



Internal/External

1. SERVICENAME: PROVISION OF ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION

Description of the Service: Provision of timely and appropriate aid to individuals/families in extreme difficulty brought about by a stressful situation

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Individuals In Crisis Situation

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate of Residency/ Indigency		Barangay Hall		
for Medical Assistance - Medical Certificate Doctor's prescription/Hospital bill, request for surgery & laboratory		CHO/Hospital		
for Burial Assistance Death Certificate		CCRO – Window 1		
Receipt indicating balance of bills for funeral services		Funeral Home		
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 log book 	None	2 minutes	Benigno Almazan CSWD Worker



<ul style="list-style-type: none">• Present needed requirements	<ul style="list-style-type: none">• Received and review the needed requirements	None	1 minutes	Rufino R. Laguna Jr., RSW CSWD Worker
	<ul style="list-style-type: none">• Start processing the request:<ul style="list-style-type: none">- Intake interview	None	10 minutes	Annie M. Red, Ivy M. Maduli, Julianne Sambu, Jezreel Cayaba CSWD Worker Karla A. Castillo Admin Aide IV
	<ul style="list-style-type: none">- Assess and recommend for financial assistance	None	2 minutes	Rufino R. Laguna Jr., RSW CSWD Worker
TOTAL			15 minutes	



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