Department of Social Welfare and Development

National Capital Region

FOR

ř.,

ALL CENTER/RESIDENTIAL CARE FACILITIES

ALL UNITS/SECTIONS

ALL RPMOs (Pantawid, SLP and RCTSU)

FROM

THE REGIONAL DIRECTOR

SUBJECT

Business Process and Requirements Analysis (BPRA) and Process Flow Chart

DATE

October 23, 2017

This is to share with you the approved BPRA and Process Flow Chart of Protective Services Program on the Provision of Financial Assistance (Food Subsidy, Medical, Burial, Educational and Transporation) and Processing of Guarantee Letter as per result of the Monitoring and Evaluation Workshop on the Preparation of Business Process and requirements Analysis and Process Flow Chart held on July 21, 2017 at Icon Hotel.

For your information and guidance.

FLOW CHART OF PROCESSING OF GUARANTEE LETTER FOR MEDICAL, EDUCATION AND BURIAL ASSISTANCE BEQUIREMENTS

Bedical Anatance

1. Clenical Abstract/Medical Certificate
2. Hospital Bill/Trectylption/Laboratory R
3. Barangys Certificate/Indigent
4. Referral Letter (# applicable)
5. Social Case Study Report
6. Valid D of the client
Murial Assistance
1. Funetal Contact
2. Death Certificate of the deceased
3.Barangsy Certificate/Pichalin Permit
5. Referral Letter (# applicable)
6. Social Case Study Report
7. Valid D of the client REQUIREMENTS: Receipt of requirements for assistance (walk/referral) Social Welfare Aide Verification of client's record in Crisis Intervention Monitoring Sustem (CriMS) Social Welfare Aide 2 minutes 1. Euroliment Assessment Form of Certific Registration
2. School ID of the Student/Deneficiary
3. Bazangay Certificate/Indigency
4. Beferral further (# applicable)
5. Social Case Study Report
6. Valid ID of the client \mathcal{I} Yes Return of documents to client and advice to return 3 months after the last receipt of assistance Social Welfare Aide 1 minute Verified? Forward the requirements to Social Welfare Officer for checking Social Welfare Assistant 1 minute Conduct assessment and interview to client Social Welfare Officer 30 minutes Yes Conduct collateral interview with family members, relative, refering party and other sources Social Welfare Officer 30 minutes Validation? Assessment of the case and other psychosocial interventions to client Social Welfare Officer VII 5 minutes Yes Conduct counseling and refer client to other Needing Psychosocial agencies
Social Welfare Officer
10 minutes Preparation of Acknowledgement Receipt, Guarantee letter and Certificate of Eligibility Social Welfare Officer I/N 10 minutes Receipt and encode documents to CriMS Social Welfare Aide 3 minutes Receipt and encode document Social Welfare Aide 3 minutes Approxime Authority
PSP Head/SNO III below 5,000.00
Division Chief-5,000 to 10,000.00
Assistant Regional Division-10,000 to 25,000.00
Regional Division-125,000.00 to 75,000.00 Approval of Guarantee Letter by the authorized Officials Regional Director/ Assistant Regional Director/Division Chief/PSP Head 3 minutes Forward approved GI/CE and AR to client for endorsement to Service Provider Social Welfare Assistant 3 minutes Receipt of Statement of Account (SAO) from Service Provider Social Welfare Assistant 1 minute Endorsement of SAO to Finance Unit for processing of payment Social Welfare Assistant