





	3	Receive the assistance	5 minutes	<p>should indicate that the cause of death is COVID to justify the need for cremation.</p> <p><b><u>MEDICAL ASSISTANCE</u></b></p> <ul style="list-style-type: none"><li>• Certificate of Indigency</li><li>• Valid ID of client</li><li>• Prescription form with fully filled up details</li><li>• Medical Certificate/ Clinical Abstract</li><li>• Treatment Protocol (for chronic ailments)</li><li>• Physician's request for laboratory examination and medical procedure (CT scan, MRI)</li></ul> <p><b><u>HOSPITALIZATION ASSISTANCE</u></b></p> <ul style="list-style-type: none"><li>• Certificate of Indigency</li><li>• Valid ID of client</li><li>• Official Statement of Account</li><li>• Medical Certificate/ Clinical Abstract</li><li>• If already discharged, please present promissory note and certificate of outstanding balance</li></ul>				
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				<p><b><u>TRANSPORTATION/ FINANCIAL ASSISTANCE</u></b></p> <ul style="list-style-type: none"> <li>• Certificate of Indigency</li> <li>• Police Blotter (if out of the area, citing the reason for asking the assistance)</li> <li>• Valid ID of the client</li> </ul> <p><b><u>FOOD ASSISTANCE</u></b></p> <ul style="list-style-type: none"> <li>• Client's valid ID</li> <li>• Certificate of Indigency</li> </ul>				
<b>ISSUANCE OF SOCIAL CASE STUDY REPORT AS REQUIREMENT FOR OTHER AGENCIES' ASSISTANCE (SCSR)</b>	1	Clients submit the requirements needed	5 minutes	Certificate of Indigency Medical Certificate or Clinical Abstract	CSWD Staff	None	G2C	Simple
	2	Submit and attend intake interview	20 minutes		CSWD Staff/ Social Worker			
	3	Affirm/ verify details taken or encoded	1 day		CSWD Officer			
	4	Wait for the processing/ release of the Social Case Study Report	15 minutes		Social Worker			
	5	Secure the Social Case Study Report	15 minutes		CSWD Officer			



	6	CSWD approves and signs Social Case Study Report	3 minutes		Social Worker			
	7	Client secures the Social Case Study Report released by the CSWD.	2 minutes		CSWD Staff			
<b>APPLICATION FOR CERTIFICATE OF INDIGENCY</b>	1	Client submits the needed requirements for verification	3 minutes	*Local Civil Registrar *Public Attorney's Office *Integrated Bar of the Philippines: 1.Barangay Certificate of Indigency 2.CBMS Certification 3.Certificate of Insolvency (Assessor's Office) 4.2 Documentary Stamps *Ziga Memorial Hospital *Bicol Regional Training and Teaching Hospital *Philhealth 1.Barangay Certificate of Indigency 2.CBMS Certification	CSWD Staff	None	G2C	Simple
	2	Client fills out Information Form. CSWD staff interviews the client and prepares the certification.	6 minutes					
	3	Client reviews the prepared certification for correction/ clarification; CSWD officer approves and signs certification	3 minutes		CSWD Officer			
	4	CSWD releases the Certificate of Indigency	3 minutes		CSWD Staff			



<b>ISSUANCE OF IDENTIFICATION CARDS (PERSONS WITH DISABILITIES &amp; SOLO PARENTS)</b>	1	Client presents the complete requirements for validation. CSWD staff prepares the Identification Card then records the client's information in the logbook.	20 minutes	<b>PERSON WITH DISABILITIES:</b> 1. Filled up Application Form 2. 2 pcs 1x1 latest picture 3. Medical Certificate indicating type of disability  <b>SOLO PARENTS:</b> 1. Barangay Certification from the Barangay Captain certifying that applicant is a SOLO PARENT 2. 2 pcs 1x1 latest picture 3. Photocopy of minor child/ children's birth certificate 4. Photocopy of latest income tax return (optional)	CSWD Staff	None	G2C	Simple (for PWD) Highly Technical (for SOLO PARENTS)
	2	CSWD staff releases the Identification Card	5 minutes for PWD  22 days for SOLO PARENTS, as per RA 8972 SP ID should be released after conducting collateral interview and verification					