

FINANCIAL ASSISTANCE (GUARANTEE LETTER) TO INDIVIDUALS IN CRISIS SITUATION

It refers to the provision of financial assistance as well as counselling, referral for psychological and legal service to disadvantaged and marginalized sectors. These services aim to help individuals and families to cope with the difficult situation they are presently experiencing such as illness, death, natural and man-made calamities, loss of job or source of income brought about by the Coronavirus Disease 2019(COVID-19).

Office or Division	Crisis Intervention Section
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	Individuals and/or families who are vulnerable, disadvantaged or otherwise in crisis situation based on the assessment of the Social Worker
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
GUARANTEE LETTER (Php 10,001.00-P150,000.00)	
Medical Assistance (Once every three(3) months)	
Case Study Report that the client is in crisis situation	Local Social Welfare and Development or Medical Social Worker
Certificate of Indigency or Certificate of Residency or Certificate of the client is in need of assistance	Barangay where the client is residing
Any Government issued id	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Certificate of Confinement/Medical certificate/Clinical Abstract with date of issuance, complete name, signature and license number of the attending physician (issued within 3 mos.)	Attending Physician from hospital/clinic or from Medical Records
Hospital Bill/Statement of Accounts/Outstanding balance with complete name and signature of the Billing Clerk	Billing Clerk from hospital/clinic or from Medical Records
Burial Assistance	
Certificate of Indigency or Certificate of Residency or Certificate of the client is in need of assistance maybe required	Barangay where client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, Pag-IBIG, COMELEC, NBI, DFA and among others
Death Certificate or Certification from the tribal Chieftain(for IPs), Imam(for Moro) or Doctor or authorized medical practitioner, in the absence of death	Local Civil Registrar/Medical practitioner/Chieftain/Imam

certificate				
Funeral Contract(except for Muslim and IPs performing customary practices		Funeral parlor		
For transfer of cadaver Death Certificate or Certification from the tribal Chieftain(for IPs), Imam(for Moro) or Doctor or authorized medical practitioner, in the absence of death certificate Transfer permit(except for Muslim and IPs performing customary practices		Local Civil Registrar/Medical practitioner/Chieftain/Imam		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Proceed to the Guard and signs in the Logbook and secure Queuing Number	1. Assist the client in signing in the Logbook.	None	1 minute	Guard on Duty
	1.1. Give queuing number to the client	None	1 minute	Guard on Duty
2. Proceed at the Crisis Intervention Section for the review of documents presented	2.Verify the authenticity and completeness of client's documents Note: If documents are incomplete, the Officer-on-Duty shall advice the client to complete the lacking documents	None	1 minute	Social Welfare Aide or Administrative Assistant II
3. Proceed in the Verification phase	Verify the name of the client in the Online Crisis Intervention Management System (CRIMS) Note: If the client already received the same assistance within 3 months, the Social Worker shall request the client to return on the scheduled date with updated medical certificate and prescription.	None	1 minute	Social Worker
4. Proceed in the	4. Take photo of the	None	2 minutes	Social Worker

Interview and Assessment	client.			
	4.1. Gather accurate data and information of the client	None	10 minutes	
	4.2. Assess the amount to be extended	None	8 minutes	
5. Sign Certificate of Eligibility and General Intake Sheet	5. Prepare Certificate of Eligibility, General Intake Sheet and Guarantee letter for approval of the Regional Director	None	5 minutes	Social Worker
6. Return to CIU once Guarantee Letter is approved by the Regional Director	6. Notify client to receive the approved Guarantee Letter.	None	1 minute	Social Worker
	TOTAL	None	29 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form available at the Crisis Intervention Section or at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Client Satisfaction Measurement Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with Crisis Intervention Section • Name of Person complained of • Reason for complaint • Evidence/s, if any

	<p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004</p> <p>Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, complaints are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004</p> <p>Email: fo2@dswd.gov.ph</p>