



CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

ISSUANCE OF CASE STUDY REPORT (REFERRAL FOR MEDICAL AND FINANCIAL ASSISTANCE)

ABOUT THE SERVICE

Social Case Study Report was issued to individual or family in crisis situation for possible availment of medical/financial assistance from charitable institutions (GOs and NGOs). These clients are those who are admitted in the hospital and for some reasons cannot manage to clear up their hospital accountability, individual diagnosed with cancer, end stage renal disease and the like, that requires lifetime treatment to enable him/her to sustain his/her expensive therapeutic requirements, bring back his/her normal functioning and help him/her deal with his/her problem by providing well-timed and sustainable assistance.

WHO CAN AVAIL OF THE SERVICE

Any bonafide resident of Olongapo City who belongs to marginalized group of families and any who suffers from above cited illnesses can avail of the service.

REQUIREMENTS

1. Updated Medical Certificate / Clinical Abstract or Medical Certificate
2. Hospital bill / Promissory Note
3. Updated Doctor's Prescription
4. Request and Costing of Procedures (CT Scan, MRI)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	PROCESSING TIME (under normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	GET a transaction number/ INQUIRE	ISSUE/CALL NUMBER, LOG and ENDORSE to assigned worker	2 minutes	Admin Staff	None	Logbook
2	PRESENT the required documents	EVALUATE the submitted required documents.	5 minutes			
3	PROVIDE data/information (interview)	INTAKE/INTERVIEW with the client	30 minutes	Social Welfare Officer / SWA		
4	WAIT for Home visitation (New Client)	CONDUCT Home visitation / Validation	4 hours	Nova N. Codoy Liny Ruiz Blesila Ciervo Rosemarie Gelacio Fe Abacan		
	WAIT for the preparation of Social Case Study Report (Old Client)	ENCODE & PREPARE the Social Case Study Report	1 hour			
		REVIEW & APPROVAL	10 minutes			
5	CLAIM of Social Case Study Report	ISSUE / RELEASE Social Case Study Report	1 minute	Social Welfare Officer / SWA		
Total Time: 48 minutes (excluding waiting time)						

AVAILABILITY OF SERVICE:

MONDAY TO FRIDAY
8:00 AM to 5:00 PM
NO NOON BREAK



TRANSPARENCY & GOOD GOVERNANCE