

## Offsite Implementation or Assessment of Individual Clients Outside the DSWD Offices (CIU/CIS/SWAD Offices)

Crisis Intervention Section – Offsite Serbisyo is provision of integrated services to individual and families in crisis situation in the form of direct financial assistance to ensure immediate relief from the unexpected situation such as crises and emergencies.

<b>Office or Division:</b>	Crisis Intervention Section – Offsite Serbisyo
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C –Government to Citizens
<b>Who may avail:</b>	Indigent, marginalized and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<p>1. One (1) valid identification card of the client/ person to be interviewed;</p> <ul style="list-style-type: none"> <li>• PhilSys ID</li> <li>• UMID ID, SSS/GSIS ID</li> <li>• Phil health ID</li> <li>• Driver's License</li> <li>• PRC ID</li> <li>• OWWA ID</li> <li>• DOLE</li> <li>• PAG-IBIG ID</li> <li>• Voter's ID or Voter's Certification</li> <li>• Postal ID</li> <li>• Philippine Passport</li> <li>• NBI Clearance</li> <li>• 4PsID</li> <li>• PWD ID</li> <li>• Solo Parent ID</li> <li>• City/Municipal ID</li> <li>• Barangay ID</li> <li>• (OSCA ID)</li> </ul>	<p>Preferably issued by any government agencies such as but not limited to:</p> <ul style="list-style-type: none"> <li>• Philippine Statistics Authority</li> <li>• Social Security System/Government Service Insurance System</li> <li>• Phil health</li> <li>• Land Transportation Office</li> <li>• Professional Regulation Commission</li> <li>• Overseas Workers Welfare Administration</li> <li>• Department of Labor and Employment</li> <li>• Pag-IBIG Fund</li> <li>• Commission on Election</li> <li>• Post Office</li> <li>• Department of Foreign Affairs</li> <li>• National Bureau of Investigation</li> <li>• Department of Social Welfare and Development</li> <li>• Local Government Unit</li> <li>• Office of Senior Citizen Affairs</li> </ul> <p>or any ID preferably with validity date, and picture and signature of the client</p>
2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.);	From the Police Station
3. Other supporting document/s such as but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena	From hospitals/clinic for medical abstract Court- court order/subpoena Social worker-justification
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	
1. One (1) Any valid identification card of the client/ person to be interviewed; <b>and</b>	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them

	<p>unique and fraud proof. The following are the list of acceptable ID Cards:          SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</p>
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Hospital bill / Statement of Account (outstanding balance) with name and signature	Billing clerk of the hospital
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
<b>MEDICAL ASSISTANCE FOR MEDICINE / ASSISTIVE DEVICE</b>	
1. One (1) Any valid identification card: <b>and</b>	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:          SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, DOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</p>
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months.	Attending Physician from a hospital/clinic
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
<b>MEDICAL ASSISTANCE FOR LABORATORY REQUESTS</b>	
1. One (1) Any valid identification card of the client/ person to be interviewed, <b>and</b>	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:          SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID,</p>

	Philippine National ID or any government issued ID with validity date
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Laboratory Requests with name, license number and signature of the Physician	Attending Physician from a hospital/clinic
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
<b>BURIAL ASSISTANCE FOR FUNERAL BILL</b>	
1. One (1) Any valid identification card of the client/ person to be interviewed; <b>and</b>	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	Authorized staff of the Funeral Parlor/ Memorial Chapel
<b>BURIAL ASSISTANCE FOR TRANSFER OF CADAVER</b>	
1. One (1) Any valid identification card of the client/ person to be interviewed	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	Authorized staff of the Funeral parlor/ Memorial Chapel
4. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain
<b>EDUCATIONAL ASSISTANCE</b>	
1. One (1) Validated School ID and Valid I.D of the Parent/guardian; <b>and</b>	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them

	<p>unique and fraud proof. The following are the list of acceptable ID Cards: SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</p>
2. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school
3. Statement of Account for college students, when available. This may not be available to State Universities	Registrar officer, Authorized staff from the school
<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
1. One (1) identification card of the client/person to be interviewed; <b>and</b>	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</p>
<b>CASH ASSISTANCE FOR OTHER SUPPORT SERVICES</b>	
1. One (1) identification card of the client/person to be interviewed;	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:  SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</p>
<p>Depending on the circumstances:</p> <p>a. <b>For Fire Victims:</b> Police Report/ Bureau of Fire Protection Report from the Bureau of Fire</p> <p>b. <b>For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay</p> <p>c. <b>For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients.</p> <p>d. <b>For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online sexual exploitation of children</p>	Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.

<b>For Locally stranded individuals (LSI):</b> LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.				
<b>For all other incidents:</b>  Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable.		From the Barangay where the client is presently residing.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt and Screening of Documents and CrIMS Verification	1.1 The client and beneficiary's documents and records are checked in order to determine if eligible to receive assistance as per the documentary requirements and the prescribed periods of availing assistance stipulated in the guidelines. <ul style="list-style-type: none"> <li>• If the documents are complete; the client will be interviewed and assessed.</li> <li>• If the documents are incomplete, the Social Welfare Officer will request the client to comply, secure and complete the lacking documents.</li> </ul>		5 minutes	<i>Ms. Nenie D. Savella          SWO III – OIC, Crisis Intervention Section – Offsite</i>
	2.2 Encoding of the client and beneficiary's information and			

	family's composition in CRIMS			
3. Interview and Assessment	3.1 The Social Worker will conduct a thorough interview as the basis for the assessment of the client's current socio-economic situation. The General Intake Sheet shall be accomplished by the Social Worker and shall be concurred by the Client. A Social Case Study Report may be requested to further deepen the assessment and validate the information	None	30 minutes	<i>Ms. Nenie D. Savella SWO III – OIC, Crisis Intervention Section – Offsite</i>
	3.2 The social worker will provide the CSMSF and instruct the client to fill out the form and once done may drop it to the designated drop box.			
	3.3 The type of assistance and its value will be determined by the Social Worker as per assessment of the client' socio-economic situation as well as documents presented.			
	3.4 The assessment and			

	<p>recommendation of the Social Worker shall be reviewed awaiting for concurrence, approval, or other instructions.</p>			
	<p>3.5 The recommended amount once reviewed with concurrence, will be approved. *If there are revisions or corrections or justification needed, the Social Worker will be informed for further instructions.</p>			
<p>4. Release of Assistance</p>	<p><b>4.1 CIS-Offsite Serbisyo</b> <b>4.1a. Cash out right (Php 10,000 and below)</b> a. The CIS-OS Special Disbursing Officer will release the assistance</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Ms. Nenie D. Savella SWO III – OIC, Crisis Intervention Section – Offsite</i></p>
	<p><b>4.2 Guarantee Letter addressed to the Service Provider Php 50,000.00 below)</b> a. Social Worker will prepare the guarantee letter  b. CIS-OS Admin staff will encode the Guarantee</p>			



	<p>Letter to EDTMS</p> <p>c. CIS-OS Head will Review and Approve the GL.</p> <p>* If there are revisions or corrections or justification needed, the Social Worker will be instructed to reprocess the request of assistance.</p>				
	<p>4.3 If approved, the Administrative Staff will release the Guarantee Letter to the client</p>			<p><i>Ms. Nenie D. Savella SWO III – OIC, Crisis Intervention Section – Offsite</i></p>	
<b>TOTAL</b>		None	40 minutes both for cash outright		
<b>GUARANTEE LETTER WITHIN 1 to 7 DAYS TRANSACTIONS</b>					
Guarantee Letter addressed to the Service Provider Php 20,000-50,000	Reviewed and approved by the Approving Officer	None	Within the day	<p><i>Ms. Nenie D. Savella SWO III – OIC, Crisis Intervention Section – Offsite</i></p> <p><i>Atty. Norjanizah Airah R. Calaca SWO V – Chief, Protective Services Division</i></p> <p><i>Atty. Michael Joseph J. Lorico Regional Director – Field Office NCR</i></p>	
Guarantee Letter addressed to the Service Provider Php50,001.00 up to Php 75,000			1-2 working days		
Guarantee Letter addressed to the Service Provider Php75,001 up to Php 100,000			3-4 working days		
Guarantee Letter addressed to the Service Provider Php100,001 up to Php 150,000			5-7 working days		
	CIS-OS Admin Staff will text/call the client to claim the approved GL		5 minutes		
Present the identification card and		None		<i>Ms. Nenie D. Savella</i>	





Department of Social Welfare and Development

Field Office - National Capital Region

or authorization letter of authorized representative upon claiming of the Guarantee Letter				<i>SWO III – OIC, Crisis Intervention Section – Offsite</i>
<b>TOTAL</b>	<b>Cash Outright Guarantee Letter</b>	<b>NONE</b>	<b>40 minutes</b>	<b>7 days</b>