



## 18. Referral to other Welfare Agencies

Referral is one of the functions of the agency this happens when the needed resources are not available in the agency. The office taps or links the client to other welfare agencies where they can possibly get the help/services that they need.

|   |  |                                      |                        |   |
|---|--|--------------------------------------|------------------------|---|
| <b>Office or Division</b>   | Office of the Municipal Social Welfare and Development Officer |                                      |                        |   |
| <b>Classification</b>   | Simple   |                                      |                        |   |
| <b>Type of Transaction</b>  | G2C - Government to Citizen                                    |                                      |                        |   |
| <b>Who may avail</b>  | All people who needs help                                      |                                      |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                                      |  | <b>WHERE TO SECURE</b>               |                        |   |
| Certificate of Low Income (1 photocopy)                               |  | Barangay where Client is Concerned   |                        |   |
| Barangay Certification (1 photocopy)                                  |  | Barangay where the client is located |                        |   |
| Assessor's Certificate (1 photocopy)                                  |  | Office of the Municipal Assessor     |                        |   |
| Latest Community Tax Certificate (1 photocopy)                        |  | Office of the Municipal Treasurer    |                        |   |
| <b>Client Steps</b>   | <b>Agency Action</b>   | <b>Fees to be paid</b>               | <b>Processing Time</b> | <b>Person Responsible</b>   |
| 1. Log in the client at the Information Officer / Officer of the Day. | 1. Log in client and do initial interview.                     | None                                 | 5 Minutes              | <i>Administrative Aide III</i><br><i>Social Welfare Aide</i><br><i>Social Welfare Assistant</i><br><br>Office of the Municipal Social Welfare and Development Officer |
| 2. Proceed to case worker.  | 2. Assessment to the eligibility of the client.                | None                                 | 30 Minutes             | <i>Social Welfare Officer I</i><br><i>Social Welfare Officer II</i><br><br>Office of the Municipal Social Welfare and Development Officer                             |



|                            |                                      |             |                   |   |
|----------------------------|--------------------------------------|-------------|-------------------|---|
|                            | 2.1 Preparation of referral letter.  | None        | 5 Minutes         | <i>Social Welfare Officer I</i><br><i>Social Welfare Officer II</i><br><br>Office of the Municipal Social Welfare and Development Officer |
|                            | 2.2 Approval of the Referral letter. | None        | 2 Minutes         | <i>Municipal Social Welfare and Development Officer</i><br><br>Office of the Municipal Social Welfare and Development Officer             |
| 3. Receive the certificate | 3. Issuance of the Certificate.      | None        | 2 Minutes         | <i>Social Welfare Assistant</i><br><br>Office of the Municipal Social Welfare and Development Officer                                     |
|                            | <b>TOTAL:</b>                        | <b>None</b> | <b>44 Minutes</b> |   |