



19. Social Case Study Reports for Medical/Burial/Hospital Assistance

*A case study is a research strategy and an empirical inquiry that investigates a phenomenon within its real-life context and based on an in-depth investigation of a single individual, group or event to explore the causes of underlying principles. The SCSR and CSR shall be made in 2 - 3 days after home visitation

Office or Division	Office of the Municipal Social Welfare and Development Officer	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail	Qualified Client	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Hospital Bill		
Medical Certificate/ Abstract (1 original & 1 photocopy)		Attending Physician
Certificate of Confinement (1 original & 1 photocopy)		Hospital where client is admitted
Hospital Bill (1 original & 1 photocopy)		Hospital where client is admitted
Certificate of Low Income (1 original & 1 photocopy)		Barangay where client is located
Latest Community Tax Certificate (1 photocopy)		Office of the Municipal Treasurer
Valid ID (1 photocopy) (COMELEC ID, Driver's License, etc.,)		Client
B. For Burial		
Death Certificate with Registry No.(1 photocopy)		Office of the Municipal Civil Registrar
Certificate of Low Income (1 original & 1 photocopy)		Barangay where client is located
Certificate of Indigency (1 original & 1 photocopy)		Office of the Municipal Social Welfare and Development Officer
Latest Community Tax Certificate (1 photocopy)		Office of the Municipal Treasurer
Letter of Intent (1 original & 1 photocopy)		Client
Funeral Contract (1 original & 1 photocopy)		Funeral Services
Valid ID (1 photocopy) (COMELEC ID, Driver's License or other government issued ID)		Client



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Log in the client at the Information Officer / Officer of the Day.	1. Log in the client and do initial interview and review the requirements needed.	None	5 Minutes	<i>Social Welfare Aide Social Welfare Assistant Office of the Municipal Social Welfare and Development Officer</i>
2. Proceed to the case worker	2. Assess the client's need and do in depth interview.	None	30 Minutes	<i>Social Welfare Officer I Social Welfare Officer II Social Welfare Officer III Office of the Municipal Social Welfare and Development Officer</i>
	2.1 Conduct collateral interviews and home visitation as the need arises.	None	2 Hours	<i>Social Welfare Officer I Social Welfare Officer II Social Welfare Officer III Office of the Municipal Social Welfare and Development Officer</i>
	2.2 Preparation of Social Case Study Report.	None	3 Days	<i>Social Welfare Officer I Social Welfare Officer II Social Welfare Officer III Office of the Municipal Social Welfare and Development Officer</i>
	2.3 Review and Approval of the Social Case Study Report.	None	15 Minutes	<i>Municipal Social Welfare and Development Officer Office of the Municipal Social Welfare and Development Officer</i>
	2.4 Issuance of Social Case Study Report	None	2 Minutes	<i>Social Welfare Aide Social Welfare Assistant Office of the Municipal Social Welfare and Development Officer</i>
	TOTAL:	None	3 Days, 2 Hours & 52 Minutes	