

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 REFERRAL LETTER SIGNED BY REFERRING PARTY	REFERRING PARTY
2. ONE (1) ORIGINAL COPY OF CASE SUMMARY / CASE FINDINGS	REFERRING PARTY
3. ONE (1) ORIGINAL COPY OF BIRTH CERTIFICATE, IF AVAILABLE	PHILIPPINE STATISTICS AUTHORITY
4. ONE (1) ORIGINAL COPY OF MEDICAL CERTIFICATE	CITY/RURAL HEALTH UNIT OR ANY GOVERNMENT OR PRIVATE HOSPITALS
5. ONE (1) ORIGINAL COPY OF NEGATIVE RT-PCR TEST RESULT	ANY GOVERNMENT OR PRIVATE HOSPITALS

V. HOW TO AVAIL OF THE SERVICE

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

V. HOW TO AVAIL OF THE SERVICE

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

V. HOW TO AVAIL OF THE SERVICE

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

V. HOW TO AVAIL OF THE SERVICE

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

VI. PROCESSING TIME

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

VII. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	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.
How feedbacks are 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 Authority (ARTA), PCC and CCB	<p>ARTA : complaints@arta.gov.ph : 8478-5093 / 8478-5093 / 8478-5099</p> <p>PACe : pace@op.gov.ph : 8888</p> <p>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)</p>