

**Frontline Service:** Request For Social Welfare Interventions (Counseling and/or Referral) for Women  
**Clients :** Women in Especially Difficult Circumstances (WEDCs) who are within the ages of 18 to 59 years old in need of ---

- Counseling;
- Referral services for other needed assistance in seeking redress under RA 9262 or the AVAWC law and other related laws;
- Temporary shelter before reintegration/reunification with her family.

**Requirements :**

1. Referral letter from referring agency, other service providers or local government officials
2. 1 pc 1 x 1 ID picture (optional)

**Schedule of Availability of Service :** Monday to Friday, except holidays (8:00 AM – 5:00 PM) No noon break

**Fees :** No fees required

**Total Processing Time :** 2 hours and 30 minutes

**How to avail of the service:**

STEP NO.	CLIENT STEP	OFFICE ACTION	RESPONSIBLE OFFICE/ POSITION	LOCATION OF OFFICE	MAXIMUM DURA-TION OF STEP
1	For walk-in client, fill-up the appropriate Assessment form (page W1 only).	Receive the duly accomplished form (page W1)	Women’s Welfare Program/ Women’s Welfare Worker	Ground Floor, Women’s Halfway Home (WHH)	20 minutes
	<ul style="list-style-type: none"> <li>• For client with referral letter, submit the letter of referral in person;</li> <li>• Fill-up the appropriate Assessment form (page W1 only)</li> </ul>	<ul style="list-style-type: none"> <li>• Receive the referral letter</li> <li>• Receive the duly accomplished form (page W1)</li> <li>• Submit referral letter &amp; the duly accomplished form to the Social Welfare Officer</li> </ul>	Women’s Welfare Program/ Women’s Welfare Worker	Ground Floor, Women’s Halfway Home (WHH)	5 minutes
		Validate data provided in the accomplished Assessment Form.	Women’s Welfare Program/ Social Welfare Officer	Counseling Room, G/F Women’s Halfway Home (WHH)	5 minutes
2	Undergo counseling session	Conduct counseling session. (Guide: Assessment Form)	Women’s Welfare Program/ Social Welfare Officer	Counseling Room, G/F Women’s Halfway Home (WHH)	1 hour & 30 minutes (or less)
3	Prepare for photo documentation	Take picture of the client & make a print-out of the photo to be pasted on the Social Case Study Report of the client. (In case of sexual abuse or based on client’s request, her picture will not be pasted on the SCSR for confidentiality of	Women’s Welfare Program/ Women’s Welfare Worker	Ground Floor, Women’s Halfway Home (WHH)	5 minutes

		records. Instead, it will be pasted on the Assessment Form she has accomplished & is filed in full confidentiality.			
		Prepare social case study report (SCSR)	Women's Welfare Program/ Social Welfare Officer	Counseling Room, G/F Women's Halfway Home (WHH)	10 minutes
4	Review the contents of the Social Case Study Report and sign it.	Submit Social Case Study Report to the Social Welfare Program Specialist for signature.	Women's Welfare Program/ Social Welfare Officer	Counseling Room, G/F Women's Halfway Home (WHH)	10 minutes
5	Receive copy of the SCSR by signing the outgoing logbook for documents.	Keep a copy of the SCSR in the official file.	Women's Welfare Program/ Women's Welfare Worker	Ground Floor, Women's Halfway Home (WHH)	5 minutes