

## 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.



**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.

