

Bahay Aruga – BAHAY PAG ASA

**CITIZEN'S
CHARTER**



CITY GOVERNMENT OF PASIG Bahay Aruga – BAHAY PAG ASA

CITIZEN'S CHARTER

NAME OF THE SERVICE:

PROVISION OF COMPREHENSIVE SOCIAL CASE STUDY REPORT

DESCRIPTION OF THE SERVICE:

Bahay Aruga - BAHAY PAG ASA provides Social Case Study Report of Children In Conflict with the Law (CICL) for the following reasons:

- If the court needs Comprehensive Social Case Study Report attached the Intervention Plan because CICL's case is referred to Diversion Committee to determine if CICL can be diverted into community continuum or to undergo formal court proceedings
- If the court needs Comprehensive Social Case Study Report attached the Rehabilitation Plan because CICL was found guilty and case is referred for Disposition Conference
- If CICL is subject for Psychological Evaluation at National Center for Mental Health (NCMH) to be used as evidence for the defense
- If CICL will be turned-over to other institutions such as other Bahay Pag Asa, National Training School For Boys (NTSB), PREDA Foundation Inc. and the like
- If CICL is hospitalized and Social case Study is one of the requirements for availing medical/financial assistance from the hospital's social service

On the other hand, Bahay Aruga - BAHAY PAG ASA provides Social Case Study Report of Children At Risk (CAR) for the following:

- If CAR is for institutional placement
- If CAR is subject for Psychological Evaluation at National Center for Mental Health (NCMH) to be used as evidence for the prosecution
- If CICL is hospitalized and Social case Study is one of the requirements for availing medical/financial assistance from the hospital's social service

Office or Division:	Bahay Aruga – BAHAY PAG ASA
Classification:	Highly Technical
Type of transaction:	G2C – Government to Court
Who may avail:	Court/Social Service Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.) Children In Conflict with the Law (CICL) <ul style="list-style-type: none"> - Court Order - Hospital Bill 	Justice Hall/Court Hospital
2.) Children At Risk (CAR) <ul style="list-style-type: none"> - Hospital Bill 	Hospital

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	<ul style="list-style-type: none"> • Check completeness of requirements. 	None	2 minutes	Admin Staff (duty for the day)
2. Present requirements	<ul style="list-style-type: none"> • Receive accomplished intake sheet and check veracity of requirements. 	None	2 minutes	Admin Staff (duty for the day)

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit self or parents/guardian for interview	<ul style="list-style-type: none"> Interview client 	None	30 minutes	Registered Social Worker (Archie Salmo & Nancy Paulino)
4. Note schedule of home visit (if necessary)	<ul style="list-style-type: none"> Set schedule for home visit 	None		Registered Social Worker (Archie Salmo & Nancy Paulino)
	<ul style="list-style-type: none"> Perform home visit as scheduled (bring documents submitted by the clients) 	None		
	<ul style="list-style-type: none"> Forward Social Case Study Report to Center Head for signature 	None		Admin staff / Liaison Officer (duty for the day)
	<ul style="list-style-type: none"> Review/Approve and sign Social Case Study Report 	None	5-15 minutes	Center Head (Maria Socorro P. Jalmasco)
5. Claim Social Case Study Report	<ul style="list-style-type: none"> Issue/Submit Social Case Study Report to concerned agency/institution 	None	3-5 minutes	Social Service Clerk (Jescelle Omadto / Elsa Gano)

**NAME OF THE SERVICE:
SECURING PARENTAL CAPABILITY ASSESSMENT REPORT**

DESCRIPTION OF THE SERVICE:

Bahay Aruga-Bahay Pag Asa issues Parental Capability Assessment Report to parents/guardians who want to take the custody of their children from the center. This will be used by the parents/guardians for the filing of Motion to Release on Recognizance (ROR) in court and will be the Judge's basis in releasing the minor to the parents/guardians.

Office or Division:	Bahay Aruga - BAHAY PAG ASA
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	Parents/guardians whose child/children is/are under custody of Bahay Aruga-BAHAY PAG ASA

CHECKLIST OF REQUIREMENT/S	WHERE TO SECURE
Bring original and photocopy of the following documents: <ul style="list-style-type: none"> Letter of request from Public Attorney's Office (PAO) 	Public Attorney's Office (PAO)

CLIENT STEPS	CENTER'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirement/s	<ul style="list-style-type: none"> Check completeness of requirements 	None	2-3 minutes	Registered Social Worker (Archie Salmo & Nancy Paulino)
2. Submit requirements	<ul style="list-style-type: none"> Receive accomplished GIS and check veracity of requirements 	None	1 minute	
3. Sign the logbook	<ul style="list-style-type: none"> Record transaction in the logbook and have the client sign the logbook 	None	1 minute	
4. Submit self for interview	<ul style="list-style-type: none"> Interview client 	None	20-25 minutes	
5. Note schedule of home visit	<ul style="list-style-type: none"> Set schedule for home visit File documents submitted 	None	1 minute	Registered Social Worker (Archie Salmo & Nancy Paulino)
	<ul style="list-style-type: none"> Conduct home visit as scheduled 	None	30 minutes-1 hour	
	<ul style="list-style-type: none"> Prepare Parental Capability Assessment Report and encode 	None	30-45 minutes	
	<ul style="list-style-type: none"> Forward Parental Capability Assessment Report to Center Head for signature 	None	2-3 minutes	Liaison Officer (duty for the day)
	<ul style="list-style-type: none"> Review/Approve and sign Parental Capability Assessment Report 	None	5-15 minutes	Center Head (Maria Socorro P. Jalmasco)
	<ul style="list-style-type: none"> Call/text client to inform him/her for the pick-up Parental Capability Assessment Report 	None	2-3 minutes	Admin Staff (duty for the day)
6. Claim Parental Capability Assessment Report	<ul style="list-style-type: none"> Release Parental Capability Assessment Report to client 	None	1 minute	Social Worker (Archie Salmo & Nancy Paulino)
7. Sign the logbook	<ul style="list-style-type: none"> Let the client sign the logbook indicating the date and time the PCAR was received 	None	2 minutes	Admin Staff (duty for the day)

**NAME OF THE SERVICE:
AVAILING ASSISTANCE IN FILING A LEGAL CASE**

DESCRIPTION OF THE SERVICE:

Bahay Aruga - BAHAY PAG ASA provides assistance to clients who are victims of different kinds of abuses (physical, emotional, psychological, verbal, and sexual) and want to file formal complaint/s against their perpetrators.

Office or Division:	Bahay Aruga - BAHAY PAG ASA
Classification:	Complex
Type of transaction:	G2C – Government to Citizen
Who may avail:	Abandoned, neglected, and abused children/residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Letter &/or Social Case Summary (if referred by other social service agencies),	Referring Party (e.g. Barangay or social service agencies)
2. Pertinent legal documents (e.g. Sworn Statement, Medico Legal Report, Police Blotter, Barangay Certificate, etc.)	Hospital, PNP (Sub-station/PCP, WCPD, etc.) and Barangay Hall
3. Birth Certificate (if minor)	Philippine Statistics Authority (PSA)

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	<ul style="list-style-type: none"> Review completeness of information and veracity of requirements Endorse the case to a Registered Social Worker and record the name and case of the applicants. 	None	2-3 minutes	Admin Staff (duty for the day)
2. Participate in the initial interview	<ul style="list-style-type: none"> Conduct in-depth interview, assess case to identify case category Perform initial assessment about the case of the client, if client is qualified for legal service. 	None	30 minutes-1 hour	Registered Social Worker (Archie Salmo or Nancy Paulino)
3. Write Letter of Intent	<ul style="list-style-type: none"> If qualified, request client to write a Letter of Intent with regards to the needed assistance Feedbacking and Case Conference with Center Head Make the final decision & implement proper case management 	None	10-15 minutes	and Center Head (Maria Socorro Jalmasco)

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. 2 nd Interview	<ul style="list-style-type: none"> Conduct brief discussion/ explanation about the legal process to undertake 	None	10-15 minutes	Registered Social Worker (Archie Salmo or Nancy Paulino)
	<ul style="list-style-type: none"> Assist in filing client's Sworn Statement at office of Philippine National Police (PNP), Women and Children Protection Desk (WCPD) for the filing of formal complaint 	None		
	<ul style="list-style-type: none"> Assist client during Inquest Proceedings 	None		
	<ul style="list-style-type: none"> Record and file pertinent documents including case folios 	None		

**NAME OF THE SERVICE:
AVAILING INTENSIVE THERAPEUTIC COUNSELING**

DESCRIPTION OF THE SERVICE:

Bahay Aruga-Bahay Pag Asa provides intensive therapeutic counselling to clients who are emotionally disturbed and need guidance in solving his/her own problem. The counselling sessions are usually given to clients who have problems, bothered emotionally, cannot decide, and therefore need professional help.

Office or Division:	Bahay Aruga - BAHAY PAG ASA
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	<ul style="list-style-type: none"> Children In conflict with the Law (CICL) Children At Risk (CAR) Students (juvenile delinquents)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Endorsed and Referral Letter and Social Case Summary (If referred by other Social service agencies) 	Referring Party (e.g. school, barangay and social service agencies)

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up General Intake Sheet (GIS)	<ul style="list-style-type: none"> Provide General Intake Sheet (GIS) 	None	5-10 minutes	Admin Staff/Information Desk Officer (duty for the day)
2. Submit accomplished GIS and requirements	<ul style="list-style-type: none"> Review completeness of information and veracity of requirements Endorse the case to a Registered Social Worker 	None	2-3 minutes	
3. Participate in the interview	<ul style="list-style-type: none"> Conduct initial interview Perform initial assessment about the case of the client, if client is qualified for counselling service. 	None	3-5 minutes	Registered Social Worker (Archie Salmo or Nancy Paulino)
4. Participate in the counselling process	<ul style="list-style-type: none"> Identify case category Gather other pertinent information related to the case through clarification and continued interview with the client Write assessment on Intake Sheet Formulate treatment plan Affix signature in the "Interviewed by" portion on the Intake Sheet 	None	20-30 minutes	Registered Social Worker (Archie Salmo or Nancy Paulino)
5. Case Management	<ul style="list-style-type: none"> Implement proper case management and Feed backing to Center Head 	None	20-30 minutes	Registered Social Worker (Archie Salmo or Nancy Paulino) and Center Head (Maria Socorro Jalmasco)
6. Note schedule of next counselling session (if still needed)	<ul style="list-style-type: none"> Schedule client for the next counselling session and provide regular counselling/psychosocial sessions if necessary Record what transpired during counselling session 	None	10-15 minutes	Registered Social Worker (Archie Salmo or Nancy Paulino)

NAME OF THE SERVICE:**SECURING CERTIFICATE ON ASSESSMENT OF DISCERNMENT (R.A 9344)****DESCRIPTION OF THE SERVICE:**

Bahay Aruga-Bahay Pag Asa provides a certificate on Assessment of Discernment to Children In Conflict with the Law (CICL) as proof that the client/s have discernment thus knows the difference between right from wrong. As per RA 9344, if CICL is found to be 15 years old below, he or she will be immediately turned over to Bahay Pag Asa for community-based intervention program but if the crime committed is a heinous crime, he will be mandatorily placed in “Bahay Pag Asa”.

Office or Division:	Bahay Aruga - BAHAY PAG ASA
Classification:	Complex
Type of transaction:	G2C – Government to Citizen
Who may avail:	CICL ages 15 years old plus 1 day to 17 years old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Endorsement letter from Police • Barangay Blotter/Spot Report or Police Blotter • Birth Certificate • Medical Certificate 	PNP, WCPD Barangay Hall/PNP Philippine Statistics Authority (PSA)/Local Civil Registrar (LCR) Hospital

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	<ul style="list-style-type: none"> • Check completeness of requirements 	None	2-3 minutes	Information Desk Officer (duty for the day)
2. Secure and fill-up Admission Slip	<ul style="list-style-type: none"> • Provide Admission Slip 	None	2-3 minutes	
3. Secure and fill-up Intake Sheet for CICL	<ul style="list-style-type: none"> • Provide Intake Sheet for CICL 	None	3-5 minutes	
4. Submit accomplished Intake Sheet for CICL and requirements	<ul style="list-style-type: none"> • Receive and review the completeness of information and veracity of requirements 	None	1 minute	Information Desk Officer (duty for the day)
5. Participate in the in-depth interview and answer the tools given	<ul style="list-style-type: none"> • Conduct in-depth interview • Perform initial assessment about the case of the client • Administer the five (5) tools in determining whether the client acted with or without discernment • Prepare certificate • Review the certificate 	None	30-45 minutes	Registered Social Worker (Archie Salmo or Nancy Paulino)

	and sign			
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CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Claim the certificate and sign the receiving copy	<ul style="list-style-type: none"> Let the Law Enforcement Officer (LEO) sign the receiving copy of the certificate 	None	1 minute	Information Desk Officer (duty for the day)
7. Submit him/herself to PAO Lawyer and Prosecutor escorted by Law Enforcement Officer	<ul style="list-style-type: none"> Assist CICL to PAO for seeking of legal advice and Public Prosecutor for inquest proceedings. 	None	3-5 hours	Registered Social Worker (Archie Salmo or Nancy Paulino)
8. Submit him/herself to Bahay Aruga-Bahay pag Asa accompanied by Law Enforcement Officer	<ul style="list-style-type: none"> CICL will be under the protective custody of Bahay Aruga-Bahay Pag Asa while waiting for the resolution from the Office of the City Prosecutor 	None	10-15 minutes	Information Desk Officer (duty for the day)

NAME OF THE SERVICE:

REFERRING CICL FOR INTENSIVE INTERVENTION PROGRAM

DESCRIPTION OF THE SERVICE:

Bahay Aruga-Bahay Pag Asa caters to Children In Conflict with the Law (CICL) who are 12 years old to 14 years old below who committed heinous crime as specified in the law, he/she will be mandatorily placed in a “Bahay Pag Asa” which shall be called Intensive Juvenile Intervention and Support Center (IJISC) and will be subjected to undergo Intensive Intervention Program as mandated by Republic Act 10630 otherwise known as *An Act Strengthening the Juvenile Justice System in the Philippines, Amending for the Purpose of Republic Act 9344 known as the “Juvenile Justice and Welfare Act of 2006”* and Appropriating Funds Therefor.

Office or Division:	Bahay Aruga-Bahay Pag Asa
Classification:	Highly Technical
Type of transaction:	G2C – Government to Citizen
Who may avail:	Children ages 12 years old to 14 years old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Endorsement letter from Police Barangay Blotter/Spot Report or Police Blotter Birth Certificate Medical Certificate 	PNP, WCPD Barangay Hall/PNP Philippine Statistics Authority (PSA)/Local Civil Registrar (LCR) Hospital

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	<ul style="list-style-type: none"> Check completeness of requirements 	None	2-3 minutes	Information Desk Officer (duty for the day)
2. Secure and fill-up Admission Slip	<ul style="list-style-type: none"> Provide Admission Slip 	None	2-3 minutes	
3. Secure and fill-up Intake Sheet for CICL	<ul style="list-style-type: none"> Provide Intake Sheet for CICL 	None	3-5 minutes	
4. CICL's parents/guardian to execute written authorization for voluntary commitment - If parents/guardians refuse or fail to execute	<ul style="list-style-type: none"> Review and file executed authorization for voluntary commitment of CICL 	None	5-7 minutes	Information Desk Officer (duty for the day) Social Worker (Archie Salmo or Nancy Paulino)
	<ul style="list-style-type: none"> File Petition for Involuntary Commitment to court pursuant to Presidential Decree No. 603, as amended, otherwise known as "The Child and Youth welfare Code" 	2,000.00	72 hours	Social Worker (Archie Salmo or Nancy Paulino)
5. Submit accomplished Intake Sheet for CICL and requirements	<ul style="list-style-type: none"> Receive and review the completeness of information and veracity of requirements 	None	1 minute	Information Desk Officer (duty for the day)
6. Participate in the in-depth interview	<ul style="list-style-type: none"> Conduct in-depth interview Perform initial assessment about the case of the client 	None	30-45 minutes	Registered Social Worker (Archie Salmo or Nancy Paulino)
	<ul style="list-style-type: none"> Feed backing and Conduct of Case Conference with Center Head 	None	1 hour	Registered Social Worker (Archie Salmo or Nancy Paulino) and Center Head (Maria Socorro Jalmasco)
	<ul style="list-style-type: none"> Prepare Social Case Study attached the Intensive Intervention Plan for CICL needed for preparation of report which will be 	None	1 day	Registered Social Worker (Archie Salmo or Nancy Paulino)

	submitted to court			
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NAME OF THE SERVICE:

PROVISION OF REQUIREMENTS FOR POSTING BAIL

DESCRIPTION OF THE SERVICE:

Bahay Aruga-Bahay Pag Asa help assist/provide other requirements needed by the Children In Conflict with the Law (CICL) in posting bail for their temporary liberty.

Office or Division:	Bahay Aruga - BAHAY PAG ASA
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	Parents/guardians of Children In Conflict with the Law (CICL)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Case information Branch where the case was raffled 	Justice Hall

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	<ul style="list-style-type: none"> Check completeness of requirements 	None	2 minutes	Registered Social Worker (Archie Salmo or Nancy Paulino)
2. Submit requirements	<ul style="list-style-type: none"> Receive and check veracity of requirements 	None	1 minute	
3. Note schedule of release of the Certificate of Safekeeping/ Detention, Mug Shot and Fingerprint	<ul style="list-style-type: none"> Prepare Certificate of Safekeeping/detention [Prepare two (2) copies of the certification (1 copy is for the center's file)] 	None	5 minutes	Registered Social Worker (Archie Salmo or Nancy Paulino)
	<ul style="list-style-type: none"> Take photograph of CICL showing his frontal, left and right facial profile Assist CICL in getting his fingerprints 	None	5-10 minutes	Admin Staff (duty for the day)
	<ul style="list-style-type: none"> Review/Approve and sign Certificate of Safekeeping/ Detention 	None	5-10 minutes	Center Head (Maria Socorro Jalmasco)
4. Claim Certificate of Safekeeping/ Detention, Mug Shot and Fingerprint of CICL	<ul style="list-style-type: none"> Issue Certificate of Safekeeping/ Detention, Mug Shot and Fingerprint of CICL File duplicate copy of The certification which was signed by the 	None	5-10 minutes	Admin Staff (duty for the day)

	CICL's parents/guardians as proof of receipt			
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FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS	
∞ How to send feedback	Clients/Parents/Visitors are encouraged to accomplish feedback forms and drop them at the designated drop box located near the guard house of Bahay Aruga – BAHAY PAG ASA
∞ How feedback is processed	Feedback is/are gathered and processed by supervising house parents on duty and hand over to social worker on duty
∞ How to file a complaint	Accomplish the client complaint form and drop them at the designated drop box located near the guard house of Bahay Aruga – BAHAY PAG ASA
∞ How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to social worker by the supervising house parent, who will then collate the complaint and final submission to the center head who shall act on the complaint and provide feedback to the client on the action taken
∞ Contact Information	You can send your feedback or complaint through email address: bpayouth2020@gmail.com