

14. Case Management in Center and Residential Care Facility

Procedures in ensuring that clients receive all the services they need in a timely and appropriate manner towards sustaining, enhancing and restoring client's social functioning

Office or Division:	DSWD Caraga (PSD-Regional Rehabilitation Center for Youth)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	Male Children in Conflict with the Law (CICL) within Caraga Region			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		LGU/ other referring party		
Social Case Study Report		LGU/ other referring party		
Medical Clearance		Private/ Government Physician		
Court Order		Regional Trial Court		
Barangay Clearance/ Certificate		Local Barangay Office		
Other pertinent documents per RRCY manual				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Admission Phase				
1. Attends pre-admission conference	2.1 Conduct of pre-admission with referring party, client's family and other center staff to discuss the problem of the client in line with his admission of the facility, and orient the referring party and client on the programs and services of the facility and health and safety protocols in times of pandemic. The LGU	None	2 hours	Case Manager, Referring Party, Parents or any available family members, if possible. *Social Workers/Case Managers (Please see attached list of names)

	<p>be discussing discharge plan focusing on the roles and responsibilities of the LGU, family and community.</p> <p>Remarks: <i>In some cases, like walk-in and emergency, pre-admission conference cannot be done, and therefore admission conference comes immediately once client is assessed to be eligible for services.</i></p>			
Admission Phase				
1. Attends admission conference	<p>1.1 Facilitates conduct of admission conference, Contract Setting with referring party and orientation on the general rules and polices of the facility.</p> <p>The Case Manager accomplish Admission Slip, and requires referring party's signature. Client/resident of legal age is required to affix his signature as an expression of conformity. Parent/relative of minor client/resident should sign the admission slip witnessed by the referring party. Client/Resident signing of Data Privacy Consent or</p>	None	1 day	<p>Helping Team/Multidisciplinary Team, Referring Party</p> <p>*Multidisciplinary Team (please see attached name of staff)</p> <p>*Case Manager (Please see attached list of names)</p>

	<p><i>Pahintulot Hinggil sa Pagkalihim ng Datos'</i> is also facilitated in compliance to Data Privacy Act of 2012.</p> <p>Orients client/resident about the facility and on the existing house rules and policies of the facility, and introduces him to the Helping Team/Multi-disciplinary Team.</p> <p>Remarks: <i>In new normal situation/emerging infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in the RCF.</i></p>			<p>*Social Worker on-duty/Case Manager, Houseparent (Please see attached list of names)</p>
2. Submits self to inventory of belongings	<p>2.1 Conducts an inventory of the client's/resident's belongings and records it. The client / resident referring party and or parents are required to affix their signature in the Inventory of Belongings.</p>	None	During the Client's 1 st day in the facility	<p>*Houseparent on Duty (Please see attached list of names)</p>
3. Accepts set of clothings and other provision.	<p>3.1 Provides the client with set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s.2005 and on the result of the</p>	None	During the Client's 1 st day in the facility	<p>*Houseparent on duty (Please see attached list of names)</p>

	inventory of the client's belongings.			
4. Submits self for examination	4.1 Refers or submits client for physical examination.	None	During client's first day in the facility	Helario Al-ag, III – Nurse I
	4.2 Endorses the client/resident to the Houseparent on duty, and brief the latter on the client's/resident's disposition as well as the case background to enable the Houseparent to understand the client's/resident's behavior and interact with him properly.	None	During client's first day in the facility	*Social Worker, Houseparent (Please see attached list of names)
Center-based Intervention Phase				
1. Submits for interview	1.1 Conducts initial assessment using the Intake Sheet to gather additional relevant information on problem presented as basis for assessment and recommendation.	None	During client's 1 st day in the facility	*Social Worker (Please see attached list of names)
	1.2 Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above.	None	During 2 nd to 7 th day of client in the facility	Patricia Rhed Obedoza, Psychometrician
	1.3 Gathers additional information from the client, significant others and the worker's own observation on the client	None	During client's 2 nd to 3 rd week of in the facility	Helping Team/Multidisciplinary members, Referring Party, LGU Social Worker

	At this stage, the request for Parental/Family Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU.			*Multidisciplinary Team (Please see attached list of names)
	1.4 Drafts the Initial Social Case Study Report, and Intervention Plan with the client/resident. The Social Worker addresses with the clients/residents collaboratively to identify the problem areas and needs, then formulate a structured plan for achieving both short- and long-term goals.		Within 5 days after admission Within 15 days after admission for the Intervention Plan	Social Worker, Client/Resident *Social worker (Please see attached list of names)
	1.5 Present the case to the Rehabilitation team. The result of the case conference shall be the basis for the formulation and implementation of the Intervention Plan Case conference is also conducted as need arises	None	During client's 4 th week in the facility;	Helping Team/Multidisciplinary Team, Referring Party, LGU *Multidisciplinary Team (Please see attached list of names)
	1.6 Review and update the Intervention Plan based on the result of the case conference, if necessary.		During client's 4 th week in the facility;	*Multidisciplinary Team (Please see attached list of names)
2. Receives the provisions of the center and various interventions provided	2.1 Implements and facilitates provision of services to the client towards improvement of	None	During the client's/resident's stay in the facility	*Multidisciplinary Team (Please see attached list of names)

	social functioning and rehabilitation goal		which is a minimum of 18 months with exception to the following: a. Early reintegr ation/ rehabilit ation prior to 18 months; b. 18 months and beyond dependi ng on the coping of client/ resident and other circums tances of the case and the assess ment of the Social Worker.	
	2.2 Monitors the progress of the client in relation to achievement of goals. The Helping Team/ Multidisciplinary Team conducts regular case conducts regular case conference as	None	Monthly	*Multidisciplinary Team (please see attached list of names)

	part of monitoring the case.			
	2.3 Reassesses and modifies the intervention plan per developments/changes along helping process and based on the assessment of other members of the Helping Team/ Multidisciplinary Team.	None	During client's 3 rd month in the facility	*Social Worker/ Multidisciplinary Team (Please see attached list of names)
	2.4 Submits progress report to court of the clients/residents' status of rehabilitation in relation to agreed plan.	None	Once every three months	*Social Worker (please see attached list of names)
Evaluation and Termination				
	1. The Social Worker conducts individual or group session with clients/residents and meets with the Helping Team/Multidisciplinary Team to evaluate the progress of the clients/residents in relation to the helping goals set.	None	3 months prior to discharge	Multidisciplinary Team, Referring Party, LGU Social Worker, Client's family if available *Multidisciplinary Team (please see attached list of names)
	2. Informs the referring party regarding the client's achievement of rehabilitation/helping goals and request for Parenting Capability Assessment (PCAR).	None	After client's assessment as rehabilitated and recommended for discharge and family reintegration	*Social Worker (please see attached list of names)
	3. Informs the court thru submission of Final Report	None	Upon receipt of P/FCAR	*Social Worker (please see

	regarding the achievement of the rehabilitation goals of the client/resident.		submitted by LGU	attached list of names)
1. Attends pre-discharge conference	<p>1.1 Conducts pre-discharge conference either through virtual meeting or in person. The result of the pre-discharge conference is confirmed to the receiving LGU/Agency/other facilities with reintegration agreement duly signed by all parties.</p> <p>The Helping Team/ Multidisciplinary Team prepares After Care Plan</p> <p>The results of case review and assessment of the Helping Team/ Multidisciplinary Team and referring party shall be the basis for the client's transfer to other agency, placement to other form of alternative care or reunification to the family and community. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.</p> <p>If the family is assessed to be not</p>	None	2 hours	<p>Multidisciplinary Team, Accepting Party, Client's family, Key members in the community such as Barangay Officials among others</p> <p>*Multidisciplinary Team (Please see attached list of names)</p>

	yet ready for the reunification, the LGU is requested to provide the necessary intervention.			
	1.2 Prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA.	None	5 days	*Social Worker (please see attached list of names)
2. Submit to medical examination	2.1 The Medical Officer or any available medical personnel in the facility conduct general medical examination to the client.	None	One week prior scheduled discharge	Helario Al-ag, III- Nurse I
3. Attends discharged conference and turnover to the either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.	2.2 Facilitates discharge conference for the turn-over of the client either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.	None	2 hours	Multidisciplinary Team, Client, Family, concerned SWDAs, LGU *Multidisciplinary Team (please see attached list)
	2.3 The Social Worker administers satisfaction survey to the client to determine satisfaction of the resident on the programs and services of the CRCF. This will also serve as basis to enhance or improved the existing programs and	None	After conduct of Discharge Conference.	Social Worker, Client/ Resident *Social worker (please see attached list of names)

	services of the CRCF to its clients/residents.			
Post Center based Intervention Phase				
	<p>1. Sends request to concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and community, likewise the status of implementation of after-care services provided based on the agreed After Care Plan. The submission of Progress Report is also discussed with the LGU during the Discharge Conference.</p> <p>In some facility, the request for LGU to submit aftercare report is incorporated in the Final Report submitted to Honorable Courts.</p>	None	6 months to 1 year after discharge	<p>Social Worker, LGU, other Stakeholders, Client, Client's family</p> <p>*Social worker (please see attached list of names)</p>
	2. Reviews and evaluates the after-care service report, and check if the agreed after care plan/reintegration agreement is achieved or not.	None	Upon receipt of the report	*Social Worker (please see attached list of names)
	3. Follows-up the LGU for the submission of aftercare report.		Quarterly/ once every three months	*Social Worker (please see attached list of names)

	4. After receipt of Progress Report and or detailed information /feedback directly from the client, the Social Worker recommends to the Helping Team/ Multidisciplinary Team the closing of the case or for referral to other agencies for other support services, and thus prepares the Closing Summary Report.		Upon completion of at least 50% of the After- Care Program Plan	*Social Worker (please see attached list of names)
TOTAL		NON E	1 year and six months or 18 months for Center Based Phase	

***Social workers of RRCY**

- 1. Angelica Moncano, SWO I
- 2. Merlie Joy Chiong, SWO II
- 3. Karen Tagal, SWO II
- 4. Lanie Nano
- 5. Rhesa Maturan, SWO II

***Houseparents of RRCY**

- 1. Joselito Cabadonga, HP II
- 2. Bryan Ramon, HP II
- 3. Kenneth Diza, HP II
- 4. Alberto Guerrero, HP II
- 5. Charlene Armodia, HP I
- 6. Randy Salas. HP I
- 7. Glenn Cuyag, HP I
- 8. Renato Aratea, HP I
- 9. Roel Rivas, HP I
- 10. Manases Mullanida, HP I
- 11. Joey Morales, HP I
- 12. Sheila Pateno, HP I
- 13. Jiffy Galdiano, HP I
- 14. Arnel Cabriadas, HP I
- 15. Philip Mark Abarquez, HP I

***Multidisciplinary Team (MDT)**

- 1. Vilma Bare, Center Head
- 2. Helario Al-ag, III, Nurse I
- 3. Patricia Rhed Obedoza, Psychometrician
- 4. Rizalyn Degala, Manpower Development Officer II
- 5. Jay Galleron, Supervising Houseparent
- 6. Joselito Frofel Martinez, III, ALS Facilitator (HS Level)
- 7. Jocelyn Libradilla, ALS Facilitator (Elem. level)

Note: All Houseparents and social workers are MDT members

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Client will provide feedback through Client Satisfaction Measurement Survey Report
How feedback are processed	Feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Center Head and PSD Chief for approval and consolidation every 20 th day of the month.
How to file a complaint	<p>Complaints can be filed by writing a letter or sending an email directly at rrcy.focrg@dswd.gov.ph or through the Regional Office at focrg@dswd.gov.ph</p> <p>DSWD-RRCY Caraga Purok 9, D.O. Plaza Govt. Center, Brgy. Patin-ay, Prosperidad, Agusan del Sur Tel. No. 085-839-0022</p> <p>DSWD Field Office Caraga R. Palma St., Brgy. Dagohoy, Butuan City Tel. No. 3038620</p>
Complainant Using 8888	<p>Record Unit will receive the complaint and will be forwarded to PSD Head, if the concern is for RRCY, the Center Head or the concern Social Worker will answer the said complaint/s.</p> <p>DSWD-PSD R. Palma St., Dagohoy, Butuan City 085-303-8620</p>
How complaints are processed	<p>Complaints are processed and acted upon 24 hours upon receipt. Validation and investigation may be conducted, and the actions are taken and/or clarification will be provided to the complaint sender</p> <p>If the complaint was received by the Field Office or PMB, the concern shall be forwarded to CRCF for validation, clarification, and appropriate action, and shall be requested for the copy of actions taken/clarifications for eventual feedback to the compliant sender</p>

Contact information	<div>DSWD FO Caraga 085-303-8620</div> <div>DSWD-RRCY Caraga 085-839-0022 email@rrcy.focrg@dswd.gov.ph</div>
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