

Onsite Implementation or Assessment of Individuals in Crisis Situation Program for Individual Clients transacting within the DSWD Offices (CIU/CIS/SWAD Offices)

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

The provision of psychosocial support, including psychological first aid, and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the present difficult situation they are experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens Charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

Office or Division:	Crisis Intervention Section – Onsite
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker
CHECKLIST OF REQUIREMENTS	
One (1) valid identification card of the client/ person to be interviewed; <ul style="list-style-type: none"> • PhilSys ID • UMID ID, SSS/GSIS ID • Phil health ID • Driver's License • PRC ID • OWWA ID • DOLE • PAG-IBIG ID • Voter's ID or Voter's Certification • Postal ID • Philippine Passport • NBI Clearance • 4PsID • PWD ID • Solo Parent ID • City/Municipal ID • Barangay ID • (OSCA ID) 	WHERE TO SECURE
	Preferably issued by any government agencies such as but not limited to: <ul style="list-style-type: none"> • Philippine Statistics Authority • Social Security System/Government Service Insurance System • Phil health • Land Transportation Office • Professional Regulation Commission • Overseas Workers Welfare Administration • Department of Labor and Employment • Pag-IBIG Fund • Commission on Election • Post Office • Department of Foreign Affairs • National Bureau of Investigation • Department of Social Welfare and Development • Local Government Unit • Office of Senior Citizen Affairs

	or any ID preferably with validity date, and picture and signature of the client
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
TRANSPORTATION ASSISTANCE	
Other supporting document/s such as but are not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena	Police Station - Police Blotter Hospitals/clinic – medical abstract Court- court order /subpoena Social worker-justification
MEDICAL ASSISTANCE FOR HOSPITAL BILL	
1. Medical Certificate / Clinical Abstract / Discharge Summary / Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified copy)	Medical records of the Hospital / Clinic or the Attending Physician
2. Hospital bill / Statement of Account (outstanding balance) with name and signature of billing clerk	Billing Office of the hospital
3. Social case Study Report / Case Summary	Registered Social Worker in public or private practice <ul style="list-style-type: none"> • DSWD • LSWDO • NGO Medical Social Service
MEDICAL ASSISTANCE FOR MEDICINE / ASSISTIVE DEVICE	
1. Medical Certificate / Clinical Abstract / Discharge Summary / Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Medical records of the Hospital / Clinic or the Attending Physician
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months	Attending Physician from a hospital / clinic
3. Social Case Study Report / Case Summary	Registered Social Worker in public or private practice <ul style="list-style-type: none"> • DSWD • LSWDO • NGO Medical Social Service
MEDICAL ASSISTANCE FOR LABORATORY	
1. Medical Certificate / Clinical Abstract / Discharge Summary / Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Medical records of the Hospital / Clinic or the Attending Physician
2. Prescription with date of issuance, complete name, license number and	Attending Physician from a hospital / clinic

signature of the Physician issued within three months	
3. Social Case Study Report / Case Summary	Registered Social Worker in public or private practice <ul style="list-style-type: none"> • DSWD • LSWDO • NGO Medical Social Service
FUNERAL ASSISTANCE FOR FUNERAL BILL	
1. REGISTERED Death Certificate / Certification from the Tribal Chieftain (Original / certified true copy)	City / Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
2. Promissory Note / Certificate of Balance	Authorized staff of the Funeral Parlor / Memorial Chapel
3. Funeral Contract	Authorized staff of the Funeral parlor / Memorial Chapel
FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER	
1. Registered Death Certificate / Certification from the Tribal Chieftain (Original / certified true copy)	City / Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.
2. Transfer Permit	City / Municipal Hall
EDUCATIONAL ASSISTANCE	
1. Validated School ID and Valid ID	School
2. Enrolment Assessment Form or Certificate of Enrolment of Registration; or Statement of Account	School Registrar or Concerned Office
FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS	
1. Project Proposal	Local Government Unit
2. Barangay Certificate of Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required	Barangay hall where the client is presently residing
CASH ASSISTANCE FOR OTHER SUPPORT SERVICES	
Depending on the Circumstances:	
a. For Fire Victims: Police Report / Bureau of Fire Protection Report from the Bureau of Fire	Bureau of Fire / PNP
b. For Distressed OFs: Passport, Travel Document/s, Certification from OWWA or the Barangay	Overseas Workers Welfare Administration / Department of Migrant Workers / barangay
c. For Rescued Client: Certification from a social worker or case manager from rescued clients.	Local Social Welfare and Development Office or other social welfare agencies
d. For victims of Online Sexual Exploitation: Police blotter and social worker's certification for the victims of online sexual exploitation of children	Local Social Welfare and Development Office or other social welfare agencies
e. For Locally stranded individuals (LSI): LSI without valid IDs, the medical	Police Station – Police Blotter

certificate or the travel authority issued by the Philippine national Police will suffice and be accepted to prove his / her identity	Hospital / Clinic – medical Certificate signed by the Registered Physician
<p>For all other incidents:</p> <p>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 such as but not limited to Police Report / Blotter, Spot report from the AFP or PNP, Joint AFP/PNP Intelligence Committee (JAPIC) Certificate, Certification of death, Disaster Assistance Family Access card (DAFAC), Medico Legal certification</p>	<ul style="list-style-type: none"> • Brgy. Hall where the client is presently residing • Police Station • AFP or PNP • Office of Civil Registry • Certificate from the LDRMO or • Local Government Unit <p>Hospital or Clinic signed by Licensed Physician</p>

MATERIAL ASSISTANCE

1. General Intake Sheet	DSWD CIU / CIS / SWAD
2. Material Assistance Distribution Sheet	DSWD / CIU / CIS / SWAD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Pertinent Document	<p>1.1 Check the completeness of documents submitted by clients.</p> <p>1.2. Verify client's records if within the frequency of availing assistance to Crisis Monitoring System (CrIMS)</p> <p>If it is determined that the client has received assistance beyond the allowed frequency, notify the client regarding the provisions stipulated in the guidelines.</p> <p>If eligible, provide the client a queuing</p>	None	1 hour	<p><i>Mr. Anthony L. Alcantara</i> SWO III – Crisis Intervention Section Onsite</p>

	number and instruct them to proceed with Step 2- Interview and Assessment.			
2. Submit pertinent documents for interview and assessment	<p>2.1 The SWO shall Interview and assess the client to determine the actual need and to check the accuracy and authenticity of the documentary requirements presented. Additionally, the SWO shall fill out the assessment area in the GIS.</p> <p>If determined to be eligible to receive assistance, the SWO shall recommend the appropriate assistance and fill out the CE.</p> <p>For financial assistance amounting to P10,000.00 and below, the SWO shall advise the client to proceed to Step 4 (releasing of assistance) while the GIS, CE, or justification will be subjected to approval.</p> <p>For assistance through a guarantee letter, the DSWD personnel shall prepare the GL. The DSWD</p>	None	3 hours	<p><i>Mr. Anthony L. Alcantara SWO III – Crisis Intervention Section Onsite</i></p>

	<p>personnel shall forward it to Step 3: Review and Approval along with the GIS, CE, and justification of the social worker.</p> <p>If for material assistance, depending on the availability, the SWO shall advise the client to proceed to Step 4 Releasing of Assistance.</p> <p>If documents are found to be incomplete to support the request, the SWO shall advise the client to comply with the documentary requirements needed as listed in the compliance slip per type of assistance.</p> <p>If the client is found to be ineligible to avail the assistance, the SWO shall issue a letter of disapproval to the client.</p> <p>If found that services needed are outside the scope of the program, the SWO shall refer the client to the corresponding program concerned.</p>			
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<p>3. Receiving Assistance</p>	<p>3.1 The DSWD personnel Shall Forward the documents to the authorized official/s.</p> <p>If the authorized official/s finds the request valid and complete, the authorized personnel shall approve the request.</p> <p>If the approving officer determines that the client's submitted documents are insufficient to support the social worker's assessment, the approving officer shall return the documents to the attending SWO for justification or for further appropriate instruction deemed necessary.</p>	<p>None</p>	<p>50 minutes</p>	<p><i>Mr. Anthony L. Alcantara SWO III – Crisis Intervention Section Onsite</i></p>
<p>4. Fill-out client satisfaction measurement survey</p>	<p>4.1 The DSWD personnel shall Forward all the approved requests for assistance to the SDO/RDO/DSWD personnel for release, depending on the mode of assistance.</p> <p>For Cash Outright</p>	<p>None</p>	<p>50 minutes</p>	<p><i>Mr. Anthony L. Alcantara SWO III – Crisis Intervention Section Onsite</i></p>

	<p>(Php10,000 and below): 4.1.1.1. The Regular/Special Disbursing Officer/s of the FMS/U or the designated disbursing officer for cash shall release the assistance.</p>			
	<p>For Guarantee Letter addressed to the Service Provider: 4.1.2.1. The DSWD personnel shall prepare the GL.</p>			
	<p>4.1.2.2. CIU/S Admin staff shall encode the GL to the existing document tracking system.</p>			
	<p>4.1.2.3. Designated Approving Officer shall Review and Approve the GL.</p>			
	<p>For clients recommended to avail material assistance: 4.1.3.1. The CIU/S staff shall assist the client in filling out the Material Assistance Distribution Sheet.</p>			
	<p>4.1.3.2. The CIU/S Staff shall provide the assistance.</p>			
	<p>4.1.4The DSWD personnel shall update client's records into CrIMS or to the existing monitoring</p>			

	<p>tool/system once the assistance is released.</p> <p>4.2. The DSWD personnel shall ensure scan the client's documents or secure a copy of documents for filing and references.</p> <p>4.2.1. The client/beneficiary shall accomplish the Client Satisfaction Measurement Survey Form (CSMF) and drop it to the allocated suggestion box</p>			
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¹ Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department

TOTAL	Cash Outright	NONE	5 hours, 40 minutes
	Guarantee Letter		2 days