



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

- **Mandate:**
To carry out measures to ensure the delivery of basic services and provision of adequate facilities relative to social welfare and development services.

- **Vision:**
Mandated to the care, protection, and rehabilitation of that segment of the city's population which has the least in life in terms of physical, mental and social welfare and development services and social work intervention to restore their normal functioning and participation in development.

- **Mission:**
To provide intervention and opportunities that will uplift the living conditions of the less fortunate individuals, families, groups, and communities to enable them to become self-reliant and actively participate in community and national development.

- **Service Pledge:**

We commit to:

1. Improve quality of life of distressed and disadvantaged individuals, groups and families, communities through better access to basic social services.
2. Capacitate clientele system to fulfill their potentials for self-reliance and involvement in the development efforts to promote and strengthen family as a basic unit of the society.
3. Promote an accessible environment for the physically impaired to be productive.
4. Provision of preventive and rehabilitative services to recovering person who used drugs with participation of their families and communities.
5. Sustain active participation of the older persons in socio-economic development.
6. Provision of appropriate assistance to internally displaced persons (IDPS), rebel returnees, supporters and mass-based groups and released prisoners.
7. Strengthen coordinate mechanisms with other GAs and NGAs and people organization to work cooperatively towards community development and people's welfare.

SERVICES OFFERED:

1. Relief Assistance for National & Man-made Disaster Assistance to Victims of Calamities

Provides relief assistance to victims of calamities like relief goods, counseling, critical incident stress debriefing and other support services from the LGU and other NGA and Gas.

Office or Division:	DSSD	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Victims of Natural or Man-made disaster	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Food Packs 1 Health Kit 1 Sleeping	
	a. DAFAC Form	Evacuation Center
	b. validated master list of victims	Evacuation Center
	2. Other support services	
	Fire victims	
	a. Certification for the Bureau of Fire	Bureau of Fire Protection
	b. Barangay Certification	Barangay Hall
	c. Field up Financial Assistance Form and Eligibility	DSSD SWO/in-charge
	Flash Flood/Typhoon	

a. Barangay Certificate		Barangay Hall		
b. DAFAC		Evacuation Center SWO in person in charge		
c. Filled up Financial Assistance and Eligibility		Evacuation Center SWO in person in charge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook of disaster in victim	1. Validation of disaster victim	None	10 minutes	SWO/Person-In-Charge
2. Submit to interviewer	2. Receives and reviews the documents submitted	None	10 minutes	SWO/Person-In-Charge
3. Sign DAFAC & Eligibility	3. Date gathering of victims in filing up of DAFAC Form and Financial Assistance Form and Eligibility	None	5 minutes	SWO/Person-In-Charge
4. Receive food packs and hygiene kits	4. Facilitate the distribution of food packs and hygiene kits	None	1 hour	SWO/Person-In-Charge
5. Submit the required documents for other support services	5.1 Prepare Program of Works and check supporting documents 5.2 Submit for processing the release of financial/other support services	None	2 weeks	SWO in charge

6. Receive financial assistance /other support services	6. Release of Financial/other support services			SWO/Person-In-Charge
TOTAL		None	2 weeks, 1 hour and 25 minutes	

2. Social Case Study Report

Government and non-Government hospitals and institutions require it as one of the documents for medical and other assistance

Office or Division:	DSSD			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent families/needy individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LGU				
1. Medical Assistance				
a. Medical Abstract		Doctor/Hospital Record Section		
b. Certificate of Indigency (original copy)		Barangay		
c. Medical Prescription		Doctor		
d. Request letter address to the City Mayor (LGU)		Client		
e. Filing up of FA Forms & Eligibility				
f. Valid ID (Photocopy)		Client		
2. Hospital Bill				
a. Statement of Account		Hospital		
b. Certificate of Indigency (original copy)		Barangay		
c. Request letter address to the City Mayor		Client		
Other NGOs/GO's				
1. Medical Assistance				
a. Referral letter or request letter from requesting party		NGO/GO Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents and wait for approval of SWO	1. Reviews the documents	None	10 minutes	Officer of the day

2. Submit to an interview	2. Interviews the client	None	10 minutes	
3. Submit for encoding and signing	3.1 Encodes and signs the documents	None	1 hour and 1 minute	SWO/Person-In-Charge
	3.2 Release documents			
TOTAL		None	1 hour and 21 minutes	

3. Rescue and Surveillance

Immediate action to remove and save children whose lives are in danger It includes the following cases; violation of RA 7610, commercially/sexually exploited children (CSEC), separation of parents and custodial care of children.

Office or Division:	DSSD			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Children in distress			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Blotter		1. Police Station		
2. Medico-legal (for physical and sexual abuse)		2. City Health Office		
3. Medical/Psychiatric Evaluation		3. Public Doctors/Psychiatrist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the incident to the Barangay Council/VAWC/Police Station/DSSD	1.1 Proceed to the barangay or place of incident with the VAWC for confirmation of report	None	1 hour	SWO/VAWC
	1.2 Talk with the victim or family for plan of action/dialogue	None	1 hour	SWO/VAWC/WC PD

	1.3 Facilitate thru the VAWC and Family member for a blotter report, medico-legal as the care may be.	None	2 hours	VAWC/WCPD/Family Member, SWO
	1.4 Coordinate with the police station WCPD for rescue as needed	None	1 hour	SWO/VAWC/WCPD
	1.5 Refer for protective custody when needed	None	1 hour	SWO
TOTAL		None	6 hours	

4. Solo Parent ID

Gives to Solo Parents for availment of Benefits as specified in RA 8972 and RA 11861

Office or Division:	DSSD
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Solo Parents who residents of Bacolod City
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Application form for Solo Parent	1. DSSD
2. Birth Certificate of children 0-22 years old or more than 22 years old who are unable to fully take care or protect themselves from abuse, neglect, cruelty, exploitation or discrimination because of a physical or verbal disability or condition	2. Client 3. Local Civil Registrar
3. Affidavit of Barangay Official attesting that the solo parent is a resident and that the child is under her parental care and support	3. Barangay Hall where the Solo Parent resides

4. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child	4. Lawyer
5. 1X1 ID Picture	5. Client
Additional Requirements per category (Sec.4)	
A. As a consequence of rape	
1. Complaint Affidavit	1. Police Station
2. Medical Record on the incident of rape	2. Doctor/Hospital/CHO
B. Death of Spouse	
1. Marriage Certificate	1. LCR/Client
2. Death Certificate	2. LCR/Client
C. On account of detention or criminal conviction	
1. Marriage Certificate	1. LCR/Client
2. Certificate of detention or certification issued by the law enforcement agency that the spouse is serving sentence for at least 3 months or	2. Police station/BJMP or other law enforcement agency
3. Commitment order from the court	3. Hall of Justice
D. On account of physical or mental incapacity	
1. Marriage Contract	
2. Medical Certificate/abstract evidencing the physical or mental of the incapacitated spouse issued not more than 3 months before the submission	2. Doctor/Hospital
E. On account of legal or de factor separation	
1. Marriage Certificate	
2. Judicial decree of legal separation	2. Hall of Justice
3. Affidavit of 2 disinterested person (de facto)	3. Lawyer
F. On account of Abandonment	
1. Marriage Certificate	1. LCR/PSA/Client
2. Affidavit of 2 disinterested persons attesting to the abandonment	2. Lawyer
3. Police or barangay record of the client of abandonment	3. Police Station/Barangay Hall/Client

G. Spouse or Family member of an OFW				
1. Marriage Certificate		1. LCR/PSA/Client		
2. Overseas Employment Certificate (OEC) or its equivalent document		2. OWWA/POEA/Employer of Spouse		
3. Copy of passport stamps showing continuous twelve (12) months overseas work		3. OFW Spouse		
H. Unmarried Father or Mother				
1. CENOMAR		1. PSA/Client		
I. Legal Guardian, adoptive, or foster parent				
1. Proof of Guardianship, foster care or adoption		1. Hall of Justice		
J. Relative within the 4th degree of consanguinity or affinity				
1. Death Certificate of parents/legal guardian; or		1. LCR/PSA/Client		
2. Police or barangay records evidencing the fact of disappearance, or absence of parents/legal guardians for at least (6) months		2. Police Station/Barangay Hall		
K. Pregnant Women				
1. Medical record of pregnancy		1. Doctor/Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application for Solo Parent ID – filling up and submission of documents	1.1 Data gathering and check submitted documents	None	10 minutes	Person-In-Charge
	1.2 Endorse application to Area SWO for validation a. Validation b. Prepare ID c. Release of SPIC	None	14 days	SWO and Person-In-Charge

2. Get SPIC and Sign	2. Acknowledge receipt of SPIC	None	5 minutes	Person-in-charge
TOTAL		None	14 days and 15 minutes	

5. Family Drug Abuse Prevention

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.

Office or Division:	DSSD/CADAC			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Drug dependents; Communities with high incidence of drug abuse. Persons who have problems in school or students who are involved in drug use. Persons who cause peace and order problems and these who entered into plea bargaining for violation of RA 9165.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Those who enter into plea bargaining: a. Court order for release of Recognizance (ROR) b. Group Rosters Form of FDAPP Support group volunteers and People's Organization		None	Hall of Justice BADAC Police Station	Lordielyn Joy S. Pereyra Social Welfare Officer II
2. Students who are alleged/involved in drug use:			School where the student attends	

a. Referral letter form the school guidance counselor				
3. Barangays with high incidence of drug abuse and those persons who cause peace and order problems:			BADAC	
a. Barangay resolution supporting the BCPC, BADAC, BPOC re: regular monthly session and find support for developmental programs/projects activities			BADAC	
b. Minutes of session and attendance record of community welfare structure (BCPC, BADAC, and BPOC)				
TOTAL		None		

6. Older Persons Program

Programs and services given to Senior Citizens, 60 years old and above of Bacolod City.

Office or Division:	DSSD/OSCA
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Senior Citizens who are residents of Bacolod City for at least 1 year
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. OSCA ID	OSCA

<p>A. 2 pieces 1x1 pictures B. Government issued ID (COMELEC, GSIS, SSS, Passport, TIN, Driver's License)</p>		OSCA/DSSD		
2. Medicine Purchase Booklet				
<p>A. OSCA ID B. Surrender old medicine purchase booklet</p>				
3. Grocery Booklet				
<p>A. OSCA ID B. Surrender old medicine purchase booklet</p>				
4. Movie Booklet				
A. OSCA ID				
5. Movie Pass				
<p>A. OSCA ID B. Movie booklet</p>				
6. Social Pension				
<p>A. OSCA ID with 3 specimen signatures (photocopy) B. Fill up Soc Pen Form</p>				
7. Ladderized Scheme Centenarian Incentives				
<p>A. OSCA ID with 3 specimen signatures and thumbmark (photocopy) B. Filled up LGU form and eligibility C. Birth Certificate/Baptismal Certificate/Marriage Contract</p>				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. OSCA ID</p> <p>a. Submit 1X1 ID picture and documents required</p> <p>b. Fill up Registration Form</p>	<p>1. Check if needed documents and form are properly filled up.</p> <p>1.1 Encoding of data</p>	None	2 weeks	<p>ROSALYN B. RUBRICO Registered Social Worker</p>

	Preparation of ID			
c. Get OSCA ID	Release ID with medicine booklet, grocery booklet, movie booklet	None	5 minutes	SWOs
2. Social Pension and ladderized scheme of Centenarian Incentives	2. When found eligible include as one of the beneficiaries	None		SWOs
a. Submit required documents (2 sets)	3.1 Prepare payroll or voucher for SOCPEN		2 weeks	Clerk
	3.2 Processing of payroll		1 week	Clerk
b. release of Social Pension or Ladderized Incentives	3.3 Schedule payout		2 days	SWOs
	3.4 Inform beneficiaries per SWO's or barangay			
TOTAL		None	1 month, 2 days and 5 minutes	

7. Sustainable Livelihood Program

To help those people who have no capital to start a business or has small business but wants to expand their capital especially those who have experienced locked down due to pandemic.

To help families achieve economic upliftment and recovery.

Office or Division:	DSSD			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Economically needy family head, women, out-of-school youth PWD and older persons.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled out LGU Assistance Form and Certificate of Eligibility		DSSD		
2. Certificate of Indigency		Barangay		
3. Photocopy of valid ID with 3 specimen signatures		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for a livelihood program	1. Check if forms are properly filled out and sign	None	10 minutes	Atty. Joyce Ann Mae Solinap Project Evaluation Officer II
2. Submit the required documents	2. Tell beneficiaries to attend PMS		30 minutes	
3. Attend the orientation seminar or pre-membership seminar PMS	3. Schedule the orientation		3 – 4 hours	
4. Wait for the processing of payment proposed			1 month	
5. Availment of the program a. Livelihood Assistance Grant (LAG); or b. SLP – forming of associations or group for	5. Monitor livelihood project:	None	15 days – 1 month	Sustainable Livelihood Development (SLP) Staff/in charge

sustainable development				
		Total	1 month, 15 days, 3 hours, 40 minutes	

8. Educational Assistance

Assistance given to a student-in-crisis to help defray school expenses.

Office or Division:	DSSD			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Breadwinners whether or not they are the heads of families, working student, orphaned or abandoned and now living with relative, children of Solo Parent or unemployed OFW, PWD in-crisis, children of RR & PDL, children with HIV or those living with parents with HIV victims of abuse or displacement due to manmade or manmade disaster			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid school ID or alternative documents for identification		1. School		
2. Certificate or Justification from the SWO in case of no valid		2. DSWD/DSSD		
3. Certificate of Enrolment or Registration or any documents issued by the school that can establish that the student is enrolled		3. School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. First time/walk-in clients undergo personal or remote screening and given list documents	1. Assess client's financial capacity and interest to continue his/her studies	None	30 minutes	AICS STAFF

2. Comply and submit documents needed	2. Review documents submitted		2 days	
3. Wait for notification or the release of assistance	3. Inform client the date of release of assistance		2 weeks	
	TOTAL	None	2 weeks, 2 days and 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	SUGGESTION BOX PROVIDED
How feedbacks are processed	DAILY REVIEW OF THE FEEDBACKS RECEIVED.
How to file a complaint	COMPLAINANT TO DIRECTLY WRITE A LETTER OF COMPLAINT TO THE OFFICE
How complaints are processed	THE FOLLOWING STEPS ARE CONSIDERED: <ul style="list-style-type: none"> - REFERRAL TO THE CONCERN WORKER/STAFF FOR APPROPRIATE ACTION - CONDUCT VALIDATION VISITS, DIALOGUE AND THE LIKES - FEED BACKING
Contact Information of CCB, PCC, ARTA	

Office	Address	Contact Information
Dept. of Social Services and Development (DSSD)	3 rd Floor, Bacolod City Government Center	C/O Marissa B. Britaña - 09308783624

Office of Senior Citizen Association (OSCA)	Ground, Bacolod Old City Hall	C/O Dy-Ann L. Torrecarion - 09561661623
Persons with Disabilities Association Office (PDAO)	Ground, Bacolod Old City Hall	C/O Alma D. Gustilo - 09430875833
Anti-Mendicancy Office	Bacolod Bays Center	C/O Mariane Cleofe P. Joquiño – 09918939821 Ma. Carena A. Dingal - 09432957147
Social Development Office (SDC)	Brgy. Singcang-Airport, Bacolod City	C/O Jennysan H. Lazarito - 09073330512
Home for the Blind	Brgy. Mansilingan, Bacolod City	C/O Alma D. Gustilo - 09430875833