



**Bangsamoro Autonomous Region in Muslim Mindanao
Ministry of Social Services and Development**

CITIZEN'S CHARTER

Mandate:

The Ministry shall provide a balanced and responsive approach to social welfare whereby the rights, needs, and interests of all citizens within its jurisdiction, with special focus on the marginalized and vulnerable sectors, including women, children, senior citizens, differently-abled persons, indigenous cultural communities, internally displaced persons, and those similarly situated by analogy, are protected and addressed at all times, especially during the existence of a crisis, whether natural or human-induced, that affects their well-being and their participation in community affairs.

Policy Statement:

The Bangsamoro Government, in its active pursuit of a just and humane social order, in accordance with established laws, legal principles, and relevant international treaties and agreements, is committed to the care, protection, and rehabilitation of individuals, families, and communities within its jurisdiction, with the least access to basic social services.

MSSD Objectives:

1. Provide an integrated welfare package to its constituents, on the basis of their rights, needs, and interests, and coordinate the service facilities required from such departments or agencies, governmental and non-governmental, or local government units, which can best provide them;
2. Address any socially disabling or dehumanizing conditions of the marginalized sectors at the community level, in accordance with their faith and cultural practices;
3. Care for, protect, and rehabilitate, differently abled persons, as well as those who are socially disadvantaged, for effective social functioning; and
4. Formulate and advocate for the adoption of laws, policies and measures addressing social welfare concerns.

MSSD Powers and Functions:

1. Formulate, develop and implement plans, programs and projects in the field of social welfare and development on the basis of both the rights and needs of the people;
2. Adopt policies to ensure effective implementation of programs for public and private social welfare services;
3. Promote, support and coordinate the establishment, expansion and maintenance of non-governmental social welfare facilities, projects and services;
4. Establish, operate, maintain and otherwise support institutional facilities, projects and services for its constituents;
5. Promote, build and strengthen people's organizations for a self-directing welfare system at the grassroots level;
6. Promote, support and coordinate networks and facilities for the identification and delivery of appropriate interventions to its welfare constituents;
7. Accredite institutions and organizations engaged in social welfare activities and provide consultative and information services to them;
8. Undertake researches and studies on matters pertaining to the improvement of social welfare services and assistance in the region;

9. Initiate, promote and maintain bilateral and multilateral linkages, for technical cooperation, in coordination with relevant national, regional, and local government agencies;
10. Provide advisory services and develop and implement training standards and programs for its human resources, social workers and students, for career and staff development in social welfare activities;
11. Disseminate information and publish technical bulletins on social welfare services;
12. Deputize law enforcement agencies to assist in the implementation of laws, rules and regulations for the protection of the rights of the exploited, abused, and disadvantaged;
13. Regulate fund drives, public solicitations and donations for charitable or welfare purposes;
14. Set standards, accredit and monitor performance of all social welfare activities in both public and private sectors;
15. Exercise functional and technical supervision over social workers in other government settings or agencies like courts, hospitals, schools and housing projects;
16. Deputize local government units and other agencies of government as are necessary in providing disaster relief;
17. Coordinate all activities pertaining to the implementation of programs and services for the marginalized sectors including women, children, senior citizens, differently abled persons, indigenous cultural communities, internally displaced persons, and those similarly situated by analogy; and
18. Perform such other functions as may be provided by law.

I. Introduction

The Citizen's Charter of the Ministry of Social Services and Development in BARMM is driven by the recognition of the fundamental rights of every individual to receive quality social services and support. It acknowledges the importance of empowering citizens and ensuring their access to vital social welfare and development programs. By establishing a set of clear and concise standards for service delivery, the charter aims to streamline processes, reduce bureaucratic hurdles, and ultimately enhance the overall efficiency and effectiveness of our ministry.

This MSSD Citizen's Charter shall foster the following objectives.

- **Maintained transparent and accountable social service:** this Citizen's Charter promotes transparency by clearly stating the services provided, the procedures involved, and the timeline within which services will be delivered. It ensures that citizens are informed about their rights, entitlements, and the obligations of the Ministry.
- **Service-oriented and need-based implementation:** by enhancing citizen satisfaction and improving their overall experience when interacting with the Ministry, this shall emphasize a citizen-centric approach by prioritizing the needs and welfare of the people we serve. It seeks to simplify processes, eliminate unnecessary requirements, and make services more accessible and responsive to the specific needs of individuals, families, and communities.
- **Set standards and streamline processes;** to improve service delivery, reduce waiting times, and better outcomes for the citizens of BARMM, MSSD sets specific standards for service delivery, including timelines for processing applications, feedback mechanisms, and quality assurance measures.
- **Developed Citizen Participation:** By actively involving citizens and building a stronger partnership between the Ministry and the community, to foster trust. This charter shall provide avenues for citizens to provide feedback, suggestions, and complaints, which will be used to further enhance service delivery and address any gaps or challenges.

Hence, the Ministry of Social Services and Development-BARMM embodies our commitment to providing transparent, citizen-centric, and efficient services. It reflects our dedication to moral governance principles and our belief in the empowerment and well-being of the people we serve. Through the implementation of this charter, we aim to create a stronger, more inclusive, and responsive social welfare and development system in BARMM.

II. MSSD Contact Information

1. Regional Office

Postal Address	Bangsamoro Government Center, Gov. Gutierrez Ave., RH-7, Cotabato City
Direct Line	(064) 421-5856
Fax Number	none
Email-Address	mssd@bangsamoro.gov.ph

2. Maguindanao Provincial Office (MND and MDS)

Postal Address	RESWAD, Brgy. Semba, Datu Odin Sinsuat, Maguindanao del Norte
Direct Line	+63917-316-1050
Fax Number	
Email-Address	emma_07@yahoo.com

3. Lanao del Sur – A Provincial Office

Postal Address	Capitol Complex, Barangay Buadisacayo, Marawi City, Lanao del Sur
Direct Line	0916 578 2433
Fax Number	
Email-Address	mssdlsa@gmail.com

4. Lanao der Sur- A Provincial Office

Postal Address	Barangay, Bacayawan, Malabang, Lanao del Sur, Lanao del Sur
Direct Line	0939 905 5970
Fax Number	none
Email-Address	mssdlsb19@gmail.com

5. Tawi-Tawi Provincial Office

Postal Address	Lacquere Street, Poblacion, Bongao, Tawi-Tawi
Direct Line	(068) 268 1006
Fax Number	none
Email-Address	mssdtawitawi@gmail.com

6. Sulu Provincial Office

Postal Address	Barangay Bangkal, Patikul, Sulu
Direct Line	none
Fax Number	none
Email-Address	mssdsulu03@gmail.com

7. Special Geographic Area Coordinating Office

Postal Address	Duga Building, Corner Magallanes St., & Rizal St., Poblacion 3, Midsayap
Direct Line	(064) 577-1199
Fax Number	none
Email-Address	mssdsganorthcot@gmail.com

8. Marawi City Coordinating Office

Postal Address	City Hall compound, Barangay Bario Salam, Marawi City
Direct Line	none
Fax Number	none
Email-Address	none

III. The MSSD Committee on Anti-Red Tape (MSSD CART)

Pursuant to MSSD Memorandum Order No. 107, s. 2023 issued by Minister Raissa H. Jajurie on 26 May 2023, in accordance with Memorandum Circular No. 2020-07 issued by the Anti-Red Tape Authority (ARTA), the following officials and employees constitute the MSSD CART:

Name	Position
MOHAMMAD MUKTADIR AHMAD ESTRELLA Director IV	Chairperson
ZORAYA B. MASAKAL Chief Administrative Officer	Member
HASSIM GUIALIL Social Welfare Officer V	Member
HAMODI L. TIBORON Chief Accountant	Member
PAOLA EVELYN LUGTU ANSAO Supervising Administrative Officer	Member
GUIALIL M. PANDI Social Welfare Officer IV	Member
SHARIEFFE M. SULTAN Internal Auditor III	Member
JIDDAY B. LUCMAN Administrative Officer V	Member
HJA. EMMA S. ALI Social Welfare Officer III, Special Geographic Area	Member, Representative of the Provincial and Special Geographic Area Offices
JAMAL M. ALI Project Development Officer IV	Head Secretariat
SANDRA MACACUA Social Welfare Officer III	Secretariat
ARBAINE S. GUIABAR Project Development Officer II	Secretariat

IV. Grievance Redress System

The Grievance Redress System should be available to all individuals who wish to submit a complaint or seek clarification about the different programs facilitated by the MSSD. It is recommended to set up the grievance mechanism early on, beginning with the Municipal Orientation phase. The GRS is considered established once the essential tasks listed below have been accomplished:

This aims to the following objectives:

- Record grievances from diverse reporting channels;
- Establish standard, streamlined, and end-to-end procedures with corresponding timelines for resolving grievances;
- Engage grievance actors and resolve grievances within the established time protocol and provide appropriate technical assistance and capacity-building activities where necessary;
- Set up monitoring and evaluation tools for timely and accurate reporting; and
- Process grievances to generate data on program vulnerabilities.

The Grievance Redress Process involves four steps from intake to feedback. It is a simple process flow designed to immediately determine critical metrics such as grievance incidence rate, processing rate, timely resolution rate, satisfaction rates, and indices.

Figure 1. Grievance Redress System Process



As a general rule, anyone can receive a grievance from any of the various channels of reporting grievances. However, only the grievance officers and relevant human resource complement can ascertain its validity and officially record it in the grievance system.

Classification of Grievances

Type A – General queries, comments, and suggestions

This type is non-contentious and merely asks for updates as well as information. Clients normally seek clarification or ask for a response from the agency regarding its programs and processes. Clients may also give suggestions to the ministry to enhance the program designs and improve their implementations.

Type B – Program Management and Implementation Matters






This type of grievance often involves the help of the Focal Persons of specific programs. It inquiries into the processes and documents of specific programs in order to answer the concerns of the clients and would often require longer processing time than that of general queries.

Type C – Serious Complaints

This type of complaint often includes legal matters that require thorough investigation. This includes offenses pertaining to conformance with government rules and regulations such as misuse of funds, allegations of corruption, and falsification of public documents.

Reporting Channels:

Table 1. Channels of Reporting a Grievance

	<p>Walk-in – a client may report a grievance in person to the MSSD Officers or the City/Municipal Social Welfare Officers found in their localities.</p>
	<p>Text – a client may report a grievance through a short messaging service (SMS) sent to an MSSD hotline or any government hotline. <i>Note: Reporting through unofficial or personal mobile numbers is strongly discouraged.</i></p>
	<p>Phone Call – a client may call the MSSD hotline or any government hotline</p>
	<p>Email – a client may send a grievance through the MSSD Grievance official email or any MSSD email</p>
	<p>Social Media – a report may be sent by the client through the MSSD Official Social Media Accounts: Facebook, Instagram, and Twitter</p>
	<p>Website – a client may send their grievance through the MSSD Official website using the form provided therein.</p>

V. MSSD Frontline Services

- **Bangsamoro Critical Assistance to Indigents In Response to Emergency Situations (B-CARES)**

1. Transportation Assistance

This is an assistance to enable the beneficiary/ies to return to his/her/their home/s permanently or seek medical or other interventions in another place or attend to emergency concerns.

This may include but is not limited to, attendance to a court hearing, rescue of abused family member/relative, return of locally stranded individuals, attending to death, chronic sickness or disaster-affected family member/relative, and other similar circumstances as may be presented and assessed by the assigned social worker.

No.	Steps	Turnaround Time (In days, hour and Mins)	Required documents	Responsible Person	Signatories (Per document)	Transaction Cost
1	Screening and crossmatching to the database	3 minutes	Prescription, Government-issued Valid ID	Social Worker/ BCARES focal	None	None
2	Intake and interview client	5-10 minutes	General Intake Sheet, Certificate of Eligibility	Social Worker/ BCARES focal	2	None
4	Provision of cash assistance	1 Hour	General Intake Sheet	DRMD Focal- Regional Level PSWO- Provincial	2	None
5	Follow-up and home visitation	2 Weeks	Accomplished GIS Cheque	Social Worker/ BCARES focal	2	None

2. Medical Assistance

Assistance to help cover hospitalization expenses, cost of medicines, and other medical treatments or procedures (e.g., laboratory fees, dialysis, chemotherapy, CT scan, MRIs, antiretroviral therapy, new baby, etc.).

Below are some conditions for dispensing medical assistance:

- Doctor's professional fees in public hospitals may be covered provided that it shall not exceed 30% of the total medical assistance provided by MSSD.
- Birthing is not covered unless the patient suffers from complications during delivery.
- Medical assistance shall be based on the social worker's assessment after deducting PhilHealth entitlements. It shall also be provided to patients who are not enrolled in or not covered by Philhealth insurance
- Patients/beneficiaries who stay in a private room can only qualify if there is justification from the attending physician
- Hospital expenses are not allowed for reimbursements. Discharged beneficiaries may avail of cash assistance only when they have issued a promissory note signed in favor of the hospital.
- During the hospitalization, food for one (1) watcher per patient may be given subject to the appropriate modalities based on the agreement with the hospitals. This shall not exceed PhP 250 per day.
- RT-PCR tests for COVID-19 may be covered for the following:
 - ✓ Patient for admission but has no Philhealth insurance, and to only one (1) watcher provided that it is included in the hospital bill.
 - ✓ Outpatients undergoing chemotherapy, dialysis, outpatient medical procedures, physical therapy, etc
 - ✓ Other individuals that may need the test to attend to the patient such as those who will be accompanying patient transfer for medical

emergency, recovery, etc and or those who be moving the remains of the deceased

No.	Steps	Turnaround Time (In days, hour and Mins)	Required documents	Responsible Person	Signatories (Per document)	Transaction Cost
1	Screening and crossmatching to the database	3 minutes	Prescription, Government-issued Valid ID	Social Worker/ BCARES focal	None	None
2	Intake and interview client	5-10 minutes	General Intake Sheet, Certificate of Eligibility	Social Worker/ BCARES focal	2	None
3	Preparation of Medical Requisition Slip	3 minutes	Medical Requisition Slip (MRS)	Social Worker/ BCARES focal	2	None
4	Issuance of MRS for Medicine assistance	1 Hour	Medical Requisition Slip (MRS)	DRMD Focal-Regional Level PSWO- Provincial	2	None
5	Follow-up and home visitation	2 Weeks	Accomplished GIS Cheque	Social Worker/ BCARES focal	2	None

3. Food Assistance

Food assistance may be provided in the form of family food packs upon the assessment and recommendation of the assigned Social Worker.

No.	Steps	Turnaround Time (In days, hour and Mins)	Required documents	Responsible Person	Signatories (Per document)	Transaction Cost
1	Screening and crossmatching to the database	3 minutes	Prescription, Government-issued Valid ID	Social Worker/ BCARES focal	None	None
2	Intake and interview client	5-10 minutes	General Intake Sheet, Certificate of Eligibility	Social Worker/ BCARES focal	2	None
3	Provision of food and non-food item	1 Hour	General Intake Sheet	DRMD Focal-Regional Level PSWO- Provincial	2	None
4	Follow-up and home visitation	2 Weeks	Accomplished GIS Cheque	Social Worker/ BCARES focal	2	None

4. Burial Assistance

Assistance to defray funeral and related expenses, including, but not limited to, expenses in bringing the remains to the residence of the deceased and/or burial site in accordance with existing customary practices of the family.

This assistance shall prioritize the casualties due to human-induced and natural disasters, calamities, critical events, generalized violence, or similar circumstances.

The burial assistance may be availed not later than 30 days from the death of the patient or victim.

No.	Steps	Turnaround Time (In days, hour and Mins)	Required documents	Responsible Person	Signatories (Per document)	Transaction Cost
1	Screening and crossmatching to the database	3 minutes	Prescription, Government-issued Valid ID	Social Worker/ BCARES focal	None	None
2	Intake and interview client	5-10 minutes	General Intake Sheet, Certificate of Eligibility	Social Worker/ BCARES focal	2	None
3	Issuance of Cheque for Hospital Bills	2 Weeks	Accomplished GIS, Cheque	Finance	2	None
4	Follow-up and home visitation	2 Weeks	Accomplished GIS Cheque	Social Worker/ BCARES focal	2	None

5. Cash Assistance

This is given to individuals and families in extremely difficult circumstances in which the need does not fall under any of the above-mentioned assistance.

This may also be given to families whose houses were burned or damaged by reasons beyond their control, and other external factors. It will also prioritize the victims and affected families of human-induced and natural disasters, calamities, critical events, generalized violence, or similar circumstances.

Cash Assistance in an exceptional case shall likewise be given to individuals that are in extremely difficult circumstances, facing multiple issues and or in crisis to defray costs of various basic needs and social services (health, medicine, education and communications).

No.	Steps	Turnaround Time (In days, hour and Mins)	Required documents	Responsible Person	Signatories (Per document)	Transaction Cost
1	Screening and crossmatching to the database	3 minutes	Prescription, Government-issued Valid ID	Social Worker/ BCARES focal	None	None
2	Intake and interview client	5-10 minutes	General Intake Sheet, Certificate of Eligibility	Social Worker/ BCARES focal	2	None
4	Provision of cash assistance	1 Hour	General Intake Sheet	DRMD Focal- Regional Level PSWO- Provincial	2	None
5	Follow-up and home visitation	2 Weeks	Accomplished GIS Cheque	Social Worker/ BCARES focal	2	None

6. Referral for Other Services

In accordance with the holistic and comprehensive welfare approach, referral services will be done if the assistance needed is not covered by the BCARES program, and further support is required based on the assessment of the assigned social worker.

The referral may be made to the ministry's regular and special programs (Child and Youth, Women, Family and Community, etc.) and/or to the other partner agencies that may provide the appropriate services. This involves, but is not limited to, legal services, psychosocial interventions, and admission to residential facilities for temporary shelter and the like.

7. Eligible Beneficiaries

- Individuals and or families who are **INDIGENT, VULNERABLE, DISADVANTAGED OR ARE OTHERWISE IN CRISIS SITUATIONS** based on the assessment of the Ministry's social worker;
- Individuals, families or groups of people who have no place to stay, and who are in need of temporary shelter including but not limited to the stranded individuals, homeless, street mendicants and others in the same difficult circumstances;
- Returning Filipinos or individuals or families or groups in distress who voluntarily and involuntarily return to the country due to the presence of war, calamities, epidemics, pandemics and other circumstances of similar nature in the host foreign country;
- Deportees, undocumented migrants or individuals who have been involuntarily returned or sent back to the Philippines due to a lack of necessary legal documents, or involvement in illegal or criminal activities in the host foreign country;

- Minors, orphans, adults and elderly who have been temporarily or permanently abandoned or separated from their families or relatives;
- Internally Displaced Persons (IDPs), victims of Gender-Based Violence (GBV), harassment, trafficked victim-survivor and any other form of generalized violence and those who are in similar crisis situations brought about by human-induced or natural calamities;
- Breadwinners and family members (child or parent) of overseas Filipino workers who are not receiving timely remittance;
- Men, women, children, senior citizens and persons with disabilities who are indigent especially unemployed household heads with lack, no regular and disrupted source of income;
- Former combatants and rebel returnees who surfaced and expressed their desire to abandon the armed struggle, and become productive members of society;
- Family of individuals who were killed or wounded during law enforcement operations (police or military), armed encounters (including *rido*), extrajudicial killings and other similar generalized violence; and
- Family or individual whose house is burned or damaged by reasons beyond their control and other external factors.

- **MSSD Referral service**

- 1. **Coverage**

Referral service covers regional, provincial, municipal offices, including the Special Geographic Area, centers, residential care facilities serving women victims-survivors and their children that are managed by non-government organizations (NGOs), and local government units (LGUs) providing mental health and psychosocial support services.

- 2. **Services**

- Medical consultation and treatment
- Legal consultation
- Medico-legal examination
- Laboratory examination for STD, HIV/Aids, pregnancy
- Psychological/mental examination
- Psychiatric examination
- DNA testing (for family, and child tracing)
- Dental/molar examination (to determine age)
- Paralegal/legal assistance
- Documentation (e.g. passport processing, birth certificate registration)
- Temporary shelter (in a place where there may not be an MSSD-operated facility)
- Family planning (education and methods)
- Maternal and child care
- Social and vocational/practical skills development
- Scholarship and/or educational assistance other than that provided by the MSSD

- Livelihood assistance and other after-care services (beyond what MSSD is able to offer)

3. Process Flow

	Steps	Turnaround Time (In days, hour and Mins)	Required documents	Responsible Person	Signatories (Per document)	Transaction Cost
1	Intake of the client	3 minutes	Prescription, Government-issued Valid ID	Social Worker from Protective Division	None	None
2	Preparation of social case study report	5-10 minutes	General Intake Sheet, Certificate of Eligibility	Social Worker BCARES focal	2	None
3	Follow-up	1 day	Social Case Study Report Referral Letter	Social Worker BCARES focal	2	None
4.	Feedbacking and Home visitation	3 days from the receipt of the referral letter	Monitoring tool	Social Worker		None

III. Forms

- General Intake Sheet



Republic of the Philippines
 Bangsamoro Autonomous Region in Muslim Mindanao
MINISTRY OF SOCIAL SERVICES AND DEVELOPMENT
 Bangsamoro Government Center, Cotabato City



GENERAL INTAKE SHEET

Note: This General Intake Sheet (GIS) must be completely filled in by the signatories. Failure to do so shall render the same as invalid. No modification, alteration, addition, erasure, or any change shall be allowed.

A. BENEFICIARY'S IDENTIFYING INFORMATION

NAME

Last Name	Given Name	Middle Name	Name Extension (Sr/Jr/I/II)

DATE OF BIRTH

Month	Day	Year

SEX

- Female
 Male

VULNERABILITY

- | | |
|---|--|
| <input type="checkbox"/> Person with disability (PWD) | <input type="checkbox"/> Deportee |
| <input type="checkbox"/> Orphan | <input type="checkbox"/> Internally displaced person (IDP) |
| <input type="checkbox"/> Solo parent | <input type="checkbox"/> Others, please specify _____ |
| <input type="checkbox"/> Gender-based violence survivor | |

CIVIL STATUS

- Single
 Married
 Divorced/Separated/Widowed

ADDRESSES:

No./Street/Purok	Barangay	Municipality/City
Province		

CELL PHONE No:

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OCCUPATION

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MONTHLY INCOME

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PRIMARY GOVERNMENT ID

- Voter's ID/Certificate
 Postal ID
 Driver's License
 Passport
 PhilSys ID
 GSIS/SSS ID

SECONDARY GOVERNMENT ID

(At least two valid secondary IDs)

- NBI Clearance
 Police Clearance
 Student's ID
 Barangay ID
 PSA Marriage Contract (authenticated)

(At least 1 valid primary ID) <ul style="list-style-type: none"> <input type="checkbox"/> Senior Citizen ID (issued by OSCA or MSSD) <input type="checkbox"/> PWD ID (issued by PDAO or MSSD) 	<ul style="list-style-type: none"> <input type="checkbox"/> PSA Birth Certificate (authenticated)
ID Number:	Clearance/Registry/ID Number: 1. _____ 2. _____

Note: Presentation of valid government IDs may not apply when the beneficiary is a minor. Specific supporting documents are stated in the scoring sheet instead.

B. IDENTIFYING INFORMATION OF INFORMANT/LEGAL GUARDIAN

NAME:

Last Name	Given Name	Middle Name	Name Extension (Sr/Jr/I/II)

DATE OF BIRTH

Month	Day	Year

SEX

- Female
- Male

RELATIONSHIP TO THE BENEFICIARY

- Parent
- Child
- Spouse
- Grandparent
- Self
- Others: _____

CIVIL STATUS

- Single
- Married
- Divorced/Separated/Widowed

ADDRESS:

	No./Street/Purok	Barangay	Municipality/City
			Province

CELL PHONE No:

OCCUPATION

MONTHLY INCOME

PRIMARY GOVERNMENT ID (At least 1) <ul style="list-style-type: none"> <input type="checkbox"/> Voter's ID/Certificate <input type="checkbox"/> Postal ID <input type="checkbox"/> Driver's License <input type="checkbox"/> Passport <input type="checkbox"/> PhilSys ID <input type="checkbox"/> GSIS/SSS ID <input type="checkbox"/> Senior Citizen ID (issued by OSCA or MSSD) <input type="checkbox"/> PWD ID (issued by PDAO or MSSD) 	SECONDARY GOVERNMENT ID (At least two secondary IDs) <ul style="list-style-type: none"> <input type="checkbox"/> NBI Clearance <input type="checkbox"/> Police Clearance <input type="checkbox"/> Student's ID <input type="checkbox"/> Barangay ID <input type="checkbox"/> PSA Marriage Contract (authenticated) <input type="checkbox"/> PSA Birth Certificate (authenticated)
ID Number:	Clearance/Registry/ID Number: 1. _____

FAMILY COMPOSITION OF THE BENEFICIARY

Include all members of the family or household who are sharing the same dwelling or kitchen)

FULL NAME (Surname, First Name)	SEX	DATE OF BIRTH	CIVIL STATUS	SOURCE OF INCOME	MONTHLY INCOME	RELATIONSHIP WITH BENEFICIARY

PROBLEM/S PRESENTED *(Check all items applicable)*

ASSESSMENT

RECOMMENDATION

Name of Informant or Beneficiary: _____

Signature: _____

Date: _____

Intake Officer's Name:

Position:

Signature:

Date:

Attested by:

I hereby attest that I have interviewed the client and/or checked the GIS and the Score Sheet, and I certify that the information stated therein truthfully reflects the situation of the beneficiary.

Name: _____

Designation: _____

Signature: _____

Date: _____