
4. Receives personal hygiene supplies	4.1 Escort client to assigned Quarantine Area for new admission (14 days' quarantine). Issue personal hygiene supplies taking into consideration the minimum health standard during this COVID-19 crisis	None	10 minutes	Houseparent (Officer of the Day)
5. Undergoes interview observing the minimum health standard during this COVID-19 crisis	5.1 Conducts initial interview and orientation on house rules/regulations taking into consideration the minimum health standard during this COVID-19 crisis	None	1 hour	Houseparent (Officer of the Day)
6. Submits self-observing the minimum health standard during this COVID-19 crisis	6.1 Conducts medical examination taking into consideration the minimum health standard during this COVID-19 crisis	None	20 minutes	Medical Doctor Nurse
7. Attend Center's Activities observing the minimum health standard during this COVID-19 crisis	7.1 Supervised and monitors proper food preparation and distribution. Provides other personal needs 7.2 Trains, monitors & supervises client's household chores assignment taking into consideration the minimum health standard during this COVID-19 crisis 7.3 Prepares and submits monthly behavioral monitoring reports.	None	8 hours 8 hours 1 hour	Cook Houseparent Cook Houseparent

				Security Personnel
8. Submit self for medical examination observing the minimum health standard during this COVID-19 crisis	<p>8.1. Conducts further medical evaluation, daily monitoring for symptoms of COVID-19</p> <p>8.2 Make referral to health institutions</p> <p>8.3 Conduct lectures on health and wellness, etc. (2 dorns per week) taking into consideration the minimum health standard during this COVID-19 crisis or thru alternative mode</p> <p>8.4 Prepares and submits Monthly Medical Appraisal report.</p>	None	<p>8 hours</p> <p>2 hours</p> <p>1 hour</p> <p>1 hour</p>	Nurse Medical Doctor
9. Undergoes psychological assessment thru alternative /online mode	<p>9.1 Conducts counselling and interview thru online/alternative mode, and administer testing.</p> <p>9.2 Prepares and submits psychological assessment report.</p>	None	<p>4 hours</p> <p>4 hours</p>	Psychologist
<p>10. Attends Special Education class thru blended learning observing the minimum health standard during this COVID-19 crisis</p> <p>Client's parents/family submit form 137 (if available)</p>	<p>10.1 Conduct "Blended Learning" as per DepEd's new normal curriculum standard and if there is a need conducts tele-tutorial taking into consideration the minimum health standard during this COVID-19 crisis</p> <p>10.2 Prepares and submit records/ recommendations to the Department of Education for possible acceleration of clients.</p> <p>Prepares and submit monthly educational monitoring report</p>	None	8 hours	SPED Teachers

11. Attends Alternative Learning System Sessions thru blended learning observing the minimum health standard during this COVID-19 crisis	11.1 Assess level of literacy and conducts “blended learning” class taking into consideration the minimum health standard during this COVID-19 crisis	None	8 hours	Instructional Manager ALS Teacher
12. Attends skills training session based on their interest & capacities observing the minimum health standard during this COVID-19 crisis	12.1 Conducts online skills training and other soft trade industry and handicrafts-making taking into consideration the minimum health standard during this COVID-19 crisis 12.2 Prepares and submit monthly livelihood training monitoring report	None	8 hours 1 hour	Training Assistant

13. Participate in different recreational activities of the center observing the minimum health standard during this COVID-19 crisis	13. Plans and implement different socialization activities taking into consideration the minimum health standard during this COVID-19 crisis	None	8 hours	Houseparent
14. Attends value formation training and spiritual enrichment observing the minimum health standard during this COVID-19 crisis	14. Monitors and supervises activities taking into consideration the minimum health standard during this COVID-19 crisis.	None	6 hours	Houseparent
15. Attends Center’s activities observing the minimum health standard during this COVID-19 crisis	15.1 Provides security to clients, monitors and supervises clients behavior	None	24 hours	Security Personnel

<p>16. Attends social sessions/activities in the Center observing the minimum health standard during this COVID-19 crisis</p>	<p>16.1 Conducts further interview, counselling, inter-agency coordination, groupwork, static meeting and case conference through online or alternative modes of communication i.e.Video Conferencing taking into consideration the minimum health standard during this COVID-19 crisis. 16.2 Prepares case summary/ social case study report and service plan for submission to the respective court's email address sent through the official email address of Molave Youth Home 16.3 Assist clients during scheduled Video Conferencing Court Hearings in lieu of the physical hearings. 16.4 Prepares and submit Quarterly progress report. 16.5 Conducts Parent Effectiveness Conference through messenger/viber/videoconferencing 16.6 Upon receipt of Court Order thru official email of the Court, Social Worker will facilitate release of client from the center (discharge paper can be prepared onsite or thru online) and reintegration to family or referral to other institutions if there is need</p>	<p>None</p>	<p>8 hours 1 hour 3 hours 1 hour</p>	<p>Social Worker</p>
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2. RECEPTION AND ACTION CENTER

Office or Division:	Residential and Rehabilitation Division
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<p>Disadvantaged sectors residing in Quezon City needing temporary shelter</p> <ul style="list-style-type: none"> • Women in need of special protection i.e. victims of violence against women and their children, women in especially difficult circumstances (na hindi kayang i accommodate o hindi sangkop ng kategorya ng Bahay Kanlungan) • Persons with disability, ages 18-59 years old who are abused and abandoned • Displaced individuals (individual or families who need temporary shelter while waiting for Balik Probinsya Program.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral Letter Blotter Report, if foundling Medical Certificate dated on the day of referral / Clinical abstract, if discharged from hospital	Barangay/Police Barangay/Police Government Hospital

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Referring party must coordinate with SSDD thru calling 8703-2940 or sending a referral letter to ssdd@quezoncity.gov.ph	<p>1.1 Assigned Social worker/SSDD Staff will coordinate with RAC relative to referral and admission of client in the center</p> <p>1.2 Give instructions to Referring Party to bring client to Reception and Action Center</p>	None	48 hours	SSDD staff/ assigned social worker
2. Bring printed copies of documentary requirements on the day of the referral. Present self and Surrender personal belongings and valuables for safe keeping observing the minimum health standard during this COVID-19 crisis	<p>2.1 Checks all documentary requirements. Baggage Check List surrendered personal belongings and valuables, subject for disinfection taking into consideration the minimum health standard during this COVID-19 crisis</p>	None	30 minutes	Security Personnel

3. Upon entry to the facility, exercise Health Standard Protocols (wash hands and body, body temperature check, disinfect with alcohol)	3.1 Assist client and referring party, Conduct body temperature check taking into consideration the minimum health standard during this COVID-19 crisis	None	30 minutes	Security Personnel
4. Submit self for body check and physical examination observing the minimum health standard during this COVID-19 crisis	4.1 Assess presented documentary requirements, Conducts body check and physical examination * If necessary, advise referring party to indicate in the medical certificate the findings during physical examination not included in the medical certificate. Advise referring party to bring back client to the doctor for further check up and appropriate medical update	None	30 minutes	Houseparent (Officer of the Day)
5. Receives personal hygiene supplies	5.1 Client will be brought to assigned Quarantine Area for new admission and will be issued personal hygiene supplies	None	10 minutes	Houseparent (Officer of the Day)
6. Undergoes interview observing the minimum health standard during this COVID-19 crisis	6.1 Conducts interview Conducts orientation on house rules and regulations	None	1 hour	Houseparent (Officer of the Day)
7. Attend Center's Activities observing the minimum health standard during this COVID-19 crisis	7.1 Supervised and monitors proper food preparation and distribution. <ul style="list-style-type: none"> • Provides other personal items • monitors & supervises client's household chore assignment. • Prepares and submits monthly behavioral monitoring reports. 	None	8 hours 8 hours 1 hour	Cook Houseparent

8. Submits self to Medical Services observing the minimum health standard during this COVID-19 crisis	8.1 Conducts further medical evaluation, daily monitoring for symptoms of COVID-19 <ul style="list-style-type: none"> • make referral to health institutions • Conduct lectures on health and wellness, etc. thru alternative means • Prepares and submits Monthly Medical Appraisal report. 	None	8 hours 2 hours 1 hour 1 hour	Nurse
9. Undergoes psychological assessment thru alternative /online mode	9.1 Conducts counselling such online interview thru new normal and administer testing <ul style="list-style-type: none"> • Prepares and submits psychological assessment report. 	None	4 hours 4 hours	Psychologist
10. Attends Non-Formal Education class thru blended learning observing the minimum health standard during this COVID-19 crisis	10.1 Conduct online Basic Literacy Class and Online Tutorial to clients who are enrolled in regular schooling under home study program of DepEd.	None	4 hours	Houseparent
11. Attends skills training session based on interest & capacities observing the minimum health standard during this COVID-19 crisis	11.1 Conducts skills training on soft trade industry and handicrafts-making making thru new normal means <ul style="list-style-type: none"> • Prepares and submit monthly livelihood training monitoring report 	None	4 hours 1 hour	Training Assistant
12. Participate in different recreational activities observing the minimum health standard during this COVID-19 crisis	12.1. Plans and implement different socialization activities taking into consideration the minimum health standard during	None	8 hours	Houseparent

	this COVID-19 crisis			
13. Attends value formation sessions and spiritual enrichment activities thru new normal means during this COVID-19 crisis	13.1 Monitors and supervises activities taking into consideration the minimum health standard during this COVID-19 crisis	None	6 hours	Houseparent
14. Attends sessions/ activities in the Center observing the minimum health standard during this COVID-19 crisis	14.1 Conducts further interview, counselling, groupwork, static meeting and case conference through online or alternative modes of communication COVID-19 crisis	None	4 hours	Social Worker
15. Participates in data gathering, sessions and intervention thru new normal means during COVI-19 crisis	15.1 Prepares social case study report and Quarterly Progress Report.		2 hours	
16. Awaits release from the center.	16.1 Prepares documentary requirements for the release of client.		1 hour	
		TOTAL	118 hours, 40 minutes	

3. BAHAY KALINGA

Office or Division:	Residential and Rehabilitation Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who May Avail of the Service:	Child-at-risk (CAR) <ul style="list-style-type: none"> • Male or Female • 0 - 17 years old • Abused (Sexual/Physical) • Abandoned and/or neglected • Street Children • Children in need of special protection(children needing temporary shelter while case is being heard in court because perpetrator is family member/relative) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter Blotter Report Medical Certificate dated on the day of referral / Clinical Abstract (if discharged from hospital prior to admission)		Barangay/Police Barangay/Police Government Hospital		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Referring party must coordinate with SSDD thru calling 8703-2940 or sending a referral letter to ssdd@quezoncity.gov.ph	1.1 Assigned Social worker/SSDD Staff will coordinate with RAC relative to referral and admission of client in the center 1.2 Give instructions to Referring Party to bring client to Bahay Kalinga	None	48 hours	SSDD staff/ assigned social worker

<p>2. Bring printed copies of documentary requirements on the day of the referral. Present self and Surrender personal belongings and valuables for safe keeping observing the minimum health standard during this COVID-19 crisis</p>	<p>2.1 Checks all documentary requirements. Baggage Check List surrendered personal belongings and valuables, subject for disinfection taking into consideration the minimum health standard during this COVID-19 crisis</p>	<p>None</p>	<p>30 minutes</p>	<p>Security Personnel</p>
<p>3. Upon entry to the facility, exercise Health Standard Protocols (wash Hands and body, body temperature check, disinfect with alcohol)</p>	<p>3.1 Assist client and referring party; Conduct body temperature check, taking into consideration the minimum health standard during this COVID-19 pandemic</p>	<p>None</p>	<p>30 minutes</p>	<p>Security Personnel</p>
<p>4. Submit self for body check and physical examination, observing the minimum health standard during this COVID-19 pandemic</p>	<p>4.1 Assess presented documentary requirements. Conducts body check and physical examination. *If necessary, advise the referring party to indicate in the medical certificate the findings during physical examination not included in the medical certificate. Advise referring party</p>	<p>None</p>	<p>30 minutes</p>	<p>Houseparent (Officer of the Day)</p>

	to bring back client to the doctor for further check up and appropriate medical update			
5. Receives personal hygiene supplies	5. 1Client will be brought to assigned Quarantine Area for New Admission and will be issued personal hygiene supplies	None	10 minutes	Houseparent (Officer of the Day)
6. Undergoes initial interview observing the minimum health standard protocols.	6.1 Conducts interview and orientation of house rules and regulations	None	1 hour	Houseparent (Officer of the Day)
7. Attend Center's Activities observing the minimum health standard during this COVID-19 crisis	7. 1Supervise and monitor proper food preparation and distribution. <ul style="list-style-type: none"> • Provides other personal items • Monitor & supervise client's household chore assignment • Prepare and submit monthly behavioral monitoring reports 	None	8 hours 8 hours 1 hour	Cook Houseparent
8. Submits self to medical services - observing the minimum health standard during this COVID-19 crisis	8.1 Conducts further medical evaluation, daily monitoring for symptoms of COVID-19 <ul style="list-style-type: none"> • Make referral to health institutions • Conduct lectures on health and wellness, etc. thru 	None	8 hours 2 hours 1 hour	Nurse

	<p>alternative means</p> <ul style="list-style-type: none"> • Prepare and submit Monthly Medical Appraisal Report 		1 hour	
9. Undergo psychological assessment thru alternative/online mode	<p>9.1 Conducts counselling and interview thru new normal and administer testing.</p> <ul style="list-style-type: none"> • Prepares and submit psychological assessment report 	None	4 hours 4 hours	Psychologist
10. Attends Non-Formal Education class thru blended learning, observing the minimum health standard during this COVID-19 crisis	<p>10.1 Conduct Basic Literary Class and Tutorial to clients who are enrolled in regular schooling under home study program of DEPED.</p> <ul style="list-style-type: none"> • Prepares and submit monthly progress report 	None	4 hours 1 hour	Houseparent

<p>11. Attends skills training session based on interest & capabilities observing minimum health standard during this COVID-19 crisis</p>	<p>11.1 Conduct skills training on soft trade industry and handicrafts-making thru new normal means</p> <ul style="list-style-type: none"> • Prepares and submit monthly livelihood training monitoring report 	<p>None</p>	<p>4 hours 1 hour</p>	<p>Training Assistant</p>
<p>12. Participate in different recreational activities observing the minimum health standard during this COVID-19 crisis</p>	<p>12.1 Plans and implement different socialization activities taking into consideration the minimum health standard during this COVID-19 crisis</p>	<p>None</p>	<p>8 hours</p>	<p>Houseparent</p>
<p>13. Attends value formation sessions and spiritual enrichment activities thru new normal means</p>	<p>13.1 Monitors and supervises activities taking into consideration the minimum health standard during this COVID-19 crisis</p>	<p>None</p>	<p>6 hours</p>	<p>Houseparent</p>
<p>14. Attends/ sessions activities in the Center observing the minimum health standard during this COVID-19 crisis 15. Participates in data gathering sessions and intervention thru new normal means during this COVID-19 crisis 16. Awaits from the center.</p>	<p>14. Conducts further interview, counseling, groupwork, static meeting and case conference through online alternative modes of communication during this COVID-19</p> <ul style="list-style-type: none"> • Prepares social case study report and Quarterly Progress Report. 	<p>None</p>	<p>4 hours 2 hours 1 hour</p>	<p>Social Worker</p>
		<p>TOTAL</p>	<p>118 hours, 40 minutes</p>	

4. BAHAY ARUGA

Office or Division:	Residential and Rehabilitation Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who May Avail of the Service:	<ul style="list-style-type: none"> • Homeless, Abandoned and or Neglected Elderly who have been found residing in Quezon City needing temporary shelter Male or Female • 60 years old & above 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter Medical Certificate from Govt. hospital / Clinical Abstract (if discharged from hospital upon admission) Senior Citizen ID / any proof of identification (Optional)		Barangay Government Hospital		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Referring party must coordinate with SSDD thru calling 8703-2940 or sending a referral letter to ssdd@quezoncity.gov.ph	1.1 Assigned Social worker/SSDD Staff will coordinate with RAC relative to referral and admission of client in the center 1.2 Give instructions to Referring Party to bring client to Bahay Aruga	None	48 hours	SSDD staff/ assigned social worker

<p>2. Bring printed copies of documentary requirements on the day of the referral. Present self and Surrender personal belongings and valuable for safe keeping observing the minimum health standard during this COVID-19 crisis</p>	<p>2.1 Checks all documentary requirements. Baggage Check List surrendered personal belongings and valuables, subject for disinfection taking into consideration the minimum health standard during this COVID-19 crisis.</p>	<p>None</p>	<p>30 minutes</p>	<p>Security Personnel</p>
<p>3. Upon entry to the facility, Disinfect shoes on shoe bath (take of shoes of slippers) Wash Hands, Body Temperature check, Disinfect with alcohol</p>	<p>3.1 Assist client and referring party; Conduct body temperature check, taking into consideration the minimum health standard during this COVID-19 pandemic</p>	<p>None</p>	<p>30 minutes</p>	<p>Security Personnel</p>
<p>4. Submit self for body check and physical examination, observing the minimum health standard during this COVID-19 pandemic</p>	<p>4.1 Assess presented documentary requirements including Covid - 19 test result. Conducts body check and physical examination. Assist client into taking a bath for proper disinfection taking into consideration the minimum health standard during this Covid - 19 crisis. * If there is a need, advise the</p>	<p>None</p>	<p>30 minutes</p>	<p>Houseparent (Officer of the Day)</p>

	referring party to indicate in the medical certificate the findings during physical examination not included in the medical certificate. * If necessary, advise referring party to bring back client to the doctor for appropriate medical update			
5. Undergoes interview observing the minimum health standard during this COVID - 19 crisis.	5. 1Conducts interview Conduct orientation on house rules / regulations taking into consideration the minimum health standard during this COVID-19 crisis.	None	1 hour	Houseparent (Officer of the Day)
6. Attend Center's Activities observing the minimum health standard during this Covid - 19 crisis.	6.1 Supervised and monitors proper food preparation and distribution. Provides other personal items. 6.2 Monitors & supervises client's household chore assignment. Prepares and submits monthly behavioral monitoring reports.	None	8 hours 2 hours	Cook Houseparent (Officer of the Day)

<p>7. Submits self-observing the minimum health standard during this COVID- 19 crisis.</p>	<p>7.1 Conducts further medical evaluation, daily monitoring for symptoms of COVID-19 7.2 Take referral to health institutions 7.3 Conduct lectures on health and wellness, etc. (2 dorms per week) taking into consideration the minimum health standard during this COVID-19 crisis or thru alternative mode 7.4 Prepares and submits Monthly Medical Appraisal report.</p>	<p>Non e</p>	<p>8 hours 2 hours 1 hour 1 hour</p>	<p>Cook Nurse</p>
<p>8. Participate in different recreational activities observing the minimum health standard during Covid - 19 crisis.</p>	<p>8.1 Plans and implement different socialization activities taking into consideration the minimum health standard during this COVID-19 crisis.</p>	<p>Non e</p>	<p>8 hours</p>	<p>Houseparent</p>
<p>9. Attends value formation training and spiritual enrichment activities such as prayer and attend Mass thru live observing the minimum health standard during this COVID-19 crisis.</p>	<p>9. 1Monitors and supervises activities taking into consideration the minimum health standard during this COVID-19 crisis</p>	<p>Non e</p>	<p>6 hours</p>	<p>Houseparent</p>

<p>10. Attend sessions / activities in the Center observing the minimum health standard during this Covid - 19 Crisis.</p>	<p>10. 1Conducts further interview, counselling, groupwork, static meeting and case conference through online or alternative modes of communication i.e.Video Conferencing taking into consideration the minimum health standard during this COVID-19 crisis</p>	<p>None</p>	<p>4 hours</p>	<p>Social Worker</p>
<p>11.Participates in data gathering session and intervention thru online / alternative modes of communication again observing the minimum health standard during this Covid - 19 crisis.</p>	<p>11.1 Prepares social case study report and Quarterly Progress Report.</p>	<p>None</p>	<p>1 hour</p>	
<p>12. Awaits release from the center.</p>	<p>12.1 Prepares documentary requirements for the release of client.</p>			
		<p>TOTAL</p>	<p>92 hours, 30 minutes</p>	

1. PROTECTIVE SERVICE

Office or Division:		Special Project Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Walk-in or Referred, Abused, Neglected or Abandoned Women, Elderly, Person with Disability(PWD)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter from Barangay, Police, School or other concerned citizen. 2. Barangay Blotter or Police Blotter 3. Medico Legal (if available, for filing of case in Court) and Medical Laboratory Reports (if available, for referral in residential facility) 4. Medical Certificate or Medical Abstract (if hospitalized and for referral to residential facility) 5. 1 valid I.D (preferably QCitizen ID)		-Barangay, NBI, Police, Concerned Citizen -Barangay, Police -Government or Private Hospital, QCPD Camp Crame, QCPD Police Station -Government or Private Hospital		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance via personal visit to SSDD or call at 8-703-6803 or call at QC Hotline 122 or email at SSDD@quezoncity.gov.ph	1.1 Coordinates with a Police Official or Barangay who has jurisdiction over the case. 1.2 Prepares documentary documents. 1.3. Conduct rescue operation following the health protocol of physical distancing, wearing facemask and disinfecting procedure.	None	2hours	Social Worker
2. Undergoes Intake Interview and Counseling / Stress Debriefing	2.1 Assess & conduct intake interview / counseling / stress debriefing following the health protocol.	None	3hours	Social Worker
3. Submit self for medical examination, if needed	3.1 Assist clients for medical examination, if needed and	None	3 hours	Social Worker

	secure medico-legal certificate. 3.1 Assist clients in securing Barangay and Police blotter, if needed. 3.3 Prepare and submit initial findings.			
4.Pursues legal case against perpetrator	4.1 Assists client in the step by step process of online filling of the case, if needed(from the Police level to the Office of the City Prosecutor up to Court level)	None	3 hours	Social Worker

5.Submit self for institutionalization, if necessary	5.1 Refers and escorts client for transfer to institution for temporary shelter, if needed (following health protocol)	None	4 hours	Social Worker
6.Attends Center's planned activities	6.1Conducts parenting capability assessment thru text messages, phone calls, video calls or home visits, if needed 6.2 Prepares Social Case Study Report and Supervisory Progress Report. 6.3. Wait for the Notification of Scheduled Court hearings/ proceedings.	None	7 working days	Social Worker
7.Attends scheduled Court Hearing	7.1 Assist client during Court Hearing -thru video conferencing.	None	2hours	Social Worker
8.Awaits referral to institution / reintegration to family if found capable to take custody, if applicable	8.1 Facilitates reunification of client to family if found capable to take custody (following health protocol) 8.2. 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	None	132 Days	Social Worker

	8.3 Conducts Aftercare/monitoring thru phone calls, text messages or video calls and submit feedback report.			
9.Submit clients for reintegration to family or institutionalization for long term care.	9.1 Upon receipts of Court order / decision, facilitates termination of case or conducts after care services, if necessary -thru phone call and text messages.	None	2hours	Social Worker
		TOTAL:	141 days, 3 hours	

2. FACILITATION FOR SOLICITATION PERMIT

Office or Division:	Special Project Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who May Avail of the Service:	All interested party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • For Solicitation Permit: <ul style="list-style-type: none"> • Letter Request • Security and Exchange Commission (SEC) Registration Department Registration Department of Social Welfare and Development Division (DSWD) Solicitation Permit Application Form • Recommendation from concerned agencies pertinent to the nature of fund raising. <ol style="list-style-type: none"> 1. Sample of letter of Appeal, Ticket, Ballots, etc. depending on the mode of solicitation 2. List of the Beneficiaries 3. Authorization from the President of the Organization to solicit with the solicitor's picture and signature • For those applying for a Solicitation Permit with a previous approved permit, Submission of Financial Statement and they should surrender the previously issued Solicitation Permit. 		Barangay Hall, Client, Security and Exchange Commission, Department of Social Welfare and Development and other concerned agencies.		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible

Submits online letter request	Respond to the proponent thru online	None	30 minutes	Receiving Clerk
1.Wait for further advise	1.1Conduct home visit and collateral interview to gather further information 1.2Advise client/proponent to make follow-up after 7 working days 1.3Coordinates with concerned agencies for the provision of assistance / prepares documentary requirements for recommendation	None	Within 7 working days	Social Worker
After 7 working days client makes follow-up	Extend Certification/Solicitation Permit	None	15 minutes	
END OF TRANSACTION				

3. EDUCATIONAL ASSISTANCE FOR CHILDREN WITH DISABILITIES

Office or Division:		Special Project Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Indigent Children with Disabilities, Enrolled in public school and Quezon City residents		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Enrollment, Original Barangay Indigency and PWD ID			School, Barangay and Person with Disability Affairs Office (PDAO)	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1.Parent or Guardian of the client submit requirements for possible provision of assistance	1.1Validate submitted requirements	None	5 minutes	Social Worker
.Provide personal information during interview and assessment	2.1Conduct intake interview and assessment	None	1 hour	Social Worker
Wait	3.Collates all Case Summary Report of qualified beneficiaries and prepares master list together with the project proposal for approval	None	30 days	Social Worker
Wait	4. approval of the project proposal and release of funds	None	30 days	Social Worker
3.Receives the extended assistance	5.Extend Educational Assistance to the beneficiaries	None	1 day	Social Worker
		TOTAL:	61 days, 1 hour and 5 minutes	

4. CAPABILITY BUILDING SESSIONS

Office or Division:	Special Project Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	All interested party
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request (1 original, 1 photocopy)	Client

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Submits online letter request	Respond to the proponent thru online	None	30 minutes	Receiving Clerk
Provide information	Coordinate with the proponent and discuss possible webinar based on the request	None	1 hour	Social Worker
Attends Training	Conducts the training thru webinar	None	2 hours	Social Worker
		TOTAL:	3 hours, 30 minutes	

5. SENIOR CITIZEN VOLUNTEER PROGRAM

Office or Division:	Special Project Division
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	60-70 years old, QC resident, Physically and Mentally Fit to Work, Possess the skills/knowledge/expertise needed to do/perform the assigned task, No other regular income or volunteer work
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent, Personal Data Sheet, Medical Certification that he/she is Fit to Work, QC ID or Barangay Certificate whichever is applicable	Client, Barangay, Hospital, SSDD

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Submit Letter of Intent/application	1.1 Receives application letter	None	3 minutes	Receiving Clerk
2. Wait	2.1. Forward application letter to the division for assessment 2.2. if found qualified, inform senior citizen to submit documentary requirements	None	1 day	Social Worker
3. Report to office to submit documentary requirements	3.1. Provide Personal Data Sheet and assist in filling out 3.2. Advise applicant when to sign the contract	None	3 hours	Social Worker
4. Wait	4.1 Prepares indorsement and submit documentary requirements to Administrative Division for appropriate action b. Upon preparation of Job Order by the Administrative Division, inform SC to sign contract	None	2 weeks	Admin. Staff
5. Sign the Job Contract	5.1 Assist in the signing of the job contract and inform Senior Citizen as to the schedule of the assumption of duty.	None	2 Days	Social Worker

6.Wait	6.1 Upon approval of the Job Contract, coordinate with the concerned agency for the placement of Senior Citizen	None	1 week	Social Worker
7.Attends Orientation	7.1 Inform Senior Citizen to report to SSDD for Orientation and Placement	None	4 hours	Social Worker
8. Report to Area of Assignment	8.1. Indorse Senior Citizen to respective area of assignment 8.2.Monitor senior citizen volunteer worker	None	Year Round	Social Worker
9.a.Attends monthly activities b.Submits pertinent report c.Receive monthly incentive	9.1.Conduct monthly meeting 9.2.Evaluate Report c.Prepare certificate of services rendered for payroll preparation	None		
10.Attend Program Review	10.1Conduct Program Review and Evaluation	None	5 days	Elderly Program Coordinator
END OF TRANSACTION				

6. SOLO PARENT SERVICE: ISSUANCE OF SOLO PARENT ID

Office or Division:	Special Project Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	Solo parent due to: Victim of sexually abused, Death of Spouse, Separation/Annulment, Abandonment, Unwed, Partner is physically or mentally ill (for 1 year with Medical Certificate) and Partner is convicted of a crime (for at least 1 year in prison), Head of the family, Legal Guardian and Licensed Foster Care
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Any Gov't ID (with signature, photo, address and signature), Original Barangay Certificate, Photocopy of Birth Certificate of minor children, 2x2 ID Picture with light background (full head to shoulder) and signature specimen</p> <p>Any of the following applicable:</p> <p>Photocopy of Death Certificate of spouse widow/widower</p> <p>Copy of Filed petition for Annulment/Legal Separation</p> <p>Affidavit of Circumstances of being a Solo Parent</p> <p>Certificate of Detention</p> <p>PWD ID/ Medical Certificate</p> <p>Legal Guardianship issued by court</p> <p>Foster Care License</p>	Barangay Hall, Philippine Statistics and Authority (PSA), Public Attorney Office (PAO), Civil Registrar Office and Court., Civil Registrar Office and Court.

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
<p>*New Applicant</p> <p>1. Register and create account for QC ID Solo Parent online application@qceservices.quezoncity.gov.ph</p>	1.1 Provide assistance on how to register	None	30 minutes	Social Welfare Officer
<p>2. Fills-up Application form and submits requirements</p>	2.1 Validate and Assess submitted documentary	None	30 Minutes	Social Welfare Officer

thru online	requirements Provide remarks on the status of the application			
3.Wait and receive email for the status of the application/ advise to set appointment for interview	3.1Approval of the submitted documents and provide report to the status of the application	None	1 day	Social Welfare Officer
4. Make online appointment schedule @ SSDD page of qceservices.quezoncity.gov.ph for interview and assessment	4.1Confirmation of appointment schedule	None	1 day	Social Welfare Officer
5.Come to SSDD- Solo Parent Welfare Section on time and date of appointment. Present the reference number for confirmation of appointment	5.1 Interview and assessment	None	1 hour	Social Welfare Officer
6.Wait for Issuance of ID	6.1Issuance of ID	None	5 minutes	Social Welfare Officer
		TOTAL	3 days, 1 hour and 5 minutes	
*Old Applicant (Renewal) 1.Open account to qceservices.quezoncity.gov.ph and request for renewal of solo parent sectoral.Upload requirements to edit accounts in website	1.1Validate and Assess submitted documentary requirement Provide remarks on the status of the application	None	1 day	Social Welfare Officer
2.Wait and receive email for the status of the application/ advise to set appointment for interview	2.1 Approval of the submitted documents and provide report to the status of the application	None	1 day	Social Welfare Officer

3. Make online appointment schedule @ SSDD page of qceservices.quezoncity.gov.ph for interview and assessment	3.1 confirmation of appointment schedule	None	1 day	Social Welfare Officer
4. Come to SSDD- Solo Parent Welfare Section on time and date of appointment. Present the reference number for confirmation of appointment	4.1 Interview and assessment	None	1 hour	Social Welfare Officer
5. Wait for Issuance of ID	5.1 Issuance of ID	None	5 minutes	Social Welfare Officer
		TOTAL:	3 days, 1 hour and 5 minutes	

7. EDUCATIONAL ASSISTANCE FOR SOLO PARENT 'S BENEFICIARIES

Office or Division:		Special Project Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Indigent Solo Parent's Beneficiaries, Enrolled in elementary and secondary public school and Quezon City residents		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Enrollment, Original Barangay Indigency and Solo Parent ID/Certification			School and Barangay	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Parent or Guardian of the client submit requirements for possible provision of assistance	Validate submitted requirements	None	5 minutes	Social Worker
Provide personal information during interview and assessment	Conduct intake interview and assessment	None	1 hour	Social Worker
Wait	Collates all Case Summary Report of qualified beneficiaries and prepares master list together with the project proposal for approval	None	30 days	Social Worker
Wait	Upon approval of the project proposal and release of funds	None	30 days	Social Worker
Receives the extended assistance	Extend Educational Assistance to the beneficiaries	None	1 day	Social Worker
		TOTAL:	61 days, 1 hour and 5 minutes	

1. Manpower Barangay Based Skills Training

Office or Division:	VOCATIONAL DEVELOPMENT DIVISION
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	Identified individuals referred by other Division as part of Intervention Plan
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request (1 original, 1 photocopy)	Barangay or other requesting Party

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance and/or submits or email letter request	1.1 Assess training need and advise proponent as to schedule of further engagement	None	30 minutes	<i>Manpower Development Officer</i>
2. Wait	2.1 Conducts further assessment and prepares schedule for next engagement	None	30 minutes	<i>Manpower Development Officer</i>
3. Provide information	3.1 Coordinate with the proponent and discuss the training design, identification of venue, logistic and other needs. Advise proponent as to schedule	None	1 hour	<i>Manpower Development Officer or Manpower Development Assistant</i>
4. Wait	4.1 Prepares feedback report and recommendation approval of requested training 4.2 Upon approval of the requested training 4.3 Inform proponent of the approved training and schedule the training orientation/ dialogue with the participants	None	40 hours	<i>Manpower Development Officer or Manpower Development Assistant</i>

5. Attends Dialogue	5. 1Conducts dialogue 5.2 Prepares and submits Enrolment Report	None	4 Hours	<i>Manpower Development Officer or Manpower Development Assistant</i>
6. Attends Training	6.1 Conducts Skills Training	None	(3months) 240 hours	<i>Manpower Development Assistant</i>
7. After finishing the modular training	7. 1 Individual Release of Certificate of Completion	None	4 Hours	<i>Manpower Development Officer or Manpower Development Assistant</i>
8. Provide information	8. 1Monitor status of the graduates (3 months after graduation). Prepares and submit monitoring report	None	30 minutes	<i>Manpower Development Assistant</i>
		TOTAL:	290 hours, 30 minutes	

2. SOFT TRADE SKILLS TRAINING

Office or Division:	VOCATIONAL DEVELOPMENT DIVISION
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	Identified individuals referred by other Division as part of Intervention Plan
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request (1 original, 1 photocopy)	Barangay or other requesting Party

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance and/or submits or email letter request	1.1 Assess training need and advise proponent as to schedule of further engagement	None	30 minutes	<i>Manpower Development Officer</i>
2. Wait	2.1 Conducts further assessment and prepares schedule for next engagement	None	30 minutes	<i>Manpower Development Officer</i>
3. Provide information	3.1 Coordinate with the proponent and discuss the training design, identification of venue, logistic and other needs. 3.2 Advise proponent as to schedule	None	1 hour	<i>Manpower Development Officer</i>
4. Wait	4.1 Prepares feedback report and recommendation approval of requested training 4.2 Upon approval of the requested training 4.3 Inform proponent of the approved training and schedule the training orientation/ dialogue with the participants	None	40 hours	<i>Manpower Development Officer</i>

5. Attends Training	5.1. Conducts the livelihood skills training	None	4 hours	<i>Manpower Development Assistant</i>
		TOTAL:	46 Hours	

3. SMALL INCOME GENERATING ASSISTANCE (CAPITAL ASSISTANCE)

Office or Division:	VOCATIONAL DEVELOPMENT DIVISION
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	Identified individuals referred by other Division as part of Intervention Plan
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Indigency (1 original, 1 photocopy) QC ID	Barangay

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Client seeks capital assistance <ul style="list-style-type: none"> • Walk-in • Phone Call • Referral • Email • Letter 	1.1 Conduct coordination with the barangay regarding proponent's request (conduct orientation/ dialogue regarding programs for the "new normal")	None	2 hours	<i>Labor and Employment Officer</i>
2. Wait	2.1 Prepares schedule for orientation/ assessment for possible assistance	None	30 minutes	<i>Labor and Employment Officer</i>
3. 1 Subject self for assessment 3.2 Attends business counseling 3.2 Prepares and submits project proposal	3. 1 Conducts orientation/ assessment 3.2 Conducts business counselling/ preparation of project proposal 3.3 Inform client to submit additional documentary requirements	None	8 hours	<i>Labor and Employment Officer</i>
4. Submits requirements	4.1 Prepares Case Summary report Evaluates submitted documentary requirements/ Prepares all documentary requirements including project proposal for the approval of capital assistance	None	80 hours	<i>Labor and Employment Officer</i>

5. Wait	5.1 Upon approval of project proposal, prepares and submit all documentary requirements for payroll preparation and processing	None	176 hours	<i>Labor and Employment Officer</i>
6. Wait	6.1 Inform proponent for the schedule of extension of capital assistance	None	30 minutes	<i>Labor and Employment Officer</i>
7.Receives the capital assistance	7.1 Extends capital assistance	None	4 hours	<i>Labor and Employment Officer</i>
8. Provide information	7.1 Monitor status of the clients 7.2 Prepares and submit monitoring report	None	12 hours (2 hours per monitor for 6 months)	<i>Labor and Employment Officer</i>
		TOTAL :	283 Hours	

4. SIKAP AT GALING PANGKABUHAYAN (SIGAP)

Office or Division:	VOCATIONAL DEVELOPMENT DIVISION
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	MBBSTP and Livelihood Training Graduates
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Indigency QC ID Barangay Certification of No Existing Loan from other Microfinance Medical Certificate from BHERT or any City Health Center	Barangay City Health or BHERT

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance and/or submits or email letter request	1.1. Conducts coordination with the requesting party for the schedule of orientation	None	2 hours	<i>Project Development Officer</i> <i>Labor and Employment Officer</i> <i>Manpower Development Officer</i>
2. Wait	2.1 Prepares schedule for orientation/ assessment for possible assistance	None	2 hours	<i>Project Development Officer</i> <i>Labor and Employment Officer</i> <i>Manpower Development Officer</i>
3. 1 Subject for assessment 3.2 Attends Capability Building (5 meetings) 3.3 Prepares and submits project proposal	3. 1 Conducts orientation/ assessment 3.2 Conducts capability building activities/ preparation of project proposal 3.3 Reviews Project proposal and Inform client to submit additional documentary requirements	None	20 hours (4 hours per meeting/ once a week)	<i>Project Development Officer</i> <i>Labor and Employment Officer</i> <i>Manpower Development Officer</i>

4. Submit the required requirements	4. 1 Prepares Case Summary Report Evaluates submitted documentary requirements/ Prepares all documentary requirements including project proposal for the approval of capital assistance	None	80 hours	<i>Project Development Officer</i> <i>Labor and Employment Officer</i> <i>Manpower Development Officer</i>
5. Wait	5.1 Upon approval of project proposal, prepares and submit all documentary requirements for payroll preparation and processing	None	176 hours	<i>Project Development Officer</i> <i>Labor and Employment Officer</i> <i>Manpower Development Officer</i>
6. Wait	6. 1 Inform proponent for the schedule of extension of capital assistance	None	30 minutes	<i>Project Development Officer</i> <i>Labor and Employment Officer</i> <i>Manpower Development Officer</i>
Receives the capital assistance	7. 1 Extends capital assistance	None	30 minutes	<i>Project Development Officer</i> <i>Labor and Employment Officer</i> <i>Manpower Development Officer</i>
Provide information	8. 1 Monitor status of the clients 8.2 Prepares and submit monitoring report	None	84 hours (2 hours per monitor for 2 years)	<i>Project Development Officer</i> <i>Labor and Employment Officer</i> <i>Manpower Development Officer</i>
		TOTAL:	365 Hours	

5. REFERRAL

Office or Division:	VOCATIONAL DEVELOPMENT DIVISION
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	Interested graduates of the Manpower Barangay Based Skills Training Programs
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits resume	1. 1 Review resume 1.2 Coordinate with Industries/ companies for possible job 1.3 Inform graduates for the scheduled date of referral	None	2 hours 30 minutes	<i>Labor and Employment Officer</i>
2. Receives referral letter for possible employment	2. 1 Extends referral letter addressed to the industry or PESO for possible employment	None	30 minutes	<i>Labor and Employment Officer</i>
Able to get employment	3. 1 Monitors status of employed graduates 3.2 Prepares and submits reports	None	30 minutes	<i>Labor and Employment Officer</i>
		TOTAL:	3 Hours, 30 minutes	

1. TRANSPORTATION ASSISTANCE (BALIK-PROBINSYA)

Office or Division:	Welfare and Relief Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	Individuals/families in Crisis Situation
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<ul style="list-style-type: none"> • Barangay Certificate Of Residency/ Indigency • Valid Government Issued ID (Preferably QC Citizens ID) • One (1) photocopy of Vaccination Card • One (1) photocopy of RT-PCR or Antigen Test Results (72hrs. validity as per LGU-Receiving Protocol) 	<ul style="list-style-type: none"> • Barangay Hall • Police Station • Health Center

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all visitors/ clients	1. 1 Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	Officer on duty
2. Present self to Information Desk	2.1Accommodates client's query with Health Safety Protocol which is strictly observed thus, all must wear facemasks before entering the office with social distancing (at least 1 meter apart) and availability of alcohol/hand sanitizer at the interviewing area. 2.2Conducts initial assessment of documentary Requirements 2.3Provides client with queuing number 2.4Assists client to proceed to concerned staff	None	10 minutes	Social Welfare Aide
3. Proceeds to the concerned staff Submits necessary documents	3.1Ask for additional information for validation 3.2Explains subsequent procedures in availing assistance (i.e Home visit, purchase of tickets, etc.)	None	30 minutes	Social Worker

4. Undergoes intake interview and provide accurate information	4.1 Conducts Intake interview 4.2 Conducts Counseling 4.3 Advice client to wait for further assessment/ schedule of further engagement	None	1 hour	Social Worker
5. Wait	5.1 Conducts Home visit with Health Safety Protocol which is strictly observed thus, all must wear facemasks before entering the office with social distancing (at least 1 meter apart) and availability of alcohol/hand sanitizer at the interviewing area. 5.2 Identifies other needs of the client 5.3 Prepares documentary requirements: a. Report on Findings b. Referral Letter 5.4 Coordinates with other welfare agencies (receiving Local Government Unit (LGU) and Department of Social Welfare and Development) 5.5 Purchase tickets 5.6 Informs client as to the schedule of departure	None	14 Days	Social Worker
6.1 Signs Acknowledgement Receipt. Receives ticket/s and Referral Letter to receiving LGU	6.1 Escort client to bus terminal/ port 6.2 Extends ticket/s, Referral Letter and family food packs. 6.3 Ensures that client is really on board	None	4 Hours	
	7. Prepares necessary documents for liquidation purposes	None	4 Hours	
		TOTAL:	15 Days, 1 Hour, and 45 minutes	

2. EMERGENCY DISASTER RELIEF PROGRAM (FOOD ASSISTANCE/ TEMPORARY SHELTER FOR WALK-IN CLIENTS AND VICTIMS OF CALAMITY)

Office or Division:	Welfare and Relief Division
Classification:	Complex
Type of Transaction:	G2C - Government to Client and G2G – Government to Government
Who May Avail of the Service:	Individuals/families in Crisis Situation
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
• None	• None

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all clients	1. Accomplish the checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
2. Present self to Information Desk / Interviewing Area	2. Accommodates client's query with Health Safety Protocol which is strictly observed thus, all must wear facemasks before entering the interviewing area with social distancing (at least 1 meter apart) and availability of alcohol/hand sanitizer at the interviewing area. 1. Assists clients to proceed to concerned staff		10 minutes	<i>Social Welfare Aide</i>
3. Proceeds to concerned staff	3. Conducts initial assessment		30 minutes	<i>Social Worker</i>

<p>4. Undergoes Intake Interview and provide accurate information</p> <p>1. Victims of calamity attend scheduled activities while at the Evacuation Center</p>	<p>4. Conducts initial masterlisting</p> <ol style="list-style-type: none"> 1. Provision of Hygiene and Starter Kit. 2. Designate Room assignments 3. Conducts further assessment through validation and site mapping 4. Prepares initial report 5. Conducts intake interview 6. Conducts Relief Operation activities for victims of calamity 7. Prepares and submit Relief Operation Report for approval of extension of Financial Assistance for victims of calamity 		<p>30 minutes for walk-in clients</p> <p>14 days (2 weeks) for victims of calamity</p> <p>1 hour for dry ration of walk-in clients</p> <p>1 day for dry ration of victims of calamity</p> <p>5 days for financial assistance</p>	<p><i>Social Worker</i></p> <p><i>Welfare Aide</i></p> <p><i>Day Care Workers</i></p>
<p>5. Walk-in client receives Dry Ration upon approval</p> <ol style="list-style-type: none"> 1. Victims of calamity receive dry ration upon pull-out of relief operation 2. Receives Financial Assistance upon approval 	<p>5. Extends Dry Ration</p> <ol style="list-style-type: none"> 1. Coordinates with the barangay council to inform client on the schedule of extension of financial assistance 2. Extends Financial Assistance 	None	<p>30 minutes for walk-in clients</p> <p>1 day for victims of calamity</p>	<i>Social Worker</i>
	<p>6. Prepares and submits Post-Evaluation Report</p>		1 day	
		TOTAL:	22 Days, 2 Hours, and 45 minutes	

3. FOOD FOR WORK

Office or Division:	Welfare and Relief Division
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who May Avail of the Service:	Identified individuals who are willing to render service for duly approved and supervised restorative and rehabilitative project in the community within Quezon City
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • None

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all visitors/ clients	1. Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
2. Present self for inclusion in the project	2. Assess capacity of volunteer 1. Prepares and submits Project Proposal		1 day	<i>Social Worker</i>
3. Undergoes Intake Interview and provide accurate information 1. Attends orientation	3. Conducts intake interview with Health Safety Protocol which is strictly observed thus, all must wear facemasks before entering the interviewing area with social distancing (at least 1 meter apart) and availability of alcohol/hand sanitizer at the interviewing area. 3.1. Conducts orientation . Advice client on the schedule of project implementation		1 hour	
4. Participates in the implementation of the identified project 1. Signs the payroll	4. Implements and monitors daily activities of identified project 1. Prepares Payroll		5 days	

2. Receives Material Assistance	2. Extends Material Assistance			
	5. Prepares and submits completion report		1 day	
		TOTAL:	7 Days, 1 Hour, and 5 minutes	

4. REFERRAL FOR ADDITIONAL ASSISTANCE THROUGH VARIOUS GOVERNMENT AGENCIES

Office or Division:	Welfare and Relief Division
Classification:	Simple and Complex
Type of Transaction:	G2C - Government to Client
Who May Avail of the Service:	Individuals in crisis situation/referral from the Barangay Council for special cases
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<ul style="list-style-type: none"> • Checklist from the hospital / welfare agency • Original copy of Medical Certificate / Clinical Abstract for Medical Assistance • Original copy of Brgy. Certificate of Residency • Barangay Blotter (if applicable) • Certified True Copy of Death Certificate for Burial Assistance • Identification Card 	<ul style="list-style-type: none"> • Hospital or any welfare agency • Barangay Hall • Local Civil Registry Office

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all visitors/ clients	1. Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
2. Present self to Information Desk 1. Presents documentary requirements	2. Accommodates client's query with Health Safety Protocol which is strictly observed thus, all must wear facemasks before entering the interviewing area with social distancing (at least 1 meter apart) and availability of alcohol/hand sanitizer at the interviewing area. 1. Conducts initial assessment of documentary requirement 2. Provides client with queuing number		10 minutes	<i>Social Welfare Aide</i>

	3. Assists referring party of special cases to proceed to concerned staff			
3. Proceeds to concerned staff 1. Submits necessary requirements	3. Receives and checks documents presented 1 Explains subsequent procedures in availing assistance		30 minutes	<i>Social Worker</i>
4. Undergoes intake interview and provide accurate information	4. Conducts Intake Interview 1. Identifies other needs of the client 2. Coordinates with concerned agencies when applicable 3. Prepares Referral Letter 4. For special cases endorsed by the barangay, facilitate admission to welfare institutions/ hospitals		1 hour for immediate referrals 10 working days for special cases	<i>Social Worker</i>
5. Receives Referral Letter 1. For special cases, submit self for immediate medical attention and/or	5. Extends Referral Letter 1. Presence of SWAB TEST / RAPID TEST to every client in compliance with Health protocols		Medical Officer

institutionalization whichever is applicable	<p>and guidelines to contain the spread of the Coronavirus disease (COVID-19) as among the requirements also of the receiving LGU.</p> <p>2. Escort client to welfare institutions / hospitals (abandoned cases)</p>			
	6. Prepares and submits necessary documents for documentation purposes			
		TOTAL:	10 Days, and 45 minutes	

5. VOLUNTEER & AUXILIARY PROGRAM

Office or Division:	Welfare and Relief Division
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who May Avail of the Service:	Identified individuals (18 years and above) from the conducted Family Survey who are willing to render voluntary service in the community
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<ul style="list-style-type: none"> Filled-up Personal Data Sheet (PDS) with picture 	<ul style="list-style-type: none"> Social Services Development Department under Welfare and Relief Division –District Social Worker

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
	1. Process the names of identified volunteers 1. Coordinates with Day Care Workers for evaluation 1.2 Prepare schedule of activities 1.3 Inform client on the schedule of home visit	None	7 working days	<i>Social Worker</i>
2. Provide additional information	2. Conducts home visit 1. Assess capacity of volunteers		7 working days	
3. Attends orientation	3. Inform client on the schedule of orientation 3.1 Conducts orientation 2 Prepares and submits masterlist of would be participants 3 Prepares Project Proposal, Training Design and resources needed for the training		7 working days	

<p>4. Attends and Participate in the training</p> <p>Receives Certificate of Completion</p>	<p>4. Conducts training program</p> <p>1. Monitors progress during training</p> <p>2. Provides Certificate of Completion</p>		<p>22 days</p>	
<p>5. Submit Post-training Evaluation Form</p>	<p>5. Conducts post evaluation</p> <p>1. Analyze data from the result of evaluation</p>		<p>1 day</p>	
<p>6. Performs volunteer work in the community</p>	<p>6. Conducts monitoring</p> <p>1. Conducts regular meetings (monthly, quarterly, annual)</p> <p>2. Recommends additional trainings for volunteers</p>			
		<p>TOTAL:</p>	<p>44 days</p>	

6. FINANCIAL ASSISTANCE

Office or Division:	Welfare and Relief Division
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who May Avail of the Service:	Individuals in s situation
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<ul style="list-style-type: none"> • Medical Assistance <ul style="list-style-type: none"> • Original / Certified True Copy of updated Clinical Abstract / Medical Certificate (duly signed by the Attending Physician, reflecting full name and license number) • Original copy of updated Prescription Slip (duly signed by the Attending Physician, reflecting full name and license number) • Original copy of Barangay Certificate of Indigency • Valid ID of Patient, and claimant / representative (preferably QC Citizen's ID) 	<ul style="list-style-type: none"> • Hospital / Health Center • Barangay Hall
<ul style="list-style-type: none"> • Burial Assistance <ul style="list-style-type: none"> • Certified True Copy of duly registered Death Certificate • Original copy of duly notarized Funeral Contract • Original copy of Barangay certificate of Indigency • Valid ID of Representative 	<ul style="list-style-type: none"> • Local Civil Registry Office • Funeral Service • Barangay Hall

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all clients	1. Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
2. Presents self to Information Desk	2. Accommodates client's query with Health Safety Protocol which is strictly observed thus, all must wear facemasks before entering the interviewing area with social distancing (at least 1 meter apart) and availability of alcohol/hand sanitizer at the interviewing area.		10 minutes	<i>Social Welfare Aide</i>
	1. Conducts initial assessment of			

	documentary requirements			
	2. Assists client for queuing			
3. Presents documentary requirements	3. Checks the authenticity of the documents		30 minutes	
4. Undergoes intake interview and provide accurate information	4. Conducts Intake Interview with Health Safety Protocol which is strictly observed thus, all must wear facemasks before entering the interviewing area with social distancing (at least 1 meter apart) and availability of alcohol/hand sanitizer at the interviewing area. 1. Identifies other needs of the client 2. Prepares Report on Findings 3. If applicable, prepare Referral Letter to other welfare agencies 4. Prepare Certificate of Guarantee		1 hour	<i>Social Worker</i>
5. Receives Certificate of Guarantee	5. Extends Certificate of Guarantee		20 minutes	
		TOTAL:	2 Hours and 5 minutes	

VII. FEEDBACK AND COMPLAINT MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Answer the client feedback form and drop it at the designated dropbox of the SSDD
How feedback are processed	<p>Every Friday, the Administrative Division opens the drop box and complies and records all feedback submitted</p> <p>Feedback requiring answers are forwarded to the concerned Division and required to answer within 7 working days</p> <p>Feedback is then forwarded to the proponent</p>
How to file a complaint	Answer the feedback form and drop the form in the designated dropbox
How complaints are processed	<p>The Administrative Division opens the drop box every Friday and evaluates the complaint</p> <p>Feedback requiring answers are forwarded to the concerned Division and required to answer within 7 working days</p>
<p>Contact Information</p> <p>Administrative Division</p> <p>Community Outreach Division</p> <p>Special Projects Division</p> <p>Vocational Development Division</p> <p>Welfare and Relief Division</p> <p>Molave Youth Home</p> <p>Reception and Action Center</p> <p>Bahay Kalinga for Children</p> <p>Bahay Aruga</p>	<p>8710-1294</p> <p>8703-2840</p> <p>8703-6803</p> <p>8703-3576</p> <p>8703-6823</p> <p>8703-1350</p> <p>rrd.ssdd@quezoncity.gov.ph</p> <p>8703-9006</p> <p>rrd.ssd@quezoncity.gov.ph</p> <p>8400-0169</p>

VIII. LIST OF OFFICES

Office	Address	Contact Information
Social Services Development Department Main Office	Civic Center Building E, Quezon City Hall Compound, Diliman, Quezon	8710-1294 8703-2840 8703-6803 8703-3576 8703-6823 8703-1350
Molave Youth Home	Forestry St. Diamond Hills Subdivision, Molave Extension, Brgy. Payatas, Quezon City	
Reception and Action Center	SDC Building Forestry St. Diamond Hills Subdivision, Molave Extension Brgy. Payatas, Quezon City	8703-9006
Bahay Kalinga for Children	No. 49 Angelo St., Corner Malaya St. Community Development Center & Calalay Training center, Brgy. NS Amoranto, Quezon City	
Bahay Aruga	K-3 rd Bernardo Park Compound Brgy. Kamuning, Quezon City	8400-0169

CITIZEN'S CHARTER HANDBOOK

The Citizen's Charter is one of the primary tools that government agencies use to communicate their service standards on the delivery of government services to their citizens or clients. In compliance to **Paragraph 6.3.1.1** of Memorandum Circular No. **2019-002**, or the Guidelines on the implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations, the AntiRed Tape Authority (ARTA) drafted a template for the Citizen's Charter Handbook. Through this template