



Availing of Assistance in Crisis Situations

ABOUT THE SERVICE

The City Social Welfare and Development Office (CSWDO) provide emergency financial assistance or referrals for free service to individuals and families who are in extremely difficult situations and have inadequate resources.

Burial Assistance

- Immediate/nearest kin/relative

Food and Transportation Assistance

- Stranded/ individual in difficult circumstances/conflicts
- Victims of pickpockets
- Clients who will undergo medication to another place (exemptions: can be entitled transportation assistance for 2 including the client if patient cannot travel alone)
- Clients who will fetch/ visit deceased relative in another place

Medical Assistance (For referral to hospital, pharmacy/laboratory or financial assistance)

- Client in need of medicines not available in city health and city hospital
- Clients who were in need of laboratory tests and procedures
- Clients who will undergo medical procedures and operation (financial assistance)
- Clients who cannot settle large/ costly hospital bill

Emergency Shelter Assistance

Clients who are victims of fire, demolition and typhoon

Educational Assistance

Clients who are considered indigent and financially incapacitated to cover full school expenses.

Department / Office:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail	Individuals and Families in inadequate resources
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Burial Assistance – Photocopy of relative’s Death Certificate, OSCA ID (Senior Citizen), Certification of membership from the OSCA (if a senior citizen), PWD ID (PWD Member), Solo Parent, Certification of membership from PDAO (if a person with disability), Affidavit of residency (if deceased died outside Naga City but a registered resident of Naga City), Original Funeral Contract • Food and Transportation Assistance – Police blotter (if victim of pickpockets), medical certificate and referral from doctor (for patients to be referred in Manila) • Medical – Prescription, Laboratory request, Certificate of Indigency, hospital bill, medical certificate or abstract • Emergency Shelter Assistance – Barangay 	<ul style="list-style-type: none"> • Local Civil Registrar • OSCA Office • PDAO • Solo Parent Office • PAO • Funeral parlor concerned • PNP, CHO/NCH/BMC • NCH/CHO, Concerned Hospital • Barangay, BFP



certification and certification from the Bureau of Fire Protection • Educational Assistance – Certificate of Indigency, present school assessment or statement of account, school ID., Voter's ID / Certification		• Barangay, School where the student was enrolled, COMELEC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook			1 minute	SOCIAL WELFARE VOLUNTEER on duty
	2. Interview and Assessment A Social Worker will interview and assess the client's needs		3 minutes	EDEN T. SAN ANDRES Community Affairs Assistant II FRANCIA C. CASARENO Social Welfare Officer I EVANGELINE S. MANALO Social Worker Officer III JEANETTE B. ALARCON Social Welfare Aide (Casual) MARILOU M. PALACIO Social Worker (COS)
	3. CSWDO staff prepares a Certificate of Eligibility The client signs the certificate		3 minutes	GLORIA Z. RODRIGUEZ Administrative Aide I (Casual) GLENDA N. METRAN Clerk (Job Order) MERGIE C. ASPA Administrative Aide I (Casual) HAZEL JOY L. VERGARA Clerk (Job Order)



				<p>GLORIA L. ABASOLA Administrative Aide I (UW I)</p> <p>ARNOLD B. AZORES Social Worker Aide</p> <p>ANGIELINE A. MORILLO Administrative Aide I (Casual)</p>
	<p>4. Assistance / Referral</p> <p>CSWDO personnel provides financial assistance or refers the client to the following for free provisions of the service</p> <ul style="list-style-type: none"> - Pharmacy, laboratory, hospital - Funeral parlor - Transport Companies 		5 minutes	<p>GLORIA Z. RODRIGUEZ Administrative Aide I (Casual)</p> <p>GLENDA N. METRAN Messenger (Job Order)</p> <p>MERGIE C. ASPA Administrative Aide I (Casual)</p> <p>GLORIA L. ABASOLA Administrative Aide I (UW I)</p> <p>ARNOLD B. AZORES Social Worker Aide</p> <p>ANGIELINE A. MORILLO Administrative Aide I (Casual)</p> <p>HAZEL JOY L. VERGARA Clerk (Job Order)</p>
TOTAL		P	12 minutes	

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

G/F Social Development Center Bldg., City Hall Complex, J. Miranda Avenue., Concepcion Pequeña, Naga City

For more information, please contact:

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