

5. Emergency Shelter Assistance (ESA)

This service provides Emergency Shelter Assistance to those who are victim of any forms of calamities (i.e. fire, flood and strong wind, etc.) The Social Worker or assigned staff shall assess the extent of damaged and its desired amount for assistance whether totally and partially damaged to owner, renters and sharers.

Office or Division:	PSWDO-Crisis Intervention Unit (CIU)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All residents of Davao del Norte			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-General Intake Form(1 original and 1photocopy) -Barangay Certificate of Indigency (1 original and 1photocopy) -Bureau of Fire Protection Certificate, C/MDRRMO Certificate (1 original and 1photocopy) -Picture of damaged house (1 original and 1photocopy) -Valid ID with Davao del Norte address (1 original and 1photocopy)		- PSWDO- CIU -Barangay where client resides - Bureau of Fire Protection, City/ Municipality Disaster Risk Reduction and Management Office (C/MDRRMO) -Client himself/herself - Client himself/herself		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. QR code scanning and get priority number.	Call priority number and advise client where to proceed	None	30 seconds	<i>Administrative Aide /// PSWDO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to next step for interview and submit the required documents/requirements	<p>Conduct interview and review all documents/requirements presented by the client</p> <p>If client is eligible for the assistance, process the documents and advise client on the next step</p>	None	7 minutes	<i>Social Welfare Officer I</i> PSWDO
3. Proceed to Section Head	<p>Review the documents and affix signature.</p> <p>Instruct client on the next step</p>	None	1 minute	<i>Social Welfare Officer III</i> PSWDO
<p>4. Proceed to P.G. Department Head for recommending approval</p> <p>Proceed to Provincial budget Office for the next step</p>	Review documents and recommend.	None	1 minute	<i>Department Head</i> PSWDO
TOTAL:			9 minutes and 30 seconds	