

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
INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SUPPORT SERVICES	
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	<i>Timotea B. Gadapan SWO II</i> <i>Roselyn A. Bandibas SWO II</i>
2. Attends pre-admission conference	None	2 Hours	<i>Timotea B. Gadapan SWO II</i> <i>Roselyn A. Bandibas SWO II</i> <i>Referring Party</i>

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

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