

8. SERVICE NAME: Referrals

Description of the Service: Referrals to government, non-government organizations and other institutions for request of medical or legal assistance

Office or Divisions:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transactions:	Government to Client			
Who may avail:	Individuals In Crisis Situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
for Medical Assistance				
- Brgy. Certification of Indigency or Low Income		Barangay Hall		
- Medical Abstract, Statement of hospital bill		CHO/Hospital		
for Legal Assistance				
- Brgy. Certification of Indigency or Low Income		Barangay Hall		
- Residential Certificate		City Treasurer's office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> • Shall walk-in and seek for assistance • Sign in the Client log book 	<ul style="list-style-type: none"> - Assist client to register in logbook 	None	2 minutes	Rexander M. Alvaro Admin Aide I / Draftsman
<ul style="list-style-type: none"> • Present needed requirements 	<ul style="list-style-type: none"> - Receive and Review needed requirements 	None	2 minutes	Narcisa C. Bulauan, RSW Social Welfare Officer III Jenny Rose B. Bulauan, RSW Social Welfare Officer II
Wait for the processing of the Social Case Study Report	for medical assistance <ul style="list-style-type: none"> - Conduct Intake interview 	None	45 minutes	
	<ul style="list-style-type: none"> - Conduct home visit if necessary 	None	45 minutes	
	<ul style="list-style-type: none"> - Prepare Social Case Study Report (SCSR) - Report for approval 	None	1 hour	
	<ul style="list-style-type: none"> - Review/edit prepared Social Case Study 	None	15 minutes	Evalyn A. Bacungan, RSW CSWD Officer
	<ul style="list-style-type: none"> - Finalization of Social Case Study Report 	None	15 minutes	Narcisa C. Bulauan, RSW Social Welfare Officer III Jenny Rose B. Bulauan, RSW Social Welfare Officer II
	<ul style="list-style-type: none"> - Approval of Social Case Study Report 	None	3 minutes	Evalyn A. Bacungan, RSW CSWD Officer

Secure the Social Case Study Report	<ul style="list-style-type: none"> - Release of SCSR/Referral Letter to the Client 	None	2 minutes	Narcisa C. Bulauan, RSW Social Welfare Officer III Jenny Rose B. Bulauan, RSW Social Welfare Officer II
	for Legal Assistance <ul style="list-style-type: none"> - Conduct interview 	None	5 minutes	Narcisa C. Bulauan, RSW Social Welfare Officer III Jenny Rose B. Bulauan, RSW Social Welfare Officer II
	<ul style="list-style-type: none"> - Assess and prepare Certificate of Indigency 	None	7 minutes	Narcisa C. Bulauan, RSW Social Welfare Officer III Jenny Rose B. Bulauan, RSW Social Welfare Officer II
Receive the Certificate of Indigency	<ul style="list-style-type: none"> - Release of Certificate of Indigency to the Client 	None	3 minutes	Narcisa C. Bulauan, RSW Social Welfare Officer III Jenny Rose B. Bulauan, RSW Social Welfare Officer II
TOTAL:			3 hours & 7 minutes or 15 minutes	