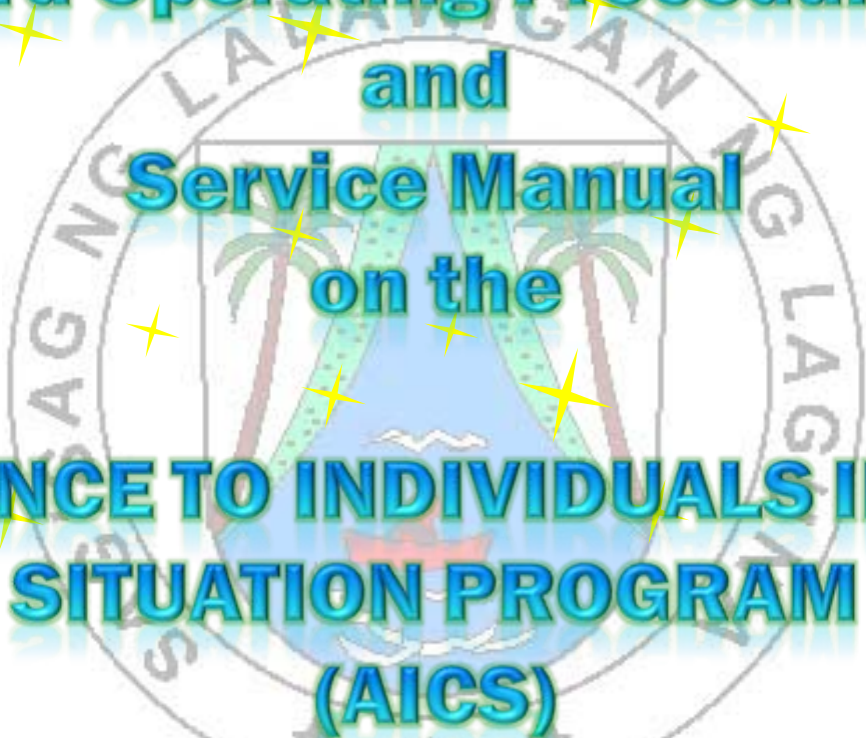

LAGUNA



Office of the Provincial Social Welfare and Development

Standard Operating Procedure (SOP)
and
Service Manual
on the
ASSISTANCE TO INDIVIDUALS IN CRISIS
SITUATION PROGRAM
(AICS)

The seal of the Provincial Social Welfare Office, Sta. Cruz, Laguna, is centered behind the text. It features a circular border with the text 'PROVINCIAL SOCIAL WELFARE OFFICE' at the top and 'STA. CRUZ, LAGUNA' at the bottom. The central emblem depicts a landscape with two palm trees, a blue body of water, and a red boat. The seal is surrounded by several yellow starburst graphics.

SOP/Service Manual on AICS Program

MANUAL OF OPERATION

I. INTRODUCTION

The Office of the Provincial Social Welfare and Development, as the welfare arm of Laguna develops, administers and implements comprehensive social welfare programs and services designed to uplift the living conditions and improve the quality of life of distressed and disadvantaged individuals, groups, families and communities for them to become self-reliant and participating members of our society.

Pursuant to the Local Government Code of the Philippines otherwise known as the Republic Act No. 7160 which provides the devolution of social services and programs to local government units. The O.P.S.W.D., to keep abreast with these developmental concerns takes charge in augmenting resources on the municipal levels based on the principle of counter parting.

II. HISTORICAL BACKGROUND

The birth of AICS in Laguna on July of 1995 gives way to the quick resolution of problems being faced by our poor and needy people of Laguna. The weekly People's Day made the program a lot more accessible to its clientele. Different kinds of problems range from loss of job of a family head to a problematic situation led by a sickness or death of a family member, and others. For many years AICS had served hundreds of clients through the effort of the Provincial Government of Laguna and other networking agencies in the government, non-government organizations and people's agencies.

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III. GOALS

- To uplift the living conditions of the poor and the needy sectors of our society by providing those opportunities needed to develop their maximum capacities for self-reliance and enable them to participate in national development.
- Commission of crimes as a result of extreme poverty is prevented.
- Contented and self-supporting members of the community.

IV. STATEMENT OF THE PROBLEM

The Province of Laguna is on the right path to progress with the fast industrialization on the first and second districts and agricultural growth of the third and the fourth. But still, not everyone has a share in the overall progress in the province. There are some less fortunate individuals who cannot cope with the present economic crisis due to their lack of capabilities and resources.

V. OBJECTIVES

- To intervene on the needs of the poor and the needy through provision of social services relative to the degree of the crisis situation they are into.
- To give advice and guidance to persons and families with exceptional problems to bring them back to their normal social functioning.
- To make referrals to government and private agencies for further assistance to persons who need help.

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These exceptionally poor individuals are the ones who needs and deserves the attention of the local government units. They need help for their start towards the mainstream of our society so that they won't remain as burdens forever. It is for their welfare that the Assistance to Individuals in Crisis Situation (AICS) Program under the Office of the Provincial Social Welfare and Development was created.

Medical Social Services

- Referral services to various hospitals in Laguna and Metro Manila where medical facilities are unavailable.
- Link client need for medicines, laboratory services, blood and other hospital expenses with government, non-government organizations, civic groups and other benefactors.
- Coordinates with the social service of hospitals in facilitating medical treatment, surgical intervention and admission of clients.

VI. PROGRAM DESCRIPTION

Emergency relief in the form of food, clothing limited financial assistance for transportation and medicines when necessary. This assistance ranges from Php 50.00 to Php 3,000.00 per individual or family who are into crisis situation. Referrals, counseling and education are also rendered whenever indicated. The total concept of AICS include the following services/assistance: (MEDICAL, TRANSPORTATION, BURIAL, & FINANCIAL ASSISTANCE)

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MATERIAL ASSISTANCE

Foods (i.e. rice and canned goods) clothing and medicines are provided to needy persons and families who are victims of flooding, demolition, fire and other sporadic forms of disaster which hampered their social functioning.

TRANSPORTATION ASSISTANCE

- Patients and stranded individuals who need to go back to their province of origin in coordination with the shipping lines, private bus companies and other transportation agencies for free or on a discounted rate.
- Families who are ready to re-settle in the province through the Balik-Probinsya Program.

BURIAL ASSISTANCE

- Network with hospitals and funeral establishments through the following:
 - Pull-out of cadaver
 - Funeral bill discounts
 - Free casket
- Transfer of cadaver from hospital in Laguna or Manila to the province. (NOTE: This needs special study and is on a case to case basis only)

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FINANCIAL ASSISTANCE

- Victims of sporadic disaster which rendered the families homeless.
- Victims of abuse which needs medical attention or legal procedures, as the case maybe (Medico-legal cases)
- Clients who have been hospitalized or needing further medication.

VII. TARGET CLIENTS

Covered by the program are those who are poor, disabled and abused, rendered homeless by disaster, persons in crisis due to illness, etcetera and legitimate residents of Laguna. Exceptional cases include the following:

- Strangers who are between life and death in the hospital with no relatives around.
- Strangers who are victims of hold-up, robbery and other similar crimes and needing money for going home.
- Strangers who have gone astray.
- Mentally or physically disabled without any relative in the place.

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VIII. GENERAL POLICIES

1. A general intake sheet is accomplished to determine client's need.
2. A client may either be referred or walk-in but he or she must undergo the assessment and evaluation of the worker.
3. Pertinent documents regarding client's need are required and shall be examined as the basis for assistance.
4. Eligibility requirements for assistance are strictly observed to determine the extent of help that the client needs.
5. After a careful assessment of the case, the Social Worker shall make a recommendation to her supervisor as to what course of action to take for the full rehabilitation of the client.
6. The Provincial Social Welfare & Development Officer is given the authority to approved the extension of financial assistance to a maximum of three thousand (Php 3,000.00) pesos only. Financial assistance exceeding three thousand pesos (Php 3,000.00) is subject for the approval of the Chief Executive or his duly authorized officer. Further the PSWDO is authorized to have a cash advance for this purpose for the timely extension of Assistance to Individual in Crisis Situation.

Financial assistance exceeding Three thousand pesos (Php 3,000.00) shall be extended in the form of check.

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7. All out-going communications shall be countersigned by the Officer-In-Charge before it is forwarded to the PSWDO for signature.
8. All out-going communications shall be made in three copies (Admin, Agency, AICS file).
9. All documents (i.e. intake and requirements for assistance) shall be forwarded to the Administrative Section for the extension of assistance.
10. The Records Officer keeps all records and files in confidential file.
11. In case of a perennial client (client who came in for the second time and more) his intake sheet is taken from the roster of clients as a basis for assessment for the help being requested.
12. If the social worker is not adequately satisfied with the interview and the requirements being submitted for the requested assistance, she may then conduct an ocular survey or a home visit for verification purposes or counseling whenever indicated.
13. The social worker shall refer the client to his originating municipality for a full rehabilitation of the client.

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REQUIREMENTS:

FOR MEDICAL ASSISTANCE

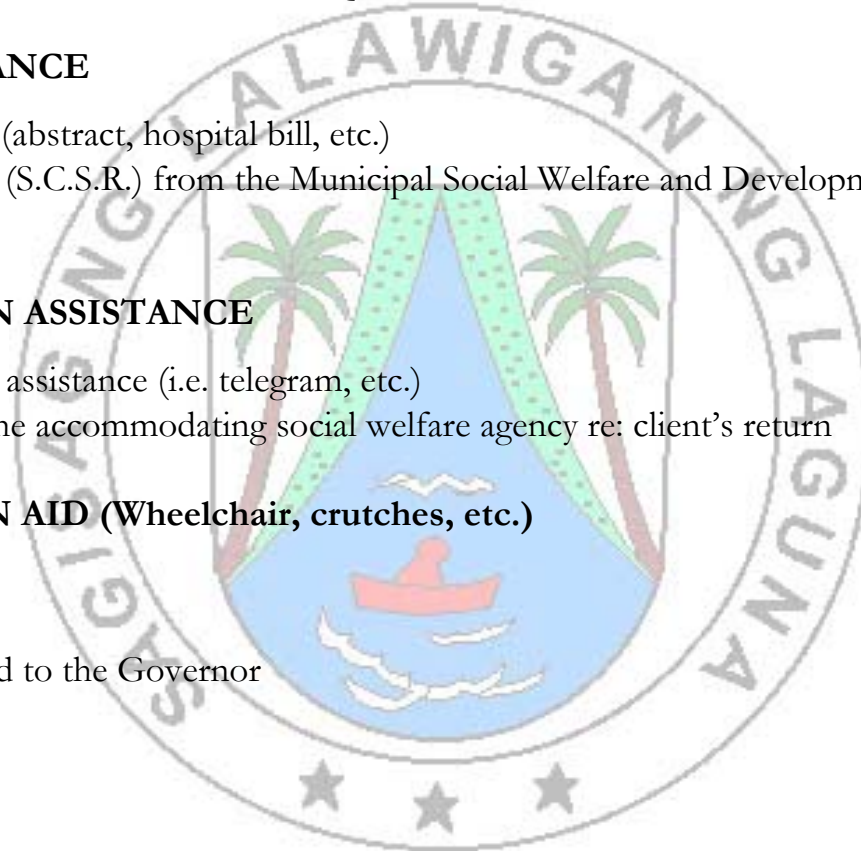
- Latest medical certificate (abstract, hospital bill, etc.)
- Social Case Study Report (S.C.S.R.) from the Municipal Social Welfare and Development Officer (MSWDO)
- Residence Certificate

FOR TRANSPORTATION ASSISTANCE

- Proof of exigency for the assistance (i.e. telegram, etc.)
- Recommendation from the accommodating social welfare agency re: client's return

FOR REHABILITATION AID (Wheelchair, crutches, etc.)

- Picture (whole body)
- Medical certificate
- Letter of appeal addressed to the Governor



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FOR FINANCIAL ASSISTANCE

A. Fire Assistance

- Fire incident report (issued by the Municipal Fire Department or Barangay Captain in the absence of a Fire Department in their locality)
- Picture of fire-destroyed house
- Social Case Study Report

B. Medico Legal Cases

- Police report
- Medical certificate or death certificate
- Social Case Study Report from Municipal Social Worker
- Court resolution (if there's any)



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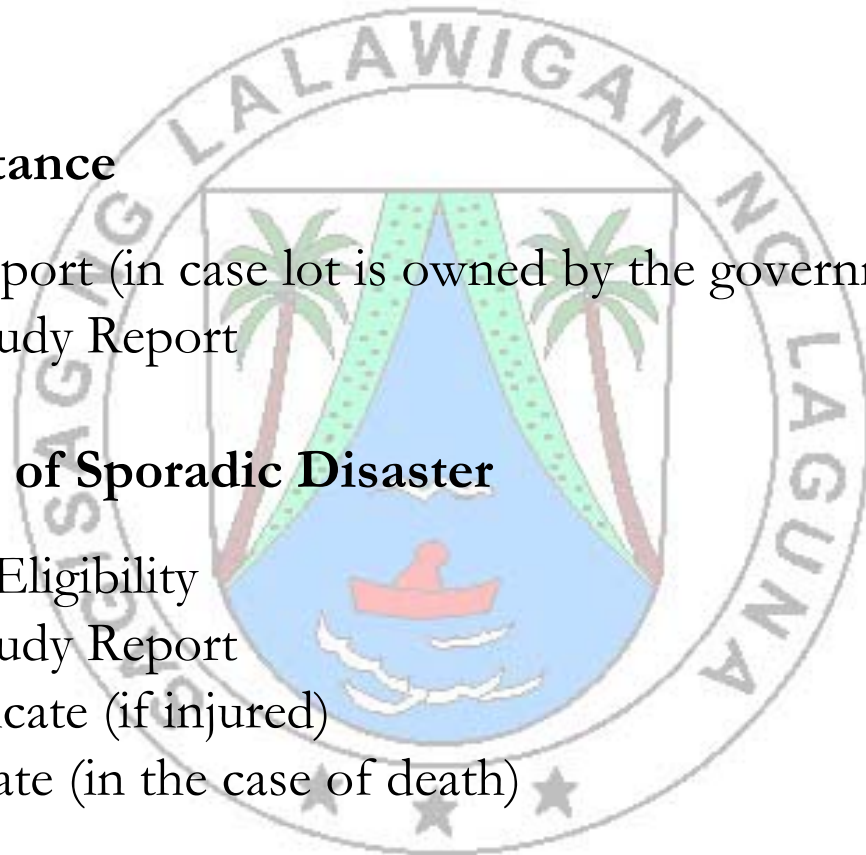
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C. Shelter Assistance

- Demolition report (in case lot is owned by the government)
- Social Case Study Report

D. Other Forms of Sporadic Disaster

- Certificate of Eligibility
- Social Case Study Report
- Medical certificate (if injured)
- Death certificate (in the case of death)



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IX. LINKAGES

The Provincial Government of Laguna is the main funding source of this special project. Linkages with government and non-government agencies within or outside of the province will be tapped for the full rehabilitation of the client. This is achieved through official written communication, radio and telephone communications to facilitate the referral of the agency.

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X. MONITORING AND EVALUATION

Case Management of Every Client

All records and files are made and kept in confidential file at the O.P.S.W.D. by the records officer assigned. Whenever a previous client came in for assistance, his file is taken as a basis for evaluation for further assistance or rejection, as the case maybe. The client is referred back to his originating municipality through the MSWD Officer for a full rehabilitation of his case.

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XI. MANPOWER REQUIREMENTS

- Provincial Social Welfare and Development Officer
- Assistant Provincial Social Welfare and Development Officer
- Social Welfare Officer III
- Social Welfare Assistant
- Records Officer
- Etc.

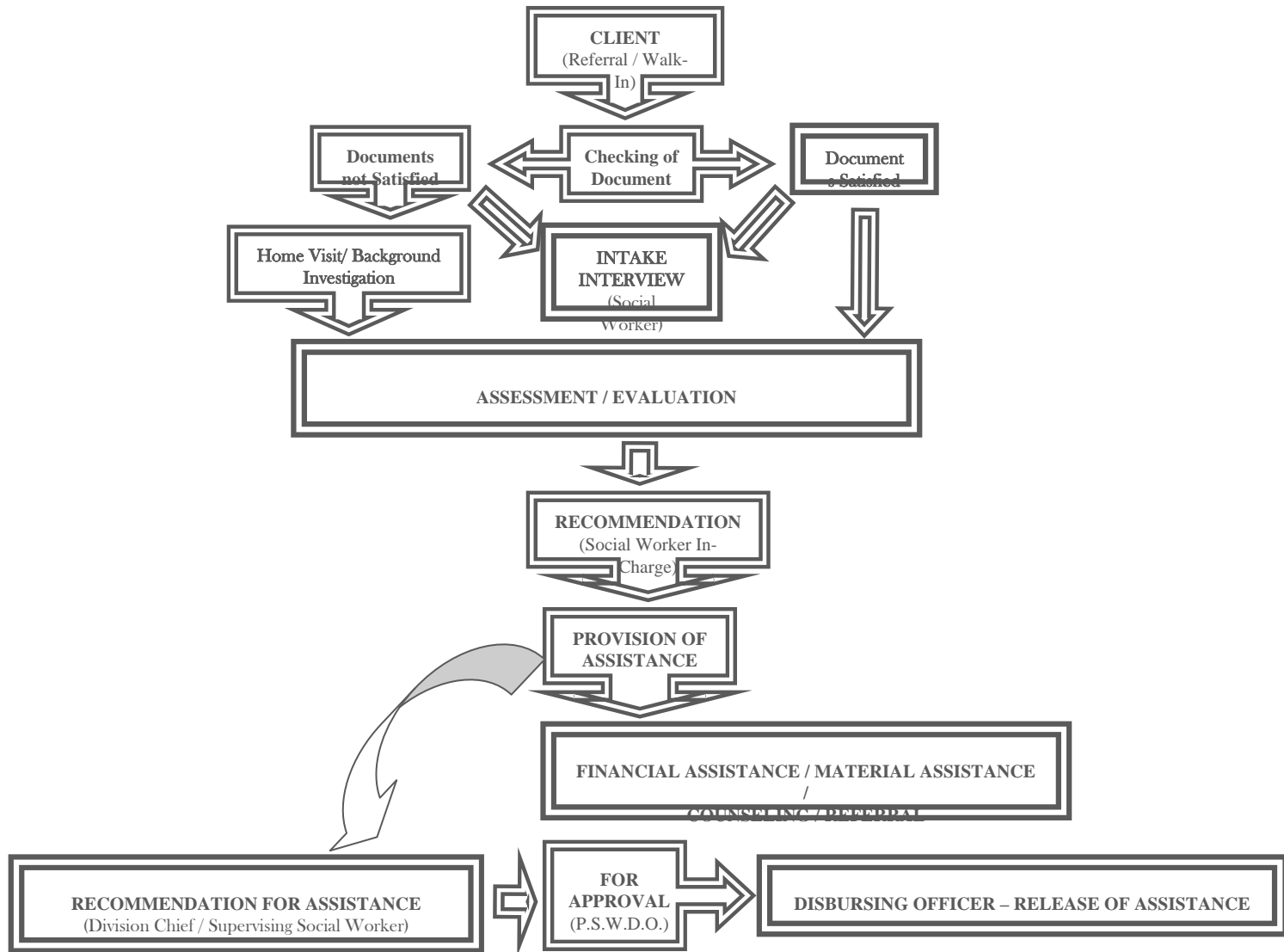
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SUPERVISION SCHEME

A monthly staff meeting is conducted to provide room for consultation and program review. Also, a monthly program report shall be prepared and submitted to the PSWDO for evaluation purposes.

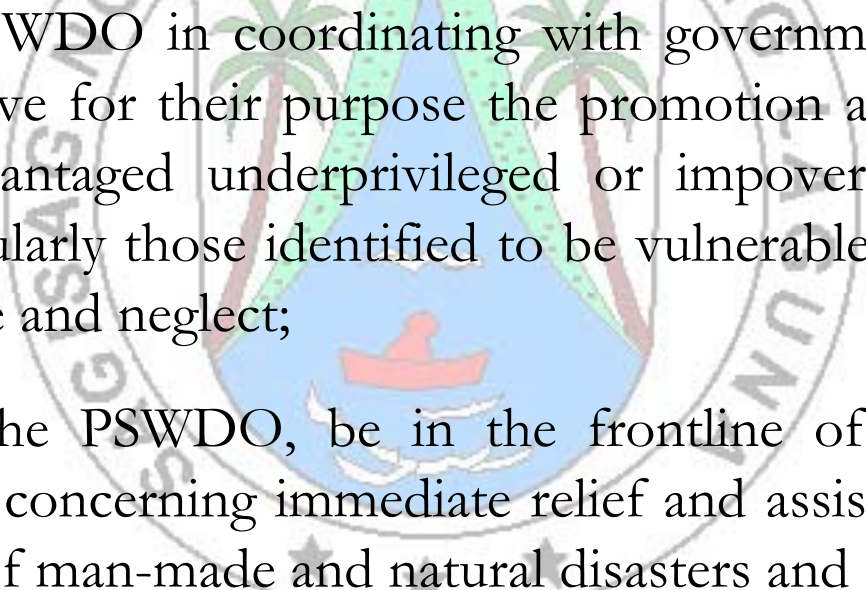


XII. PROCEDURAL FLOW OF ACTIVITIES



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ASSISTANT PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICER (APSWDO)

- 
- A.** Assists the PSWDO in coordinating with government agencies and NGO's which have for their purpose the promotion and protection of all needy, disadvantaged underprivileged or impoverished groups of individuals particularly those identified to be vulnerable and high risk to exploitation abuse and neglect;
- B.** Along with the PSWDO, be in the frontline of service delivery particularly those concerning immediate relief and assistance during and in the aftermath of man-made and natural disasters and calamities.

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C. Assists the PSWDO in recommending to the Sanggunian and advising the Governor as the case maybe in all other matters related to Social Welfare and Development services.

D. Assists the PSWDO in the provision of technical assistance along Social Welfare and Development programs to the Municipal Social Welfare and Development Worker and Provincial Social Welfare Staff.

E. Assists the PSWDO in supervising, monitoring, and evaluating the Provincial Social Welfare and Development staff in the implementation of provincial programs and project.

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F. Serves as focal point person coordinating and supervising the Municipal Social Welfare and Development Officers in the implementation of anti-poverty program of the Department of Social Welfare and Development.

G. Conduct regular supervisory conference (individual or group) with staff to insure their growth, better understanding and interpretation of functions and progress.

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H. Supervise and carry out the personnel training program for the province and supply through training needs of individuals and groups for position of leadership.

I. Make available to clients existing community resources which can be used towards increase production.

J. Provide leadership training to the staff by keeping him/her self abreast on the modern social welfare program.

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SOCIAL WELFARE OFFICER III

- A.** Executes and implements policies and programs established by the agency and render administrative decisions on matters within the limits of delegated authority.
- B.** Maintain cooperative and harmonious relationship with other entities and agencies, private and public in promoting social welfare development within the area of jurisdiction.
- C.** Supervises social workers, welfare aides and administrative staff in the performance of the duties, assign workloads to ensure equitable and proper distribution to personnel and evaluate their performance.

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- D.** Conducts regular supervisory conference (individual, groups as well as community discussions) for staff development and more effective programs interpretations.
- E.** Supervises reporting and management of office to meet target goals.
- F.** Conduct orientation, on-the-job training and supervises field placement of social work student for skills development for efficiently delivery of service.
- G.** Responsible in carrying out welfare programs within the area of coverage.

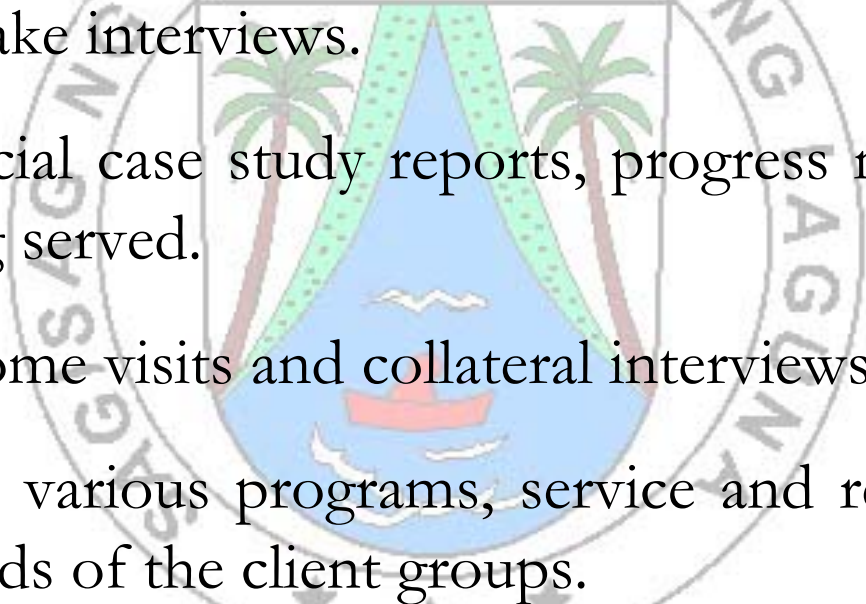
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RECORDS OFFICER I

- A.** Keeps in logical, numerical, dated order the official records, reports and correspondence, memorandum, orders, etc.
- B.** Files incoming reports, records, correspondence, posting appropriate journal entries, indexing and assigning numerical designations.
- C.** Checking outgoing records and communication items to be sure that all have appropriate and recorded designation as prescribed by office or other operating rules and regulations.
- D.** May be required to conduct all correspondence mailing in the office.
- E.** Maintain clean, orderly and efficient records in the ordinary conduct of the records operation.

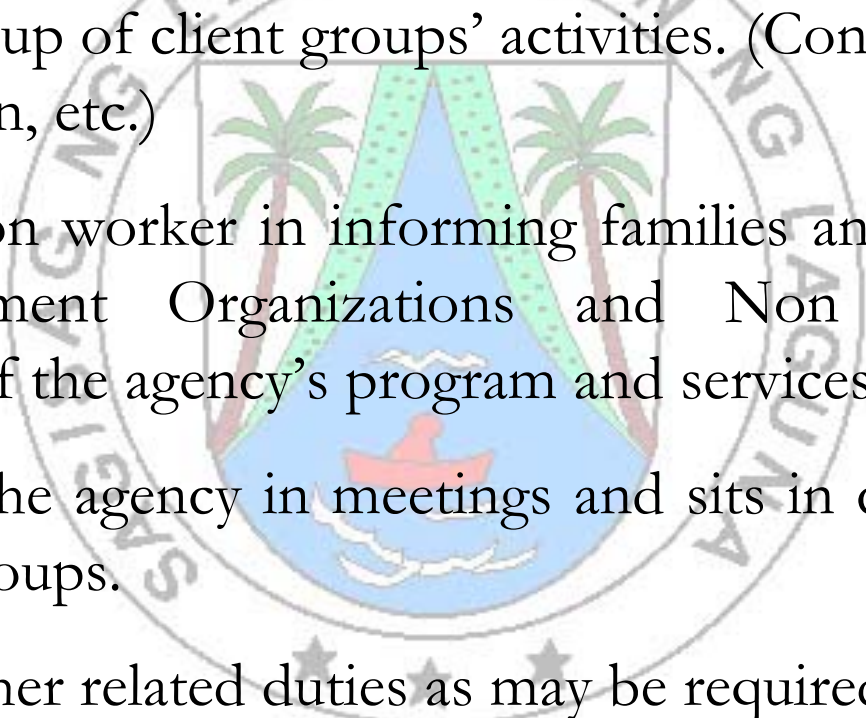
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SOCIAL WELFARE ASSISTANT

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- The seal of the Provincial Social Welfare Office, Sta. Cruz, Laguna, is a circular emblem. It features a central shield with a blue background, a red boat, and a green mountain range. The shield is flanked by two palm trees. The shield is set against a white background with a green border. The text 'PROVINCIAL SOCIAL WELFARE OFFICE' is written around the top half of the circle, and 'STA. CRUZ, LAGUNA' is written around the bottom half. There are three stars at the bottom of the circle.
- A.** Conduct intake interviews.
 - B.** Prepares social case study reports, progress notes of clients or groups being served.
 - C.** Conducts home visits and collateral interviews.
 - D.** Implements various programs, service and related activities to meet the needs of the client groups.

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- E.** Make follow up of client groups' activities. (Conduct of surveys, relief distribution, etc.)
- F.** Acts as liaison worker in informing families and communities, other Government Organizations and Non Governmental Organizations of the agency's program and services.
- G.** Represents the agency in meetings and sits in conference with local leader / groups.
- H.** Performs other related duties as may be required.

The background of the slide is a bright blue sky filled with soft, white, fluffy clouds. Several yellow, four-pointed stars are scattered across the sky, some appearing to twinkle. The text is centered in the upper half of the image.

THANK YOU
VERY MUCH!