



Municipal Social Welfare and Development Office (MSWDO)

External Services



1. Application for Certification Declaring a Child Legally Available for Adoption (CDCLAA) Pursuant to R.A 9523

- MSWD prepares Home Study Report and Child Study Report for the issuance of CDCLAA, a required document in filing petition for a non-relative adoption.

Office or Division:	MUNICIPAL SOCIAL WELFARE & DEV'T OFFICE	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	<p>Any Filipino citizen or alien residing in the Philippines may adopt if he/she:</p> <ul style="list-style-type: none"> ✓ Is of legal age ✓ Is at least 16 years older than the adoptee, except when the adopter is the biological parent or sibling of the adoptee or the spouse of the adoptee's parent ✓ Has the capacity to act and assume all the rights and duties incident to the exercise of parental authority ✓ Is of good moral character and has not been convicted of any crime involving moral turpitude ✓ Is in the position to support, educate and care for her/his legitimate and illegitimate children and the child to be adopted ✓ Has undergone pre-adoption service 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Abandoned, Foundling and Neglected:		
1. Notarized Petition, 2 original copies & 1 photocopy		MSWDO/Lawyer
2. Child Study Report, 2 original copies		MSWDO - Tuba
3. Proof of efforts to locate parents or any known relatives, such as: a) Certification from a local or national radio/TV station with 3 different airing dates, 1 original copy & 1 photocopy b) One newspaper publication in general circulation, 1 original copy c) Affidavit of publication from the newspaper company, 1 original copy & 1 photocopy d) Police blotter/report, 1 original copy & 1 photocopy e) barangay certification, 1 original copy & 1 photocopy f) Returned registered mail		<p>Any Radio Station</p> <p>Any Newspaper Company</p> <p>PNP</p> <p>Barangay Hall concerned</p> <p>Applicant/MSWDO</p>
4. Certificate of Live Birth, 1 original LCR or SECPA copy & 1 photocopy		LCR or PSA
5. Certificate of Live Birth with unknown parents, if available, 1 original LCR or SECPA copy & 1 photocopy		LCR or PSA
6. Foundling Certificate, if available, 1 original copy & 1 photocopy		LCR or PSA
7. Recent whole Body picture of the child (with date taken)		Local Studio & applicant
8. Photograph of the child upon admission/abandonment		Applicant
9. Notice of Petition, 1 Original copy & 1 photocopy		RACCO/DSWD-FO



10. Certificate of Posting, 1 Original copy & 1 photocopy		MSWDO		
11. In case of Neglected and Abused child, Petition of Involuntary Commitment (IVC) shall be filed first in court, if granted then proceed to filing of application for CDCLAA		Family Court		
B. SURRENDERED CHILD				
1. Letter of Application requesting for the issuance of CDCLAA, 1 original copy & 1 photocopy		MSWDO - Tuba		
2. Social Case Study Report for the issuance of CDCLAA, 2 original copies		MSWD - Tuba		
3. Notarized Deed of Voluntary Commitment (DVC) 1 original copy & 1 photocopy		MSWD – Tuba & Lawyer		
4. Certification of Authority for Notarial Act (CANA) of the DVC with notarial details, 1 original copy & 1 photocopy		Court (to be secured by the lawyer who notarized the DVC)		
5. Original Certificate of Live Birth , 1 original LCR or SECPA copy & 1 photocopy		LCR or PSA		
6. Oldest Photograph of the child with date taken (3R size, whole body picture), 1 copy		Parents/Guardian		
7. Recent photograph of the child with date taken, 1 copy		Local Studio		
8. Photocopy of valid I.D of the biological parents/ legal guardian of the child, 2 photocopies		Biological Parents of the child		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements and pays the corresponding fee at the Treasury Office	1.1 Accepts and checks the completeness and correctness of the documents and give the order of payment. 1.2 Accepts the payment and issues the official receipt	Service Fee=Php1,200.00	45 minutes	MSWDO: Any of the ff. where the case was assigned - SWO III, SWO II, SWO I, SWA; MTO: RCC II
2. Attends and cooperates during series of interviews in the office and during home visits and collateral information	2.1 Conducts at least 2 - 3 interviews including Home visits and collateral information	None	14 days	MSWDO: Any of the ff. where the case was assigned - SWO III, SWO II, SWO I, SWA
	* In case of Neglected, Abandoned & Foundling: 2.2 Sends out letter to recent address of child's parents (in case of foundling)	None		
	2.3 Secures police/ barangay blotter			
	2.4 Facilitates publication			
	2.5 Facilitates radio or TV announcements			
	2.6 Facilitates DVC with attachments (in case of Surrendered Child)			
	2.7 Prepares Child Study Report			
			90 days	

	2.8 Prepares and file the Petition with complete documents to RACCO/ DSWD – FO			
3. Waits for update on the application of CDCLAA	3.1 Continuous coordination with RACCO on the update status of the CDCLAA application	None		MSWDO: Any of the ff. where the case was assigned - SWO III, SWO II, SWO I, SWA
	3.2 Instructs client to wait for notice/advisory on CDCLAA application	None		
4. Receives notice for the approved CDCLAA	4.1 Informs client to claim the CDCLAA from RACCO/ DSWD-FO	None	5 minutes	
	4.2 Administers Client Satisfaction Survey	None	5 minutes	
TOTAL		PHP1,200.00	3 Months 14 Days & 55 Minutes	

2. Assistance to Child Abused Cases (Children in Need of Special Protection)

> MSWD prepares Social Case Study report of the Abused Child who is allegedly victim of maltreatment, neglect and exploitation for holistic assistance toward the best interest of the child.

Office or Division:	MUNICIPAL SOCIAL WELFARE & DEV'T OFFICE			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens & G2G – Government to Government			
Who may avail:	Children who are allegedly abused physically, sexually, verbally and emotionally.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate, 1 original copy		LCR/PSA		
2. Police blotter/report, 1 original copy		PNP		
3. Medico-legal, 1 original copy		MHO/Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits birth certificate of the child by parents/ guardians	1. Checks the authenticity of the document	None	5 minutes	MSWDO: Any of the ff. where the case was assigned - SWO III, SWO II, SWO I, SWA
2. Attends the one-time interview at the office of the Women and Children's Desk	2.1 Assess the situation of the child and if ready for interview	None	1 day	
	2.2 Contacts family/relatives of the child in case of "on the spot rescue".	None		
	2.3 Assesses the needs of the child at the moment for proper action, such as : medical assistance	None		

	legal assistance/ psychological examination			
3. Child shall be under the custody of parents or if not applicable, refer the child to a facility for rehabilitative services toward her recovery.	3.1 Prepares social case study report for referral services to partner agencies such as the ff:	None	2 hours	
	<ul style="list-style-type: none"> • PNP or Prosecutor's office for filing a complaint against perpetrator of the child • PMHA or to registered Psychologist for the psychological evaluation of the child • Any facility center if temporary shelter is needed 	None	4 hours	
4. Child and family must report any update on child's recovery to the Social Worker handling the case.	4.1 Conducts regular follow-up/ home visit to the child and family to gather update on the situation of the child.	None	6 mos.	MSWDO: Any of the ff. where the case was assigned - SWO III, SWO II, SWO I, SWA
	4.2 Coordinates and refers the child to other partner agencies in the provision of rehabilitation services including aftercare program.	None		
	4.3. Administers Client Satisfaction Survey	None	5 minutes	
TOTAL		None	6months, 1 day, 6 hours & 10 minutes	

3. Issuance of Certificate of Residency and Indigence

- MSWDO prepares Certificate of residency and indigence to any residents of the Municipality for a specific purpose such as scholarship program of the government, to avail PAO services for free and others.

Office or Division:	MUNICIPAL SOCIAL WELFARE & DEV'T OFFICE
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Residents of the Municipality only
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Certificate of Residency and indigence, 1 original copy	Barangay Hall concerned
2. Certificate of no business in the Municipality, 1 photocopy	Municipal Treasury Office of Tuba
3. Certificate of non-land ownership in the Municipality, 1 photocopy	Municipal assessor's Office of Tuba

4. ITR, 1 photocopy (if applicable)		Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete requirements	1.1 Receives, checks and assesses the completeness and correctness of the documents submitted by the client	None	15 minutes	MSWDO: SWO II, SWO I, SWA
2. Attends interview	2.1 Interviews the client	None	30 minutes	MSWDO: SWO III, SWO II, SWO I, SWA
	2.2 Prepares the Certificate of Indigence	None	30 minutes	
3. Receives the certificate of indigence	3.1 Entry in the logbook and issues the document	None	5 minutes	
	3.2 Administers Customer Satisfaction Survey	None	5 minutes	MSWDO: SWO III, SWO II, SWO I, SWA
TOTAL		None	1 hour & 25 minutes	

4. Issuance of Identification Card to Solo Parents

- MSWDO prepares and issues identification card to Solo Parents pursuant to laws and for them to use in availing services of other partner agencies intended for their welfare.

Office or Division:	MUNICIPAL SOCIAL WELFARE & DEV'T OFFICE
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Solo Parents who are residents of the Municipality
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Requirements of Solo Parents I.D under the following circumstances:	
1. Consequence of Rape: 1.1 Birth certificate/s of the child or children 1.2 Complaint affidavit 1.3 Medical record on the incident of rape 1.4 Sworn affidavit declaring that the solo parent has the sole parental care and support of the child or children at the time of the execution of the affidavit 1.5 Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent 1.6 Solo Parent's Orientation 1.7 Income Tax return (If employed), 1 photocopy 1.8 2 pcs 1x1 ID picture (recent)	LCR/PSA PAO MHSO/Medical Facility PAO PAO, Barangay MSWD, Barangay Employer Client & Photo Studio
2. Death of the Spouse: 2.1 Birth certificate/s of the child or	LCR/PSA



<p>Children</p> <p>2.2 Marriage certificate</p> <p>2.3 Death certificate of the spouse</p> <p>2.4 Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children</p> <p>2.5 Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent.</p> <p>2.6 Solo Parent's Orientation</p> <p>2.7 Income Tax return (If employed), 1 photocopy</p> <p>2.8 2 pcs 1x1 ID picture (recent)</p>	<p>LCR/PSA</p> <p>LCR/PSA</p> <p>PAO</p> <p>PAO, Barangay</p> <p>MSWD, Barangay</p> <p>Employer</p> <p>Client & Photo Studio</p>
<p>3. Detention or Criminal Conviction of the Spouse:</p> <p>3.1 Birth certificate/s of the child or children</p> <p>3.2 Marriage certificate</p> <p>3.3 Certificate of detention or a certification that the spouse is serving sentence for at least three (3) months issued by the law-enforcement agency having actual custody of the detained spouse or commitment order by the court pursuant to a conviction of the spouse</p> <p>3.4 Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children</p> <p>3.5 Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent</p> <p>3.6 Solo Parent's Orientation</p> <p>3.7 Income Tax return (If employed), 1 photocopy</p> <p>3.8 2 pcs 1x1 ID picture (recent)</p>	<p>LCR/PSA</p> <p>LCR/PSA</p> <p>Court</p> <p>PAO</p> <p>PAO, Barangay</p> <p>MSWD, Barangay</p> <p>Employer</p> <p>Client & Photo Studio</p>
<p>4. Physical or Mental Incapacity of the Spouse:</p> <p>4.1 Birth certificate/s of the child or children</p> <p>4.2 Marriage certificate or affidavit of cohabitation</p> <p>4.3 Medical records, medical abstract, or a certificate of confinement in the National Center for Mental Health or any medical hospital or facility confinement of the incapacitated spouse should have been issued not more than three (3) months before the submission, or a valid Person with disability</p> <p>4.4 Sworn affidavit that the solo parents is not cohabiting with a partner or co-</p>	<p>LCR/PSA</p> <p>LCR/PSA</p> <p>Hospital, MHSO, Private Clinic</p> <p>PAO</p>



<p>parent and has sole parental care and support of the child or children</p> <p>4.5 Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent</p> <p>4.6 Solo Parent's Orientation</p> <p>4.7 Income Tax return (If employed), 1 photocopy</p> <p>4.8 2 pcs 1x1 ID picture (recent)</p>	<p>PAO, Barangay</p> <p>MSWD, Barangay Employer</p> <p>Client & Photo Studio</p>
<p>5. Unmarried father or mother who keeps and rears the child/children:</p> <p>5.1 Birth certificate/s of the child/children</p> <p>5.2 Certificate of No Marriage (CENOMAR)</p> <p>5.3 Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the children are under the parental care and support of the applicant solo parent.</p> <p>5.4 Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child and children</p> <p>5.5 Solo Parent's Orientation</p> <p>5.6 Income Tax return (If employed), 1 photocopy</p> <p>5.7 2 pcs 1x1 ID picture (recent)</p>	<p>LCR/PSA PSA PAO, Barangay</p> <p>PAO</p> <p>MSWD, Barangay Employer</p> <p>Client & Photo Studio</p>
<p>6. Abandonment by the Spouse</p> <p>6.1 Birth certificate/s of the child or children</p> <p>6.2 Marriage certificate or affidavit of the applicant solo parent</p> <p>6.3 Affidavit of two (2) disinterested persons attesting to the fact of abandonment of the spouse</p> <p>6.4 Police or barangay record of the fact of Abandonment</p> <p>6.5 Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children and</p> <p>6.6 Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent</p> <p>6.7 Solo Parent's Orientation</p> <p>6.8 Income Tax return (If employed), 1 photocopy</p> <p>6.9 2 pcs 1x1 ID picture (recent)</p>	<p>LCR/PSA LCR/PSA</p> <p>PAO</p> <p>PNP, Barangay</p> <p>PAO</p> <p>PAO, Barangay</p> <p>MSWD, Barangay Employer</p> <p>Client & Photo Studio</p>
<p>7. Solo Parent who is legal guardian, adoptive or foster parent:</p> <p>7.1 Birth certificate/s of the child or children</p>	<p>LCR/PSA RACCO/NACC</p>

<p>7.2 Proof of guardianship, such as the decision granting legal guardianship issued by a court; proof of adoption, such as the decree of adoption issued by a court, or order of Adoption issued by the DSWD or the National Authority on Child Care (NACC)</p> <p>7.3 Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child or children</p> <p>7.4 Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent</p> <p>7.5 Solo Parent's Orientation</p> <p>7.6 Income Tax return (If employed), 1 photocopy</p> <p>7.7 2 pcs 1x1 ID picture (recent)</p>	<p>PAO</p> <p>PAO, Barangay</p> <p>MSWD, Barangay Employer</p> <p>Client & Photo Studio</p>
<p>8. For any relative within the fourth (4th) civil degree of Consanguinity or Affinity of the parent or legal guardian who assumes parental care and support of the child or children:</p> <p>8.1 Birth certificate/s of the child or children</p> <p>8.2 Death certificate, certificate of incapacity, or judicial declaration of absence or presumptive death of the parents or legal guardian; police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian for at least six (6) months</p> <p>8.3 Proof of relationship of the relative to the parent or legal guardian, such as birth certificate, marriage certificate, family records, or other similar or analogous proof of relationship</p> <p>8.4 Sworn affidavit declaring that the solo parent has sole parental care and support of the child or children</p> <p>8.5 Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent</p> <p>8.6 Solo Parent's Orientation</p> <p>8.7 Income Tax return (If employed), 1 photocopy</p> <p>8.8 2 pcs 1x1 ID picture (recent)</p>	<p>LCR/PSA</p> <p>LCR/PSA</p> <p>LCR/PSA</p> <p>PAO</p> <p>PAO</p> <p>MSWD, Barangay Employer</p> <p>Client, Photo Studio</p>
<p>9. OFW:</p> <p>9.1 Birth certificate/s of dependents</p> <p>9.2 Marriage certificate, if the applicant is the spouse of the OFW, or birth certificate or other competent proof of the relationship</p>	<p>LCR/PSA</p> <p>LCR/PSA</p>

<p>between the applicant and the OFW, if the applicant is a family member of the OFW</p> <p>9.3 Philippine Overseas Employment Administration Standard Employment Contract (POEA-SEC) or its equivalent Document</p> <p>9.4 Photocopy of the OFWs passport with stamps showing continuous twelve (12) months of overseas work, or a certification from the Bureau of Immigration</p> <p>9.5 Solo Parent's Orientation</p> <p>9.6 Income Tax return (If employed), 1 photocopy</p> <p>9.7 2 pcs 1x1 ID picture (recent)</p>	<p>POEA</p> <p>Bureau of Immigration</p> <p>MSWD, Barangay Employer</p> <p>Client & Photo Studio</p>			
<p>10. Pregnant Women:</p> <p>10.1 Medical record of her pregnancy</p> <p>10.2 Affidavit of barangay officials attesting that the application solo parent is a resident of the barangay and that the application has no spouse</p> <p>10.3 Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child/children</p> <p>10.4 Solo Parent's Orientation</p> <p>10.5 Income Tax return (If employed), 1 photocopy</p> <p>10.6 2 pcs 1x1 ID picture (recent)</p>	<p>Hospital PAO, Barangay</p> <p>PAO</p> <p>MSWD, Barangay Employer Client & Photo Studio</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete requirements	1.1 Receives, checks and assesses the completeness and the correctness of the documents	None	15 minutes	SWO I (JO)
2. Fills up the application form	2.1 Accepts and checks the correctness of information	None	5 minutes	SWO I (JO)
	2.2 Prepares I.D with client's information	None	10 minutes	SWO I (JO)
	2.3 Processes for the signature of the LCE & MSWDO	None	5 minutes	LCE & MSWDO
3. Claims the I.D	3.1 Entry/Register the I.D in the office Log book	None	1 minute	SWO I (JO)
	3.2. Release the I.D	None	1 minute	
	3.3 Administers Client Satisfaction Survey	None	3 minutes	
TOTAL			40 minutes	



5. Issuance of Marriage Counselling Certificate

- Marriage Counselling is conducted to couples who are applying for marriage license and contemplating marriage towards an informed and responsible decision about contracting marriage.

Office or Division:		MUNICIPAL SOCIAL WELFARE & DEV'T OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		1. “Couples to be” applying for marriage license within the age bracket of 18-25 years old and who are either one of them a resident of Tuba, Benguet		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid I.D card stating applicant’s address in Tuba		SSS, BIR, PHIC & etc		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up PMC application form	1.1 Provides the application form 1.2 Records in the office PMC logbook; and 1.3 For filing	None	15 minutes	MSWDO, SWO III, SWO II, SWO I
2. Attends Marriage Counselling Sessions	2.1 Conducts MCS	None	2 hours	MSWDO, SWO III, SWO II, SWO I
3. Receives Marriage Counselling Certificate and submit to LCR	3.1 Prepares & signs the MCS certificate and issue to the counselees	None	10 minutes	MSWDO: SWO III, SWO II, SWO I
	3.2 Administers Client Satisfaction Survey	None	5 minutes	
TOTAL		For Tuba Residents - PHP500.00; Non-Tuba Residents – PHP700.00	2 hours & 30 minutes	

6. Preparation on the Discernment of Children in Conflict with the Law (CICL, Above 15 Years Old)

- MSWD prepares the Social Case Study Report on the discernment of the CICL who is above 15 years old and who is alleged as, accused of, or adjudged as, having committed an offense under Philippine Law.

Office or Division:		MUNICIPAL SOCIAL WELFARE & DEV'T OFFICE		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizens & G2G – Government to Government		
Who may avail:		Children in Conflict with the Law		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

1. Birth Certificate	LCR/PSA			
2. Police blotter/Report, 1 original copy	PNP – Tuba			
3. Medical Certificate	MHO/Hospital			
4. Completed the assessment tools:				
a. Intake form	Assigned SW and the CICL			
b. Child Functioning tool	Assigned SW and the CICL			
c. Family Functioning tool	Assigned SW and the CICL			
d. Index of value judgment tool	Assigned SW and the CICL			
e. Level of moral development tool	Assigned SW and the CICL			
5. Presence of Guardian/Parents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents birth certificate as proof of age	1.1 Checks the authenticity of the document	None	1 day	SWO III, SWO II, SWO I, SWA
2. Reports to MSWDO with parents/guardians to undertake the assessment tests such as: Moral Development Tool, Index of Value Judgment Tool, Child's Functioning Checklist and Family Functioning Checklist (if not completed)	2.1 Conducts assessment tests to the CICL to gather relevant information using the Moral Development Tool, Index of Value Judgment Tool, Child's Functioning Checklist, Family Functioning Checklist, and Community Profile.	None		
3. Attends and cooperate during the home visit and interview	3.1 Conducts 2 or more home visits to gather pertinent information at home and at the community	None	6 days	
	3.2 Administers Client Satisfactory Summary	None		
4. Stays at home and wait for an update from the Prosecutor's Office	4.1 Prepares the Social Case Study Report on the discernment of the CICL	None		
	4.2 Submits Social Case Study re: discernment to the PNP as attachment of the complaint filed against the CICL	None		
	4.3 Complaint filed at Prosecutor's office	None	PNP - WCPU Personnel assigned	
TOTAL:		None	7 days	



7. Preparation of Intervention Program for Children at Risk (CAR) and Children in Conflict with the Law (CICL) Who is Below 15 Years Old and Assist BCPC in the Implementation of the Intervention Program

- MSWD facilitate case conference of key players in the preparation of the Intervention program for the CAR or CICL below 15 years old.

Office or Division:	MUNICIPAL SOCIAL WELFARE & DEV'T OFFICE			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens & G2G – Government to Government			
Who may avail:	Children in Conflict with the Law and Children at Risk			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Birth Certificate, 1 original copy			LCR/PSA	
2. Police Blotter/Report, 1 original copy			PNP	
3. Intake Form of the CAR or CICL			MSWDO	
4. Presence of Guardians/Parents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents proof of age (Birth Certificate)	1.1 Checks the authenticity of the document	None	10 minutes	SWO III, SWO II, SWO I, SWA
2. Attends and cooperate during the one-time interview at the Women & Children's Desk office	2.1 Interviews CICL or CAR in the presence of their parents/guardians and other stakeholders to gather relevant information	None	1 day	
	2.2 Facilitates in coming up with the agreement between the CICL/CAR and the victim; and arranges a schedule for a case conference for the preparation of the intervention program	None		
3. Attends in the case conference	3.1 Facilitates the case conference in the formulation of the intervention program for the CICL or CAR	None	1 day	
4. Affixes signature on the intervention program	4.1 Prepares the final copy of the intervention program and to be duly signed by the CICL/CAR and witnessed by the participating key players such as the parents/guardians, BCPC, Police office, Social Worker and victim.	None		
5. Executes the intervention program	5.1 Assists the BCPC in the implementation and monitoring of the accomplishment of the intervention program of the CICL/CAR	None	3 months	SWO III, SWO II, SWO I, SWA CICL/CAR
	5.2 Prepares and transmits progress report of the CICL/CAR	None		



	to the court quarterly or as order by the court.			
6. Attends the post evaluation/assessment of his compliance to the intervention program.	6.1 Facilitates the conduct of case conference of the Multi-Disciplinary Team for the evaluation/ assessment of the accomplishment of the intervention program and for possible termination of the intervention or extension if not complied.	None		SWO III, SWO II, SWO I, SWA BCPC CICL/CAR w/ parents
	6.2 Administer Client Satisfaction Survey	None	5 minutes	SWO III, SWO II, SWO I, SWA
TOTAL		None	3 months, 2 days & 15 minutes	

8. Preparation and Issuance of Solicitation Permit

> MSWD Office evaluates the correctness and completeness of the submitted required documents, if no adverse findings; proceed in the preparation of LGU Solicitation Permit to be forwarded to the Local Chief Executive for approval.

Office or Division:	MUNICIPAL SOCIAL WELFARE & DEV'T OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Any individual, group of persons, organizations/associations in the Municipality or even outside Municipality who will be conducting a Fund Drive activities within the Municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Project proposal approved by the head of the organization or agency including the work and financial of the activity to be undertaken		MSWD-Tuba		
2. Profile of governing board members, certified by the organizational secretary		Applicant		
3. Pledge of Commitment or Board Resolution (whichever is applicable)		Applicant		
4. Notarized written agreement or any similar document signifying of intended beneficiary/ies concurrence as recipients of the Fund Raising activity.		Applicant		
5. Simple Tickets, ballots, card or envelopes and other similar form bearing the series of numbers, purpose and prize to be given to the Donor and name of the Donor.		Applicant		
6. Official Receipt		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all required documents	1.1 Checks documents as to its completeness and correctness	None	15 minutes	MSWDO, SWO III, SWO II SWO I, SWA



2. Pays the Solicitation Fee, receive the OR and return to the MSWDO and present the OR.	2.1 Receives payment and issues the official receipt	Php750.00	30 minutes	MTO: RCC II
	2.2 Records the application on the logbook	None	5 minutes	MSWDO, SWO III, SWO II SWO I, SWA
	2.3 Prepares the solicitation permit	None	30 minutes	
	2.4 Forwards to LCE for approval	None	1 day	
	2.5 Informs client to pick-up approved Solicitation Permit	None		
3. Receives the approved Solicitation Permit	3.1 Issues the approved solicitation permit to the applicant	None	5 minutes	
	3.2 Administers Client Satisfaction Survey	None	5 minutes	
TOTAL		PHP750.00	1 Day, 1 hour & 30 minutes	

9. Preparation for Parenting Capability Assessment

- MSWD prepares Social Case Study report on the assessment of parenting capability of an adult related to the subject child if that person is ready to welcome the subject child and physically, financially and psychologically capable to custody the said child for a period of time with utmost consideration of the best interest of the child.

Office or Division:	MUNICIPAL SOCIAL WELFARE & DEV'T OFFICE			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens & G2G – Government to Government			
Who may avail:	Any adult person who is most likely a relative of the child identified by the referring party or agency for the custody of the subject child who is considered as CNSP.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter		Referring Agency		
2. Social Case Study Report of the child including the services provided by the referring agency and the child's progress.		Referring Agency		
3. CLIENT STEPS		AGENCY ACTIONS		
		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Referring Agency submits the referral letter with client's Social Case Study Report	1.1 Accepts and notes what is asked on the referral letter. Records on the office logbook	None	10 minutes	SWO I SWO II SWO III, SWA
	1.2 Designates a case worker to handle the preparation of the capability assessment	None	5 minutes	MSWDO
	1.3 Caseworker conducts home visits to the identified	None	14 days	SWA SWO I

	person stated on the referral letter and collateral information from the neighborhood to gather relevant information in the preparation of the parenting capability.			SWO II SWO III
	1.4 Caseworker prepares the parenting capability assessment	None		SWA SWO I SWO II SWO III
2. Referring Agency receives the Parenting Capability Assessment Report	2.1 Transmits the parenting capability to the referring agency for appropriate action.	None		
3. Referring agency conducts case conference	3.1 Caseworker attends case conference of the case; if agreed that the child will be released for custody based on the parenting capability assessment submitted then date for the discharge of the child from the referring agency shall be set.	None		
	3.2 Caseworker prepares the assessed relative/s of the subject child for the child's reintegration with them thru home visits and counselling sessions	None		
4. Referring agency releases the child to the assessed relative for custody	4.1 Caseworker escorts the relative to fetch the child from the agency, in case the agency will not bring the child to his relative/ custodian.	None		SWA SWO I SWO II SWO III
	4.2 Caseworker conducts regular home visits to the child and his/her new family custodian	None	14 days	
	4.3 Caseworker assesses the condition of the child with his/her new family, if no problem then recommends for termination of the case.	None		
	4.4 Administers Client Satisfaction Survey	None		
TOTAL			28 days & 15 minutes	



10. Provision of Emergency Shelter Assistance in the Form of Financial Assistance to Calamity Victims Whose Houses Were Damaged, Pursuant to Municipal Ordinance No. 360, series 2019

- MSWDO collects the required documents from client/s and prepares other pertinent documents then endorse to concerned offices for processing and releasing of ESA financial assistance to calamity victims whose houses were damaged during calamity/disaster in the municipality.

Office or Division:	MUNICIPAL SOCIAL WELFARE & DEV'T OFFICE			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Residents in the Municipality whose houses were damaged during calamity.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification from the Punong Barangay that the claimant is a resident of the barangay , 3 original copies		Barangay Hall concerned		
2. Report of the Damaged Assessment Needs Analysis Team (DANA), 3 original copies		MDRRMO-DANA Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements	1.1 Checks the completeness and correctness of the documents	None	10 minutes	SWO III, SWO II, SWO I, SWA
2. Attends interview to validate the circumstances of the incident	2.1 Staff interviews the client and prepare/fill-up the Family Data Intake Sheet of client/claimant	None	30 minutes	
	2.2 Instructs client for further notification for the release of the ESA financial assistance	None	5 minutes	SWO III, SWO II, SWO I, SWA
	2.3 Staff prepares the other needed documents from the office such as: <ul style="list-style-type: none"> • ESA Proposal • Certificate of Eligibility • OBR • DV • Copy of the Mun. Ordinance NO. 360, Series 2019 	None	3 hours	
	2.4 Staff endorses the complete documents to concerned offices for the processing, such as:	None	5 minutes	
	➤ MBO certifies the availability of appropriation for Obligation Request	None	30 minutes	Municipal Budget Officer
	➤ MACO pre-audits the financial assistance as to		7 days	Municipal Accountant,

	the completeness and correctness of the attached required documents	None		Accountant III, AO IV, Accountant I
	<ul style="list-style-type: none"> ➤ MTO: <ul style="list-style-type: none"> a. Prepares the check and be signed by the authorized signatories; b. Informs MSWDO that financial assistance is ready for release 	None	23 minutes	Municipal Treasurer, LCRO II
3. Receives notice of claim for the ESA assistance	3.1 Informs client to claim the ESA from Treasury Office	None	5 minutes	SWO III, SWO II, SWO I, SWA
4. Receives ESA Assistance	4.1 Release ESA Assistance	None	5 minutes	LCRO II
	4.2 Administers Client Satisfaction Survey	None	5 minutes	SWO III, SWO II, SWO I, SWA
TOTAL		None	7 days, 4 hours & 58 minutes	

11. Provision of Financial Assistance to Calamity Victims Pursuant to Municipal Ordinance No. 360, series 2019

MSWDO collects the required documents from client/s and prepares other pertinent documents then endorse to concerned offices for processing and releasing of financial assistance to victims of calamity who died and injured during the height of a disaster.

Office or Division:	MUNICIPAL SOCIAL WELFARE & DEV'T OFFICE
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Residents in the Municipality affected by a disaster/calamity
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. Burial Assistance:	
1. Death Certificate of the Deceased, 2 certified photocopies	LCR
2. Proof of Relation to the victim/deceased, 2 certified photocopies, any of the following: <ul style="list-style-type: none"> • Birth Certificate • Marriage Contract 	LCR LCR
3. Barangay Certificate of residency and stating the circumstances leading to the death of the victim, 3 original copies	Barangay Hall concerned
4. DANA Report, if applicable, 3 original copies	MDRRMO- DANA
B. Financial Assistance to injured person due to calamity:	

1. Medical certificate of the injured, 1 original copy + 2 certified photocopies	Hospital/Clinic			
2. Proof of relationship to the victim, if applicable, 3 certified photocopies (Birth Certificate or Marriage Contract)	LCR			
3. Barangay Certificate of residency and stating the circumstances leading to the serious injury of the victim or Police report. 3 original copies	Barangay Hall concerned			
4. DANA report, if applicable, 3 original copies	MDRRMO – DANA			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1 Checks the completeness and correctness of the documents submitted	None	15 minutes	SWO III, SWO II, SWO 1, SWA
2. Attends interview to validate the circumstances of the incident	2.1 Staff interviews the client	None	30 minutes	
	2.2 Instructs the client for notification for the release of financial assistance	None	5 minutes	SWO III, SWO II, SWO 1, SWA
	2.3 Prepares the other needed documents from the office such as: OBR, DV, Certificate of Eligibility, & Social Case Study Report. Attach copy of the Mun. Ordinance NO. 360, Series 2019	None	3 hours	
	2.4 Staff endorses the complete documents to concerned offices for processing, such as:	None	5 minutes	
	➤ MBO certifies the availability of appropriation for Obligation Request	None	30 minutes	
	➤ MACO pre-audits the financial assistance as to the completeness and correctness of the attached required documents	None	7 days	Mun. Accountant, Accountant III, AO IV, Accountant I
	➤ MTO: a. Prepares the check and be signed by the LCE; b. Informs MSWDO that financial assistance of client	None	23 minutes	Mun. Treasurer, LCRO II



	is ready for release			
3. Receives notice of claim for the financial assistance	3.1 Informs client to claim the financial assistance from Treasury Office	None	5 minutes	SWO III, SWO II, SWO 1, SWA
4. Receives Financial Assistance	4.1 Releases financial Assistance	None	5 minutes	LCRO II
	4.2 Administers Client Satisfaction Survey	None	5 minutes	SWO III, SWO II, SWO 1, SWA
TOTAL		None	7 days, 4 hours & 58 minutes	

12. Provision of Financial Assistance to Individual in Crisis Situation, pursuant to Municipal Ordinance No. 487, Series 2023

MSWD office prepares Social Case Study report of client who will avail financial assistance to individuals in crisis situation and who is hampered to function normally because of socio-economic difficulties.

Office or Division:	MUNICIPAL SOCIAL WELFARE & DEV'T OFFICE
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	<p>A. Residents of the Municipality only who are indigents and undergoing medication: Persons who are suffering from sickness/diseases or injuries which are life threatening PWDs who are in need of medical intervention, assistive device and vocational training Women in Especially Difficult Circumstances (WEDC), cases of Trafficked Persons and Children in Need of Special Protection (CNSP)</p> <p>B. Balik-Probinsya cases</p> <p>C. Residents and Non-Residents whose livelihood was affected by a pandemic:</p> <ul style="list-style-type: none"> • Marginalized Workers whose livelihood was stopped, suspended and regulated due to pandemic. • Solo living individuals who are stranded in the Municipality due to lockdown or community quarantine brought about by a pandemic. <p>D. Qualified, deserving and needy students</p> <p>E. Members of the Jeepney Transport Organization whose livelihood was stopped and/or suspended due to pandemic.</p>
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. Medical Assistance	
1. Barangay Certificate of Residency and Indigence, 3 copies original	1. Barangay Hall concerned
2. Medical Certificate of patient with any of the following whichever is applicable: Prescription of medicines, Request for Laboratory test, Financial Statement of Hospital Bill - 2 copies original + 1 certified photocopy	2. Attending Physician of patient/ Hospital/Clinic



<p>3. Any Government Issued ID of client or payee (whichever is applicable), 2 certified photocopies of any of the following:</p> <ol style="list-style-type: none"> Passport Driver's License UMID PhilHealth ID TIN ID Postal ID Voter's ID PRC ID Senior Citizen ID OFW ID 	<p>3. Government Agency issuing I.D: Department of Foreign Affairs office Land Transportation Office Social Security System Philippine Health Insurance Corporation Bureau of Internal Revenue Philippine Postal Corporation Commission of Election Professional Regulation Commission Overseas Workers Welfare Administration</p>
<p>4. Social Case Study Report</p>	<p>4. MSWDO</p>
<p>5. Certificate of Eligibility</p>	<p>5. MSWDO</p>
<p>B. Transportation Assistance</p>	
<ol style="list-style-type: none"> Barangay Certificate of Residency and Indigence, 3 copies original Certificate of Eligibility Any Government issued I.D of client; 2 certified photocopies Police blotter or Police certification (for victims of pickpockets, illegal recruitment, etc.) 2 original copies + 1 certified photocopy Other supporting documents such as but not limited to medical certificate, court order, subpoena) 2 original copies + 1certified photocopy 	<p>Barangay Hall concerned</p> <p>MSWDO</p> <p>Concerned Government Agency/Office issuing valid I.D</p> <p>PNP</p> <p>Concerned Government agency/ Office issuing the other supporting documents</p>
<p>C. Burial Assistance:</p>	
<p>1. Any valid I.D card of client or payee, 2 certified photocopy</p>	<p>Concerned Government Agency/Office issuing valid I.D</p>
<p>2. Death Certificate, 2 original copies + 1 certified photocopy</p>	<p>LCR or PSA</p>
<p>3. Funeral contract or affidavit of burial expenses, 2 original copies + 1 certified photocopy</p>	<p>Funeral company</p>
<p>4. Barangay certificate of indigence & residency</p>	<p>Concerned Barangay Hall</p>
<p>5. Certificate of Eligibility</p>	<p>MSWDO</p>
<p>D. Financial assistance for Drivers and Operators PUJ Association: (During pandemic only)</p>	
<p>1. Certification of active membership to the PUJ association; 3 original copies</p>	<p>President of the Transport Association/Cooperative or Corporation</p>
<p>2. Any Government Issued ID of payee: 2 certified photocopies</p> <ol style="list-style-type: none"> Passport Driver's License UMID PhilHealth ID TIN ID Postal ID Voter's ID PRC ID Senior Citizen ID OFW ID 	<p>2. Government Agency issuing I.D: Department of Foreign Affairs office Land Transportation Office Social Security System Philippine Health Insurance Corporation Bureau of Internal Revenue Philippine Postal Corporation Commission of Election Professional Regulation Commission OSCA Head – Municipal Social Welfare & Development Office Overseas Workers Welfare Administration</p>
<p>3. Copy of Special Permit ; 2 certified photocopies</p>	<p>3. LTFRB</p>

4. Proof of actual trips; 1 original & 1 certified photocopy		4. Client (driver or operator) or Pres. Of Driver's/Operators' Association		
5. Group Case Study Report & Certificate of Eligibility, 2 original copies		5. MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete requirements	1.1 Receives, check and evaluate the completeness and correctness of the documents	None	30 minutes	SWO III, SWO II, SWO 1, SWA
2. Attends interview	2.1 Interviews the client	None	30 minutes	
	2.2 Instructs client for the notification of claiming the assistance	None	5 minutes	
	2.3 Prepares the Group or Individual Case Study Report (SCSR), Certificate of Eligibility and fill-up Family/Individual Intake Sheet	None	2 hours	
	2.4 Transmits the prepared SCSR & Certificate of Eligibility to LCE for approval	None	30 minutes	
	2.5 Prepares and attaches OBR and DV upon receipt of the approved SCSR & COE and attach all the required documents	None	10 minutes	
	2.6 Endorses SCSR together with complete documents to concerned offices for processing, such as:	None	5 minutes	
	➤ MBO certifies the availability of appropriation for Obligation Request	None	30 minutes	Mun. Budget Officer
	➤ MACO pre-audits the financial assistance as to the completeness and correctness of the attached required documents	None	7 days	Mun. Accountant, Accountant III, AO IV, Accountant I

	<ul style="list-style-type: none"> ➤ MTO: <ul style="list-style-type: none"> a. Prepares the check and be signed by the LCE; b. Informs MSWDO that financial assistance of client is ready for release 	None	23 minutes	Mun. Treasurer, LRCO II
3. Receives notice of claim for the financial assistance	3.1 Informs client to claim the financial assistance from the Treasury Office	None	5 minutes	SWO III, SWO II, SWO 1, SWA, MTO
4. Receives Financial Assistance	4.1 Releases Financial Assistance	None	5 minutes	LCRO II
	4.2 Administers Client Satisfaction Survey	None	5 minutes	SWO III, SWO II, SWO 1, SWA
TOTAL		None	7 days, 4 hours & 58 minutes	

13. Provision of Food and Non-Food Assistance to Victims of Calamities

- MSWDO releases or distributes food and non-food to the affected/victims of calamity and to walk-in indigent clients.

Office or Division:	MUNICIPAL SOCIAL WELFARE & DEV'T OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Residents in the Municipality who are affected by calamity & walk-in indigent clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification from the Punong Barangay that clients are residents of the barangay and either victim of calamity or indigent, 2 original copies (case to case basis)		Barangay Hall concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirement	1.1 Accepts requirement and record on the logbook	None	5 minutes	SWO III, SWO II, SWO 1, SWA
	1.2 Validates name of client in the consolidated list of victims provided by the MDRRMO	None	5 minutes	SWO III, SWO II, SWO 1, SWA
	1.3 Fills up Family Data and intake sheet of client	None	20 minutes	

	1.4 Prepare RIS or distribution sheet to be signed by the client	None	5 minutes	SWO III, SWO II, SWO 1, SWA
2. Receives assistance	2.1 Prepares the food and/or Non-food assistance and release to client	None	30 minutes	SWO III, SWO II, SWO 1, SWA
	2.2 Administers Client Satisfaction Survey	None	5 minutes	
TOTAL		None	1 hour & 10 minutes	

14. Provision of Food for Work Assistance

- MSWDO prepares and releases food for work assistance to affected residents through the barangays who will undergo bayanihan activities for the restoration, rehabilitation, mitigation and related disaster preparedness activities in the community.

Office or Division:	MUNICIPAL SOCIAL WELFARE & DEV'T OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Community residents affected by any disaster and willing to participate in bayanihan activities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Written Request from the Punong Barangay in behalf of the residents addressed to LCE, 2 Original copies			Barangay concerned	
2. Picture of the damaged community facility that needs repair or restoration, at least 3 pictures			Barangay concerned	
3. Post requirement: submit picture of the project: during stage and after the activity/project , at least 2 picture each- during and after			Barangay concerned	
4. Attendance of workers who participated in the bayanihan activity, 1 original copy + 1 photocopy			Barangay concerned	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits FFW request for the approval by the LCE	1.1 Receives and record the approved FFW request	None	5 minutes	SWO III, SWO II, SWO 1, SWA
	1.2 Prepares Request and Issue Slip (RIS)	None	10 minutes	
2. Hauls FFW assistance	2.1 Prepares and releases the food for work assistance	None	30 minutes	SWO III, SWO II, SWO 1, SWA
	2.2. Administers Client Satisfaction Survey	None	5 minutes	
TOTAL		None	50 minutes	

15. Referral Services to NGAs and NGOs

- MSWD office prepares Social Case Study report of clients who are hampered to function normally because of socio-economic difficulties in order to avail services of the National Agencies and Non-Government Organization extending assistance to needy clients.

Office or Division:	MUNICIPAL SOCIAL WELFARE & DEV'T OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens and G2G – Government to Government			
Who may avail:	Residents of the Municipality only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Residency and Indigence, 3 original copies		Barangay Hall concerned		
2. Medical Certificate of patient, 1 original copy + 1 photocopy		Attending Physician of client/patient		
3. Medical Abstract of patient, 1 original copy + 1 photocopy		Attending Physician of Client/patient		
4. Other documents required by the host or sponsoring National Agency and/or NGO		Agencies like PCSO, DSWD, PLGU-Benguet and Office of the Senators and Congressman & etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete requirements	1.1 Receives, check and assess the completeness and correctness of the documents	None	15 minutes	SWO III, SWO II, SWO I, SWA
2. Client attends interview	2.1 Interviews client	None	30 minutes	SWO III, SWO II, SWO I, SWA
	2.2 Prepares Social case Study Report (SCSR) and Family/Individual Intake Sheet of client	None	2 hours	
	2.3 Transmits SCSR and the supporting documents to LCE for approval and endorsement to concern agency/ies.	None	30 minutes	MSWDO
	2.4 Records SCSR in the logbook	None	5 minutes	SWO III, SWO II, SWO I, SWA
3. Receives the SCSR with endorsement	3.1 Issues to client the SCSR with LCE endorsement	None	5 minutes	SWO III, SWO II, SWO I, SWA
	3.2 Administers Client Satisfaction Survey	None	5 minutes	
TOTAL		None	3 hours & 30 minutes	