

# CASE MANAGEMENT IN CENTER AND RESIDENTIAL CARE FACILITY

## I. OFFICE OR DIVISION

PROTECTIVE SERVICES DIVISION - HOME FOR GIRLS

## II. SERVICE CLASSIFICATION

HIGHLY TECHNICAL

## III. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY - SUNDAY (24-Hour Service)

## IV. WHO MAY AVAIL OF THE SERVICE

7 TO BELOW 18 YEARS OLD WHO ARE VICTIMS OF ABUSE, EXPLOITATION AND NEGLECT.

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
REFERRAL LETTER SIGNED BY REFERRING PARTY (1 ORIGINAL)	REFERRING PARTY
CASE SUMMARY REPORT / CASE FINDINGS (1 ORIGINAL)	REFERRING PARTY
BIRTH CERTIFICATE (1 ORIGINAL)	PHILIPPINE STATISTICS AUTHORITY
SCHOOL RECORDS, IF AVAILABLE (1 ORIGINAL)	SCHOOL LAST ATTENDED
MEDICAL CERTIFICATE WITH LABORATORY RESULTS (X-RAY, COMPLETE BLOOD COUNT, URINALYSIS AND PREGNANCY TEST) (1 ORIGINAL)	RURAL HEALTH UNIT OR ANY GOVERNMENT OR PRIVATE HOSPITALS
LEGAL DOCUMENTS IF WITH LEGAL CASE:  1. MEDICO-LEGAL CERTIFICATE (1 PHOTOCOPY) 2. AFFIDAVIT OF THE CHILD (1 PHOTOCOPY) 3. POLICE BLOTTER, IF NEEDED (1 PHOTOCOPY)	VICENTE SOTTO MEMORIAL MEDICAL CENTER (PINK CENTER)  PHILIPPINE NATIONAL POLICE (WOMEN AND CHILDREN PROTECTION DESK)  PHILIPPINE NATIONAL POLICE (WOMEN AND CHILDREN PROTECTION DESK)

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. BRINGS THE CLIENT TO THE CENTER (REFERRAL, WALK IN OR OUTREACHED) AND SUBMITS THE REQUIRED DOCUMENTS.	NONE	2 HOURS AND 30 MINUTES	<b>JENIFER S. ABASTILLAS</b> <i>CENTER HEAD</i>  <b>VILMA M. COSIDO &amp; ROSALIE DUMANGAS</b> <i>SWO II</i>  <b>ANNALISA GUBALANI</b> <i>SWO I</i>  <b>SHEILA MARAE TOLEDO</b> <i>SWA</i>
2. ATTENDS ADMISSION CASE CONFERENCE, READS THE KASABUTAN, ASKS CLARIFICATION AND SIGNS THE KASABUTAN	NONE	2 HOURS	<b>JENIFER S. ABASTILLAS</b> <i>CENTER HEAD</i>  <b>SHYRYL LATONIO</b> <i>NURSE 1</i>  <b>LIZA ROCAMORA / PERRY ILAGAN / CHERRY ANN GABRINAO</b> <i>SUPERVISING HOUSE PARENTS</i>  <b>VILMA COSIDO / ROSALIE DUMANGAS / ANNALISA GUBALANI / SHEILA MARAE TOLEDO</b> <i>(SOCIAL WORKERS)</i>



V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. SUBMITS FOR PHYSICAL EVALUATION	NONE	30 MINUTES	<b>DR. ERLINDA POSADAS</b> <i>MEDICAL DOCTOR</i>  <b>SHYRYL LATONIO</b> <i>NURSE 1</i>
4. PROVIDES RELEVANT DATA/INFORMATION	NONE	5 DAYS AFTER ADMISSION	<b>VILMA COSIDO / ROSALIE DUMANGAS / ANNALISA GUBALANI / SHEILA MARAE TOLEDO</b> <i>SOCIAL WORKERS</i>
5. PROVIDES RELEVANT INFORMATION AND PARTICIPATE IN THE INDIVIDUAL SESSION	NONE	2 HOURS	<b>KAYE ANOR</b> <i>PSYCHOMETRICIAN 1</i>
6. FEED INFORMATION AND PERTINENT DATA ABOUT NEEDS, RESOURCES AND DETERMINE EXPECTATIONS AND DESIRED ACTIONS	NONE	WITHIN 1 MONTH	<b>VILMA COSIDO / ROSALIE DUMANGAS / ANNALISA GUBALANI / SHEILA MARAE TOLEDO</b> <i>SOCIAL WORKERS</i>
7. INVOLVES IN THE FORMULATION OF THE INTERVENTION PLAN (CONFORMS AND SIGNS THE INTERVENTION PLAN)	NONE	1 HOUR	<b>VILMA COSIDO / ROSALIE DUMANGAS / ANNALISA GUBALANI / SHEILA MARAE TOLEDO</b> <i>SOCIAL WORKERS</i>

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. PARTICIPATES IN THE IMPLEMENTATION OF THE INTERVENTION PLAN (PERFORMS AGREED TASKS)	NONE	WITHIN 4 MONTHS	<b>SHYRYL LATONIO</b> <i>NURSE 1</i>  <b>LIZA ROCAMORA / PERRY ILAGAN / CHERRY ANN GABRINAO</b> <i>SUPERVISING HOUSE PARENTS</i>  <b>VILMA COSIDO / ROSALIE DUMANGAS / ANNALISA GUBALANI / SHEILA MARAE TOLEDO</b> <i>SOCIAL WORKERS</i>  <b>KAYE ANOR</b> <i>PSYCHOMETRICIAN 1</i>
9. PARTICIPATES IN THE EVALUATION OF INTERVENTION PLAN	NONE	WITHIN 1 MONTH	<b>VILMA COSIDO / ROSALIE DUMANGAS / ANNALISA GUBALANI / SHEILA MARAE TOLEDO</b> <i>SOCIAL WORKERS</i>  <b>LIZA ROCAMORA / PERRY ILAGAN / CHERRY ANN GABRINAO</b> <i>SUPERVISING HOUSE PARENTS</i>  <b>KAYE ANOR</b> <i>PSYCHOMETRICIAN 1</i>



V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. SIGNS THE DISCHARGE DOCUMENTS AND AFTERCARE CONTRACT	NONE	1 HOUR	<b>VILMA COSIDO / ROSALIE DUMANGAS / ANNALISA GUBALANI / SHEILA MARAE TOLEDO</b> SOCIAL WORKERS

VI. PROCESSING TIME:

185 DAYS, 19 HOURS AND 10 MINUTES

VII. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	<p>The clients can send feedback by filing-up a client satisfaction survey form and drop in the designated boxes (suggestion box)</p> <p>Client can also send feedback to the Regional Director at email address <a href="mailto:smslucero@dswd.gov.ph">smslucero@dswd.gov.ph</a></p>
How feedbacks are processed	<p>At the end of the month, a designated staff will open the suggestion box and will forward the feedback to the Center Head. Sort the positive and negative feedbacks. Forward negative feedback to the Center Head who will route the feedback to the concerned staff, make plans and appropriate actions for improvement and implement the plan.</p>
How to file a complaint	<p>Written complaints can be made by filling-up a complaint form provided at the Public Assistance Desk and drop in the suggestion box.</p>
How complaints are processed	<p>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.</p>
Contact information of Anti-Red Tape Authority (ARTA), PCC and CCB	<p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 8478-5093 / 8478-5093 / 8478-5099</p> <p>PACe : <a href="mailto:pace@op.gov.ph">pace@op.gov.ph</a> : 8888</p> <p>CCB : SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>