

4.Assistance to Individual in Crisis Situations (AICS)

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any unexpected life event or crisis through the provision of psychosocial intervention and/or direct financial/material assistance that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational and burial assistance among others.

The provision of counseling, referral for psychological service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

Office or Division:	Crisis Intervention Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Indigent, marginalized and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
TRANSPORTATION ASSISTANCE	
1. One (1) Any valid identification card of the client/ person to be interviewed; and	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"><li>SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li></ul>
2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.);	From the Police Station
3. Other supporting document/s such as but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena	From hospitals/clinic for medical abstract Court- court order/subpoena Social worker-justification

4. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	
1. One (1) Any valid identification card of the client/ person to be interviewed; <b>and</b>	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> <li>• SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Hospital bill / Statement of Account (outstanding balance) with name and signature	Billing clerk of the hospital
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.

<b>MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE</b>	
1. One (1) Any valid identification card: <b>and</b>	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> <li>• SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>

2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months.	Attending Physician from a hospital/clinic
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
<b>MEDICAL ASSISTANCE FOR LABORATORY REQUESTS</b>	
1. One (1) Any valid identification card of the client/ person to be interviewed, <b>and</b>	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> <li>SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Laboratory Requests with name, license number and signature of the Physician	Attending Physician from a hospital/clinic
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.

BURIAL ASSISTANCE FOR FUNERAL BILL	
1. One (1) Any valid identification card of the client/ person to be interviewed; <b>and</b>	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> <li>SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	Authorized staff of the Funeral Parlor/ Memorial Chapel
4. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.

BURIAL ASSISTANCE FOR TRANSFER OF CADAVER	
1. One (1) Any valid identification card of the client/ person to be interviewed	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> <li>SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	Authorized staff of the Funeral parlor/ Memorial Chapel
4. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain

5. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
<b>EDUCATIONAL ASSISTANCE</b>	
1. One (1) Validated School ID and Valid I.D of the Parent/guardian; <b>and</b>	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> <li>• SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
2. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school
3. Statement of Account for college students, when available. This may not available to State Universities	Registrar officer, Authorized staff from the school
4. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client ID presently residing

<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
1. One (1) identification card of the client/person to be interviewed; <b>and</b>	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> <li>• SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
2. Project proposal and Food distribution List(CRCF client)	Local Government Unit / or Head of the residential care facility

3. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
<b>CASH ASSISTANCE FOR OTHER SUPPORT SERVICES</b>	
1. One (1) identification card of the client/person to be interviewed;	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> <li>SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
Depending on the circumstances:	Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.
a. <b>For Fire Victims:</b> Police Report	Bureau of Fire Protection Report from the Bureau of Fire
b. <b>For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay	OWWA, BLGU
c. <b>For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients	Social Worker / Case manager
d. <b>For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online sexual exploitation of children	PNP, Social worker
e. <b>For Locally stranded individuals (LSI):</b> LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.	Client /PNP

<b>For all other incidents:</b>  Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/ regulating agencies, as may be applicable.	From the Barangay where the client is presently residing.
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PROVISION OF PPE				
1. One (1) Any valid Government Issued I.D	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"><li>SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li></ul>			
2. RT-PCR* Test Result, if applicable; *Reverse Transcription-Polymerase Chain Reaction				
WITHIN THE DAY TRANSACTIONS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Start <ul style="list-style-type: none"><li>Entrance of the client to the CIU holding area asking for queuing number and Health Declaration form.</li></ul>	1.2 Issuance of queuing number, and facilitating the filling-out of the Health Declaration Form to clients	None	3 minutes	Guard-on-duty
2. Receipt and Screening of Documents and CrIMS Verification	2.1 The client and beneficiary's documents and Records are checked in order to determine if eligible to receive assistance as per the documentary requirements and the prescribed periods of availing assistance stipulated in the guidelines.	None	5 minutes	Marie Bryan Prado, Marchan Udtohan, Esau Gian Berador, Sheena Mae Casinillo, Dan Lemuel Tioaquen
	<ul style="list-style-type: none"><li>If the documents are complete; the client will be interviewed and assessed.</li></ul>	None		
	<ul style="list-style-type: none"><li>If the documents are</li></ul>	None		



	<p>incomplete, the Social Welfare Officer will request the client to comply, secure and complete the lacking documents.</p> <p>2.2 Encoding of the client and beneficiary's information and family's composition in CRIMS</p>	None	5 minutes	
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3. Interview and Assessment	<p>3.1 The Social Worker will conduct a thorough interview as the basis for the assessment of the client's current socio-economic situation.</p> <p>The General Intake Sheet shall be accomplished by the Social Worker and shall be concurred by the Client. A Social Case Study Report may be requested to further deepen the assessment and validate the information</p> <p>3.2.a The Social worker or administrative staff will ask the client to scan the QR code for the CSMSF.</p> <p>3.2.b If the client has no cellular phone, the social worker may provide the CSMSF and instruct the client to fill out the form and once done may drop it to the designated drop box.</p>	None	20 minutes	Nova Dagooc Josefina Aligado Sheryl Ann Disucatan Aljen Manilag Trisha Samantha Suyo Roy Pendejito Sheila Jean Busico Rena Pearl Dagani Princess Paola Martizano Manelyn Prado Chona Balingit Danessa Mulato Kaye Navarro Christian Silverio Goldy Mae Carillero Jay Frederick Mamontayao Jonathea Baloca Regie Mae Tagud Jenerose Vista
	<p>3.3 The type of assistance and its value will be determined by the Social Worker as per assessment of the client's socio- economic situation as well as documents presented.</p>	None	5 minutes	Kristle Jane Ramos Leo Jane Temporada Ben Amer Guro Dianne Margeux mala
	<p>3.4 The assessment and recommendation of the Social Worker shall be reviewed awaiting for concurrence, approval, or other instructions.</p>	None	5 minutes	Christine Clanza April Joy Rayon Princess Gay
	<p>3.5 The recommended amount once Reviewed with concurrence, will be approved.</p>	None	5 minutes	Ursaiz Kristine Ellen Ngaso Roma Maico Tubil,
	<p>*If there are revisions or corrections or justification needed, the Social Worker will be informed for further instructions.</p>			Sherwin Jovita



4. Release of Assistance	4.1 CIS	None	10 minutes	Fejen Cajepe, Joy Montalban, Angela Jane Palen, Lenbie May Comandante
	1. a. <b>Cash out right (Php 10,000 and below)</b>  a. The CIS Admin Staff will photocopy the documents.  b. The CIU Admin Staff will accompany the client to the FMD– Cash Section.			
	4.2.b <b>Guarantee Letter addressed to the Service Provider Php 50,000.00 below)</b>  a. Social Worker will prepare the guarantee letter  b. CIU Admin staff will encode the Guarantee Letter to EDTMS  c. CIS Head will Review and Approve the GL.  * If there are revisions or corrections or justification needed, the Social Worker will be instructed to reprocess the request of assistance.			
	4.1. c If approved, the Administrative Staff will release the Guarantee Letter to the client			Rhea Fabe, Twinamae Maul
TOTAL		58 minutes both for cash outright and GL (up to P50,000)		

GUARANTEE LETTER WITHIN 1 to 7 DAYS TRANSACTIONS				
• Guarantee Letter addressed to the Service Provider Php50,001.00 up to Php 75,000	4.3.a Reviewed and approved by the Approving Officer.	None	2 working days	Jessie Catherine B. Aranas, SWO V PSD CHIEF
• Guarantee Letter addressed to the Service Provider Php75,001 up to Php 100,000	4.3.b Reviewed and approved by the Approving Officer.	None	4 working days	Jean Paul Parajes/ ARDO /Atty. Faizal Padate ARDA

<ul style="list-style-type: none"> <li>Guarantee Letter addressed to the Service Provider Php100,001 up to Php 150,000</li> </ul>	4.3.c Reviewed and approved by the Approving Officer.	None	7 working days	Mari-Flor A. Dollaga-Libang
<ul style="list-style-type: none"> <li>Guarantee Letter addressed to the Service Provider Php150,000 above</li> </ul>	4.3.d Reviewed and approved by the Approving Officer.	None	Within the set timeline by the Office of the Secretary	Sec. Erwin T. Tulfo
	<ul style="list-style-type: none"> <li>CIU Admin Staff will text/call the client to claim the approved GL</li> <li>Client will present the Identification Card and or Authorization Letter of authorized representative to the staff assigned</li> </ul>	None	5 minutes	Sarah May Galido, Rheza Janiola, Raya Crystal Repullo
TOTAL		None	1 to 7 working days	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	The client and referring party could express their feedback through a Satisfaction Survey Form upon entry at the Crisis Intervention Unit (CIU). The client shall be provided to the client after they were assessed and not provided assistance under Assistance to Individual in Crisis Situation (AICS).
How feedback is processed	Duly accomplished Satisfaction Survey Form shall be consolidated together with the generated online customer feedback form once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file complaint	<p>The client may submit an appeal for the request or assistance that have been denied or may send a complaint letter to the Crisis Intervention Section of the Protective Services Division DSWD Field Office, R. Palma Street, Barangay Dagohoy, Butuan City</p> <p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>a telephone call (085-342-56-19) or</li> <li>Crisis Intervention Hotline number</li> <li>electronic email (<a href="mailto:cis.focrg@dswd.gov.ph">cis.focrg@dswd.gov.ph</a>)</li> <li>personal appearance (walk-in clients) through satisfaction Survey Form</li> <li>letters addressed to the Director IV, <b>MARI-FLOA. DOLLAGA-LIBANG</b> through our Chief Protective Services Division, <b>Jessie Catherine B. Aranas</b>, Ms. <b>Ana T. Semacio</b>, <b>SWO III</b>, Unit Head of Crisis Intervention Section.</li> <li>through 8888 Citizen's Complaint Center</li> </ul>

How complaints are processed	<p>Upon receipt of complaint for the concerned Division or Unit shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact at email: <a href="mailto:cis.focrg@dswd.gov.ph">cis.focrg@dswd.gov.ph</a>; Tel No. 085-342-56-19 local 103</p>
Contact Information of ARTA, PCC and CCB	<p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 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>