

CASE MANAGEMENT IN CENTER AND RESIDENTIAL CARE FACILITY

I. OFFICE OR DIVISION

PROTECTIVE SERVICES DIVISION-RRCY

II. SERVICE CLASSIFICATION

HIGHLY TECHNICAL

III. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY TO SUNDAY (24-Hour Service)

IV. WHO MAY AVAIL OF THE SERVICE

CHILDREN IN CONFLICT WITH THE LAW

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
REGIONAL REHABILITATION CENTER FOR YOUTH	
1. Court Order to RRCY with Suspended Sentence (1 original copy or photocopy)	From the committing court
2. Information of the case (1 photocopy)	From the committing court
3. Certificate of Detention (1 original copy)	From the BJMP or Holding Centers
4. Certificate of Discharge (1 original copy)	From the BJMP or Holding Centers
5. Medical Clearance Certificate issued by the City/Municipal Health Office of the referring body (1 original copy)	City/Municipal Health Office
6. X-ray with Film and interpretation (1 original copy)	City/Municipal Health Units or private laboratories
7. CBC and UA (one week prior to transfer) (1 original copy)	City/Municipal Health Units or private laboratories
8. Birth Certificate (Local or from PSA) (1 clear photocopy)	Local Civil Registry in every City or Municipality or from PSA
9. Social Case Study Report (1 original copy of 1 photocopy)	Referring LGU preferably MSWDO/CSWDO
10. School Records, if any (1 certified true copy)	School last attended
11. Referral Letter	Referring Party/LGU

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Admission Phase			
1. The referring party coordinates with the RRCY Social Worker for the admission requirements and schedule for admission through phone calls, emails, and text messages	None	5 minutes	Rhodelia A. Viajedor SWO-III

CASE MANAGEMENT IN CENTER AND RESIDENTIAL CARE FACILITY

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Attends pre-admission case conference	None	2 hours	Rhodelia A. Viajedor SWO-III
3. Attends admission case conference	None	2 hours	Merlina B. Redido SWO-II
			Lovelle M. Suarez SWO-II
			Angel S. Abong SWO-II
			Vivian C. Gonzales SWO-II
			Arlyn A. Alcanzare SWO-II
			Bernadine B. Mercedes SWA
4. Submits self to inventory of belongings	None	During client's/resident's 1st day in the facility	Charlie G. Egos HP-III
5. Accepts set of clothing, toiletries, footwear, and the like to the client/resident	None	During client's/resident's 1st day in the facility	Rosalind Sales HP-II
			Riel S. Montanez HP-II
			Marlou A. Perales HP-II
			Johnoel M. Lanete HP-II
			Marlowe F. Villamor HP-II
			Jingle E. Nasibog HP-II
			Heikki O. Ogario HP-II
			Vivian V. Deiparine HP-II
			Alexis P. Guzon HP-II
			Rondell L. Relacion HP-II
			Lea A. Medrano HP-II
			Belmar J. Jamil HP-II
			Christine Jane C. Petere HP-II
			Nestor Requierme Jr. HP-II

CASE MANAGEMENT IN CENTER AND RESIDENTIAL CARE FACILITY

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			Adam Elevera Jr. HP-II Ariel P. Montanez HP-II Raquel Gubaton HP-II Miguel Ramil A. Divinagracia HP-I Charming O. Alana HP-I Marioneco P. Gelig HP-I
Center-based Intervention Phase			
6.Submits self for medical/examination	None	During client’s/resident’s 1st day in the facility	Via Mari R. Villareal Nurse I
7. Submits self for intake interview	None	During client’s/resident’s 1st day in the facility	Rhodelia A. Viajedor SWO-III Merlina B. Redido SWO-II Lovellev M. Suarez SWO-II Angel S. Abong SWO-II Vivian C. Gonzales SWO-II Arlyn A. Alcanzare SWO-II Bernadine B. Mercedes SWA
8. Attends planning case conference	None	During client’s /resident’s 4 th week in the facility	RRCY Helping Team,Multidisciplinary Team, Referring Party and Guardian
9. Receives the provisions of the Center and various interventions provided	None	During client’s/resident’s stay in the facility which is minimum of 6 months and maximum of 18 months depending on the Court Order for discharge from the center and the closure and termination of the case	RRCY Helping Team/Multidisciplinary Team

CASE MANAGEMENT IN CENTER AND RESIDENTIAL
CARE FACILITY

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Evaluation and Termination Phase			
10. Attends sessions	None	3 months prior to discharge	Rhodelia A. Viajedor SWO-III Merlina B. Redido SWO-II Lovellev M. Suarez SWO-II Angel S. Abong SWO-II Vivian C. Gonzales SWO-II Arlyn A. Alcanzare SWO-II Bernadine B. Mercedes SWA RRCY Houseparents
11.Attends pre-discharge	None	2 hours	Accepting Party Guardian Rhodelia A. Viajedor SWO-III Merlina B. Redido SWO-II Lovellev M. Suarez SWO-II Angel S. Abong SWO-II Vivian C. Gonzales SWO-II Arlyn A. Alcanzare SWO-II Bernadine B. Mercedes SWA
12. Submits self for medical examination	None	30 minutes	Via Mari R. Villareal
13. Attends discharge case conference and turnover to the LGU and family	None	2 hours	Accepting Party Guardian Rhodelia A. Viajedor SWO-III Merlina B. Redido SWO-II Lovellev M. Suarez SWO-II

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CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			Vivian C. Gonzales SWO-II Jonathan T. Dela Torre SWO-II Arlyn A. Alcanzare SWO-II Bernadine B. Mercedes SWA
14. Answers client satisfaction survey	None	30 minutes	Rhodelia A. Viajedor SWO-III Merlina B. Redido SWO-II Lovellev M. Suarez SWO-II Angel S. Abong SWO-II Vivian C. Gonzales SWO-II Jonathan T. Dela Torre SWO-II Arlyn A. Alcanzare SWO-II Bernadine B. Mercedes SWA
Post Center-based Intervention Phase			
15. Performs the after care plans	None	3 to 6 months after discharge	Client Accepting Party Rhodelia A. Viajedor SWO-III Merlina B. Redido SWO-II Lovellev M. Suarez SWO-II Angel S. Abong SWO-II Vivian C. Gonzales SWO-II Jonathan T. Dela Torre SWO-II Arlyn A. Alcanzare SWO-II Bernadine B. Mercedes SWA

Note: Total fees will depend on the number of days of stay per client in the facility. Fees will be paid by the Local Government Units pursuant to the provision of Art. 194, Chapter 3, Title VII of P.D. 603 (The Child and Youth Welfare Code).
City- 62.00 pesos per day
Municipality: 31.00 pesos

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VI. PROCESSING TIME

9 months if the performance is very satisfactory and favorable family and community assessment report is available.

VII. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	Accomplish feedback or complaint form directly to the concerned CRCFs Send a letter to the PMB Office or Regional Office.
How feedbacks are processed	Feedbacks are discussed and presented during CRCF staff meetings. Feedbacks will be responded to accordingly.
How to file a complaint	Complaints can be filed by writing a letter or sending an email directly to the CRCFs or through the Regional Office and PMB. The details of the complaint should be indicated in the letter specifying the following: name of the person being complained, reported incident, evidence (if any), and name and address of letter sender (if possible).
How complaints are processed	All complaints receive are consolidated and are handled with confidentiality.
Contact Information of CCB, PCC, ARTA	Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB): 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)