

Social Protection and Welfare Services

43.57% over-all increase in accomplishments on social protection and welfare services with **1,221,408** beneficiaries compared to 850,764 avalees in 2011.

Pre-Departure Education Program



29%

Pre-Departure Orientation Program which provides basic orientation on culture and training on language to OFWs leaving for overseas work.

638,574 OFWs benefitted compared to the 529,586 in 2011.



23%

Language and Culture Familiarization Training under the Comprehensive Pre-Departure Education Program

benefited **156,452** household service workers (HSWs) who left on new contracts over compared to last year's 127,165 HSWs.

Welfare Case Management



19%

Assistance extended on site, which consisted of tracing OFWS' whereabouts, psychosocial counseling, conciliation, airport assistance, hospital/prison/work camp visitations and legal assistance to OFWs who wish to pursue labor/welfare case in the courts of the host country.

123,436 OFWs were served, compared to the 146,592 in 2011.

lesser welfare case management problems on site and fewer OFWs to repatriate compared to the more than 10,000 OFWs repatriated during the Libya crisis in 2011.



111%

In-country welfare case management, which included requests by families and Next-of-Kin (NOK) for assistance from the various overseas posts, post-repatriation assistance, counseling, etc.

17 regional offices nationwide assisted **24,084** OFWs whose requests ranged from post repatriation assistance to stress debriefing and counseling to family support. The number was 111% more than the 11,392 requests in 2011.



As part of its organizing task, OWWA continued to link and elicit support from the local government units and non-government organizations through the establishment of more OFW Help Desks nationwide.

9%

To make the services more accessible to the OFWs and family members in the regions, **900** OFW Help Desks were set up under the DOLE Convergence Program, in coordination with local government units over the 815 established in 2011. Region 1 established 151 Help Desks, while Region 3 had 116.

24/7



The **24/7 Operations Center** was kept busy assisting callers and walk-in customers during the whole year, particularly during the height of the Syria crisis. The "*Libreng Tawag sa Syria*" desk continued to attend to inquiries and requests for assistance of families of OFWs awaiting repatriation.

65%

The Center attended to **51,724** requests compared to the 31,399 recorded in 2011.



Under the **Repatriation Program**, a total of **13,191** distressed OFWs from Syria, Kuwait, United Arab Emirates, Qatar, Malaysia, etc. and extended repatriation and post-repatriation services, like provision of airfare tickets, temporary shelter, medical assistance and referral, inland transportation, psycho-socio-counseling stress debriefing and briefing on reintegration options.

20%

The figure was lower than the previous year's 16,427 who consisted mainly of distressed workers and Filipino nationals from Libya.

