



DEPARTMENT OF SOCIAL SERVICES AND DEVELOPMENT Bacolod City

The Department of Social-Services & Development (DSSD) is mandated to provide care, protection and rehabilitation of the segments of the city's population that has population that has the least in life in terms of physical, mental, and social well-being through the provision of social welfare and development services and social work intervention to restore their normal functioning and participation in development.

Location: 3rd floor, Bacolod City Government Center, Barangay Villamonte, Bacolod City

Phone number: (034) 432-1602, (034) 435-7134

I. PROVISION OF FAMILY DRUG ABUSE PREVENTION SERVICES

ABOUT THE SERVICE: FDAPP is a Drug Abuse Prevention Program that aims to educate and prepare families and their members, as well as the communities. It further seeks to equip the families with parenting life skills toward a drug free home. It is implemented in coordination with City-Anti Drug Abuse Council (CADAC), City Peace and Order Council (CPOC), Barangay Council, SK Council, Barangay Council for the Protection Children (BCPC), Barangay Drug Abuse Council (BADAC), and Barangay Peace & Order Council (BPOC), Drug Enforcement and Rehabilitation (DEAR) Foundation and FDAPP support group volunteers.

REQUIREMENTS:

- Court Order for Release on Recognizance (ROR)
- Referral letter to the City Mayor attention: CDDH II from school Guidance Counselor, Police Precincts, Barangay Council and other concerned citizens
- Barangay Resolution supporting the BCPC, BADAC, BPOC re: regular monthly session and funds support from developmental program/project and activities
- Group Roster Forms of FDAPP support Group Volunteers and Peoples Organization.
- Minutes of sessions and Attendance Record of Community Welfare Structures (BCPC, BADAC, BPOC)

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Submit yourself and the concerned family member to an interview.	2 hours	<i>CADAC, Secretariat Member SWO I – Lordielyn Joy Pereyna</i>
2. Attend initial meeting to develop a case management plan together with social worker	3 hours	<i>Assigned Social Worker</i>
3. Participate in activities in the plan together with the concerned family member.	5 hours of two-hour session	Sally Abelarde <i>SWO IV CADAC, Member</i>
4. Participate in the assessment together with the concerned family member.	1 day	<i>Assigned Social Worker</i>
5. Attend culmination program with the concerned family member.	½ day	<i>Assigned Social Worker</i>
6. Attend presentation of terminal report to City Department Head together with the concerned family member.	½ day	<i>Assigned Social Worker City DSSD Head</i>

Social Workers by Clusters/Barangays:

Cluster	Social Workers	Barangays
Central	Mae Ann Tortocion	Mansilingan, Alijis, Taculing, Vista Alegre 19,20,23,27,28,30,31,33,40
North	Juan Paulo U. Sajo Anjanette Servado Bernadith Fuentes	Banago, Mandalagan, Bata 1,2,3,4,5,6,7,8,17&18 9,10,12,14,16 & 29, 34 35
South	Sabrina A. Jamelo Amie T. Magalona	Pta.Taytay, Singcang, Sum-ag Tangub, Pahanocoy, Cabug, Handumanan, Felisa

II. PROVISION OF SOCIAL CASE STUDY REPORT

ABOUT THE SERVICE: Government institutions/hospitals and non-government organizations provides indigents with

medical assistance. But before a beneficiary can avail of this assistance, he/she is required to secure a Social Case Study Report Summary from the DSSD.

REQUIREMENTS:

- Medical Abstract
- Statement of Account
- Personal letter address to the PCSO Chairman.
- Certificate of Indigency from the barangay where the client is residing

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Approach the social worker in the office or social workers in barangays and submit the requirements.	10 minutes	<i>Social Workers by clusters / barangays</i>
2. Submit to an interview	1 hour	
3. If visitation is required, be present together with the family.	1 hour	
4. Visit to the community-based social worker or the office for the report.	15 minutes	

III. PROVISION OF RELIEF ASSISTANCE FOR DISASTER VICTIMS

ABOUT THE SERVICE: The department of Social Services & Development provides relief assistance to victims of calamities-natural, man-made or technological in nature (typhoon, fire, flood, and earthquake) while in crisis situation. DSSD Disaster Relief Assistance covers:

- Distribution of relief goods/food in the evacuation center
- Provision of limited shelter assistance to totally damaged, partially damaged houses, sharers, and renters.
- Counseling/critical incident stress debriefing for individuals and families who have been emotionally and psychologically depressed by the disaster
- Facilitates the provision of financial assistance from National Government offices such as DSWD, Offices of the Civil Defense and other agencies.

REQUIREMENTS:

- Certificate that the client is a victim from barangay
- Certification from Bureau of Fire Protection for Fire Victims
- Barangay Stock File for Disaster Victims

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Submit requirements to the barangay team.	5 minutes	<i>Community-Based Social Workers</i>
2. Submit to a validation	30 minutes	
3. Receive the assistance and sign acknowledgement.	15 minutes	
4. Register in the logbook of disaster victim at the barangay.	5 minutes	

IV. PROVISION OF RESCUE AND SURVEILLANCE SERVICES

ABOUT THE SERVICE: Rescue and surveillance services refer to the provision of immediate action to remove and save children whose lives are in danger. This includes the following Cases: Violation of RA 7610 (Physical abuse, sexual abuse and other form of abuse); Commercially Sexually Exploited Children (CSEC); and Separation of parents /custodial care of Children.

REQUIREMENTS:

- Police Blotter
- Medico – legal examination
- Affidavit
- Medical/ psychiatric assessment

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Submit requirements to Women & Children Concerns Desk (WCCD) Bacolod City Police Office (BCPO) for assessment and appropriate action.	10 minutes	<i>Area Social Welfare Officer (WCCD Staff)</i> <i>DOLE, NBI, CHO, WCCD.</i>

2. Go with the Rescue team composed of WCCD, BCPO, DSSD, Barangay. Official for child abuse cases and custodial care of children.	2 hours	
3. Attend dialogue with both parties' settlement and filling of legal action.	2 hours	
4. Cooperate to the disposition of the case for protection custody or return to parents.	2 hours	
5. For Commercial Sexually Exploited Children (CSEC), cooperate with the Operation Sagip Team led by DOLE, NBI, DSSD, CHO, BCPO, for their rescue from working in night spots and for case disposition which is protective custody and return to their family.	2 hours	

V. PROVISION OF ASSISTANCE TO INDIVIDUAL/S IN CRISIS SITUATION

Requirements for Burial Assistance:

- Personal Letter (Address to **Mayor Evelio R. Leonardia**)
- Death Certificate (Certified True Copy)
- Proof Of Relationship (**BIRTH/MARRIAGE**)
- Certificate Of Indigency (ORIGINAL)
- Valid I.D (PHOTO COPY)

Requirements for Medical Assistance:

- Personal Letter (Address to **Mayor Evelio R. Leonardia**)
- Medical Abstract / Medical Certificate
- Doctor's Prescription
- Laboratory Request
- Proof Of RELATIONSHIP (**Birth/ Marriage**)
- Certificate Of Indigency (Original Copy)
- Valid I.D (Photo Copy)

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Submit requirements based on the assistance requested and register name in the logbook.	10 minutes	<i>BING office</i>
2. Processing of financial assistance	2 weeks	<i>DSSD Office/Social Worker</i>

3. Interview & encoding of social case study	5 days
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VI. PROVISION OF ANTI-MENDICANCY SERVICES (RESCUE & REFERRAL OF MENDICANTS)

ABOUT THE SERVICE: A task force responsible for responding to immediately calls for help or assistance is available 24 hours. Including Saturdays, Sunday & Holidays to respond to rescue and referrals of mendicants.

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Call and report the presence of Mendicants. State circumstances relating to the referral.	10 minutes	<i>Anti-Mendicancy Task Force Staff (CAMTF)</i>
2. Monitor; Check if action has been taken.	10 minutes	
3. Provide feedback if necessary.	10 minutes	

VII. PROVISION OF WELFARE ASSISTANCE TO PERSON WITH DISABILITY (PWDS)

ABOUT THE SERVICE: This service refers to the provision of services/ projects/ activities to address the needs of persons with disabilities to equal opportunities, rights and privileges. Issuance of PWD I.D

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Register your name	5 minutes	<i>PDAO Officer</i>
2. Take note of the briefing schedule and attend the briefing	5 minutes	
3. Attend PWD activities	Variable	
4. Communicate constantly with CSWD, if necessary, together with the appropriate associations	Variable	

VIII. SOLO PARENT ID

ABOUT THE SERVICE: Solo parents who are residents of Bacolod City may apply for a Solo Parent ID. They can avail of the 7 days parental leave to attend to the needs of their children.

REQUIREMENTS:

- Application Form of Solo Parent
- Affidavit of Child Custody
- Birth Certificate of children (minor only)
- Certificate of Employment (COE)
-if applicable
- Barangay Certification stating Solo Parent, No Live-in Partner
- Death Certificate (If Applicable)

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Application for Solo Parent ID	5 minutes	<i>DSSD Staff</i>
2. Releasing of Solo Parent ID	1 week	