

AID TO INDIVIDUAL IN CRISIS SITUATION (AICS)

ABOUT THE SERVICE:

Individuals and Families who are experiencing economic decline and difficult situation may ask for an assistance from the City Government through the City Social Welfare & Development Office.

Aid to Individual In Crisis Situation is the provision of medical, burial, transportation and subsistence assistance to persons/families in crisis situations, especially those belonging informal sector and other poor, marginalized, vulnerable and disadvantaged individuals. Assistance may be in the form of stress debriefing, counseling and financial assistance.

WHO MAY AVAIL OF THE SERVICE:

Indigent & Distressed Individuals/ Families who are in crisis situation

C. WHAT ARE THE REQUIREMENTS:

Burial Assistance

- * Death Certificate
- * Funeral Contract
- * Personal letter to Mayor
- * Any Valid Identification Card

Medical Assistance (Hospital Bill)

- * Clinical Abstract /Medical Certificate
- * Hospital Bill/Statement of Account
- * Personal letter to Mayor
- * Any Valid Identification Card

Medical Assistance (Medicines)

- * Medical Certificate/Abstract
- * Medication/Prescription by a Physician
- * Personal letter to Mayor
- * Any Valid Identification Card

Medical Assistance (Lab Tests/Medical Exams)

- * Laboratory/Examinations Request from Physician
- * Personal letter to Mayor
- * Any Valid Identification Card

Transportation Assistance

- * Police Blotter (victims of pickpockets or illegal recruitment, etc.)
- * Any Valid Identification Card

FEES/ CHARGES:

None

SCHEDULE OF AVAILABILITY OF THE SERVICE:

Mondays to Fridays
8:00AM to 5:00PM

HOW TO AVAIL OF THE SERVICE:

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON IN CHARGE/RESPONSIBLE	FEES/CHARGES	FORMS/DOCUMENTS/REQUIREMENTS
1	Register in the Office Logbook & Submit documents/requirements	Receives/reviews required documents	1 min.	CSWDO Staff	None	Logbook , Personal Letter to Mayor with Approval
2	Provide information	Conducts interview to applicant	10 min.	CSWDO Staff	None	Form 200/Intake Sheet
3		Assesses/Evaluates the eligibility of client	within 1 day	Yzel Joy E. Montante / Lilibeth D. Maligsay	None	
4		Prepares voucher & submits document for review	15 mins.	Lady Christy L. Ranga	None	
5		Informs client for the availability of request	2 mins.	Lady Christy L. Ranga/Yzel Joy E. Montante	None	
x-x--x-x-x-x- END OF TRANSACTION-x-x-x-x-x-x-x						