

## CHILD ABUSE AND CHILDREN IN CONFLICT WITH THE LAW (WITH COURT DECISION), ETC.

Schedule of Service Availability: Monday to Friday (8:00 AM – 5:00 PM) NO NOON BREAK

Requirements: Pertinent documents relating to the request

STEPS	CLIENT	SERVICE PROVIDER	DOCUMENTS NEEDED	RESPONSE TIME	CHARGES/ FEES	RESPONSIBLE PERSON/S	LOCATION
1	Submit required documents	Conduct interview and assess needs	<ul style="list-style-type: none"> <li>• Court Order</li> <li>• Police reports</li> <li>• Certifications</li> <li>• SCSR</li> <li>• Agreements made (if any)</li> <li>• Other related documents available</li> </ul>	15-20 minutes	-	PSWDO Staff	Provincial Social Welfare and Development Office
2	Submit to counseling	Provides professional guidance/ counseling.	-	15-20 minutes	-	PSWDO Officer	
	-	Coordinate with line agencies	-	5 minutes	-	PSWDO Staff	
3	Cooperate with OPSWD Staff	Accompany client to secure other requirements of the accepting line agency (as necessary).	-	variable	-	PSWDO Staff	

- Prepares referral documents

2-3 hours

- PSWDO Staff

- Conducts case conference/ Pre-discharge Conference (for CICLAT Bahay Pag-asa)

5-10 minutes

- PSWDO Staff

- Escort the client to the institution/ accepting agency for temporary custody (half-way homes for Child Abuse, Women's Haven, Lingap Center, Rehabilitation Centers etc.)

1-2 days

- Social Welfare Officer

Provincial Social Welfare and Development Office

Various Institutions

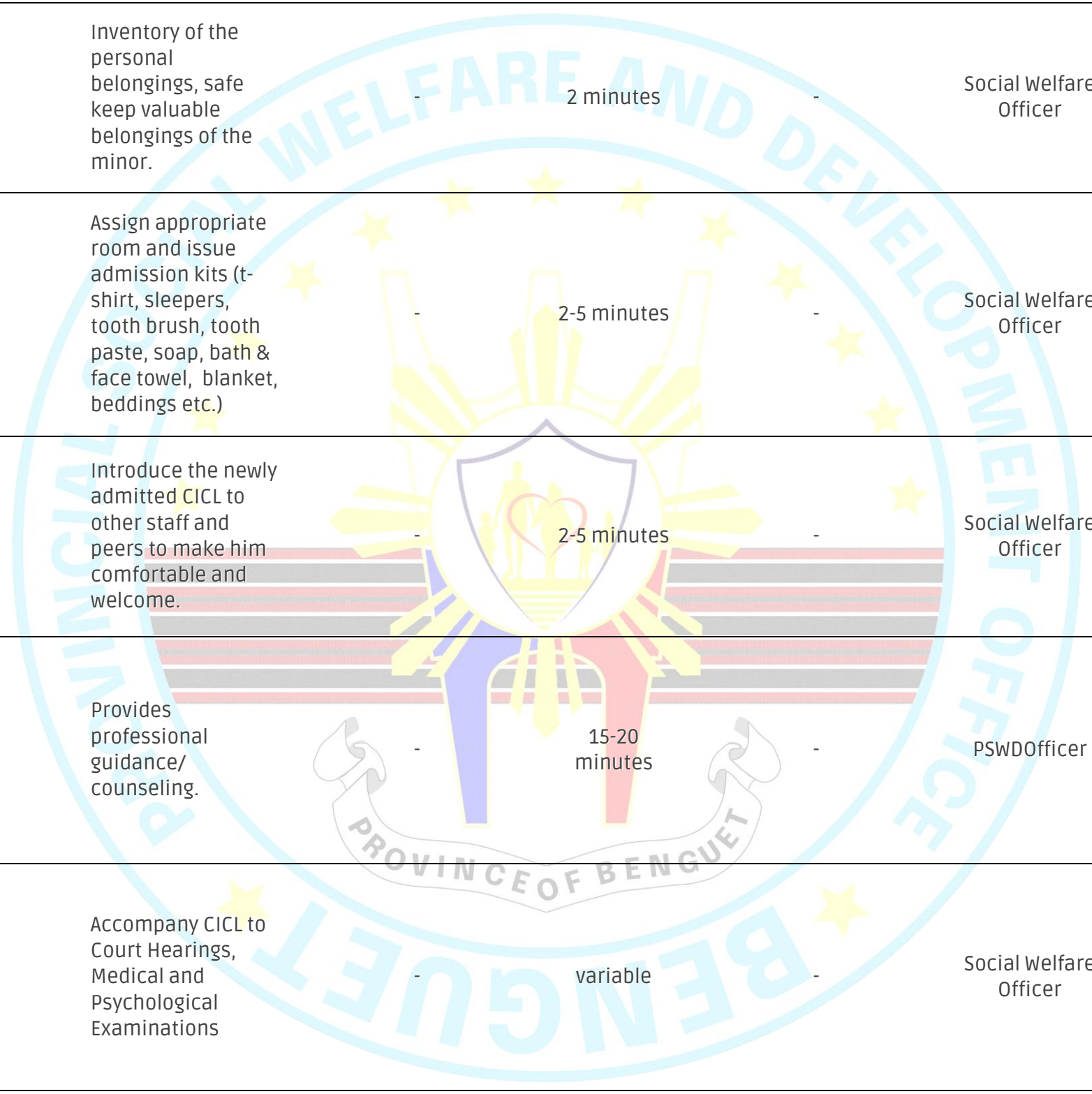
## CHILDREN IN CONFLICT WITH THE LAW FOR ADMISSION AT BAHAY PAG-ASA

Schedule of Service Availability: Monday to Friday (8:00 AM – 5:00 PM) NO NOON BREAK

Requirements: Pertinent documents relating to the request

STEPS	CLIENT	SERVICE PROVIDER	DOCUMENTS NEEDED	RESPONSE TIME	CHARGES/ FEES	RESPONSIBLE PERSON/S	LOCATION
1	Submit required documents	Check the Court Order and all other admission requirements.	Police report, Certifications, SCSR, Agreements made, Intervention Plans, Other required documents	15-20 minutes	-	PSWDO Staff	Provincial Social Welfare and Development Office
2	Provides pertinent information during the interview	Interviews minor Conducts pre-admission conference	-	20-30 minutes	-	PSWDO Social Welfare Officer	
3	Cooperate with OPSWD Staff	Accomplish Admission Slip and validate from the accompanying responsible/authorized adult.	-	5-10 minutes	-	Social Welfare Officer	
	-	Conduct orientation on home's policies, house rules, programs and services.	-	5-10 minutes	-	PSWDO Social Welfare Officer	

	<p>- Inventory of the personal belongings, safe keep valuable belongings of the minor.</p>	
	<p>- Assign appropriate room and issue admission kits (t-shirt, sleepers, tooth brush, tooth paste, soap, bath &amp; face towel, blanket, beddings etc.)</p>	
3	<p>- Introduce the newly admitted CICL to other staff and peers to make him comfortable and welcome.</p>	Bahay Pag-asa
	<p>- Provides professional guidance/ counseling.</p>	
	<p>- Accompany CICL to Court Hearings, Medical and Psychological Examinations</p>	



- Inventory of the personal belongings, safe keep valuable belongings of the minor.

2 minutes

Social Welfare Officer

- Assign appropriate room and issue admission kits (t-shirt, sleepers, tooth brush, tooth paste, soap, bath & face towel, blanket, beddings etc.)

2-5 minutes

Social Welfare Officer

- Introduce the newly admitted CICL to other staff and peers to make him comfortable and welcome.

2-5 minutes

Social Welfare Officer

- Provides professional guidance/ counseling.

15-20 minutes

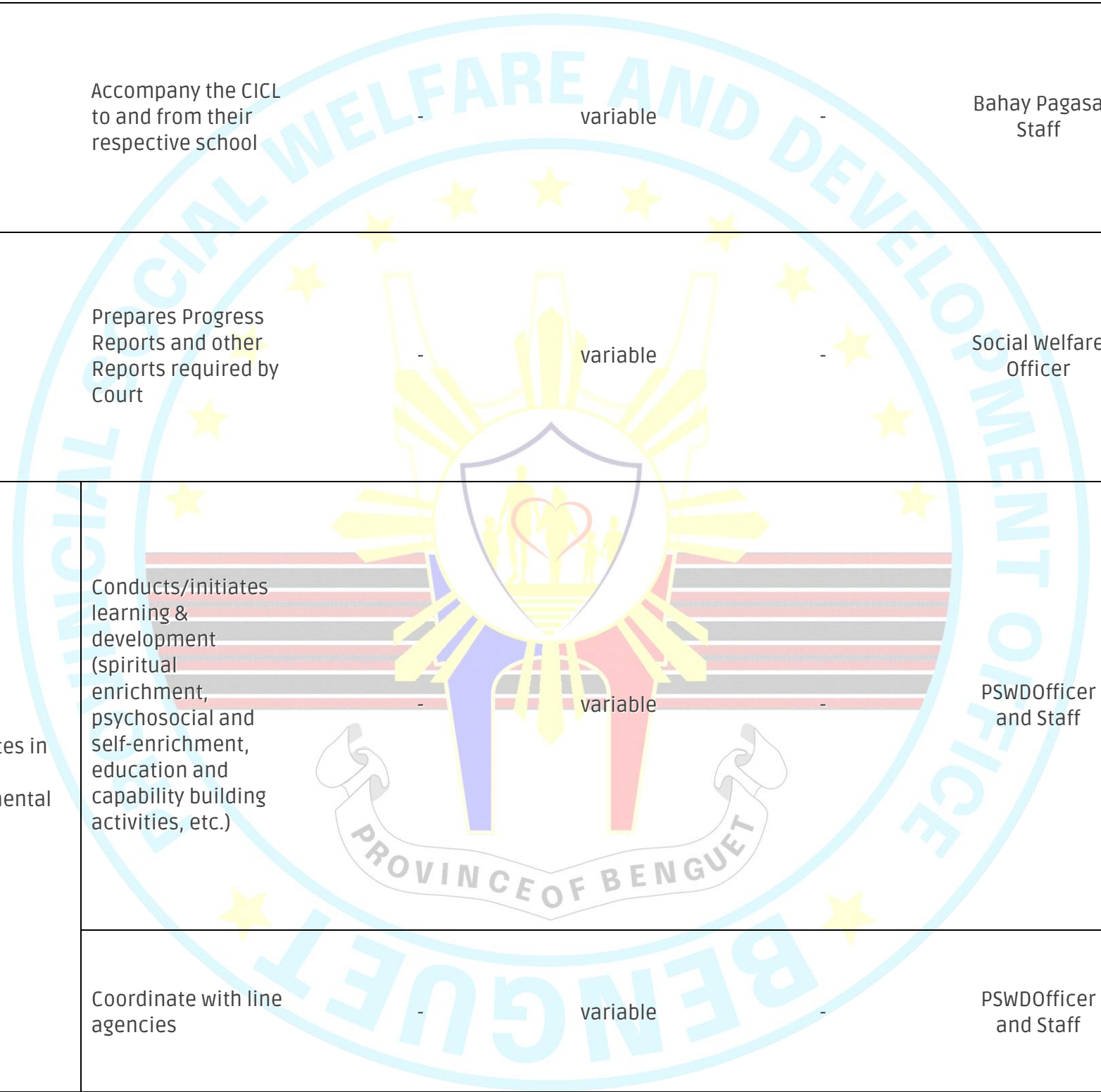
PSWDOfficer

- Accompany CICL to Court Hearings, Medical and Psychological Examinations

variable

Social Welfare Officer

3	-	Accompany the CICL to and from their respective school - variable -	Bahay Pagasa Staff	
3	-	Prepares Progress Reports and other Reports required by Court - variable -	Social Welfare Officer	
4	Participates in various developmental activities	Conducts/initiates learning & development (spiritual enrichment, psychosocial and self-enrichment, education and capability building activities, etc.) - variable -	PSWDOfficer and Staff	Bahay Pag-asa
		Coordinate with line agencies - variable -	PSWDOfficer and Staff	



# D) PROCESSING OF FINANCIAL ASSISTANCE SUPPORT TO EMERGENCY AND OTHER SERVICES TO FAMILIES AND INDIVIDUALS IN CRISIS

## 2) ASSISTANCE TO EMERGENCY NEEDS

Schedule of Service Availability: Monday to Friday (8:00 AM – 5:00 PM) NO NOON BREAK

Requirements: Pertinent documents relating to the request

STEPS	CLIENT	SERVICE PROVIDER	DOCUMENTS NEEDED	RESPONSE TIME	CHARGES/ FEES	RESPONSIBLE PERSON/S	LOCATION
<b>A) Referred Clients for Financial Assistance</b>							
1	Complete and Submit referral documents	Receive, review & evaluate Referral Documents	Referral Letter (Mayor/ Authorities) Social Case Study Report &/or Project Proposal and other required documents	3-5 minutes	-	Social Welfare Aide, Social Welfare Assistant, Social Welfare Officer	Provincial Social Welfare and Development Office
2	Provides supplementary information during the interview	Interview client for supplementary information/ data	-do-	5-10 minutes	-	Social Welfare Assistant, Social Welfare Officer	
3	Submit lacking requirements	Inform and explain to the client the lacking supporting documents for the appropriate assistance being requested.	-do-	3-5 minutes	-	Social Welfare Aide, Social Welfare Assistant and Social Welfare Officer	
4	Submit to counseling	Counseling	-	45 minutes to 1 hour	-	PSWDOfficer	

	-	Prepare Social Case Study Report, Certificate of Eligibility and Recommendation of the PSWDO for approval of the PLCE - 2-3 hours -	Social Welfare Aide, Social Welfare Assistant and Social Welfare Officer	
5	Wait for notice of approval	Prepares DV & OBR w/ the approved SCSR and all other required documents for processing of financial assistance - 10 minutes -	Social Welfare Aide, Social Welfare Assistant and Social Welfare Officer	Provincial Social Welfare and Development Office
6	Report personally for the debriefing and spiritual enhancement session and to receive assistance	Contact and inform client that financial assistance is ready for release - 2 minutes -	Social Welfare Aide, Social Welfare Assistant and Social Welfare Officer	
	-	Conducts group session, spiritual enhancement & re-orientation of the program - 30-40 minutes -	PSWDOfficer	

B) Walk-in Clients

1	Provides pertinent information during the interview	Conduct interview, evaluation & assessment of needs and Review documents on hand	Appropriate report, certifications, identification records, etc. if any.	10-15 minutes	-	Social Welfare Aide, Social Welfare Assistant and Social Welfare Officer	
	Submit to counseling	Professional Guidance/ Counseling	-	45 minutes to 1 hour	-	PSWDOfficer	
2	-	Prepares referral documents to other concerned agencies, if necessary.	Appropriate report, certifications, identification records, etc., if any.	10-15 minutes	-	Social Welfare Officer/ PSWDOfficer	Provincial Social Welfare and Development Office
	-	Extend appropriate material assistance (Food, clothing, etc.)	-	10-15 minutes	-	Social Welfare Aide, Social Welfare Assistant and Social Welfare Officer	
3	Complete and Submit required documents	Inform and explain to the client the required supporting papers for the appropriate assistance.	-	2 minutes	-	Social Welfare Aide, Social Welfare Assistant and Social Welfare Officer	



	<p>- Prepare social case study report (SCSR) and/or project proposals &amp; other pertinent documents for approval of the PLCE</p>	<p>- 2-3 hours -</p>	<p>Social Welfare Assistant/ Officer</p>	<p>Provincial Social Welfare and Development Office</p>
<p>4</p>	<p>Wait for notice of approval</p> <p>Prepares DV &amp; OBR w/ the approved SCSR and all other required documents for processing of financial assistance</p>	<p>- 10 minutes -</p>	<p>Social Welfare Aide, Social Welfare Assistant and Social Welfare Officer</p>	
<p>5</p>	<p>Report personally for the debriefing and spiritual enhancement session and to receive assistance</p> <p>Contact and inform client that financial assistance is ready for release</p>	<p>- 2 minutes -</p>	<p>Social Welfare Aide, Social Welfare Assistant and Social Welfare Officer</p>	<p>PSWDO and PTO-Cash Division</p>
	<p>- Conducts group session, spiritual enhancement &amp; re-orientation of the program</p>	<p>- 30-40 minutes -</p>	<p>PSWDO officer</p>	<p>Provincial Social Welfare and Development Office</p>