

CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

CSWD Main Office, Saray, Iligan City
Tel.: (063) 221-2488 / 222-3417

Frontline Service	:	FAMILY WELFARE PROGRAM - SPECIAL SOCIAL SERVICES FOR SOLO PARENTS (Availment of Solo Parents' ID)
Schedule of Availability of Service	:	8:00AM-5:00PM Daily (No noon break) excluding Saturdays, Sundays and Holidays. On Mondays provision of services starts after flag raising
Where	:	Family Welfare Program Office, CSWD Main Office, Saray, Iligan City
Who may Avail of the Services	:	Solo Parent/ Either father or mother (separated, widowed, unwed, surrogate parent, abandoned by spouse, with incarcerated/ imprisoned spouse, rape victim with child)
What are the Requirements	:	<ol style="list-style-type: none">1. Application Form2. Birth Certificate of Minor Child/ren3. Barangay Certificate of residency4. 1X1 ID Picture (2pcs.)5. Certification from schools where the minors are studying6. Death Certificate (if applicable)7. Medical Certificate for 18 years old and above (for PWD, special children)8. Court decision (if applicable) or other papers on process (if applicable)

Duration : 16 hrs and 5 minutes



How to avail of the Services:

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Step	Applicant/Client	Service Provider	Duration of Activity under normal circumstances	Person In Charge	Fees	Forms/Documents/ Materials Needed
1	Comes to the Office and signifies intention to avail of a Solo Parents' ID	Interview to Solo Parent Advise client to submit requirements	30 mins	Juanita Alviola Juna Lyn Siacor Mary Jane Generalao	None	Intake Sheet Check list of requirements
2	Secures and submits requirements	Check correctness and completeness of submitted documents	30 mins			Logbook
3	Accommodates workers in one's house, answers question asked and makes clarifications	Conduct home visitation and Interview and advise client as to when to get the ID; Collect collateral information from client's family and neighbors during home visit.	4 hours			
		Prepare Social Case Study Report and submit to CSWDO for signature	8 hours			Social Case Study Report
4	Waits for approval of ID	Prepare ID	1 hour			
		Get signed SCSR and get I.D. no. for recording	1 hour			
		File records properly in individual client folder	1 hour			
		Notify client of the availability of the ID				
5	Receives and affixes signature on the release of the Solo Parent's ID	Release Solo Parent ID to the client and advise her/his to join a self-help group/organization	5 minutes			Solo Parent's ID Logbook
End of transaction						