



# **PERSONS WITH DISABILITY AFFAIRS OFFICE (PDAO)**



## Labor Allowance for Persons with Disabilities

<b>Office or Division:</b>	Persons with Disability Affairs Office (PDAO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	Officers and Members of the Federation of Persons with Disabilities Cavite, Inc. (FPDCI)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
General Requirements: <ul style="list-style-type: none"> <li>Updated/ valid copy of the Term/Oath of Office</li> <li>Accomplished <u>Monthly Accomplishment Report Form (MARF)</u></li> <li>Proof of Attendance during the FPDCI Meeting</li> </ul>			Affiliated Disability Organization/ LGU (through the LSWDO or PDAO) The form is available at PDAO  FPDCI (Minutes of the Meeting)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documentary requirements	1.1. Receive and review the submitted documents *Printing of the documents if submitted via email.	N/A	15 minutes	Ms. Arlene V. Clemente
	1.2. Prepare transmittal	N/A	1 hour	Ms. Arlene V. Clemente
	1.3. Checking and approval of the report	N/A	1 hour	Ms. Marie Shiela Antenor Haloc
	1.4. Register from the PDAO e-Registration System (once available)	N/A	15 minutes	Ms. Maria Cristina Figueroa
	1.5. Process the Financial Assistance with the concerned PGC Financial Departments	N/A	1-2 days	Ms. Maria Cristina V. Figueroa Ms. Marie Shiela Antenor Haloc
	1.6. Inform regarding the schedule of the release of the assistance (with the payroll number) through a text message/ phone call	N/A	5 minutes	Ms. Arlene V. Clemente
2. Receive assistance from the Treasurer's Office				
	<b>TOTAL</b>	<b>PhP 0.00</b>	<b>2 days, 2 hours and 35 minutes</b>	



## Auxiliary Aids and Services to Persons with Disabilities (Provision of Hearing Aid Devices)

<b>Office or Division:</b>	Persons with Disability Affairs Office (PDAO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Persons with hearing impairment ages 18 years old and above, who belongs to an indigent family (financially incapable to provide the device);</li> <li>Registered persons with disabilities in one of the cities/municipalities in the province;</li> <li>Not yet a recipient of the hearing aid devices distributed last year.</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Original and valid Barangay Certificate of Indigency</li> <li>Photocopy of the valid PWD ID</li> <li>Personal request letter to the Provincial Governor</li> <li>Hearing test result</li> <li>Recommendation to use a hearing aid</li> </ul>			Brgy. Hall Client Client Partner Hearing Center Partner Hearing Center	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documentary requirements	1.1. Receive and review the submitted documents  1.2. Check client's previous record	N/A	15 minutes	Ms. Arlene V. Clemente & Mr. Enrico Saulog
	1.3. For further review; 1.4. Determine if the request is approved/disapproved	N/A	15 minutes	Ms. Marie Shiela Antenor Haloc
	1.5. Register from the e-Reg. System	N/A	15 minutes	Ms. Maria Cristina Figueroa
	1.6. Coordinate with the partner Hearing Center/Clinic (for hearing aid fitting and molding)	N/A	1 day	Ms. Arlene V. Clemente
2. Attend the hearing aid fitting and molding activity	2.1. Facilitate the activity (hearing aid fitting and molding)	N/A	1-2 days (depends on the number of recipients)	Ms. Arlene V. Clemente  Other support staff and partner clinic
3. Attend the orientation and distribution activity	3.1. Orientation for the Proper Care of Hearing Aid Devices and Distribution	N/A	1 day	
	<b>TOTAL</b>	<b>PhP 0.00</b>	<b>4 days and 45 minutes</b>	



## Community-based Livelihood Program

<b>Office or Division:</b>	Persons with Disability Affairs Office (PDAO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>A group of persons with disabilities whose members are bona fide residents of the Cavite Province. *The group must have 10-15 members.</li> <li>Registered persons with disabilities in Cavite ages 18 years old and above.</li> <li>Active members of a disability organization in their local area, which is registered in PPDAO; and</li> <li>With or without existing livelihood/ business, but is willing to undergo and complete the comprehensive livelihood training</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Livelihood Proposal</li> <li>(1) Original and valid copy of Barangay Clearance of each member/ recipient</li> <li>(1) copy of valid PWD ID of each member</li> <li>Letter to the Governor</li> <li>Endorsement letter of the organization</li> </ul>			Client Barangay Hall  Client Client Affiliated Organization	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documentary requirements	1.1. Receive and review the submitted documents	N/A	20 minutes	Ms. Arlene Clemente
	1.2. For further review; Determine if the request is approved/ disapproved	N/A	1 day	Ms. Marie Shiela Antenor Haloc
	1.3. Inform the client about the status of their request	N/A	15 minutes	Ms. Arlene Clemente
	1.4. Register from the e-Reg. System	N/A	15 minutes	Ms. Maria Cristina Figueroa
	1.5. Process the Financial Assistance with the concerned PGC Financial Departments	N/A	1-2 working days	Ms. Maria Cristina Figueroa & Ms. Maris Shiela Antenor Haloc
2. Attend the orientation	2.1. Orientation for the Terms and Agreement	N/A	5 working days	Ms. Arlene Clemente and other support staff; Partner NGO that will render the LST
3. Attend the training	3.1. Livelihood Skills Training/ Entrepreneurship	N/A		
4. Receive the assistance	4.1. Distribute the Financial Assistance		1 day	Ms. Arlene Clemente and other staff in coordination with the Treasurer's Office
	<b>TOTAL</b>	<b>PhPO</b>	<b>9 days and 50 minutes</b>	



## Support to Students or Learners with Disabilities

<b>Office or Division:</b>	Persons with Disability Affairs Office (PDAO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• A person with a disability who belongs to an indigent family;</li> <li>• A registered person with a disability in one of the cities/municipalities in the province;</li> <li>• Currently enrolled in any learning institution, preferably those in secondary (senior high schools), college/ tertiary, or higher levels of education who need assistance or access to learning/educational gadgets. Considerations are to be given to disability learners in the lower levels to include the SPED students who need the gadget e.g. blind and deaf students, and those undergoing teletherapies.</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Latest Social Case Study Report (stating the client and his/her family's socio-economic condition)</li> <li>• Proof of Enrolment (any from the following, whichever is applicable): <ul style="list-style-type: none"> <li>- An original or certified true copy of School Certificate of Enrolment duly signed by school principal; <b>or</b></li> <li>- Photocopy of the latest registration form</li> </ul> </li> <li>• Proof that the student has completed the previous school year. Any of the following: <ul style="list-style-type: none"> <li>- Photocopy of Report Card of the previous semester signed by school registrar; or</li> <li>- Certificate of grades for the previous semester duly signed by the School Registrar (for college students)</li> </ul> </li> <li>• Endorsement (endorsing and certifying that the client is not yet a recipient of related assistance/ support from the LGU/ any institution)</li> <li>• Original and valid Certificate of Indigency of the student, or the latter's parent/guardian if he/she is below 18 years of age duly signed by the Brgy. Chairperson</li> <li>• Photocopy of the valid PWD ID of the student (the ID must be issued from the city/municipality of Cavite where the student is residing)</li> <li>• Photocopy of any valid ID of the claimant, if the student is represented by his/her parent or guardian</li> <li>• Personal letter of request to the Governor</li> <li>• Agreement Form to be signed by the client or his/her guardian</li> </ul>			City/ Municipal Social Welfare and Development Office School	
			School	
			City/ Municipal PWD Focal Person/ PDAO	
			Barangay Hall	
			Client	
			Client	
			Client	
Provincial PDAO				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documentary requirements	1.1. Receive and review the submitted documents	N/A	15 minutes	Ms. Arlene V. Clemente



	1.2. Check client's previous record			Mr. Enrico Saulog
	1.3. For further review; 1.4. Determine if the request is approved/disapproved	N/A	15 minutes	Ms. Marie Shiela Antenor Haloc
	1.5. Register in e-Reg System for qualified clients	N/A	15 minutes	Ms. Maria Cristina Figueroa
	1.6. Scheduling/planning of gadget distribution	N/A	(at least) 5 working days	Ms. Arlene V. Clemente  Ms. Marie Shiela Antenor Haloc
2. Attend the orientation and distribution	2.1. Orientation and Distribution of Gadget	N/A	2-3 working days	All PDAO staff
	<b>TOTAL</b>	<b>PhP 0.00</b>	<b>8 days and 45 minutes</b>	





3. Proceed to the General Services Office (GSO) to receive the assistive device		N/A		
	<b>TOTAL</b>	<b>PhP 0.00</b>	<b>15 minutes</b>	





## Support to the Federation of Persons with Disabilities, Cavite- Inc. (FPDCI) Advocacies and Activities

<b>Office or Division:</b>	Persons with Disability Affairs Office (PDAO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	Federation of Persons with Disabilities- Cavite, Inc. (FPDCI) or the City/Municipal Federation of Persons with Disabilities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Copy of a signed Board Resolution adopting/approving the Project Proposal</li> <li>• Project Proposal prepared, signed, and approved by the concerned officers of the Federation</li> <li>• Program Flow/ Plan of Action (to include tasking)</li> <li>• Quotation from at least three (3) suppliers, <i>if needed</i></li> <li>• Certificate of Acceptance/ Approval of the PPDAO (will be given after the review of the project proposal and other pertinent documents)</li> </ul>			<p>Organization</p> <p>Organization (Project Proposal Template is available at PDAO)</p> <p>Organization</p> <p>Three (3) different suppliers of materials/ services</p> <p>PPDAO</p>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documentary requirements	1.1. Receive and review requirements	N/A	1 day	Ms. Arlene V. Clemente
	1.2. For further review; Determine if the request is approved/ disapproved	N/A	1 day	Ms. Marie Shiela Antenor Haloc
	1.3. Inform the organization regarding the status of their request	N/A		Ms. Arlene V. Clemente
	1.4. Register in e-Reg System for qualified clients	N/A	15 minutes	Ms. Maria Cristina Figueroa
	1.5. Process the Financial Assistance with the concerned PGC Financial Departments	N/A	2-3 working days	Ms. Maria Cristina Figueroa Ms. Marie Shiela Antenor Haloc
2. Receive the assistance	1.6. Release the Financial Assistance to support the organization's approved project proposal	N/A	10 minutes	Ms. Arlene V. Clemente Ms. Marie Shiela Antenor Haloc  *In coordination with the Treasurer's Office
	<b>TOTAL</b>	<b>PhP 0.00</b>	<b>5 days and 35 minutes</b>	

## PROOF OF POSTING



The Citizen's Charter of the PDAO is posted at the entrance of the office and the front desk.

## COMMUNICATION PLAN

Aiming to provide the clients with transparency and information concerning the process and frontline services delivered by the Persons with Disability Affairs Office, the Citizen's Charter is responsibly formulated and strategically posted on the location where the clients or the public has easy access. Every step of the activities has corresponding personnel responsible to deliver the essential services needed by the clientele. Moreover, the requirements for every transaction were noted.

The PDAO has assured the availability of a ready checklist of requirements that can be acquired at the Information area. The Organization's information such as the contact details is well noted and displayed.

The public and the clients who wish to be updated and well informed on the Citizen's Charter and other disability events are welcome to visit the official Facebook page of the Office (Nagkakaisang Kabite Tungo sa Aksesibol at Inklusibong Pamayanan). In situations today, having the pandemic that immensely affects the transactions in the government, the utilization of social media is effective.

### ➤ Use of the advanced technology

- a. **Social Media Posting** – the PDAO manages/ admin two Facebook Pages, namely: Nagkakaisang Kabite Tungo sa Aksesibol at Inklusibong Pamayanan and 2021 PWD Virtual Talent Contest which become one of the major platforms of the office on



information dissemination of the programs and services for persons with disabilities to reach a large number of audience/ individuals.

- b. Online Chat Groups** – Specific chatgroups were created for easier communication and linkages. The following are the active chat groups admin by the office such as:
- Exclusive for PDAO Heads and Focal Persons – This is a chat group of the Disability Affairs Officers and PWD Focal Persons from the twenty-three (23) cities and municipalities in Cavite.
  - Focals and Pres. – Included in the chat group are the Disability Affairs Officers and PWD Focal Persons, and Federation Presidents of Persons with Disabilities from the twenty-three (23) cities and municipalities in Cavite.
  - Cavite Mental Health / Psycho-social Support Volunteers – Trained MHPSS provider by the Cavite Provincial Government.
  - Cavite PCDA members – the members of the Provincial Council on Disability Affairs are updated on the existing programs and services for the disability sector using the online chat group.
  - Cavite Autism Family, Let’s Go! and Autism TWG Cavite – these two active chat groups include the Autism community in Cavite which includes the parents/ caregivers/ guardians, teachers, therapists, disability advocates, and other individuals who support the cause of the Autism Spectrum.
- c. Text messaging/ Call** –The office directly texts or calls the concerned clients for coordination/ communication if there’s further concern from their request.

**CONTACT INFORMATION**

OFFICE	COMPLETE ADDRESS	CONTACT INFORMATION
Persons with Disability Affairs Office (PDAO)	Provincial Persons with Disability Affairs Office, Ground Floor, Cavite Provincial Capitol Building, Brgy. San Agustin 4109, City of Trece Martires, Cavite	<b>Mobile Number:</b> 09088872038 <b>Telefax:</b> N/A <b>Email Address:</b> ppdao_cavite@yahoo.com