



Internal/External

2. SERVICENAME: 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 Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	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	Benigno Almazan CSWD Worker
<ul style="list-style-type: none"> Present needed requirements 	<ul style="list-style-type: none"> 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 minutes	Rufino R. Laguan Jr., RSW CSWD Worker
TOTAL			15 minutes to 1 hour	