

Department of Social Welfare and Development
National Capital Region

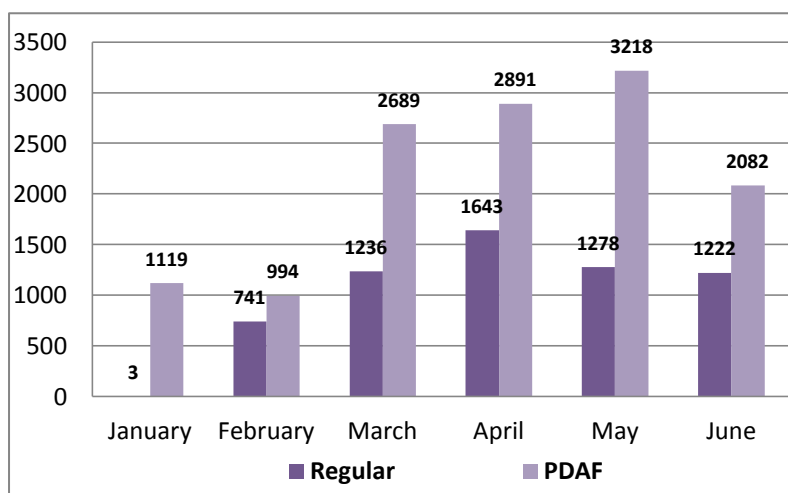
**Emergency Assistance Section-Crisis Intervention
Semestral Report for the 1st Semester of 2013**

I. DATA ANALYSIS

A. Number of Clients Served

Annual Target	January	February	March	April	May	June	TOTAL
50,000	1,122	1,735	3,925	6,534	4,496	3,304	21,116

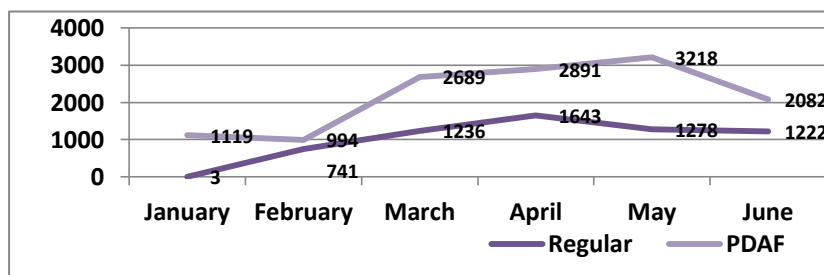
For the 1st Semester of 2013, the Region was able to facilitate provision of financial assistance and other services to a total of **Twenty One Thousand One Hundred Sixteen clients (21,116)** which achieved **168% accomplishment rate** or **8,116 clients increase** against the semestral target of **Twelve Thousand Five Hundred (12,500)**.



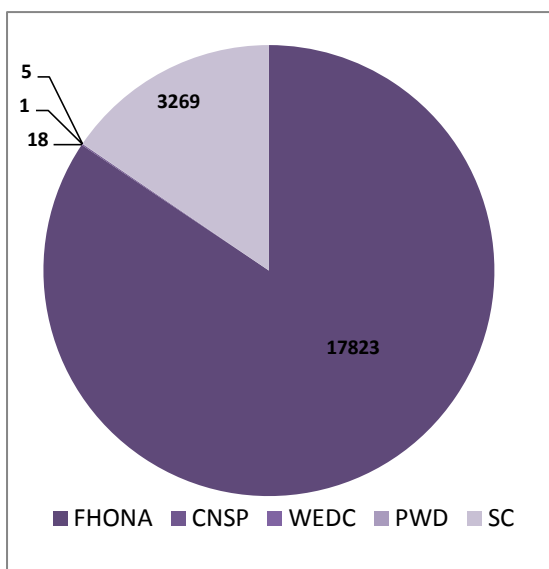
From the total number of client served for the semester, **14, 993 or 71%** of the clients were clients served thru the Priority Development Assistance Fund (PDAF) of the Legislators (NCR Congressman, Party-List and Senators) while **6, 123 clients or 29%** were walk-in clients and charged under the funds of the Region (Direct Release and Centrally Managed)

From the table presented, it shows that the Region has large number of clients being accommodated thru the PDAF of our Legislators. This can be attributed to the number of Legislators being accommodated by the Region. At present, the Region has **Nineteen (19) Congressman** and **five (5) Senators** in which their PDAF for Assistance to Individual in Crisis Situation (AICS) were lodged thru the EAS-CI. Though the assistance provided on the said number of clients are thru PDAF, the assessment and the validation of documents are still being done by the social workers of the Region.

The table also presents that within the six (6) months period, the number of clients being served by the Region are increasing. It can be also be noted that for each month, the Section is accommodating a minimum of 3,000 clients (or approximately 100 clients per day)



B. Categories of Client Served



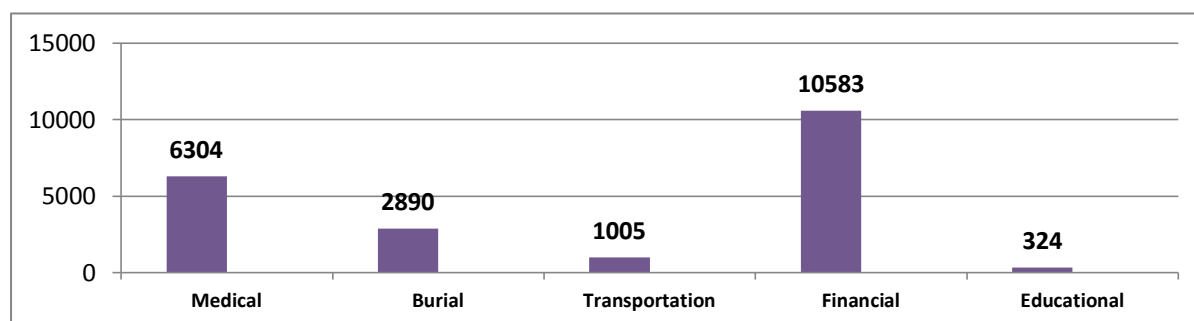
Under this section, the EAS-CI was able to facilitate large number of clients belonging to the **Family Heads and other Needy Adults (FHONA)** comprising **17, 283 or 84.4%** of the total client served for the Semester. This is common for the Region to encounter because majority of those who are asking for assistance are either the mother or the father of their children who are in need for medical/ financial assistance.

Senior Citizens follow the most numbered category of clients served. The section was also able to accommodate **3,269 or 15.4%** against the total number of client assisted. This can be explained because one of the Partylist for Senior Citizen has funding for AICS thru the Region.

In relation to the clientele group being served by the Region, efforts are being done by the workers at EAS-CI to ensure that all the clients, particularly those who has special needs/ attention such as Older Person, PWD and Pregnant Women to be facilitated immediately, thus, provided special lane for them and assigned one social worker to fast-track interview and assessment.

Categories	January	February	March	April	May	June	TOTAL
FHONA	997	1,487	3,328	5,347	3,830	2,834	17,823
CNSP	0	0	0	0	16	2	18
CICL	0	0	0	0	0	0	0
WEDC	0	0	0	0	0	1	1
PWD	0	0	0	0	0	5	5
Repatriated	0	0	0	0	0	0	0
PLHIV	0	0	0	0	0	0	0
SC	125	248	597	1,187	650	462	3,269
TOTAL	1,122	1,735	3,925	6,534	4,496	3,304	21,116

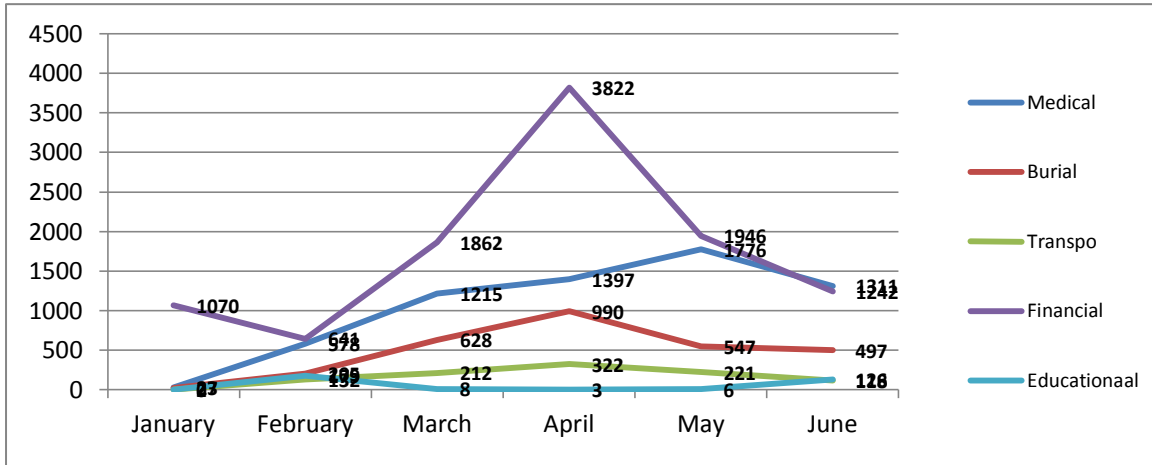
C. Type of Services Rendered



In terms of the type of services rendered for the client, the graph shows that **Financial Assistance** was the most availed assistance in the Region, garnering a **51.5% accomplishment rate or 10,583 clients** served. Most of the clients requesting for said assistance will be primarily used to augment their day to day necessities. Further, majority of the clients availing for the said services will be used for the enrolment and other education needs of the children. This was followed by Medical Assistance comprising **6,304 clients or 29.8%** accomplishment rate vis a vis the total number of clients served for the semester.

Majority of the walk-in clients, even thru PDAF seek financial assistance to augment the expenses incurred by them because of the medical surgery/ hospitalization of their nearest kin. Maintenance of their daily/ lifetime medicines were also the primary concern of those clients seeking for financial aid.

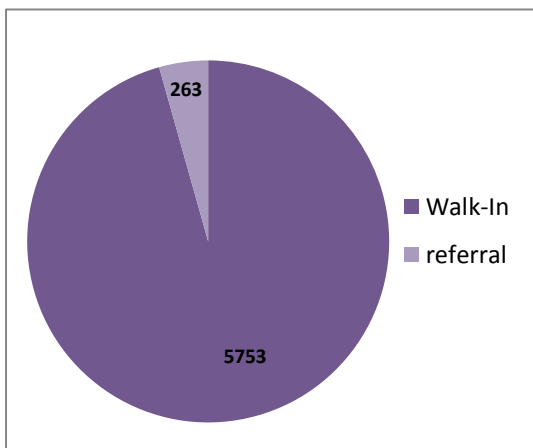
Considering the nature of assistance being extended to clients, the Region is continuously coordinating with other government agencies such as PSCO and referral to hospitals to augment the medical expenses needed to settle by clients. Further, the Section also is exerting its effort in referring walk-in clients thru PDAF if assessed that the assistance provided cannot suffice the expenses incurred by the client.



The table shows the trending of services being extended to the clients for the past six months. It can be noted that the **Financial Assistance** is the most common assistance being availed by majority of the clients, consistently having the highest number of clients from January to June 2013 compared to other services being offered. Further, the **Transportation Assistance or the Balik Probinsya Program** of the Region was one of those services being availed less by the client.

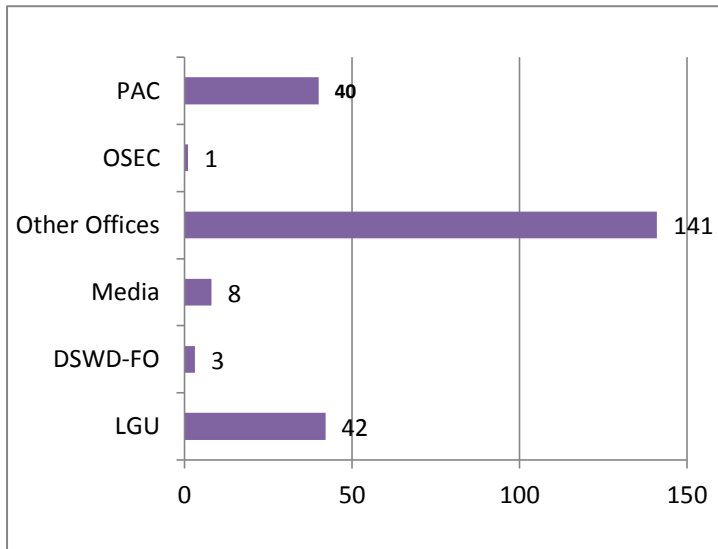
Given this findings, efforts in tapping other resources from partners (Funeral Parlors, Hospitals, Government Agencies and NGOs) are being done by the Region to ensure that the needed assistance will be extended to clients. Explaining the services being offered by the Section thru Radio Interview is being facilitated as well to inform the general public on the assistance and process of availing the assistance at EAS-CI.

D. Mode of Admission (Regular Clients)



For this semester, the graphs shows that from the 6,016 total number of clients served by the Region charged under the Regular Fund, 5,753 or 95.6% were voluntarily seek for assistance (walk-in) while 263 or 4.5% were referrals from different offices and partners.

High number of walk-in clients can be attributed to their awareness on the services being offered by the Region. Further, most of them got the information thru the sharing from their neighborhood and also from the hospitals and other partners once they have assessed that the resources of the client is very limited.



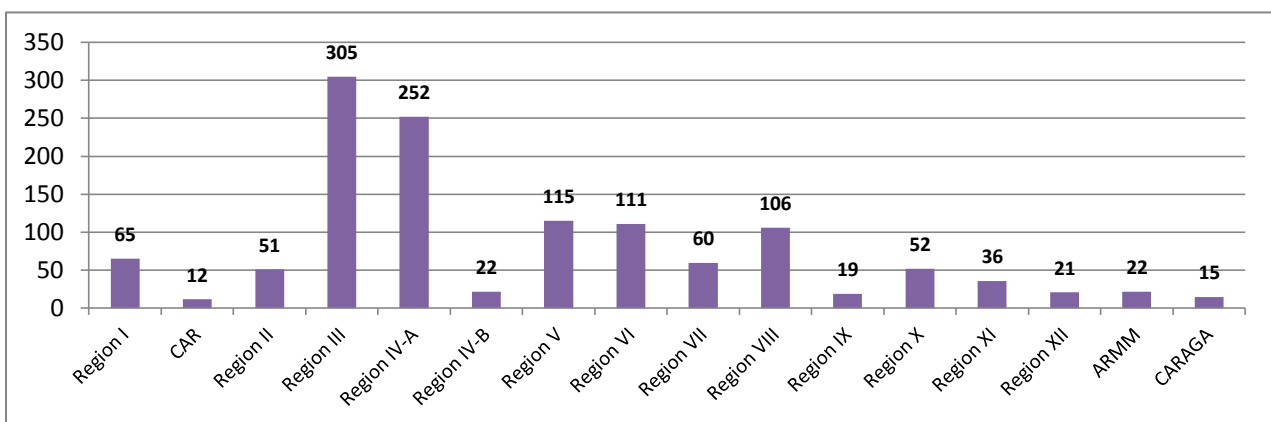
From the 263 clients referred by other offices for assistance, the table shows the distribution of the sources of referral that among the total number of referrals served by the Region, 141 or 53.6% came from the partner agencies/ offices of the Region such as hospitals/ funeral parlors upon assessment that the client cannot shoulder the expenses incurred from them. Moreover, the Presidential Action Center (PAC), the social welfare arm of Malacanang Palace is also active in referring their clients to the Region for appropriate intervention based

on need.

Mode of Admission	January	February	March	April	May	June	TOTAL
Walk-In	1	694	1,169	1,527	1,264	1,098	5,753
Referral	1	47	67	71	2	75	263
LGU	0	7	12	7	0	16	42
DSWD-CO	0	0	0	0	0	0	0
DSWD-FO	0	0	0	0	1	2	3
Media	1	3	1	2	0	4	8
OWWA	0	0	0	0	0	0	0
Other Offices	0	35	48	58	0	0	141
OSEC	0	0	1	0	0	0	1
PAC	1	2	5	4	1	27	40
TOTAL	3	741	1,236	1,643	1,266	1,222	6,016

Table indicating the distribution of clients re; modes of admission per month

E. Served Clients per Region



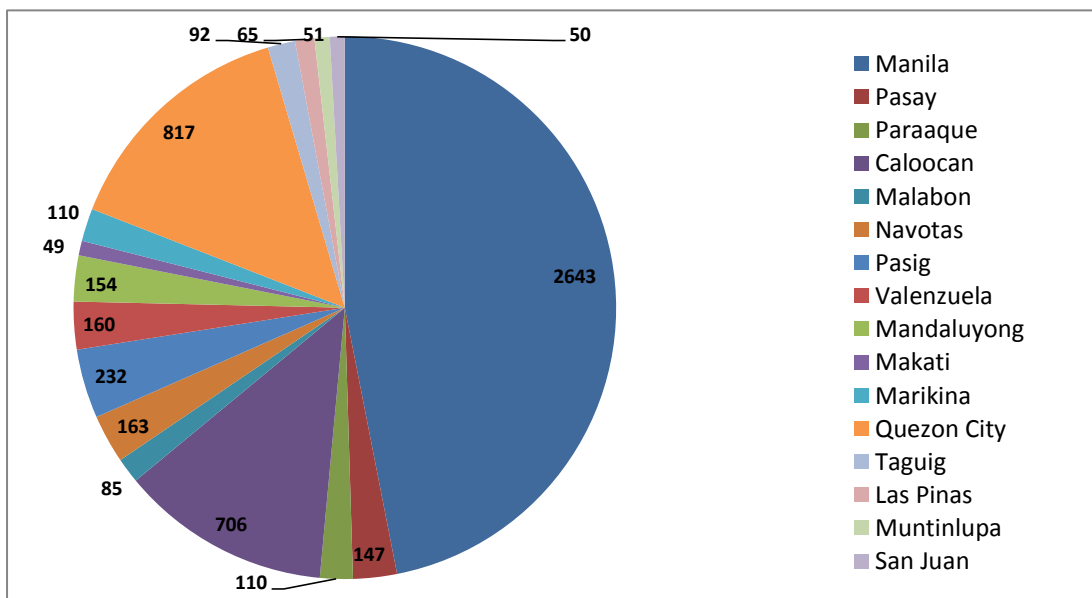
The table presents the number of clients served by the Region by their place of origin. It can be noted that from the total number of **21,116 served clients**, **305 clients or 4.4%** came from Region III and followed by **252 clients or 11.9%** originated from Region IV-A. Per validation of the clients from that Region, most of them prefer to seek assistance to FO-NCR considering the proximity of the office to their place of residence. Majority of the clients came from Bulacan and Rizal which is much nearer compared to going to Pampanga (for Region III) and Alabang, Muntinlupa (for those who are residing at Rizal).

Though by place of residence they should be catered by their respective offices, the Region still facilitated provision of assistance to them so as to respond to their verbalized needs appropriately. Efforts are also being made between Regional Offices thru coordination on the possible complementation of assistance to be offered to the clients being served.

Region	January	February	March	April	May	June	Total
Region I	1	11	16	19	10	8	65
CAR	0	1	3	8	0	0	12
Region II	0	6	11	17	14	3	51
Region III	8	53	83	65	54	42	305
Region IV-A	3	100	49	55	29	16	252
Region IV-B	0	7	2	10	1	2	22
Region V	1	20	30	30	19	15	115
Region VI	0	16	25	24	30	16	111
Region VII	0	9	16	23	10	2	60
Region VIII	0	20	28	28	21	9	106
Region IX	0	1	1	6	8	3	19
Region X	0	8	13	20	6	5	52
Region XI	0	5	7	12	5	7	36
Region XII	0	4	3	6	5	3	21
ARMM	0	2	3	8	6	3	22
CARAGA	0	5	3	5	1	1	15
NCR	1,109	1,467	3,632	6,178	4,277	1,083	17,146
TOTAL	1,122	1,735	3,925	6,534	4,496	1,222	21,116

Table presents the distribution of clients served per Region on a monthly basis

F. Served Clients per LGU (charged to Regular Fund)



From the table presented, it shows the distribution of clients served by the Region (In National Capital Region) based on the LGU they are residing. It shows that among the 16 LGUs, the **LGU of Manila** has the most numbered of clients reaching **2,643 clients or 46.9%** against the total number of clients served in NCR. This can be attributed also to the proximity of the office to the LGU. Further, the **LGU of Manila** thru its Social Service Department is also referring their constituents for further assistance. Same situation is also being noted from the **LGU of Quezon City** who has **817 clients or 14.5%**.

With this scenario, the Region is making effort also in coordinating with the respective local government units thru their CSWDOs possible augmentation on the financial assistance being extended to the client. Particularly in the Balik-Probincya Program, LGUs are very much committed like Pasay City and Valenzuela City in shouldering the remaining amount of transportation expenses the Region can no longer provide. Referrals to respective Legislators are also being done to further assist the needed financial requirements of the client.

LGU	Male	Female	TOTAL
Manila	769	1874	2,643
Pasay	58	89	147
Paraque	32	78	110
Caloocan	225	481	706
Malabon	19	66	85
Navotas	37	126	163
Pasig	58	174	232
Valenzuela	37	123	160
Mandaluyong	37	117	154
Makati	16	33	49
Marikina	27	83	110
Quezon City	218	599	817
Taguig	29	63	92
Las Pinas	20	45	65
Muntinlupa	15	36	51
San Juan	13	37	50
TOTAL	1,610	4,024	5,634

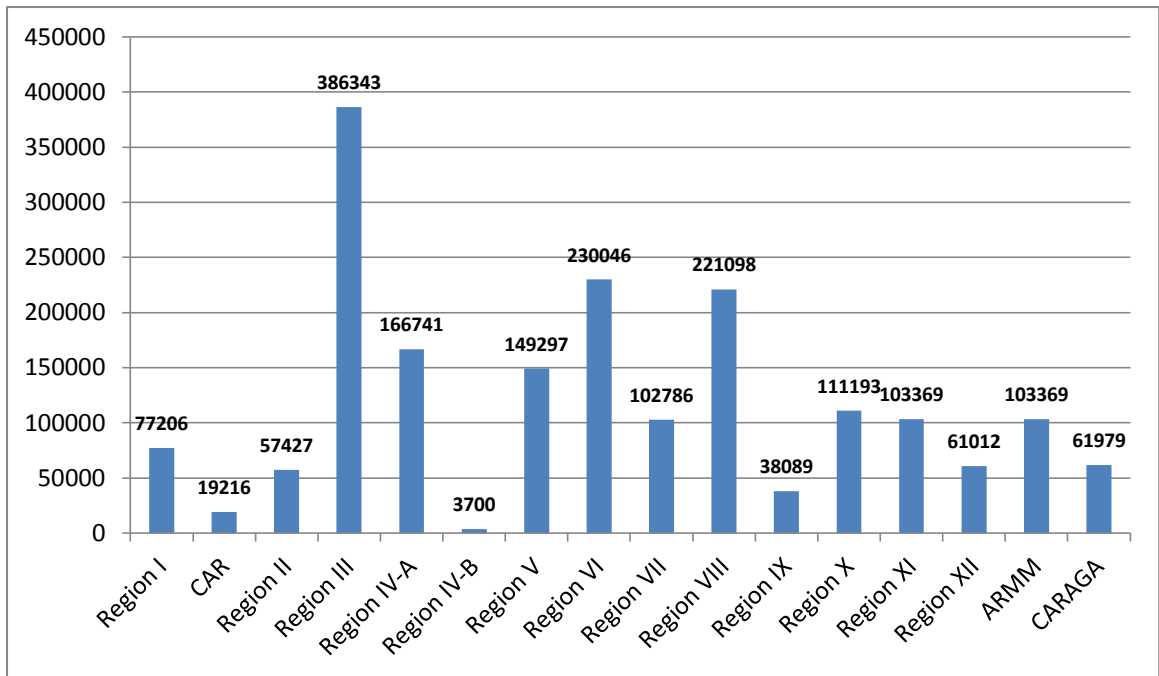
Table presents the number of clients served by the Region per LGU

G. Sources of Funds

Source of Funds	Amount Utilized
<i>Regular Fund (CMF and DRF)</i>	Php. 10,945,902.30
<i>Priority Development Assistance Fund</i>	Php. 47,053,180.00

For this Semester, the Region was able to utilize a total of **Php. 57, 999, 082.30** catering to **21,116** clients. From the total amount of assistance provided **Php. 47, 053,180 or 81.4%** came from the PDAF of our partner Legislators (Representatives, Partylist and Senators). Meanwhile, through the Regular Fund of the Region charged to either Centrally Managed Fund or Direct Release Fund, the EAS-CI was able to extend **Php. 10,945,902.30 or 18.6%** against the total amount of money extended.

Considering the amount of assistance extended by the Region to its clients, it can be noted that there was a significant increase along provision of assistance to the client. As presented in the graph, it was noticeable that every month there is a significant increase in the amount extended. This can be attributed to the effort of the Section to ensure all of the clients will be facilitated with outright financial assistance. The section also still maximizes effort in referring clients to other agencies to ensure that their needs will be addressed accordingly.



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From the table presented, it shows that among the Region being accommodated by FO-NCR, Region III has the highest amount of assistance extended with Php. 386,343 followed by Region VI with Php. 230,046. This can be attributed to the large number of clients coming from Bulacan which is being accommodated by FO-NCR. For those in the Visayas, high amount of assistance extended can be associated to the effort of the Region to facilitate the request of the clients to go home in their respective provinces.

H. *Actions to be Taken for the following Semester*

- a. *Quarterly Consultation Meeting with Partner Funeral Parlors/ Hospital*
- b. *Quarterly Consultation Meeting with the coordinators/ staff of Legislators*

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