

PLHIV Referral for Care and Support Services

In compliance with Section 35 of the Implementing Rule and Regulations of the then Philippine AIDS Prevention and Control Act of 1998 or RA 8504, the DSWD has developed a referral system to assist Persons Living with HIV and AIDS in accessing available care and support services. The new Philippine HIV and AIDS Policy Act or RA 11166 also cites the use of the Department's Referral Mechanism for various stakeholders to protect and promote the rights of PLHIVs and affected families.

This mechanism aims to ensure access of PLHIV to quality and timely delivery of services and is also intended to facilitate coordination between and among service providers.

Office or Division:	Community Based Services Section – Protective Services Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	People Living with HIV (PLHIV) and their affected families
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>One (1) valid identification card of the client/ person to be interviewed;</p> <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 • Police Clearance • (OSCA ID) • Or any ID preferably with validity date and picture and signature of the client in extreme justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an ID card 	<p>Preferably issued by any government agencies such as but not limited to:</p> <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 • Police Station • Office of Senior Citizen Affairs • Barangay Hall
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for these who do not have the capacity to act or below 18 years old

Form 1: Intake Form		Referring Agency		
Informed Consent				
Form 2: Referral for Service		HIV treatment hub		
Medical Certificate or Clinical Abstract		Designated HIV Treatment Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a queuing number	1.1 provide client with queuing number	None	5 minutes	<i>Ms. Lael B. Gasco SWO II – OIC, Community Based Services Section</i>
2. Present self and documents for assessment and review	2.1 Receive and review of submitted documents	None	40 minutes	<i>Ms. Lael B. Gasco SWO II – OIC, Community Based Services Section</i>
	2.1.1 Check the client's record on existing database, e.g., Crisis Intervention Monitoring System, to check whether client had sought assistance within the last three (3) months If a client is eligible based on frequency and/ or type of assistance last provided, the staff shall further assess documents presented If client is not eligible, staff provide reasons for non- eligibility and shall provide further instruction/ information to client			
	2.1.2 Conduct interview within client to further gather			

	information and/ or for clarification 2.1.3 If necessary, coordinate with the receiving agency for validation			
3. Fill-out necessary fields in the prescribed forms	3.1 handout copies of prescribed forms to client 3.2 Ask client to fill-out necessary fields and provide instructions	None	20 minutes	<i>Ms. Lael B. Gasco SWO II – OIC, Community Based Services Section</i>
4. Submit the accomplished forms	4.1 Collect accomplished forms 4.2 Review and completely accomplish forms 4.3 The DSWD Social Worker Officer shall determine the amount that is appropriate and responsive to the needs of the client 4.4 Prepare vouchers and other financial documents 4.5 Submit forms and supporting documents to the Authorized Approving Officer Compile approved documents	None	80 minutes	<i>Ms. Lael B. Gasco SWO II – OIC, Community Based Services Section</i>
5. Client received assistance or any relevant documents for claiming of assistance (e.g., accomplished Form 3: referral for Service or stub)	5.1 Re- confirmation of client's identity 5.2 Releasing of assistance to client If outright cash, ask the client to check the actual amount received	None	15 minutes	<i>Ms. Lael B. Gasco SWO II – OIC, Community Based Services Section</i>

	<p>If Guarantee Letter, advise client to review the correctness of the personal information reflected in the document</p> <p>If client shall be referred again to other office and/or agency, the social worker shall accomplish Form 3: Referral for Service.</p>			
6. Accomplish Client Satisfaction Survey Form	6.1 Issue Client Satisfaction Survey Form	None	20 minutes	<i>Ms. Lael B. Gasco SWO II – OIC, Community Based Services Section</i>
	6.2 Collect accomplished form			
TOTAL		NONE	3 hours for Cash Outright 1 day for Guarantee Letter	