



**Internal/External**

**8. SERVICENAME: REFERRALS**

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

<b>Office or Division:</b>	City Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Individuals In Crisis Situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<i>for Medical Assistance</i>				
Brgy. Certification of Indigency or Low Income		<b>Barangay Hall</b>		
Medical Abstract, Statement of hospital bill		<b>CHO/Hospital</b>		
<i>for Legal Assistance</i>				
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>	<ul style="list-style-type: none"> <li>- Assist client to register in logbook</li> </ul>	<b>None</b>	<b>2 minutes</b>	<b>Benigno Almazan</b> CSWD Worker



<ul style="list-style-type: none"> <li>Present needed requirements</li> </ul>	<ul style="list-style-type: none"> <li>Receive and Review needed requirements</li> </ul>	<p><b>None</b></p>	<p><b>2 minutes</b></p>	
<ul style="list-style-type: none"> <li>Wait for the processing of the Social Case Study Report</li> </ul>	<p><b>for medical assistance</b></p> <ul style="list-style-type: none"> <li>Conduct Intake interview</li> </ul>	<p><b>None</b></p>	<p><b>45 minutes</b></p>	<p><b>Narcisa C. Bulauan, RSW</b> Social Welfare Officer III</p>
	<ul style="list-style-type: none"> <li>Conduct home visit if necessary</li> </ul>	<p><b>None</b></p>	<p><b>45 minutes</b></p>	<p><b>Jenny Rose B. Bulauan, RSW</b> Social Welfare Officer II</p>
	<ul style="list-style-type: none"> <li>Prepare Social Case Study Report (SCSR)</li> <li>Report for approval</li> </ul>	<p><b>None</b></p>	<p><b>1 hour</b></p>	
	<ul style="list-style-type: none"> <li>Review/edit prepared Social Case Study</li> </ul>	<p><b>None</b></p>	<p><b>15 minutes</b></p>	<p><b>Evalyn A. Bacungan, RSW</b> CSWD Officer</p>
	<ul style="list-style-type: none"> <li>Finalization of Social Case Study Report</li> </ul>	<p><b>None</b></p>	<p><b>15 minutes</b></p>	<p><b>Narcisa C. Bulauan, RSW</b> Social Welfare Officer III <b>Jenny Rose B. Bulauan, RSW</b> Social Welfare Officer II</p>
	<ul style="list-style-type: none"> <li>Approval of Social Case Study Report</li> </ul>	<p><b>None</b></p>	<p><b>3 minutes</b></p>	<p><b>Evalyn A. Bacungan, RSW</b> CSWD Officer</p>



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



TOTAL		<b>3 hours &amp; 7 minutes or 15 minutes</b>	
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