

CSWD Main Office, Saray, Iligan City
Tel.: (063) 221-2488



Ms. GRACE JOY O. SAQUILABON
City Government Dept. Head II
CSWD Officer

Frontline Service : **CRISIS INTERVENTION UNIT -
BALIK PROBINSYA AND ASSISTANCE
TO INDIVIDUALS IN CRISIS SITUATION**

Schedule of Availability of Service : 8:00AM-5:00 PM Daily (No noon break) excluding Saturdays, Sundays and Holidays. On Mondays provision of services starts after flag raising

Who may avail of the Services : Individuals in Crisis Situation and Trafficked Victims

Duration : 1 hour and 20 minutes

- What are the Requirements** :
- A. BALIK PROBINSYA** (Transportation assistance/Referral/Bus ticket for individuals in crisis situations eg. stranded clients, trafficked victims, patients and bereaved/surviving families)
 - 1. For stranded clients and trafficked victims:
 - a) Police blotter
 - b) Valid ID/Cedula
 - 2. For patients and bereaved/surviving family members:
 - a) Doctor's Order
 - b) Certificate of Indigency
 - B. LIMITED FINANCIAL ASSISTANCE FOR:**
 - 1. **MEDICAL/HOSPITAL/LABORATORY EXAM** (AICS – Limited :
 - a. Medicine:
 - 1) Doctor's prescription
 - 2) Certificate of Indigency
 - b. Hospitalization:
 - 1) Hospital Bill
 - 2) Certificate of Indigency
 - c. Laboratory Exam:
 - 1) Doctor's Order/ medical request

2. BURIAL ASSISTANCE

- a. Death Certificate
- b. Barangay Certificate of Indigency
- c. If with balance at the funeral parlor, Billing Statement

3. BASIC NEEDS OF THE FOLLOWING CATEGORIES OF PERSON IN CRISIS SITUATION:

indigent senior citizens, breadwinner who lost job, spouse of an incarcerated/imprisoned individual and other needy adults in crisis situation

How to Avail of the Service :

AICS - BALIK PROBINSYA

Step	Applicant/ Client	Service Provider	Duration of Activity under normal circumstances	Person In Charge	Fees	Forms/ Documents/ Materials Needed
1.	Personally seeks help from service provider	Interview and advise client to secure/ submit requirements	30 minutes	Golden Eva A. Castro	None	General Intake Sheet
2	Secures requirements if not yet available	Prepare Summarize Case Study Report	30 minutes	Golden Eva A. Castro	None	Summarized Case Study Report
3	Submits requirements	Prepare Referral for the transportation company that will issue bus ticket to the client	15 minutes	Golden Eva A. Castro	None	Referral letter
4	Leaves office and boards bus	Give Referral to client and advise him/her to board the specific bus at the bus terminal Prepare Obligation Request and all supporting documents to be processed to pay the transportation cost incurred by the client	5 minutes	Golden Eva A. Castro	None	Obligation Request Supporting Documents
End of Transaction						



How to Avail of the Service :

AICS – LIMITED FINANCIAL ASSISTANCE

Step	Applicant/Client	Service Provider	Duration of Activity under normal circumstances	Person In Charge	Fees	Forms/Documents / Materials Needed
1.	Personally seeks help from service provider	Interview and advise client to secure/ submit requirements	30 minutes	Golden Eva A. Castro	None	General Intake Sheet
2	Secures requirements if not yet available	Prepare Summarize Case Study Report	30 minutes	Golden Eva A. Castro	None	Summary Case Study Report
3	Submits requirements	Prepare payroll and attach supporting documents	15 minutes	Golden Eva A. Castro	None	Payroll Obligation Request Supporting Documents Summarize Case Study Report
4	Receives limited cash assistance at the City Treasurer's Office	Advise client of the availability of the assistance and to come to the office to get the referral for the cashier of the City Treasurer's Office Inform client directly or through referring party	5 minutes	Golden Eva A. Castro	None	
End of Transaction						