

2. **SERVICE NAME:** Provision of Emergency Shelter Assistance (ESA)

Description of the Service: Emergency Shelter Assistance (ESA) is a provision of cash grant to families whose houses are either totally or partially damaged who are victims of natural and manmade calamities such as typhoon, fire incident etc.

Office or Divisions:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transactions:	Government to Client			
Who may avail:	Victims of natural and manmade calamities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Barangay Certificate of Residency/Indigency		Barangay Hall		
- BFP Certificate (<i>if applicant is a fire victim</i>)		Bureau of Fire Protection (BFP)		
- Picture/s of damaged house		-		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> Shall walk-in and apply for ESA Sign in the Client log book 	<ul style="list-style-type: none"> Assist client to register in the Logbook 	None	2 minutes	Rexander M. Alvaro Admin Aide I / Draftsman
<ul style="list-style-type: none"> Present needed requirements 	Received and Review the needed requirements	None	1 minutes	Heidee B. Ulnagan Admin Aide I
	<ul style="list-style-type: none"> Start processing the request: <ul style="list-style-type: none"> - Intake interview 	None	10 minutes	Heidee B. Ulnagan Admin Aide I
	<ul style="list-style-type: none"> - Conduct home visit if necessary 	None	45 minutes	Heidee B. Ulnagan Admin Aide I
	<ul style="list-style-type: none"> - Assess and recommend for financial assistance 	None	2 minute	Charmaine Joy G. Castillo, RSW Social Worker
TOTAL:			15 minutes to 1 hour	