



MUNICIPALITY OF TUBIGON

CITIZEN'S CHARTER





**MUNICIPAL SOCIAL
WELFARE &
DEVELOPMENT OFFICE**
ADMINISTRATIVE SERVICES



2. **AVAILING THE TUBIGON DROP-IN & WOMEN CRISIS CENTER SERVICES**

About the Service: With the LGU’S aim in maintaining the Child Friendly Municipality Community of Practice(COP) status, a concept of building a Drop-In Center was conceptualized to cater to children who are in crisis situation or those in especially difficult circumstances. The services are not limited to children alone but also for abused and exploited women.

Schedule of Availability of the Service:

Monday to Sunday 24/7 even during Holidays (during night and holiday turn-over , rescuing Officer, notify the Social Worker/Houseparent on call for immediate response.

Who may avail of the Service: Children 5-17 years of age, abused and exploited women.

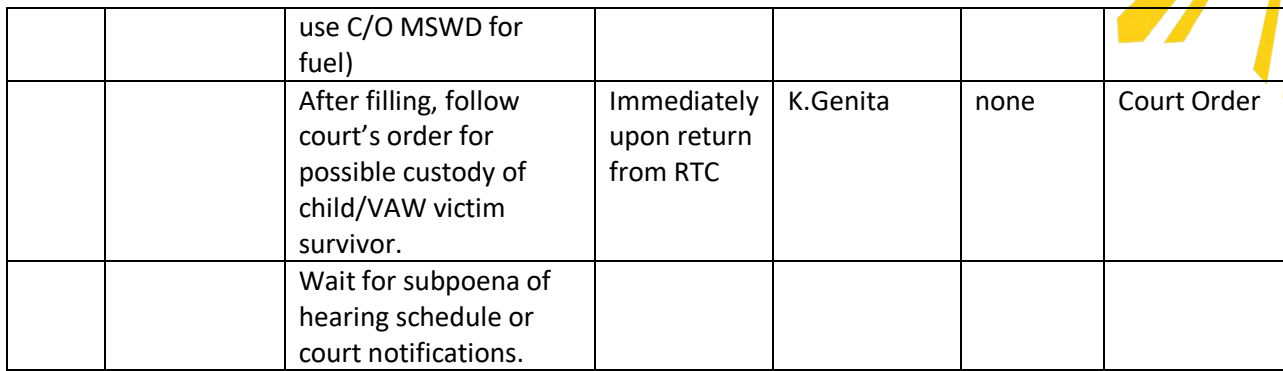
What are the Requirements:

- 1. Referral letter or escort of rescuing person to the Drop-In Center
- 2. Police Blotter
- 3. Birth Certificate to determine if the child is 5-17 years old
- 4. Medical Certificate

Duration: Immediately upon turn-over of the minor or VAW victim/survivor

HOW TO AVAIL OF THE SERVICE:

STEP	As a client (guardian/escort), you	Responsibility of Action Officer	It will take you	Person In Charge	Fees	Form
1	Approach the PACDI	PACDI refer client to Drop In Social Worker	2 mins.	Rickylyn Macabodbod	none	none
2	Approach the Drop-In Social Worker	Interview child, parent/guardian/escort or the VAW victim/survivor with PNP Women & Children’s desk Officer	30 mins.	Kristine I. Genita	none	Intake Form
		Interview victim whether they will file a case or not	20 mins.	Kristine I. Genita	none	Intake Form
		In case, no filing of case will be done, counsel the minor	20 mins.	Kristine I. Genita	none	none
		Turn- Over minor to parents/guardian after counseling	5 mins.	Kristine I. Genita	none	Turn-Over certification
		When the victim decides to file a case, prepare a discernment report	5 hours	Kristine I. Genita	none	Handbook on Discernment
		Drop-In Social Worker, escorts minor/VAW victim survivor in filing the case to RTC Family Court with PNP personnel (with available vehicle for	½ to 1 day	K. Genita	None(fuel is budgeted by MSWD GAD Fund)	Discernment report



Fill-out the Client Satisfaction Rating Form

END OF TRANSACTION
