

### 3. AUXILIARY SOCIAL SERVICES TO PERSONS WITH DISABILITIES

In support of the RA 7277 or the Magna Carta for Persons with Disabilities, the Department of Social Welfare and Development Office Field Office provides for auxiliary services for the sector. The provision of assistive devices is dedicated for the physical restoration of persons with disabilities to ensure their self and social enhancement. This also aims to promote their capability to attain a more meaningful, productive and satisfying way of life and for persons with disabilities to become self-reliant and contributing members of the society.

<b>Office or Division:</b>	Protective Services Division
<b>Classification:</b>	Simple/Complex
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who May Avail:</b>	Persons with Disabilities who are in need of assistive devices
<b>FOR ASSISTIVE DEVICES</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Medical certificate (indicating the specific assistive device needed)	Attending physician (hospital clinic, barangay health worker)
Barangay certificate of indigency	Barangay hall
Social case study report	Local Government Unit of Medical Social Service
2x2 picture or 1 whole body picture of the beneficiary	Client
Request letter	Client
<b>FOR MEDICAL ASSISTANCE</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Medical certificate/abstract	Attending physician (hospital clinic, barangay health worker)
Billing statement/prescription	Attending physician (hospital clinic, barangay health worker)
One (1) valid ID	Client
Barangay certificate of indigency	Barangay
Social case study report	Local government unit/medical social service
<b>FOR EDUCATIONAL ASSISTANCE</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Certificate of enrollment	School
Valid school ID	Client/school
Barangay certificate of indigency	Barangay
Social case study report	Local government unit
<b>FOR BURIAL ASSISTANCE</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Funeral contract	Funeral service
Valid identification card	Client
Barangay certificate of indigency	Barangay
Social case study report	Local government unit
<b>FOR LIVELIHOOD ASSISTANCE</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Project proposal	SLP/PWD Focal person
Barangay certificate of indigency	Barangay
Social case study report	Local government unit

Certificate match as poor in (HH) Listahanan			DSWD Field Office	
Persons with disability ID			Client/PDAO/LGU	
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. <b>Persons with disabilities or family member seek assistance</b>	For walk in clients, social worker/PWD focal person to conduct a brief interview and assessment on the needs of the persons with disabilities. General intake sheet is prepared by the social worker/focal person.	None	5 minutes	<b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person
	After interview and assessment, the social worker/focal person together with the client, decide the services to be provided.		5 minutes	<b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person
	If for AICS (medical, educational, burial assistance), social worker/focal person will endorse client to CIS or SWADT.		1 minute	<b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person
	If for livelihood assistance, social worker/focal person will endorse client to SLP.		1 minute	<b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person
	If for assistive devices, the social worker/focal person provides a list of documentary requirements.		2 minutes	<b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person
2. <b>Client submits the documentary requirements</b>	Social worker/focal person will screen the documents for authenticity.	None	5 minutes	<b>MORIAH P. TAMBURA</b> SWO II/Persons

	<p>If incomplete, social worker/focal person will explain the need to complete the documents.</p> <p>If complete, social worker/focal person will prepare the Requisition and Issue Slip (RIS)</p> <p>For devices such as wheelchairs, crutches, walker, canes, social worker/focal person will prepare gate pass.</p> <p>For devices such as hearing aid and prosthesis, social worker/focal person to process the disbursement of the assistance to service provider. Social worker/focal person to attach general intake sheet, certificate of eligibility and the documents for approval by the PSU/CBU/CBSS/Division Chief and Budget Officer.</p>		<p>5 minutes</p> <p>20 minutes</p> <p>20 minutes</p> <p>3-5 working days</p>	<p>with Disabilities Focal Person</p> <p><b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person</p> <p><b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person</p> <p><b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person</p> <p><b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person</p>
<p><b>3. Client to claim the assistance</b></p>	<p>For wheelchairs, crutches, walker and canes, social worker/focal person to release the approved gate pass or RIS. Social worker to prepare the distribution sheet to be signed by the receiving person/client.</p> <p>For hearing aid and prosthesis, social worker/focal person to inform service provider upon approval. Client to be provided with claim stub for claim of</p>	<p>None</p>	<p>5 minutes</p> <p>5-7 working days upon approval.</p>	<p><b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person</p> <p><b>MORIAH P. TAMBURA</b> SWO II/Persons</p>

	the device from the service provider.			with Disabilities Focal Person
TOTAL:			For wheelchairs, walkers, crutches, single canes, quad canes = <b>1 hour and 9 minutes</b>  For hearing aid and prosthesis = <b>3-7 working days</b>	

B.

Office or Division:	Protective Services Division			
Classification:	Simple/Complex			
Type of Transaction:	G2G-Government to Government/NGOs			
Who May Avail:	Persons with Disabilities who are in need of assistive devices			
FOR GROUP APPLICATION FOR ASSISTIVE DEVICES				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical certificate (indicating the specific assistive device needed)		Attending physician (hospital clinic, barangay health worker)		
Barangay certificate of indigency		Barangay hall		
Social case study report		Local Government Unit of Medical Social Service		
2x2 picture or 1 whole body picture of the beneficiary		Client		
Request letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. LGUs/NGOs submit list of persons with disabilities in need of assistive devices together with documentary requirements.	Social worker/focal person to screen and review the submitted documents for authenticity.	None	2 hours	<b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person
	If incomplete, social worker/focal person will explain to the referring party the need to complete the documents.		5 minutes	<b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person
				<b>MORIAH P. TAMBURA</b>

	<p>If complete, social worker/focal person will review the documents submitted.</p> <p>After screening, the social worker/focal person will prepare the voucher and ORS for approval.</p> <p>The check is prepared for advise an signature of cashier and Regional Director.</p>		<p>5 minutes</p> <p>20 minutes</p> <p>1-2 working days</p>	<p>SWO II/Persons with Disabilities Focal Person</p> <p><b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person</p> <p><b>MA. GENETTE MARBAN</b> Cashier</p>
<b>2. Coordination with LGUs/NGOs on the release of the assistance</b>	Coordination on the release of the assistance to the concerned referring agency or group.	None	10 minutes	<b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person
<b>3. LGU/NGO to receive the assistance</b>	The release of the assistance will be done through check payable to service provider.	None	Depending on the availability of the assistive devices	<b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person
<b>TOTAL:</b>			<b>1-2 working days and 40 minutes (Depending on the availability of the assistive devices)</b>	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Client Satisfaction Survey/Feedback
How feedback is processed	Consolidated every month and forwarded to concerned section if any.
How to file a complaint	Thru 8888 or Client Satisfactory Survey/Feedback
How complaint is processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact Information	<p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>