



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.

Medical Assistance

- Hospitalization Expenses
- Medical Treatment and Procedures (Medicine & Medical Laboratory)
- Other Medical Expenses

Food Assistance/Non-Food Assistance

* Vulnerable Individuals

- Immediate provision of food packs
- Cash Assistance equivalent to the cost of food packs

Educational Assistance

- Tuition Fees Augmentation
- School supplies
- Transportation expenses
- Other school expenses

Transportation Assistance

- Return to Provinces permanently
- Seek medical intervention
- Attend emergency concerns
- Stranded/Victims of pick pockets

Burial Assistance

- Funeral Cost and related expenses
- Bringing remains of the deceased to their residence or burial site
- Cremation Cost

Assistance for other Support Services

- Provision of outright Cash
 - Provided to individuals and families in extremely difficult circumstances

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"> • Medical Assistance Prescription, Laboratory Request, Certificate of Indigency, Hospital Bill, Medical Certificate or Abstract 	<ul style="list-style-type: none"> • Naga City Hospital / City Health Office / Concerned Hospital
<ul style="list-style-type: none"> • Food and Transportation Assistance Police Blotter (if victim of pick pockets), Medical Certificate and Referral from doctor 	<ul style="list-style-type: none"> • Philippine National Police / City Health Office / Naga City Hospital / Bicol Medical Center
<ul style="list-style-type: none"> • Educational Assistance Certificate of Indigency, present school assessment or statement of account, school 	<ul style="list-style-type: none"> • Barangay, School where the student was enrolled, COMELEC



OD, Voter's ID/Certification				
<ul style="list-style-type: none"> • Burial Assistance Photocopy of relative's Death Certificate, OSCA ID and Certification of membership from the OSCA (if Senior Citizen), PWD ID and Certification of membership from PDAO (if PWD), Solo Parent ID (if Solo Parent), Affidavit of residency (if deceased died outside Naga City but a registered resident of Naga City), Original Funeral Contract 		<ul style="list-style-type: none"> • Local Civil Registrar, Office of Senior Citizens Affairs / Persons with Disabilities Office / Solo Parent Office, Public Attorney's Office, Funeral Parlor Concerned 		
<ul style="list-style-type: none"> • Emergency Shelter Assistance Barangay Certification and Certification from the Bureau of Fire Protection 		<ul style="list-style-type: none"> • Barangay, Bureau of Fire Protection 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1. Conduct Client's Orientation for Screening and Verification.</p> <p>The Social Worker in-charge will conduct the orientation on the necessary requirement needed and steps to follow.</p>		10 – 15 minutes	<p>SOCIAL WORKER OF THE DAY</p> <p>NIÑO ANGELO O. NAVIA Administrative Aide (Job Order)</p> <p>SHILEY H. BORERO Administrative Aide (Job Order)</p>
	<p>2. Assigning of Numbers</p> <p>After the orientation, the distribution of assigned number will follow.</p>		1 minute	<p>SOCIAL WORKER AND SOCIAL WELFARE VOLUNTEER</p>
	<p>3. Assessment</p> <p>A Social Worker will interview and assess the client's needs.</p>		5 – 10 minutes	<p>EDEN T. SAN ADRES Community Affairs Assistant II</p> <p>SHIELA P. CONDENO Project Development Officer II</p> <p>EVANGELINE S. MANALO Social Worker Officer III</p> <p>JEANETTE B. ALARCON Social Welfare</p>



				Aide (Casual) MARILOU M. PALACIO Social Worker (COS)
	4. Provision of Assistance Social Worker will release assistance needed. CSWDO personnel provides financial assistance or refers the client to the following for free provisions of the service: – Pharmacy – Laboratory – Hospital – Funeral Parlor – Transport Companies		2 minutes	GLORIA Z. RODRIGUEZ Administrative Aide I MARIA CARMEN A. MORALDE Social Welfare Aide MERGIE C. ASPA Administrative Aide I MARILOU M. PALACIO Social Worker (COS) ARNOLD B. AZORES Social Welfare Aide ANGIELINE A. MORILLO Administrative Aide I MARIAN C. VILLAFLORES Administrative Aide I
TOTAL		P	28 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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