



CASE MANAGEMENT IN CENTER AND RESIDENTIAL CARE FACILITY

I. OFFICE OR DIVISION

PROTECTIVE SERVICES DIVISION - REGIONAL HAVEN FOR WOMEN

II. SERVICE CLASSIFICATION

HIGHLY TECHNICAL

III. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAYS TO SUNDAYS - 6:00 AM TO 6:00 AM

III. WHO MAY AVAIL OF THE SERVICE

WOMEN 18-59 YEARS OLD WHO ARE:

- 1.VICTIMS/SURVIVOR OF VIOLENCE (Physically, Economically, Psychological/Verbal Abuse)
- 2. VICTIMS OF SEXUAL ABUSE (Incest, Rape, Harassment, Acts of Lasciviousness)
- 3. SEXUAL EXPLOITATION (Trafficking in Person, Prostitution, Cyber Pornography, Illegal Recruitment)
- 4. ABANDONED AND NEGLECTED

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
1. Referral Letter (1 original or photocopy)	Referring Party/Local Social Welfare Development Office
2. Case Study/Case Summary (1 original or photocopy)	Referring Social Worker/ Party
3. Medical Findings/Medical Certificate with Laboratory results (urinalysis, CBC chest x-ray, pregnancy test - if applicable) (1 original or photocopy)	
4. School records, if available (1 photocopy)	School last attended
	Vicente Sotto Memorial Medical Center (Pink Center)/Accredited Clinics, Lawyer Managing the case, Philippine National Police (Women and Children Protection Desk), Local or Regional Trial Court

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the center with the referring party (referral or client outreach) and submit the required documents	NONE	30 minutes	Anavyl Reyes Social Welfare Officer II













CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sign the informed consent	NONE	4 hours (Upon client's arrival in the facility)	Anavyl Reyes Social Welfare Officer II
3. Attends the pre-admission conference at the center	NONE	2 HOURS	Ananisa F. Aviso Center Head Anavyl Reyes Social Welfare Officer II
4. Attends the admission conference at the center and signs the contract	NONE	1 DAY	Ananisa F. Aviso Center Head Anavyl Reyes Social Welfare Officer II Roxanne Saldua Nurse I Kaye C. Anor Psychometrician Cecille Alegarbes House Parent II
5. Turn-over all belongings/ items brought in the center and sign the Inventory of Belonging Form 6. Submits for initial	NONE	1 HOUR 45 minutes	Cecille Alegarbes House Parent II
Medical Examination	NONE	(within 24 hours after client's admission)	Roxanne Saldua Nurse I
7. Follow the health and safety protocol in the center and submit for isolation if advised.	NONE	10 days (wearing of well-fitted face mask 5 days (isolation for client with mild and asymptoma-tic Covid-19 case or those with acute respiratory symptoms) 10 days (isolation for client with moderate to severe and confirmed Covid-19 case or immunocom-promis ed)	Roxanne Saldua Nurse I











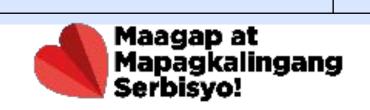






	CLIENT STEPS	FEES TO BE	PROCESSING	PERSON
		PAID	TIME	RESPONSIBLE
	8. Familiarize facilities in the center as well as its rules and	NONE	after quarantine, for clients who	Anavyl Reyes Social Welfare Officer II
	9. Provides relevant information to the members of the helping team	NONE	underwent isolation) 2 hours (within 24 hours after quarantine, for clients who underwent isolation)	Anavyl Reyes Social Welfare Officer II
				Ananisa F. Aviso Center Head
	10. Involves in the			Roxanne Saldua Nurse I
	formulation of the intervention plan	NONE	15 days (after admission)	Kaye C. Anor Psychometrician
	(Conforms and signs the intervention plan)			Cecille Alegarbes House Parent II
				Anavyl Reyes Social Welfare Officer
				Ananisa F. Aviso Center Head
			2 hours (first case conference within	Anavyl Reyes Social Welfare Officer II
	11. Attends the case conference	NONE	one month after admission and may	Roxanne Saldua Nurse I
			also be conducted as needs arises)	Kaye C. Anor Psychometrician
			4 O O al avea	Cecille Alegarbes House Parent II Ananisa F. Aviso
	12. Participates in			Center Head Anavyl Reyes Social Welfare Officer II
of the	the implementation of the intervention plan (performs		or six months beyond depending on the coping of client/resident and	Roxanne Saldua Nurse I
	agreed tasks)		other circumstances of the case and the assessment of the	Kaye C. Anor Psychometrician
			social worker)	Cecille Alegarbes











House Parent II





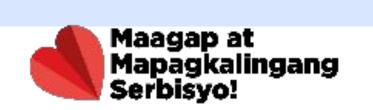


CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
13. Participates in the evaluation of the intervention plan	NONE	4 hours (within 3rd and 6th month)	Ananisa F. Aviso Center Head
			Anavyl Reyes Social Welfare Officer II
			Roxanne Saldua Nurse I
			Kaye C. Anor Psychometrician
			Cecille Alegarbes House Parent II Ananisa F. Aviso Center Head
	NONE		Anavyl Reyes Social Welfare Officer II
14. Attend the Pre-Discharge conference			Nurse I
			Kaye C. Anor Psychometrician
			Cecille Alegarbes House Parent II
15. Submits to General Medical Examination	NONE	45 minutes (within one week prior to discharge)	Roxanne Saldua Nurse I
			Ananisa F. Aviso Center Head
			Anavyl Reyes Social Welfare Officer II
16. Attends to Discharge Conference and Turn-over	NONE	2 hours	Roxanne Saldua Nurse I
			Kaye C. Anor Psychometrician
			Cecille Alegarbes House Parent II

VI. PROCESSING TIME

180 DAYS

















VII. FEEDBACKS AND COMPLAINTS MECHANISM

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HOW TO SEND FEEDBACK	The clients can send feedback by filling out a Client Feedback Form and dropping in the designated boxes (suggestion box) at the guard's house and admin office. Clients can also send feedback directly to the Regional Director through her email address, smslucero@dswd.gov.ph or through e-mail ad: haven.fo7@dswd.gov.ph and contact nos: 266-0486, 0939 784 4007		
HOW FEEDBACKS ARE PROCESSED	A designated staff checks and opens the suggestion box weekly. Feedback reports are consolidated and forwarded to the center head. It shall be thoroughly assessed and presented to the concerned staff or residents for clarification and discussion. Feedbacks sent through other platforms are consolidated and processed. It will be forwarded to the center head for appropriate action.		
HOW TO FILE A COMPLAINT	Written complaints can be made by filling out a complaint form and dropping it in the suggestion box at the guard's house and admin office. Complaints can also be forwarded verbally directly to the center head or through e-mail ad: haven.fo7@dswd.gov.ph and contact nos: 266-0486, 0939 784 4007, 0939 784 4007		
HOW COMPLAINTS ARE PROCESSED	Written complaints dropped in suggestion boxes are consolidated and forwarded to the center head by the designated staff. The center head will assess and validate the report and discuss with the concerned staff for discussion and resolution. Complaints sent through other platforms are also responded to with the same process.		
CONTACT INFORMATION OF CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 1-ARTA (2782) 8-478-5093 PCC: 8888 CSC: feedback@csc.gov.ph https://facebook.com/civilservicegovph/ CCB: 0908-881-6565 (SMS) email@contactcenterngbayan.gov.ph https://contactcenterngbayan.gov.ph/		









