



12. Provision of Assistance to Children in Need of Special Protection (CNSP) Circumstances

Our office assists children and youth whose rights and needs are deliberately unattended by their parents or guardians, or those who are victim survivors from any forms of abuse, neglect and exploitation.

Office/ Division	Municipal Social Welfare and Development Office
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may avail	Children under Difficult Circumstances
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Abandoned, Neglected and Street children	
Referral Letter (1 Original)	Barangay VAWC Head/PNP – WCPD Office/Head of NGO/PO/GO/C/MSWD Offices
Concerned citizens incident report (information from the one who came to our office endorsing the minor for proper assistance) (1 Original or Photocopy)	Concerned citizen
Birth Certificate or any valid document proving that the client is still a minor (1 Original or Photocopy)	PSA/Local Civil Registrar Office From distant relatives if they still have here in the community
For Victims survivor of Physical and Sexual Abuse children and of Acts of Lasciviousness	
Referral Letter (1 Original)	Barangay VAWC Head/PNP – WCPD Office/Head of NGO/PO/GO/C/MSWD Offices
Concerned citizen's incident report (Information from the one who came to our office endorsing the minor for proper assistance). (1 Original)	Concerned citizen
Birth Certificate or any document proving that the client is still a minor. (1 Original or Photocopy)	PSA/Local Civil Registrar Office or from distant relatives if they still have here in the community
Victim survivor's statement	Victim survivor
For Children in Conflict with the Law	
Referral letter (1 Original)	Barangay staff/PNP/NGO/GO/PO and other C/MSWD Office from other municipalities.
Concerned citizen/complainant's incident report (information from the one who came to our office endorsing the minor for proper assistance). (1 Original)	Concerned Citizen
Birth Certificate or any valid document proving that the client is still a minor (1 Original or Photocopy)	PSA/Local Civil Registrar Office From distant relatives if they still have here in the community victim survivor's statement



• For Abandoned, Neglected and Street children

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Log Book in the office.	1. Give the Log Book to the client	None	1 Minute	<i>Officer of the Day</i> MSWD Office
2. Present the report from Barangay staff/PNP/NGO/GO/PO and other C/MSWD Office from other municipalities.	2. Check and validate the presented report/ referral	None	4 Minute	<i>Officer of the Day</i> MSWD Office
3. Concerned citizen/relatives provides information about the minor and why he/she has to bring the minor in our office	<p>3. Conducts initial interview with the referring party and minor, if the minor fails to give information about himself/herself, we will then;</p> <p>3.1 Coordinate with Barangay VAWC for additional information, once they are located;</p> <p>3.2 Invites the parents, relatives or guardian of the minor to come to our office to discuss the problem of the minor</p> <p>3.3 In case the minor is not a resident here in our municipality, we are going to coordinate with the C/MSWDO offices to seek assistance in locating the relatives of the minor.</p>	None	40 Minutes	<i>Social Worker for Special Cases</i> <i>/Office Staff</i> MSWD Office



	3.4 Once we have located the whereabouts of the minor's relatives, we are going to conduct a Parenting Capability Assessment Report (PCAR) to determine what kind of assistance should be given to the minor. For Tanza residents	None	2 Hours	<i>Social Worker for Special Cases /Office Staff MSWD Office</i>
	3.5 If the minor is not a resident here in our municipality, we are going to refer him/her to the C/MSWD Office where he/she lives.	None	15 Minutes	<i>Social Worker for Special Cases /Office Staff MSWD Office</i>
TOTAL		None	3 Hours	

● **For Victim-Survivor of Children Abuse**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Log Book in the office.	1. Give the Log Book to the client	None	1 Minute	<i>Officer of the Day MSWD Office</i>
2. Present the report from Barangay staff/PNP/NGO/GO/PO and other C/MSWD Office from other municipalities.	2. Check and validate the presented report/ referral	None	4 Minutes	<i>Officer of the Day MSWD Office</i>
3. Concerned citizen/relatives provides information about the minor and why he/she has to bring the minor in our office	3. Conducts initial interview with the referring party and minor, if the minor fails to give information about himself/herself, we will then;	None	15 Minutes	<i>Social Worker for Special Cases /Office Staff MSWD Office</i>
	3.1 Coordinate with Barangay VAWC for additional information, once they are located;	None	25 Minutes	<i>Social Worker for Special Cases /Office Staff MSWD Office</i>



	<p>3.2 Invites the parents, relatives or guardian of the minor to come to our office to discuss the problem of the minor</p> <p>3.3 In case the minor is not a resident here in our municipality, we are going to coordinate with the C/MSWDO offices to seek assistance in locating the relatives of the minor.</p>			
	<p>3.4 Once we have located the whereabouts of minor's relatives, we are going to conduct Parenting Capability Assessment Report (PCAR) to determine what kind of assistance should be given to the minor.</p>	None	2 Hours	<i>Social Worker for Special Cases /Office Staff MSWD Office</i>
	<p>3.5 If the minor is not a resident here in our municipality, we are going to refer him/her to the C/MSWD Office where he/she lives.</p>	None	15 Minutes	<i>Social Worker for Special Cases /Office Staff MSWD Office</i>
<p>4. If the complainant decide to file case (for those who are 15 years and above)</p>	<p>4. Provides proper assistance on how they are going to file the case.</p>	None	15 Minutes	<i>Social Worker for Special Cases /Office Staff MSWD Office</i>
	<p>4.1 Assists in court appearance when needed</p>	None	8 Hours When necessary	<i>Social Worker for Special Cases /Office Staff MSWD Office</i>



	4.2 Coordinates with BCPC head where minor resides for proper type of intervention	None	15 Minutes	<i>Social Worker for Special Cases /Office Staff MSWD Office</i>
TOTAL		None	11 Hours and 30 Minutes	

● **For Children in Conflict with the Law**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Log Book in the office.	1. Give the Log Book to the client	None	1 Minute	<i>Officer of the Day MSWD Office</i>
2. Present the report from Barangay staff/PNP/NGO/GO/PO and other C/MSWD Office from other municipalities.	2. Check and validate the presented report/referral	None	4 Minute	<i>Officer of the Day MSWD Office</i>
3. Concerned citizen/relatives provides information about the minor and why he/she has to bring the minor in our office	<p>3. Conducts initial interview with the referring party and minor, if the minor fails to give information about himself/herself, we will then;</p> <p>3.1 Coordinate with Barangay VAWC for additional information, once they are located;</p> <p>3.2 Invites the parents, relatives or guardian of the minor to come to our office to discuss the problem of the minor</p> <p>3.3 In case the minor is not a resident here in our municipality, we are going to coordinate with the C/MSWDO offices to seek assistance in locating the relatives of the minor.</p>	None	40 Minutes	<i>Social Worker for Special Cases /Office Staff MSWD Office</i>



	3.4 Once we have located the whereabouts of minor's relatives, we are going to conduct Parenting Capability Assessment Report (PCAR) to determine what kind of assistance should be given to the minor.	None	2 Hours	<i>Social Worker for Special Cases /Office Staff MSWD Office</i>
	3.5 Below 15 years old will be recommended for different types of intervention like community service or participation in other community activities	None	15 Minutes	<i>Social Worker for Special Cases /Office Staff MSWD Office</i>
TOTAL		None	3 Hours	

(Provision of Proper Assistance to Children under Difficult Circumstances) is qualified to multi-stage processing.