



OVERSEAS WORKERS WELFARE ADMINISTRATION
Program Assessment Report
2nd Quarter 2024

The Overseas Workers Welfare Administration is the lead government agency tasked to protect the rights and promote the welfare of the Overseas Filipino Workers (OFWs) and their families

For the period in review, the agency was able to serve 879,668 OFW-members through its various programs and services.

Membership Enrollment and Registration

The OWWA Membership Program registered 398,593 members for the reporting period.

Education and Training

OWWA has institutionalized scholarship programs for OFWs and their dependents. Some are subject to qualification requirements like, the OFW Development Scholarship Program (ODSP); selection process, like the Education for Development Scholarship Program (EDSP); and accreditation of partner institutions, like TESDA for the Skills-for-Employment Scholarship Program (SESP) for vocational/technical skills training courses and Maritime Institutions for the Seafarers' Upgrading Program (SUP).

The program has provided training and grants to 28,764 OFWs/dependents for the period broken down as follows: 27,860 for short-term courses 904 for baccalaureate degree courses.

Comprehensive Pre-Departure Education Program

The Program is a mandatory orientation/seminar for all departing workers designed to prepare them for their life overseas. It is a government strategy to provide a learning process for all overseas bound workers to enable them to successfully adjust to their new work environment.

It consists of the following:

Country-specific Pre-Departure Orientation Seminar (PDOS) – a whole-day orientation for ready-to-leave OFWs consisting of a comprehensive module on employment, contract familiarization, profile of the country of destination, stages of the OFWs' life abroad, health and safety, airport procedures, government programs and services, and financial literacy.

Language Training and Culture Familiarization – a 3-6 day live-out capacity-building for Household Service Workers (HSWs) consisting of *language training, culture familiarization*, and stress management to prepare them for life overseas. Language courses offered are Arabic, Cantonese, Mandarin, Italian, English and Hebrew.

For the period, a total of 94, 591 ready-to-leave workers have undergone the orientation seminar, of which 56, 729 were provided PDOS by our RWOs and by accredited PDOS providers, and 37,862 HSWs for CPDEP.

Workers Assistance

This program refers to assistance provided to OFWs and their families both in-country and on-site. In-country assistance includes requests for assistance (RFA) from families and next-of-kin (NOKs)

on whereabouts of missing OFWs abroad, checks/visits to OFWs in distress among others. On-site assistance refers to assistance provided by OWWA's Overseas Welfare Offices in 35 overseas posts. It includes psycho-social counselling, mediation/conciliation with employer, jail/hospital/work-campsite visits and paralegal assistance to OFWs who wish to pursue labor/welfare case against their employer in the host country. For in-country, the agency served 6,439 OFW families/NOKs, whereas, 11,905 OFWs for on-site assistance were reached.

Reintegration Program

The Reintegration Program is an approach to mainstream returning OFWs into the Philippine society. It consists of the following:

On-site Reintegration Preparedness Program (RPP) – the preparations for return to the country continue at the jobsites with free trainings/orientations on values formation, financial literacy, entrepreneurial development training (EDT), and techno-skills.

In-Country Reintegration – covers two (2) major components – the economic and psycho-social components.

The psycho-social component consists of capacity building through community organizing and maintaining OFW family circles (OFCs) and services like social counseling, family counseling, stress debriefing; and training on values formation, financial literacy, entrepreneurial development training (EDT), and organizational development training for OFC members.

The economic component on the other hand, includes social preparation for individual or group livelihood projects, business and skills training, business loan and credit facilitation, and networking with support institutions.

The Economic Reintegration consists of the following:

- a. *The Balik Pinas, Balik Hanapbuhay!* a package of livelihood support/assistance intended to provide immediate relief to returning member-OFWs, to wit:
 - i. cash assistance amounting to **Php20,000.00** as start-up or additional capital for the livelihood project;
 - ii. entrepreneurship development training; and
 - iii. other services that will enable the target beneficiaries to start/manage a livelihood undertaking through self-employment, such as provision of marketing linkages and job referral.

The agency helped 12,711 OFWs/families in upgrading skills through capacity building, trainings/seminars; provided cash assistance to 5,214 OFWs/dependents under Balik Pinas! Balik Hanapbuhay and extended training to 7,497 applicants for Enterprise Development Loan Program.

Repatriation Program

The program consists of services such as bringing home distressed/physically/ mentally ill OFWs including the transport of human remains and personal effects back to the country.

Emergency repatriation is also carried out in the event of any political unrest or natural calamities in destination countries. Repatriated OFWs are accorded post repatriation services such as airport assistance, temporary shelter at the Halfway Home, stress debriefing/psycho-social counselling and provision of transportation services or fares for their on-ward travel to their provinces. For the period, OWWA has assisted 19,438 workers. The agency facilitated the repatriation through the provision of air tickets and human remains, post-repatriation related services, financial assistance, transportation/shelter, meals, and funeral service assistance.

Social Protection Benefits

a. Disability and Death Benefits

An OWWA member is entitled to disability and dismemberment benefits for injuries sustained at worksite, and death and burial benefits for the duration of his/her employment contract.

For the period, the Agency provided social protection benefits to 862 OFWs beneficiaries/dependents.

b. Supplemental Medical Assistance Program for OFWs (MEDplus)

MED plus is designed to provide supplemental medical relief for active OWWA and PhilHealth member-OFWs who are afflicted with dreaded diseases and were hospitalized, either at the jobsites or while in the Philippines. It is a financial assistance that aims to assist eligible avalees with relief in the payment of their hospital/medical bills that is equivalent to the PhilHealth benefits under its case rate system, but not to exceed Fifty Thousand Pesos (PhP 50,000.00) per member. There were 56 beneficiaries of the program for the reporting period.

c. Workers Assistance Program (WAP)

WAP is an assistance extended to OWWA members, active or non-active, and/or their families, who are not eligible under any of the existing OWWA social benefit programs and services. It seeks to provide cash relief assistance to OWWA members in any one of the following circumstances which are not covered under the regular programs by the OWWA, namely: calamity, bereavement, disability, medical and relief assistance. OWWA assisted to 16,909 beneficiaries of the program for this quarter

d. Education and Livelihood Assistance Program

Education Component - a program for:

a. Dependents of deceased OFWs who were active OWWA members at the time of death; and

b. Dependents of OFWs who are/were incarcerated/convicted and meted out the death penalty in foreign countries who have at least 1 OWWA membership contribution.

A special benefit package intended to cover the continuous education of an eligible dependent until college, regardless of his/her preference. A maximum of Php5,000.00 for K+elementary (Kinder to Grade 6), Php8,000.00 for high school (Grade 7 to Grade 12) and Php10,000.00 for college level per school year is granted to the qualified dependent.

Livelihood Component - a program designed for survivors of deceased OFWs who were active OWWA members at the time of death and families of OFWs who are incarcerated/convicted and meted out the death penalty in foreign countries. It is intended to provide, aside from financial assistance for the continuing education of a qualified dependent, a livelihood activity in the amount of Php15,000.00 to surviving members of the family to augment family income.

A total of 1,082 beneficiaries (Education: 904 and Livelihood: 178) of the program for this quarter.

Emergency Repatriation Fund

- A. **24/7 Operation Center** - Hotline 1348 aims to attend to client calls requesting assistance on various OWWA programs, services, and benefits including issues on employment contracts, repatriation assistance, and other OFW-related queries and concerns. Its purpose is to provide faster and more responsive service to client calls requesting assistance on various OWWA programs, services, and benefits including issues on employment contracts, repatriation assistance, and other OFW-related queries and concerns. For the reporting period, the 24/7 hotline received 7,496 calls from OFWs and their families.
- B. **Workers Auxiliary Support Program (WASP)** – is the provision of paralegal services to OWWA members onsite who is in need of legal support in pursuing labor cases against erring employers, recruitment agencies, and other entities. It complement the legal assistance provided by the Department of Foreign Affairs. As of the reporting period, the program served 57,299 OFWs onsite.
- C. **At Your Services Truck (AYOS Truck)** – a model mobile relief assistance system that is able to provide the basic needs, health care, and psychosocial support to OFW families and communities affected by natural calamities and other forms of emergencies. Initially, there are three (3) trucks to be fielded in Luzon, Visayas and Mindanao. Initial operations of the three Trucks assisted 2,849 OFW families in Lucena and Mauban affected by typhoon Aghon, and 150 OFW families directly affected by Mt. Kanlaon eruption. Community outreach services served 462 families in Abra, 47 families in Tarlac, and 55 families in Zambales, of the AYOS Trucks in May 2024.
- D. **Alagang OWWA**

A special program covering services for immediate welfare care and support to the OFWs and their families. The Program aims to complement programs and services to immediately respond and address the needs of OFWs by providing comfortable and accessible facilities and avenue. The following are the components of the program:

1. **Seafarers Welfare Hub** - is a specialized information and social hub providing comfortable and enjoyable ambiance exclusive to Filipino seafarers. Located a few meters away from T.M. Kalaw Street in Malate, Manila where seafarers are well known to converge daily since the 1980s in search of job opportunities, the 380-square meter is a comfortable reception, information and service lounge, a much better alternative to the hot, crowded and noisy surroundings of the street. The Hub commenced its operations on 11 July 2024.
2. **OFW Lounge at NAIA Terminal 1** - Catering exclusively to 2,000 departing OFW passengers 24/7 daily, the OFW Lounge offers a well airconditioned and comfortable waiting or holding area where they can relax, rest, get refreshments, and access various services before boarding their flight, similar to exclusive private airport lounges. The OFW Lounge is free for all OFWs, whether they are OWWA members or not. The Lounge provides cushioned seats, snacks and refreshments, charging stations, and flight information. As last-minute information and service hub, OFWs receive relevant IEC materials, verify and or pay their OWWA membership, avail of the OFW ECards and National IDs, and get quick medical checks.

The 100-square meter OFW Lounge is located adjacent to the pre-departure area on the 4th floor of NAIA Terminal 1. It commenced its operation last 12 January 2024, with OWWA providing for the daily amenities and services through its duty officers

As of the reporting period 2024, the OFW Lounge served 126,140 OFW passengers.

3. **Migrants Brew** - is the OWWA brand of fast service and nurturing care to OFWs and their families. Its signature hot freshly brewed coffee served with “nag-kape ka na ba?” greeting welcomes each and every OFW and guests with the Filipino warmth and hospitality, similar to the world famous Filipino welcome of “kumain ka na ba?”. After their coffee dose, the OFW clients approach the OWWA offices for their transactions and concerns on benefits and program availment.

The Migrant’s Brew is branched out from the OWWA Central Office to all seventeen (17) Regional Welfare Offices, serving daily its OFW clients and guests in its standard comfortable and “instagrammable” ambiance. An average of 150 OFWs and/or their dependents are served daily in each of the eighteen (18) Migrant’s Brew. Since November 2023, more than 35,000 OFW clients were served.

****nothing follows****