

Frontline Service: Request For a Social Case Study Report (SCSR)**Clients:**

- Indigent woman-client within the ages of 18 to 59 years old referred for financial assistance, practical skills development trainings and livelihood assistance.
- Woman-client needing legal assistance in seeking redress under RA 9262 or the AVAWC law and other related laws.
- 3. Woman-client in need of temporary shelter before reintegration/reunification with her family.

Requirements:

1. Referral letter from referring agency, other service providers or local government officials
2. Court order for court-related cases
3. Valid ID *if cash is involved*

Schedule of Availability of Service: Monday to Friday, 8:00 am - 5:00 pm; No noon break

Ramadhan: Monday-Friday 7:00 a.m. -3:00 p.m.

Fees: No fees required

Total Processing Time: 2 Hours and 40 Minutes

How to avail of the service:

Step No	Client Step	Agency Action	Responsible Office/ Position	Location of Office	Maximum Duration of Step
1	Submit the letter of referral in person	Receive referral letter	Women's Welfare Program / Social Welfare Officer	Ground Fl., Women's Halfway Home	5 minutes
		Assess the validity and correctness of the case and interview client	Women's Welfare Program / Social Welfare Officer	Ground Fl., Women's Halfway Home	20 minutes
		If needed, provide counselling.	Women's Welfare Program / Social Welfare Officer	Ground Fl., Women's Halfway Home	1 hour
		Prepare social case study report (SCSR) by filling up counselling form Take picture of client as part of the gender-responsive case management process	Women's Welfare Program / Social Welfare Officer	Ground Fl., Women's Halfway Home	30 min
		Submit SCSR to Office of the Regional Secretary <i>If there is financial assistance involved, enclose the following forms:</i> <i>1. Certificate of eligibility</i>	Women's Welfare Program / Social Welfare Officer	Ground Fl., Women's Halfway Home	10 min

		<p>2. <i>Cash assistance payroll</i></p> <p>3. <i>Voucher</i></p> <p>4. <i>Obligation Slip</i></p>			
		<p>Sign/approval of social case study report</p> <p>If financial assistance is needed</p>	<p>Office of the Regional Secretary / Regional Secretary</p>	<p>Main Bldg., RESWAD</p>	<p>15 minutes</p>
2	<p>Receive Social Case Study Report</p>	<p>Issue SCSR in the official log book</p>	<p>Women's Welfare Program / Social Welfare Officer & Staff</p>	<p>Ground Fl., Women's Halfway Home</p>	<p>10 Minutes</p>