

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

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