

CASE-MANAGEMENT IN CENTER AND RESIDENTIAL CARE FACILITY

I. OFFICE OR DIVISION

PROTECTIVE SERVICES DIVISION – RECEPTION AND STUDY CENTER FOR CHILDREN

II. SERVICE CLASSIFICATION

HIGHLY TECHNICAL

III. SCHEDULE OF AVAILABILITY OF SERVICE

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

IV. WHO MAY AVAIL OF THE SERVICE

0-8 YEARS OLD CHILDREN WHO ARE ABANDONED, ORPHANED, NEGLECTED AND VICTIMS OF ABUSE AND ONLINE SEXUAL EXPLOITATION

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
CASE-MANAGEMENT IN CENTER	AND RESIDENTIAL CARE FACILITY
1. ONE (1) ORIGINAL COPY OF	REFERRING PARTY
REFERRAL LETTER SIGNED BY	
REFERRING PARTY	
2. ONE (1) ORIGINAL COPY OF	REFERRING PARTY
CASE SUMMARY / CASE FINDINGS	
3. ONE (1) ORIGINAL COPY OF	PHILIPPINE STATISTICS
BIRTH CERTIFICATE, IF AVAILABLE	AUTHORITY
4. ONE (1) ORIGINAL COPY OF	CITY/RURAL HEALTH UNIT OR ANY
MEDICAL CERTIFICATE	GOVERNMENT OR PRIVATE
	HOSPITALS
5. ONE (1) ORIGINAL COPY OF	ANY GOVERNMENT OR PRIVATE
NEGATIVE RT-PCR TEST RESULT	HOSPITALS

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO	PROCESSING	PERSON
	BE PAID	TIME	RESPONSIBLE
PRE-ADMISSION PHASE			
1. REFERRING PARTY WILL	NONE	30 MINUTES	TIMOTEA B.
BRING CLIENT AND SUBMIT			GADAPAN
DOCUMENTS			SWO II
			ROSELYN A.
			BANDIBAS
			SWO II









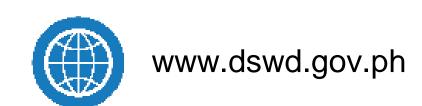


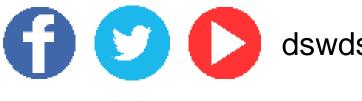
V. HOW TO AVAIL OF THE SERVICE

V. HOW TO AVAIL OF THE SERVICE			
CLIENT STEPS		PROCESSING	
	BE PAID	TIME	RESPONSIBLE
2. ATTENDS PRE-ADMISSION	NONE	2 HOURS	TIMOTEA B.
CONFERENCE			GADAPAN
			SWO II
			ROSELYN A.
			BANDIBAS
			SWO II
			REFERRING
			PARTY
ADMISSION PHASE			
1. ATTEND ADMISSION	NONE	1 DAY	REFERRING
CONFERENCE			PARTY
			JENNETH R.
			AQUINO
			SWO III
			TIMOTEA B.
			GADAPAN
			SWO II
			ROSELYN A.
			BANDIBAS
			SWO II
			TARDY L.
			GUARDIARIO
			NURSE I
			LEONILA A.
			ADOVO
			HP II
2. SUBMITS SELF FOR	NONE	1 DAY	CLIENT
EXAMINATION			
			DR. PORCIA
			MEDICAL
			DOCTOR
			TARDY L.
			GUARDIARI
			NURSE I











V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CENTER-BASED INTERVENTION	N PHASE		
1. RECEIVES THE INTERVENTION OF THE CENTER AND VARIOUS INTERVENTIONS PROVIDED	NONE	8 MONTHS	TIMOTEA B. GADAPAN SWO II ROSELYN A. BANDIBAS SWO II TARDY L. GUARDIARIO NURSE I LEONILA ADOVO HP II
EVALUATION AND TERMINATION	N		
1. SUBMIT FOR MEDICAL EXAMINATION	NONE	7 DAYS PRIOR SCHEDULED DISCHARGE	DR. PORCIA MEDICAL DOCTOR TARDY L. GUARDIARIO NURSE I LEONILA ADOVO HP II











V. HOW TO AVAIL OF THE SERVICE

	VIIIOVVIO AVAIL OI IIIL OLIVVIOL			
CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
EVALUATION AND TERMINATION			IXLOI OITOIDLL	
2. ATTENDS A DISCHARGED	NONE	2 HOURS	CLIENT	
CONFERENCE AND TURN			ADOPTIVE	
OVER TO THE RECEIVING			PARENTS/	
FAMILY OR PLACEMENT TO			FOSTER	
ADOPTION OR FOSTER CARE.			PARENTS	
			TAILINIO	
			JENNETH R.	
			AQUINO	
			SWO III	
			TIMOTEA B.	
			GADAPAN	
			SWO II	
			ROSELYN A.	
			BANDIBAS	
			SWO II	
			TARDY L.	
			GUARDIARIO	
			NURSE I	
			LEONILA	
			ADOVO	
			HP II	
POST CENTER BASED INTERVENTION PHASE				
1. SUBMITS FOR HOME	NONE	6 MONTHS	TIMOTEA B.	
VISITATION		AFTER	GADAPAN	
		DISCHARGED	SWO II	
			ROSELYN A.	
			BANDIBAS	
			SWO II	

VI. PROCESSING TIME

1 YEAR, 2 MONTHS, 9 DAYS, 4 HOURS AND 30 MINUTES











VII. FEEDBACKS AND COMPLAINTS MECHANISM

HOW TO SOND TOODSCK	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.
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 Anti-Red Tape	ARTA: complaints@arta.gov.ph : 8478-5093 / 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)



