



CASE-MANAGEMENT IN CENTER AND RESIDENTIAL CARE FACILITY

I. OFFICE OR DIVISION

PROTECTIVE SERVICES DIVISION - RSCC

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

Government to Citizen

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE		
CASE-MANAGEMENT IN CENTER AND RESIDENTIAL CARE FACILITY			
1. Referral Letter	LGU/ other Referring Party		
2. Social Case Study Report	LGU/ other Referring Party		
3. Birth Certificate, if available	Local Civil Registrar/Philippine Statistics Authority		
4. Medical Certificate	City/Rural Health Unit or any Government or Private Hospitals		
5. Court Order (if any)			
6. Negative RT-PCR Test Result (if applicable)	Any Government or Private Hospitals		

IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Admission Phase			
1. Referring party submits for initial interview and assessment	None	30 Minutes	Timotea B. Gadapan SWO II Roselyn A. Bandibas SWO II
2. Attends pre- admission conference	None	2 Hours	Timotea B. Gadapan SWO II Roselyn A. Bandibas SWO II
			Referring Party













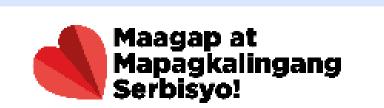


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IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Admission Phase			
1. Attend admission conference	None	1 day	Referring Party
			Jenneth R. Aquino SWO III
			Timotea B. Gadapan SWO II
			Roselyn A. Bandibas SWO II
			Tardy L. Guardiario Nurse I
			Hanna Ritzie Suico Nurse I
			Leonila A. Adovo HP II
2. Submits self for examination	None	1 day	Client
Examination			Dr. Porcia
			Tardy L. Guardiario Nurse I
			Hanna Ritzie Suico Nurse I
Center-Based Interventi	on Phase		
1. Receives the intervention of the center	None	8 months	Client
and various interventions provided			Timotea B. Gadapan SWO II
			Roselyn A. Bandibas SWO II
			Tardy L. Guardiario Nurse I
			Hanna Ritzie Suico Nurse I
			Leonila Adovo HP II















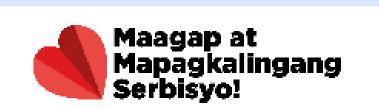


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IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Evaluation and Terminatio	n		
1. Submit for medical examination	None	7 days prior scheduled discharge	Medical Doctor
			Tardy L. Guardiario Nurse I
			Hanna Ritzie Suico Nurse I
			Leonila A. Adovo HP II
2. Attends a discharged conference	None	2 hours	Client
and turnover to the receiving family or			Adoptive Parents/ Foster Parents
placement to adoption or foster care.			Jenneth R. Aquino SWO III
			Timotea B. Gadapan SWO II
			Roselyn A. Bandibas SWO II
			Tardy L. Guardiario Nurse I
			Hanna Ritzie Suico Nurse I
			Leonila A. Adovo HP II
Post Center based Interven	ention Phase		
1. Submits for home visitation	None	6 months after discharged	Timotea B. Gadapan SWO II
			Roselyn A. Bandibas SWO II
	Total:	1 year 2 months 9 days 4 hours and 30 minutes	

















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V. PROCESSING TIME

1 year 2 months 9 days 4 hours and 30 minutes

VI. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	The clients can send feedback by filling-up a client satisfaction survey form and drop in the designated boxes (suggestion box) or scan its QR code near the PACD Officer.
How feedbacks are processed	Sorted according to positive and negative feedbacks. Make plans for improvement and implement the plan. Client can also send feedback to the Regional Director at email address smslucero@dswd.gov.ph
How to file a complaint	Using the hard copy or online feedback form. Client can also send feedback to the Regional Director at email address smslucero@dswd.gov.ph
How complaints are processed	A designated staff shall open the suggestion box and will forward the complaints to the Center Head. The Center Head will route the complaints to the concerned staff for appropriate actions.
Contact Information of CCB, PCC, ARTA	Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)











