



Securing a Social Case Study Report

ABOUT THE SERVICE

A case report made by a social worker for indigent clients who will secure medical and other assistance to PCSO, NGO's and other private and government hospitals/offices

Department / Office:		CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		<ul style="list-style-type: none"> • Patients undergoing treatment and medication • Claims for burial benefits/ assistance • Claims for financial incentive for educational assistance of the Naga City School Board 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For walk in <ul style="list-style-type: none"> • Medical abstract • Hospital bill • Proof of School Assessment • Certificate of Barangay residency/ indigency For referred clients <ul style="list-style-type: none"> • Referral (from referring Social worker for SCSR) • Medical Abstract • Laboratory Request (if needed) • Hospital bill 		<ul style="list-style-type: none"> • Hospital where the patient is confined • Hospital where the patient is confined • School where the student is enrolled • Barangay <ul style="list-style-type: none"> • Hospital • Hospital • Hospital 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook and your purpose.			1 minute	SOCIAL WELFARE VOLUNTEER on duty
	2. Interview Social Worker will interview you to get pertinent information. The social worker prepares the Social Case Study Report by filling out the Social Case Study Form. (you may be required to submit a sketch of your residence if home visit is necessary)		30 minutes	EDEN T. SAN ANDRES Community Affairs Assistant II FRANCIA C. CASARENO Social Welfare Officer I EVANGELINE S. MANALO Social Worker Officer III JEANETTE B.



				ALARCON Social Welfare Aide (Casual) MARILOU M. PALACIO Social Worker (COS) ANNABEL SJ. VARGAS CGDH I CSWD Officer
	3. If home visit is not necessary, the Social Worker prepares and prints the final 2 copies of the report.		5 minute	EDEN T SAN ANDRES Community Affairs Assistant II FRANCIA C. CASARENO Social Welfare Officer I EVANGELINE S. MANALO Social Worker Officer III JENEATTE B. ALARCON Social Welfare Aide (Casual) MARILOU M. PALACIO Social Worker (COS)
	4. Approval and Release of Report CSWDO Chief approves report. You are then, given your copy.		1 minute	ANNABEL SJ. VARGAS CGDH I CSWD Officer
TOTAL			37 minutes	

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

G/F Social Development Center Bldg., City Hall Complex, J. Miranda Avenue., Concepcion Pequeña, Naga City

For more information, please contact:

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