

Department of Social Welfare and Development
Field Office VI, Molo, Iloilo City

CRISIS INTERVENTION UNIT
First (1st) Quarter 2014 Accomplishment Report

I. Introduction:

Crisis Intervention Unit is continuously serving its target clientele in collaboration with partners, stakeholders and support from the management. Holistic approaches were carried out to ensure that every individual and families are provided with appropriate intervention and services that they deserve.

II. Highlights of Accomplishment

For the quarter, CIU served fifty nine (59) clients by providing financial and material assistance amounting to Php 81,036.00 wherein provision of family food packs has the highest number served followed by medical assistance to fifteen (15) needy and disadvantaged clients. It also includes three (3) executive and three (3) regular referrals were facilitated thru respective Municipal Social Welfare and Development Offices (MSWDOs) for assessment and provision of other interventions. While, nine (9) clients were referred to partner agencies such as Coast Guard and Bus companies for free transportation. Referrals for temporary shelter for the stranded clients and clients victims of abuses to Crisis Intervention Unit, Iloilo City and Regional Center for Women.

Hereunder is the summary of services provided to walk-in and referred cases for financial assistance:

Province/ City	Type and No./Amount of Assistance/Services						Total Clients Served/ Amount
	Medical	Burial	Educ	Transpo	Food Packs	Referral	
Aklan	(1) 3,000.00	(1) 5,000.00			(1) 564.00	2	(5) 8,564.00
Capiz		(1) 1,500.00			(1) 402.00	1	(3) 1,902.00
Guimaras						1	1
Iloilo Prov.	(5) 27,000.00				(9) 2,748.00		(14) 29,748.00
Iloilo City	(9) 26,000.00	(4) 10,000.00			(4) 1,792.00		(17) 37,792.00
Negros Occ.					(1) 327.00	2	(3) 327.00
Bacolod City						2	2
Outside Region					(7) 2,703.00	7	(14) 2,703.00
TOTAL	(15) P56,000.00	(6) P16,500.00			(23) P8,536.00	15	(59) P81,036.00

III. Analysis of Accomplishment:

For the quarter, limited number of clients served due to late availability of CIU Fund for financial assistance to cater their needs. With a total of 59 clients served, provision of food packs to clients got the highest percentage of 39%, followed by provision of medical assistance and referrals which has both with 25% and burial assistance of 10%.

IV. Hindering and Facilitating Factors:

Hindering Factors

- Late availability of CIU fund to cater for the needs of clients. Clients are aware that every first quarter of the year, limited funds are downloaded to the Regional Office.
- Difficulty in implementing the new CIU guidelines because partnership procedures with the service providers (hospitals, transportation companies, funeral parlors, pharmacies, etc.) are still on process
- Delayed hiring of CIU satellite staff due to late arrival of authority to hire and lack of applicants.
- Delayed processing of documents due to multiple task performed by the CIU staff considering that we also attend to programs along DRRM
- Limited manpower to cater the volume of walk-in and referred CIU & DRRM clients
- Difficulty in dealing with the clients especially those referred and escorted by some of the chief of staff of the Congressmen.
- Not all service providers especially in the provinces have been oriented on the process flow of referrals

Facilitating Factors

- Augmentation of PSU staff to the SWAD offices to cater the request of Legislators especially along educational assistance
- Regular consultation with the PSU Head
- Coordination and consultation with Social Services Unit of government hospitals and pharmacies for the Memorandum of Agreement

V. Issues & Concerns:

- Political interference in determining the amount of financial assistance.
- Referral letters issued by the congressmen to the client already containing the amount to be extended.
- Too heavy load for CIU staff with the Expanded AICS and the Rehabilitation activities for Yolanda victims.

VI. Conclusion/Recommendation

- Central Office to call a meeting with the legislators to continuously appeal from them to stop announcing to their constituents that they have money with DSWD.
- Separation of CIU from the Disaster Management Unit.

VII. Plans for the Next Quarter:

1. Orientation/Consultation meeting with partners and stakeholders in strengthening the Crisis Intervention programs and services
2. Forging of Memorandum of Agreement with partners for effective and efficient implementation of CIU programs and services

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