



Republic of the Philippines
CITY GOVERNMENT OF TACLOBAN
CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Tacloban City, Leyte

CITIZEN'S CHARTER

| Frontline Services | Procedure | Time | Responsible Person/s | Requirements | Amount Payable |
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| CHILD WELFARE PROGRAM Below 15 yrs. Old | | | | | |
| 1. Day Care Service | <ul style="list-style-type: none"> Intake Accomplish ECCD Checklist Prepare Session Plan | 30 min/ child 10 Months weekly | DCW's | <ul style="list-style-type: none"> Cert. of Live birth/ Baptismal Health Record 3-5.11 years old children | |
| 2. Physically/ Sexually abused children | <ul style="list-style-type: none"> Conduct interview/ intake Referral to medico legal and psychiatric evaluation Referral to Women and Child Protection Desk for blotter Conduct series of home visits and counseling. Conduct rescue if needed Prepare SCSR for referral to institutions for temporary shelter Conduct CISD | 1 ½ hour 2 days 2 days 3 hours 4 hours 2 hours 2 hours | SWO 3, SWO 1 -do- -do- -do- PNP, CSWDO Staff, Brgy. Officials, SWO 3, SWO 1 SWO3, SWO 1 | <ul style="list-style-type: none"> Certificate of Livebirth/ Baptismal Certificate Medico-legal/ Psychiatric evaluation report Police report | |
| 3. Children in Crisis Situation | <ul style="list-style-type: none"> Conduct Interview/ Intake Conduct Home visit/ Counseling Prepare Brief Case Study Report & Certificate of Indigency. | 1 hour 3 hours 4 hours | SWO 3, SWO 1, -do - -do - | <ul style="list-style-type: none"> Personal appearance of client or nearest relative Medical Prescription Blood Request Laboratory Request | |

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| 4. Mobile CFS | <ul style="list-style-type: none"> • Conduct needs assessment of children on the streets. • Conduct recreational/sports activities, information on mental and physical well-being. | <p>Within 2 days</p> <p>1 day</p> | - CFS facilitators | <ul style="list-style-type: none"> • Needs assessment tool • Sports materials and equipment | |
| INFORMATION COMMUNICATION TECHNOLOGY SCALA | | | | | |
| 1. Provision of ICT Literacy Program | <ul style="list-style-type: none"> • Identify/recruit/screen OSY & PWDs who are qualified beneficiaries. • Orientation on ICT rules and policies, history of SCALA, objectives, eligibility requirement, target beneficiaries, MOA. • Getting to know each other • Memorization of keys by covering keyboards. • Conduct of regular session, exercises, review & evaluation. • Regular cleaning of ICT training center by trainees or beneficiaries every after session. | <p>1 week</p> <p>4 hours</p> <p>2 hours</p> <p>1 week</p> <p>Three months</p> <p>Everyday</p> | <p>Program Coordinator</p> <p>Program Coordinator</p> <p>Program Coordinator</p> <p>Trainer</p> <p>Trainer</p> <p>Trainer</p> | <ul style="list-style-type: none"> • Personal Data • Sheet • Recent 2x2 • Picture • Live Birth • Certificate • Barangay • Clearance • Voter • Certificate/ID • 2 pcs. Plain • White T-shirt for uniform • Participation fee for maintenance of computer units | |
| 2. Life Skills Education | <ul style="list-style-type: none"> • Conduct life skills which will instill values & build self-image, as well as social skills to help the youth deal with the demands of their everyday life. | 4 hours every Friday | Program Coordinator | <ul style="list-style-type: none"> • Invite recourse speaker | |
| 3. Counseling Mentoring and Tutoring | <ul style="list-style-type: none"> • Conduct life skills which will instill values & build self-image, as well as social skills to help the youth deal with the demands of their everyday life. | 2-4 hours depends | Social Worker Trainer | | |
| 4. Job Placement/ Returning to school | <ul style="list-style-type: none"> • Involves partnerships with the public & private sectors to connect graduates to the workforce. | 1 month before graduation | Program Coordinator | <ul style="list-style-type: none"> • Referral for job placement and scholarship | |
| 5. Accessing to other services | <ul style="list-style-type: none"> • Involves referral of the trainees to NGOs, LGUs, & other services for other needs and services. | Depends upon the service needed. | Program Coordinator | <ul style="list-style-type: none"> • Referral | |

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| 6. Monitoring | <ul style="list-style-type: none"> Regular reporting and evaluation of the services provided to the beneficiaries and their impact within the community. | Every Friday 4 hours | Program Coordinator | <ul style="list-style-type: none"> Oral report Home visit Interview | |
| 7. Evaluation | <ul style="list-style-type: none"> Involves reviewing/assessing the ICT Literacy Program of Tacloban City | 1 day after graduation | CSWDO/ Program Coordinator/ Trainer | <ul style="list-style-type: none"> List of enrollees List of graduates | |
| 8. Perform computer maintenance | <ul style="list-style-type: none"> Reformat, defrag, disc clean up, delete files, run anti-virus est. | Once in every three months. | MIS Computer Technician and volunteer technician | <ul style="list-style-type: none"> Drivers Blower Operating System | |
| 9. Orientation on policies and placement for OJT | <ul style="list-style-type: none"> Conduct orientation to trainees who have finished hands on. Placement of trainees for OJT | 1 day | Trainer/Program Coordinator | <ul style="list-style-type: none"> Wearing of uniform Bundy Card DTR Accomplishment Report | |
| 10. Graduation Rites | <ul style="list-style-type: none"> Weekly practice Giving assignment per class re: graduation activities. | 2 months | Trainees/Trainers/ Program Coordinator | <ul style="list-style-type: none"> Karaoke CD/DVD Contribution Decoration Venue Programme Invitations | |
| YOUTH WELFARE PROGRAM 15 yrs. Old – 24 yrs. Old | | | | | |
| 1. Unlad Kabataan Program | <ul style="list-style-type: none"> Organize PYAP Accomplish Group Roster Form Conduct/ Implement services under the UKP | Within 2 days | SWA/ Youth Development Leaders | <ul style="list-style-type: none"> Out of school disadvantage in school youth 15- 24 yrs. Old, single | |

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| <p>2. Diversion/ Intervention Services for Children in Conflict with the Law</p> | <ul style="list-style-type: none"> • Conduct interview/ intake & administer the following documents: <ul style="list-style-type: none"> ➢ Child functioning checklist ➢ Family functioning checklist ➢ Level of moral functioning checklist ➢ Index of discernment ➢ Intake • Conduct home visit/family assessment • Gather collateral information from Brgy. Officials • Gather collateral information from school • Prepare Social Case Study Report | <p>1 hour</p> <p>1 hour</p> <p>1 hour</p> <p>1 hour</p> <p>2 hours</p> <p>Within 30 mins.</p> <p>Within 1 hour</p> <p>Within 1 hour</p> <p>3 days</p> | <p>SWO 3, SWO I</p> <p>SWO 3, SWO I</p> <p>SWO 3, SWO I</p> <p>SWO 3, SWO I</p> <p>SWO 3, SWO I</p> <p>SWO 3, SWO I</p> <p>SWO 3, SWO I</p> <p>SWO 3, SWO I</p> <p>SWO 3, SWO I</p> | <ul style="list-style-type: none"> • Brgy. Referral/ • Police Report • Certificate of Live Birth/ Baptismal certificate <p>• Information/data intake, interview, instruments administered to determine child and family level of functioning and collateral information.</p> | |
| <p>3. Physically/ Sexually abused children</p> | <ul style="list-style-type: none"> • Conduct interview • Intake • Referral to medico-legal and psychiatric evaluation • Referral to Women and Child Protection Desk for blotter • Conduct series of home visits and counseling. • Conduct Rescue if needed • Prepare SCSR for referral to institutions for temporary shelter • Conduct CISD | <p>1 ½ hour</p> <p>Immediate</p> <p>1 hour</p> <p>3 hours</p> <p>Within 2 hours</p> <p>2 hours</p> <p>2 hours</p> | <p>SWO 3, SWO I</p> <p>SWO 3, SWO I</p> <p>SWO 3, SWO I</p> <p>SWO 3, SWO I</p> <p>PNP, CSWDO Staff</p> <p>Brgy. Officials</p> <p>SWO 3, SWO I</p> <p>SWO 3, SWO I</p> | <ul style="list-style-type: none"> • Certificate of Livebirth/ Baptismal • Medico-Legal/Psychiatric evaluation report • Police report | |
| <p>4. Youth Hub</p> | <ul style="list-style-type: none"> • Organize federated youth core group • Accomplish Group Registration Form • Referral to appropriate department for youth's concern. <ul style="list-style-type: none"> • Conduct alternative education, recreational/sports activities to street and working children, inclusive of life skills, DRR and creating connections | <p>Within 2 days</p> <p>1 hour</p> <p>Twice/thrice a week (afternoon sessions)</p> | <p>Youth Hub Coordinator</p> <p>Youth leaders</p> <p>Street/youth educators</p> | <ul style="list-style-type: none"> • 15 – 24 years old, single • Out-of-school/ in-school youth <p>• Children: 5-14 years old</p> | |



| RESETTLEMENT AND HOUSING DIVISION | | | | | |
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| 1. Provision of Individual Housing Lots | <ul style="list-style-type: none"> • Intake Interview • Conduct Informal Settler to the resettlement site | 30 mins. 1 hour | SWOIII/SWO1 SWO I/ SWA | <ul style="list-style-type: none"> • Entry Pass • Barangay Certificate • Intake Forms | |
| 2. Food for Work | <ul style="list-style-type: none"> • Recommend informal settlers to avail food assistance while undergoing construction of their houses | 2 hours | SWO 1 | <ul style="list-style-type: none"> • Project Proposal for FFW | |
| 3. Orientation on Resettlement Policies | <ul style="list-style-type: none"> • Inform the informal settlers to attend the orientation • Conduct Orientation on Resettlement Policies | 2 hours 4 hours | SWO 1, SWA SWO III | <ul style="list-style-type: none"> • Snacks for participants • 100% attendance of the informal settlers | |
| 4. Tagging | <ul style="list-style-type: none"> • Survey present occupants • Issue tag nos. | 2 hours 4 hours | SWO I, SWA | <ul style="list-style-type: none"> • Family survey forms • Tag numbers | |
| 5. Organize Brgy. Informal Settlers Association as Watch Care Group/ Informal Settlers Association as Watch Care Group | <ul style="list-style-type: none"> • Meeting with informal settlers | 4 hours | SWO III | <ul style="list-style-type: none"> • 100% attendance of informal settlers | |
| 6. . Update Masterlist of Settled Families | <ul style="list-style-type: none"> • Regular & Constant monitoring thru Home Visit | 30 min. / family | SWO I, SWA | <ul style="list-style-type: none"> • Masterlist of Resettled Families | |
| WOMEN WELFARE PROGRAM | | | | | |
| 1. AICS | <ul style="list-style-type: none"> • Initial intake • Home visit • Prepare briefcase findings of client & other documents • Preparation of voucher for assistance to city hall | 30 mins 2 hours | SWA | <ul style="list-style-type: none"> • Medical prescription • Laboratory request • Blood request • Referral letter • Personal appearance of client or nearest relative. | |

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| <p>2. Referral to PCSO & other institutions</p> | <ul style="list-style-type: none"> • Initial intake • Home visit • Prepare social case study report | <p>30 mins 2 hours</p> | <p>SW/SWO III</p> | <ul style="list-style-type: none"> • Referral from hospital social worker etc. • Clinical abstract/ medical certificate • Hospital bill • Laboratory request • Personal appearance of nearest relative • Certificate from assessors (case to case basis) • Brgy. certificate | |
| <p>3. Rescue operation to battered wife & their children</p> | <ul style="list-style-type: none"> • Intake interview • Request for Police Assistance escort for the rescue operation • Conduct actual rescue • Disposition of client for placement of temporary shelter, filing TPO & BPO medical, blotter etc. • Fill-up needed documents | <p>10 mins 15 mins ASAP ASAP</p> | <p>SWA SWO SWO III</p> | <ul style="list-style-type: none"> • Vehicle | |
| <p>4. Counseling</p> | <ul style="list-style-type: none"> • Intake interview • Disposition of services needed • Referral to other agency | <p>45 mins 1 hour</p> | <p>SWA SWO SWO III</p> | <ul style="list-style-type: none"> • | |
| <p>5. Referral for temporary placement to other institutions.</p> | <ul style="list-style-type: none"> • Intake interview • Home visit • Prepare SCSR • Inform identified institution for placement • Facilitate needed documents for placement (PNP/ Medical/ City Legal Certificate/ Church etc. • Physical endorsement of client to identified institution | <p>30 mins 2 hours 2-3 days 10 mins 1-2 weeks 3 hours</p> | <p>SWA SWO</p> | <ul style="list-style-type: none"> • Police excerpt/ medical report/ laboratories/ Psycho. Evaluation/ Live birth/ ID Pictures/ affidavit etc. | |

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| 6. Rescue operation to trafficked persons | <ul style="list-style-type: none"> • Intake interview • Conduct actual rescue in coordination with PNP/ NBI/ DILG. • Escort client to complete documents in filing the case • Disposition of client for placement community/ institutions. | <p>10 mins ASAP</p> <p>ASAP</p> <p>45 mins</p> | <p>SWA/SWO I SWO III</p> <p>SWO I / SWO III</p> <p>SWO I / SWOIII</p> | <ul style="list-style-type: none"> • Medico- Legal • Medical Certificate • Affidavit • Case Study for referral to community/ institution | |
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PROGRAM FOR THE WELFARE OF SENIOR CITIZEN

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| 1. Community Based Service for Older Persons & their families | <p>Area visit</p> <ul style="list-style-type: none"> • Informal meetings/discussion on needs problems of older persons. • Orientation of programs/ services/ privileges of SC based on Provision of RA 9257 (Expanded Senior Citizen Act) • Organizational meeting/Election of offices/ Action Planning • Attendance to socialization activities of SC Assoc. • SC Fed. Activities | <p>4 hours</p> <p>4 hours</p> <p>8 hours</p> | <p>Program Staff (SWO III/SWA)</p> <ul style="list-style-type: none"> - Senior Citizen - Brgy. Officials - Volunteers <p>Program Staff (SWO III/SWA)</p> <ul style="list-style-type: none"> - SC Assoc. Officer - Members <p>Program Staff (SWO II/SWA)</p> <ul style="list-style-type: none"> - Tacfesca Officers - Members | <ul style="list-style-type: none"> • Physical presence of Senior Citizens • Intake Sheet • Membership forms • (Application Form) • Attendance of Senior Citizens • Attendance Sheet • Attendance of Senior Citizens • Attendance Sheet | |
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| <p>2. Self Enhancement Service</p> <ul style="list-style-type: none"> ❖ Referral for Issuance of Discount ID/ Medical Assistance ❖ AICS ❖ Counseling | <ul style="list-style-type: none"> • Intake Interview • Home visit Assessment priority needs • Prepare case Findings SCSR and other documents needed for recommendation. • Home visit/ Assessment • Counseling session focus on identified needs | <p>30 mins</p> <p>2 hours</p> <p>8 hours</p> <p>2 hours</p> | <p>SWO III, SWO I</p> <p>SWO I</p> <p>SWO I / SWA</p> | <ul style="list-style-type: none"> • Personal Appearance for interview • Live birth/ ID pictures • Medical prescriptions • Personal appearance of client/ counseling module. | |
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PROGRAM FOR THE WELFARE OF PERSONS WITH DISABILITY

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| 1. Assistance for physical restoration | <ul style="list-style-type: none"> • Home visit • Intake interview • Assess client for service eligibility | 2 hours 30 mins 1 hour | SWO III/SWO 1 | <ul style="list-style-type: none"> • Medical assessment • Social Case Study Report | |
| 2. Self and Social Enhancement Service | <ul style="list-style-type: none"> • Conduct self and social enhancement activities e.g. socio-cultural presentation, group parties, celebration NDPR work, sports/ physical fitness for PWDs thru clinic • Counseling • Conduct or recommend attendance of PWD to orientation & mobility training for VH & sign language for HI • Encourage/ invite PWDs to attend conventions, skills enhancement trainings, seminars • Motivate PWD to join in self-help group | 4 hours | SWO 3, SWO 1, SWA | <ul style="list-style-type: none"> • Budget | |
| 3. Early detection, Early intervention and Education | <ul style="list-style-type: none"> • Advocacy information dissemination/ public awareness on legislations, programs services and activities for PWDs | 24 hours | SWO III, SWO I, SWA | <ul style="list-style-type: none"> • Budget | |
| 4. . Skills Training Livelihood and Employment | <ul style="list-style-type: none"> • Organizations and strengthening of self-help groups for PWDs and parents • Referral of qualified PWDs to possible employers • Provision of capital assistance | Whole year | SWO III, SWO I, SWA | <ul style="list-style-type: none"> • Assessment of client referral | |
| 5. Issuance of PWD-ID card | <ul style="list-style-type: none"> • Accomplish registration form • Issue ID and purchase booklet | Whole year | SWO III, SWO I, SWA | <ul style="list-style-type: none"> • Assessment of client medical certificate | |

FAMILY AND COMMUNITY WELFARE PROGRAM


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| <p>1. Provision of Philhealth Cards to Indigent Families</p> | <ul style="list-style-type: none"> • Intake Interview • Validity list of Families submitted | <p>20 mins</p> <p>4 hours</p> | <p>SWO III/ SWO 1 BHW, Brgy. Officials, Day Care Workers, BSPO/ SWA SWO III/ SWO I SWA</p> | <ul style="list-style-type: none"> • Family Data Survey Form • Certified List of Eligible New Indigent Families | |
| <p>2. Provision of Social Case Study Report</p> | <ul style="list-style-type: none"> • Intake interview • Conduct home visit • Conduct Collateral Information • Prepare of Social Study Case Report | <p>30 mins</p> <p>2 hours</p> <p>1 hour</p> <p>4 hours</p> | <p>SWO III, SWO I</p> | <ul style="list-style-type: none"> • Clinical/ Medical • Abstract • Referral Letter with Picture • Hospital Bills | |
| <p>3. Family Therapeutic Case Conference</p> | <ul style="list-style-type: none"> • Intake interview • Pre-conference with the family • Briefing of different agencies involved • Setting of house rules • Family Case Conference • Drug Test • Neuro-Psychiatric Evaluation • Filing of Court Order • Temporary Confinement for 15 days subject for extension either psycho-social center/CILG • Admission to any rehabilitation center of their choice. | <p>4 hours</p> <p>30 mins</p> <p>4 hours</p> | <p>Psychologist, CIDG, PNP, SW Psychiatrist, Pastor/ Any NGO</p> <p>Client's Family (of his/her choice)</p> | <ul style="list-style-type: none"> • Intake sheets • Request psychologist for pre-conference • Drug Test Results • Evaluating Results • | |
| <p>4. Provision of Solo Parent ID Card</p> | <ul style="list-style-type: none"> • Issue Solo Parent Application Form • Home visit • Validate/ collateral • Preparation & Issuance of Solo Parent ID duly Signed by CSWDO and the City Mayor | <p>10 mins</p> <p>4 hours</p> <p>1 week</p> | <p>SWO III, SWO I, SWA</p> | <ul style="list-style-type: none"> • Application form for Solo Parent • Death Certificate (if widower/widow) • Annulment • Brgy. Certificate (6 months residency) • 1x1 photo of Solo Parent | |

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| 5. Parent Effectiveness Service (PES) | <ul style="list-style-type: none"> Initial contact meeting Data gathering <ul style="list-style-type: none"> Organization Orientation of PES program Conduct session | <ul style="list-style-type: none"> 1 day <ul style="list-style-type: none"> 1 day <ul style="list-style-type: none"> 1 hour | SWO III, SWO I | <ul style="list-style-type: none"> Ball pen Notebooks Pentel pen <ul style="list-style-type: none"> Manila paper Visual aids Door prize PES module | |
| 6. Pre-Marriage Counseling (PMC) | <ul style="list-style-type: none"> Filling-up of forms Schedule on the PMC attendance Pre- Marriage Counseling session | <ul style="list-style-type: none"> 30 min <ul style="list-style-type: none"> 3-4 hours | Officer of the Day, Licensed Marriage Counselors | <ul style="list-style-type: none"> Application Forms for Pre-evaluation Live birth Marriage Expectation Inventory | |
| 7. Individuals in Crisis Situation | <ul style="list-style-type: none"> Initial Intake Home Visit Prepare brief case findings of client and other needed documents | <ul style="list-style-type: none"> 30 mins 2 hours 1 hour | SWA | <ul style="list-style-type: none"> Medical Prescriptions Blood Request Lab Request Referral Letter Personal Appearance of client on nearest relative | |
| 8. Family Assessment | <ul style="list-style-type: none"> Intake Interview Home visit | <ul style="list-style-type: none"> 20 mins 2 hours | SWO III | <ul style="list-style-type: none"> Affidavit of Consent SPA | |
| EMERGENCY ASSISTANCE PROGRAM | | | | | |
| 1. Provision of means Transportation assistance, medicines, burial and other emergency needs. | <ul style="list-style-type: none"> Data Gathering/ Interview Preparation of necessary documents <ul style="list-style-type: none"> Brief Findings Certificate of eligibility Disbursement Voucher Obligation Request | <ul style="list-style-type: none"> 15-30 mins 30 mins - 1 hour | SWO III/ SWO I/ SWA IDE/ J.O. of Crisis Intervention Unit | <ul style="list-style-type: none"> Medical prescriptions Blood request Laboratory Request Referral letter Certified True Copy of Death | |

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| <p>2. Provision of limited materials</p> <ul style="list-style-type: none"> ❖ food ❖ clothing | <ul style="list-style-type: none"> • Data gathering/ Interview | <p>ASAP after Interview</p> | <p>CIU in charge of the day</p> | <ul style="list-style-type: none"> • Indigent • Victim of disaster, displaced & other clientele groups in crisis situation. | |
| <p>3. Conduct rescue operations with or in the absence of the assigned worker/s</p> | <ul style="list-style-type: none"> • Receive call or complaint • Determine the place/ client category & the extent of need for rescue • Call rescue team (e.g. PNP/CIDG/NBI etc.) | <p>Attend ASAP</p> | <p>CSWDO Emergency Team, PNP (SWAT), other rescue team</p> | <ul style="list-style-type: none"> • Referral • Call or letter request | |
| <p>4. Relief Operation in times of disaster & other calamities</p> | <ul style="list-style-type: none"> • Receive report • Initial report • Validation & progress reporting • Relief Operation (Provision of Relief Commodities) | <p>6 hours Within 24 hours 24 hours</p> | <p>All Staff of CSWDO on Skeletal Force</p> | <ul style="list-style-type: none"> • Report from the community either text/phone call or written report | |
| <p>SOCIAL DEVELOPMENT CHILDREN FOR CHILDREN COMMUNITY BASED</p> | | | | | |
| <p>Community- Based Street Children</p> <ul style="list-style-type: none"> ❖ Educational Assistance ❖ Values Education ❖ PSD ❖ ALS ❖ Feeding ❖ Socio-Cultural Activities ❖ Physical Fitness ❖ Medical Assistance | <ul style="list-style-type: none"> • Surveillance on the place proliferation by Street Children • Conduct Activities such as: <ul style="list-style-type: none"> ○ Rescue Operation ○ ALS ○ Sports Activities | <p>1 day Daily Year Round</p> | <p>Social Workers Street Educators</p> | <ul style="list-style-type: none"> • Presence of children proliferates in the street & in the commercial establishments. | |
| <p>SOCIAL DEVELOPMENT CENTER CENTER BASED</p> | | | | | |

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| <p>CENTER CHILDREN</p> <ul style="list-style-type: none"> ❖ Counseling Services ❖ Home life Services ❖ Self Enhancement Service ❖ Education ❖ Nutrition/Feeding ❖ Socio-recreational ❖ Spiritual Enhancement ❖ Community Participation Skills Service ❖ Referral | <ul style="list-style-type: none"> • Saturation Drive conducted within the city • Referral from Individual and other offices • Intake/Interview • Admission Conference • Preparing the child's important documents • Orientation of the Center Policy and Rules • Periodic Assessment and Evaluation • Case management • Family Conferences • Discharge Conference • Reintegration to the family as the case maybe | <p>2x a week 2x a week</p> <p>Half day Half day</p> <p>2-3 months</p> <p>1 hour</p> <p>2 hours</p> <p>On going</p> <p>1 day</p> <p>Half day</p> <p>1 week</p> | <p>Center Head Welfare Assistants Referring Party Social Worker Center Head/Social Worker Center Head/Welfare Assistans Center Staff & House Parents Center Head/Social Worker Center Head/Social Worker Center Head/Social Worker Center Staff/Family of the children Center Staff/Family of the children</p> | <ul style="list-style-type: none"> • Car to be used during Saturation Drive • Intake Sheets • Commitment of the Parents • School records, live birth, health records • Copy of Center Policies and Rules • Matrix of Progress of the child & recordings <ul style="list-style-type: none"> - do - - do - • Availability and commitment of the family for the child's reintegration <ul style="list-style-type: none"> - do - | |
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REMEDIOS S. BUNA
GLORIA E. FABRIGAS MP, MPH III
 Officer In-charge
ACTING CITY SOCIAL WELFARE OFFICER
 City Social Welfare and Dev't. Office

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