

CITIZEN'S CHARTER

Frontline Service: Issuance of

**Social Case Study Reports/Referral Letter
(Philippine Charity Sweepstakes Office (PCSO),
Angeles University Foundation (AUF),
Jose B. Lingad Medical Memorial (JBL),
Non-Government Organizations (NGO's),
Non-Government Agencies (NGA's),
Public Attorney's Office (PAO) and
Other Government Agencies**

Office: City Social Welfare and Development Office
City Hall Compound

Schedule of Availability of Service:

Monday - Friday
8:00 a.m. - 5:00 p.m. without noon break

Who may Avail of the Service?

- Individuals and families needing assistance from other institutions/agencies

What are the Requirements?

➤ **For Medical Assistance: (PCSO, AUF, JBL & other Government Agencies)**

- Personal Letter of Request for assistance
- Medical Certificate/Latest Medical Abstract
- Updated hospital bill or latest doctor's prescription with amount indicated and stamped by hospital pharmacy
- Barangay Certificate of Indigency
- Valid Identification Card

➤ **For Public Attorney's Office: (PAO)**

- Barangay Certificate of Indigency
- Valid Identification Card

Fees/Charges: None

Duration (under normal circumstances): within 5 days



NO TO FIXERS & REDTAPE!

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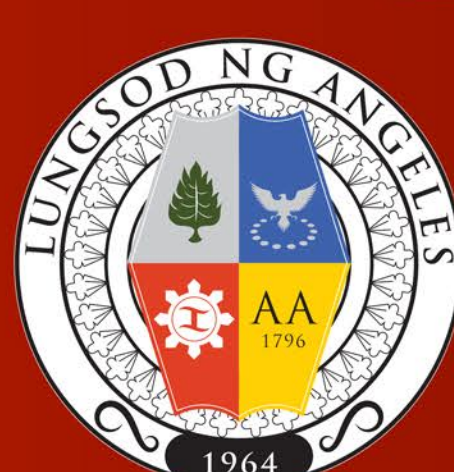
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How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person in Charge	Fees/Charges	Forms
1	Provide information about the need and reason for asking assistance	Conduct initial interview: gather relevant information about the Applicant/Family Furnish Applicant with the list of requirements for submission	30 minutes	Social Worker/ Social Welfare Assistant	None	General Intake Sheet
2	Submit the requirements	Receive and review the requirements and assess the eligibility for assistance Advise Applicant/Family on the schedule of home visit for further data gathering and validation	15 minutes	Social Worker / Social Welfare Assistant	None	None
3		Conduct home visit/s to validate the initial data gathered through collateral interview and issue claim slip to the Applicant	Within 2 days after the initial interview	Social Worker / Social Welfare Assistant	None	Claim Slip
4		Prepare Social Case Study Report / Referral Letter	Right after the Home Visit	Social Worker / Social Welfare Assistant	None	None
5	Claim the Social Case Study Report	Release the SCSR/Referral Letter to the Applicant	Within 2 days after the Home Visit	Administrative Support Staff	None	Claim Slip

END OF TRANSACTION



NO TO FIXERS & REDTAPE!