



### I. OFFICE OR DIVISION

PROTECTIVE SERVICE 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

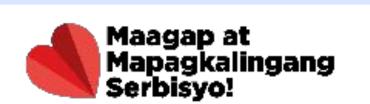
7 to below 18 years old who are victims of abuse, exploitation and neglect.

| WHAT ARE THE REQUIREMENTS?  | WHERE TO SECURE   |  |  |  |
|---|---|--|--|--|
| CASE MANAGEMENT IN CENTER AND RESIDENTIAL CARE FACILITY   |   |  |  |  |
| 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) Legal Documents if with legal case: | Rural Health Unit or any Government or Private Hospitals        |  |  |  |
| Medico-Legal Certificate (1 photocopy)  | Vicente Sotto Memorial Medical Center (Pink Center)             |  |  |  |
| 2. Affidavit of the child (1 photocopy)   | Philippine National Police (Women and                           |  |  |  |
| 3. Police Blotter, if needed (1 photocopy)  | 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<br>RESPONSIBLE   |
|---|-----------------|------------------------|---|
| 1. Brings the client to the center (Referral, walk in or outreached and submits the required documents. | None            | 2 Hours and 30 minutes | Jenifer S. Abastillas Center Head  Vilma M. Cosido SWO II Rosalie Dumangas SWO II Annalisa Gubalani SWO I Sheila Marae Toledo SWA |

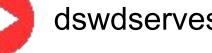
















| CLIENT STEPS   | FEES TO BE<br>PAID | PROCESSING TIME        | PERSON<br>RESPONSIBLE  |
|--|--------------------|------------------------|--|
| 2. Attends Admission Case Conference, reads the Kasabutan, asks clarification and signs the kasabutan        | None               | 2 Hours                | Jenifer S. Abastillas (Center Head) 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) |
| 3.Submits for physical evaluation  | None               | 30 minutes             | Dr. Erlinda Posadas<br>Medical Doctor<br>Shyryl Latonio<br>Nurse 1   |
| 4. Provides relevant data/information  | None               | 5 days after admission | Vilma Cosido/Rosalie<br>Dumangas/Annalisa<br>Gubalani/Sheila Marae<br>Toledo<br>(Social Workers)   |
| 5. Provides relevant information and participate in the individual session                                   | None               | 2 hours                | Kaye Anor Psychometrician 1  |
| 6. Feed information and pertinent data about needs, resources and determine expectations and desired actions | None               | Within 1 month         | Vilma Cosido/Rosalie<br>Dumangas/Annalisa<br>Gubalani/Sheila Marae<br>Toledo<br>(Social Workers)   |
| 7. Involves in the formulation of the intervention plan (Conforms and signs the intervention plan)           | None               | 1 hour                 | Vima Cosido/Rosalie<br>Dumangas/Annalisa<br>Gubalani/Sheila Marae<br>Toledo<br>(Social Workers)  |















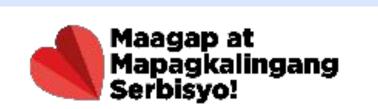


| CLIENT STEPS   | FEES TO BE<br>PAID | PROCESSING TIME | PERSON<br>RESPONSIBLE  |
|--|--------------------|-----------------|--|
| 8. Participates in the implementation of the intervention plan (Performs agreed tasks) | None               | Within 4 months | Shyryl Latonio (Nurse 1) Liza Rocamora/ Perry Ilagan/Cherry Ann Gabrinao (Supervising house parents) Vilma Cosido/Rosalie Dumangas/Annalisa Gubalani/Sheila Marae Toledo (Social Workers)  Kaye Anor (Psychometrician 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 HP)  Kaye Anor (Psychometrician)                                       |
| 10. Signs the discharge documents and aftercare contract                               | None               | 1 hour          | Vilma Cosido/Rosalie<br>Dumangas/Annalisa<br>Gubalani/Sheila Marae<br>Toledo<br>(Social Workers)   |

#### VI. PROCESSING TIME:

185 days, 19 hours and 10 minutes

















### VII. FEEDBACKS AND 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.   |
| JENIFER S. ABASTILLAS Center Head  |
| DSWD-Home for Girls, Camomot-Franza Road, Katipunan,<br>Labangon, Cebu City<br>Tel. No. 266-0491   |
| Email Address: hfg.fo7@dswd.gov.ph, hfg.internal@gmail.com   |
| Anti-Red Tape Authority (ARTA):  |
| complaints@arta.gov.ph<br>8-478-5093   |
| Presidential Complaint Center (PCC):   |
| pcc@malacanang.gov.ph<br>8888  |
| Contact Center ng Bayan (CCB):<br>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)  |
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