

# 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
COMPLETE BLOOD COUNT,	RURAL HEALTH UNIT OR ANY GOVERNMENT OR PRIVATE HOSPITALS
	VICENTE SOTTO MEMORIAL MEDICAL CENTER (PINK CENTER)
<ol> <li>MEDICO-LEGAL CERTIFICATE         (1 PHOTOCOPY)</li> <li>AFFIDAVIT OF THE CHILD         (1 PHOTOCOPY)</li> </ol>	PHILIPPINE NATIONAL POLICE (WOMEN AND CHILDREN PROTECTION DESK)
3. POLICE BLOTTER, IF NEEDED (1 PHOTOCOPY)	PHILIPPINE NATIONAL POLICE (WOMEN AND CHILDREN PROTECTION DESK)





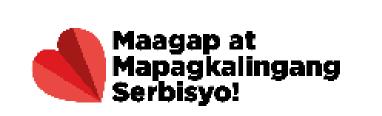






V. HOW TO AVAIL OF THE SERVICE			
CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. BRINGS THE CLIENT TO THE CENTER (REFERRAL, WALK IN OR OUTREACHED) AND SUBMITS THE	NONE	2 HOURS AND 30 MINUTES	JENIFER S. ABASTILLAS CENTER HEAD
REQUIRED DOCUMENTS.			VILMA M. COSIDO & ROSALIE DUMANGAS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







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











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	SHYRYL LATONIO NURSE 1  LIZA ROCAMORA / PERRY ILAGAN / CHERRY ANN GABRINAO SUPERVISING HOUSE PARENTS  VILMA COSIDO / ROSALIE DUMANGAS / ANNALISA GUBALANI / SHEILA MARAE TOLEDO SOCIAL WORKERS  KAYE ANOR PSYCHOMETR ICIAN 1
9. PARTICIPATES IN THE EVALUATION OF INTERVENTION PLAN	NONE	WITHIN 1 MONTH	VILMA COSIDO / ROSALIE DUMANGAS / ANNALISA GUBALANI / SHEILA MARAE TOLEDO SOCIAL WORKERS  LIZA ROCAMORA / PERRY ILAGAN / CHERRY ANN GABRINAO SUPERVISING HOUSE PARENTS  KAYE ANOR PSYCHOMETR ICIAN 1







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

## VI. PROCESSING TIME:

185 DAYS, 19 HOURS AND 10 MINUTES

#### VII. FEEDBACKS AND COMPLAINTS MECHANISM

COMPLAINTS MECHANISM	
The clients can send feedback by filing-up a client satisfaction survey form and drop in the designated boxes (suggestion box)	
Client can also send feedback to the Regional Director at email address <a href="mailto:smslucero@dswd.gov.ph">smslucero@dswd.gov.ph</a>	
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.	
Written complaints can be made by filling-up a complaint form provided at the Public Assistance Desk and drop in the suggestion box.	
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.	
ARTA: complaints@arta.gov.ph : 8478-5093 / 8478-5099  PACe: pace@op.gov.ph : 8888	
CCB: SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph FB: https://facebook.com/civilservicegovph Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)	







