

## FINANCIAL ASSISTANCE (OUTRIGHT CASH) 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).

<b>Office or Division</b>	Crisis Intervention Section	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who may avail</b>	Individuals and/or families who are indigent vulnerable, disadvantaged or otherwise in crisis situation based on the assessment of the Social Worker.	
	Availment is every after three (3) months	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Outright Cash (Php 10,000.00 – below)</b>		
<b>Medical Assistance</b>		
Case Study Report that the client is in crisis situation, for availment of services more than P5,000.00.	Local Social Welfare and Development Officer or Medical Social Worker	
Certificate of Indigency or Certificate of Residency or certificate that the client is in need of assistance maybe required	Barangay where the client is residing	
Any valid 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	
Prescription/assistive devices/Hospital Bill/Laboratory Request/ with date of issuance, complete name, signature and license number of the attending physician (issued within 3 mos.)	Attending Physician, billing clerk from hospital/clinic or from Medical Records	
<b>Burial Assistance</b>		
Certificate of Indigency or Certificate of Residency or certificate that 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	Local Civil Registrar/Chieftain/Imam	

Moro) or Doctor or authorized medical practitioner, in the absence of death certificate	
Funeral Contract(except for Muslim and IPs performing customary practices	Funeral Homes
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
<b>Educational Assistance</b> Elementary & High school – once every school year Senior High and College – once every semester	
Certificate of Indigency or Certificate of Residency or Certificate of the client is in need of assistance maybe required	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Certificate of Enrolment/Registration form	School where the student is presently enrolled
School assessment for College Students, when available	School where the student is presently enrolled
School ID	School where the student is presently enrolled
<b>Food Assistance</b>	
Certificate of Indigency or Certificate of Residency or Certificate of the client is in need of assistance maybe required	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Certificate of Confinement	Attending Physician from hospital/clinic or from Medical Records
<b>Transportation Assistance (to be availed once a year)</b>	
Certificate of Indigency or Certificate of Residency or Certificate of the client is in need of assistance as maybe required	Local Social Welfare and Development Office
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Police Blotter	Police Station
<b>Cash Assistance for other support services(once every applicable incident)</b>	
Any valid identification card of the client	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others

Depending on the circumstance of the client:				
Police report or BFP Certification for fire victims	PNP Station/BFP Office where the client is residing			
Passport, Travel documents, Certification from OWWA or the Barangay or any proof of repatriation by the distressed overseas Filipino	DFA/OWWA			
Certification from the Social Worker or Case Manager for rescued clients or is in need of assistance	Local Social Welfare and Development Office			
Police blotter and Social Worker certificate for victims of online sexual exploitation of children or violence against women and children	PNP/Local Social Welfare and Development Office			
<b>LOCALLY stranded individuals(LSIs)</b>				
For LSIs without valid IDs, Medical Certificate or the Travel Authority issued by the Philippine National Police	MHO/PNP			
For all other incidents-Barangay Certificate of Residency or Certificate of Indigency or Certificate of the client is in need of assistance as well as documents from legal authorities/regulating agencies, as may be applicable	Legal authorities/Barangay where the client is residing			
<b>PROVISION OF PPE (once every three months)</b>				
RT-PCR Test Result	Attending Physician from hospital/clinic or from Medical Records			
Certificate of Indigency or Certificate of Residency or Certificate of the client is in need of assistance as well as other documents from legal authorities/regulating agencies	Barangay where the client is residing			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESING TIME (RA 11032)</b>	<b>RESPONSIBLE PERSON</b>
1. Proceed to the Guard and sign 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:	None	1 minute	Social Welfare Aide  or  Administrative Assistant II

	If documents are incomplete, the Officer-on-Duty shall advise the client to complete the lacking documents			
3. Proceed in the verification	<p>Verify the name of the client in the Online Crisis Intervention Management System (CRIMS)</p> <p>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 and bring updated documents.</p>	None	1 minute	Social Worker
4. Proceed in the interview and assessment	4. Take photo of the client	None	1 minute	Social Worker
	4.1. Gather accurate and information of the client	None	4 minutes	Social Worker
	<p>4.2. Assess the amount to be extended through outright cash or Guarantee Letter</p> <p>Note: If recommended for Guarantee Letter, the client shall be given Guarantee Letter to be approved by the Regional Director/Officer-in-Charge</p>	None	5 minutes	Social Worker
5. Sign Certificate of Eligibility, General Intake Sheet and Cash Assistance Payroll	5. Prepare Certificate of Eligibility, General Intake Sheet and Cash Assistance Payroll	None	5 minutes	Social Worker

	<b>TOTAL</b>	None	19 minutes	
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## Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
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: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></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: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></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"> <li>• Your Name and contact details</li> <li>• Transaction with Crisis Intervention Section</li> <li>• Name of Person complained of</li> <li>• Reason for complaint</li> <li>• Evidence/s, if any</li> </ul> <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></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 Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>