

Processing of Cases at Elsie Gaches Village

Office or Division:	Elsie Gaches Village (EGV) – Social Service/ Protective Services Division (PSD)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens G2N - Government to Non- Government
Who may avail:	Government and non-government agencies, private individuals (concerned citizen), hospitals, POs
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Referral letter (1original copy of referral letter signed by the C/MSWDO Head and head of the referring agency) 2. Social Case Study Report (1 original copy signed by the Social Welfare Officer and Head of the agency) 3. Medical Abstract (1 copy of originally signed Medical Certificate) 4. Police Blotter and/or Barangay Blotter Report (for foundling cases)- 1copy of originally signed Police Blotter and Barangay Blotter by Police Officer and /or Barangay Chairperson where the client was reported missing and found in the area of jurisdiction 5. Psychological Evaluation (if available) – 1 original copy of signed Psychological Evaluation Report 	<ul style="list-style-type: none"> • M/CSWDO of place of origin Head of Non-Government Agency Concerned citizen • Municipal/City Social Welfare Office of the locality • Government or Private Medical Officer who examined the child/ person with intellectual disability • Police Precinct where the child/client was found and /or Barangay Office where the client was found and blotted/reported. • Government or Private Psychologist

6. Psychiatric Evaluation (if available)		• Government or Private hospitals or clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Pre-Admission Phase Referral of cases with Intellectual Disability and other neurodevelopmental disorders through mails, phone calls and electronic mails – The client with Intellectual Disability without family or whose family is economically incapable to provide for his/her basic is accessed and referred to the residential care for facility (EGV) for proper disposition or temporary shelter.				
1. Submission and Receipt of documents	1.1. Retrieval of documents from the electronic mail (if sent through electronic mail).	None	15 minutes	<i>Administrative Aide IV</i> EGV
	1.2. Receipt and stamping of documents upon receipt of documents through postal mail.	None	5 minutes	<i>Administrative Aide IV</i> EGV
	1.3. Record the incoming documents in the logbook.	None	5 minutes	<i>Administrative Aide IV</i> EGV
	1.4. Forward the incoming documents to the Center Head/OIC for action.	None	5 minutes	<i>Administrative Aide IV</i> EGV
	1.5. Receipt and review of documents for appropriate action/directions.	None	5 minutes	<i>Center Head/OIC</i> EGV
	1.6. Endorse documents to Admin Service for tracking and endorsement to the SWO III for action	None	5 minutes	<i>Administrative Aide IV</i> EGV

	as per directions from the Center Head/OIC.			
	1.7. Prepare acknowledgment letter to the referring party on the receipt of documents and schedule of pre-admission conference to further discuss and evaluate eligibility of client for admission to EGV.	None	10 Minutes	<i>Social Welfare Officer III</i> EGV
	1.8. Endorsement of acknowledgement letter to Admin Service for tracking and signature of the center Head/OIC.	None	5 minutes	<i>Social Welfare Officer III, and Administrative Aide IV</i> EGV
	1.9. Endorsement of acknowledgement letter for signature of the Center Head/OIC	None	5minutes	<i>Administrative Aide IV and Center Head/OIC</i> EGV
	1.10. Mailing of the acknowledgement letter to the referring party.	None	45 minutes	<i>Administrative Aide IV</i> EGV
	TOTAL:	None	1 hour, 4 minutes	
II. Admission Phase The client with intellectual disability and other neurodevelopmental disorder is found eligible and accepted and/or admitted in the residential care facility (EGV) for proper disposition and rehabilitation.				
Office or Division:		Elsie Gaches Village (EGV) – Social Service/ Protective Services Division (PSD)		

Classification:	Simple
Type of Transaction:	G2G – Government to Government G2B - Government to Citizens G2N – Government to Non- Government Organizations
Who may avail:	Persons with Intellectual Disability and other neurodevelopmental disorders
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Admission Slip – 1 xerox copy of admission slip signed by the Social Welfare Officer II and or Executive-on Duty duly signed and approved by the Center Head/OIC. 2. Referral letter – 1 xerox copy of the referral letter provided to the referring party 3. General Intake Sheet – 1 original intake sheet accomplished upon admission to the facility. 4. Social Case Study Report – 1 Xerox copy of the Social Case Study Report provided to the referring party and/or client 5. Medical Abstract – 1 original copy of the Medical Abstract Report of client. 6. Psychological Evaluation – 1 original copy of the Psychological Report. 7. Police and/or Barangay Blotter Report (for foundling cases)- 1original copy of the Police and/or Barangay Report 8. Laboratory Examination Results (CBC, Chest X-ray, Urinalysis, Stool Examination, etc.)- 1 original copy of laboratory examinations undergone by the client. 9. Referral / Endorsement to Allied 	<ul style="list-style-type: none"> • Social Service of EGV • Social Service of EGV • Social Service • Municipal/City Social Welfare Office • Private or government doctor who examined the client • Government or private Psychologist • Police Station and Barangay Hall where the client was found • Government or Private clinic/ hospital where client was brought for laboratory examination • Social Service of EGV

<p>Services- 1 original copy of inter-office communication to allied services of EGV</p> <p>10. Psychological Assessment- 1 original copy of the Psychological Evaluation of client</p> <p>11. Dental Assessment – 1 original copy of Dental Report of client</p> <p>12. Medical/ Health Profile of client- 1 original copy of the Health and Medical Profile of client</p> <p>13. Birth Certificate of client (if available) – 1 original copy of Birth Certificate of client.</p> <p>14. Intervention Plans – 1 original copy of Intervention Plans of client signed by members of the Rehabilitation Team</p> <p>15. Observation Reports- 1 original copy of client’s behavioral observation report</p>	<ul style="list-style-type: none"> • Psychological Service of EGV • Dental Service of EGV • Medical Service of EGV • Philippine Statistics Authority • Multidisciplinary Team of EGV • Multidisciplinary Team of EGV
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client is admitted or accepted in the residential facility (EGV) for rehabilitation and proper disposition.	2.1. Filling out of admission slip of client	None	5minutes	<i>Social Welfare Officer II- Officer of the Day</i> EGV
	2.2. Conduct of Intake interview and filling out of the General Intake Sheet	None	1 hour	<i>Social Welfare Officer II-Officer of the Day, Executive on Duty</i> EGV
	2.3. Orientation on house rules and regulations of the facility/ center.	None	30 minutes	<i>SWO II –SWO Officer of the Day</i> EGV

	2.4. Conduct inventory /list of client's personal belongings upon admission	None	30minutes	<i>SWO II/ Officer of the Day</i> EGV
	2.5. Record the admission of client in the Admission Logbook of the Social Service	None	10 minutes	<i>SWO II- Officer of the Day</i> EGV
	2.6. Endorsement of the client to the Medical Service for physical examination	None	20 minutes	<i>Medical Officer III, Nurse-on-duty, SWO II- Officer of the Day</i> EGV
	2.7. Approval / Confirmation of the admission of client	None	10 minutes	<i>Center Head</i> EGV
	2.8. Preparation of referral/ endorsement documents to Allied Services	None	30minutes	<i>SWO II/ Officer of the Day</i> EGV
	2.9. Dessimation of referral/ endorsement documents to Allied Services	None	15 minutes	<i>SWO II-Officer of the Day</i> EGV
	2.10. Conduct of Psychological Assessment as basis for cottage assignment	None	1 hour	<i>Social Welfare Officer II- Officer of the Day, Psychologist I</i> EGV
	2.11. Conduct of initial Physical Examination	None	30 minutes	<i>Medical Officer III and Nurse on Duty</i> EGV
	2.12. Conduct of Dental checkup / Dental Age	None	1 hour	<i>Dentist II</i> EGV

	Assessment.			
	2.13. Endorsement of client to Cottage	None	10 minutes	<i>SWO II- Officer of the Day, Houseparents</i> EGV
	2.14. Formulation of Intervention Plans of client	None	30 minutes	<i>Social Welfare Officer II and multidisciplinary team</i> EGV
	2.15. Request for the Parenting Capability Assessment of client (if with family or relative)	None	10 minutes	<i>Social Welfare Officer II and Center Head</i> EGV
TOTAL		None	6 hours, 50 minutes	

III. Monitoring and Evaluation Phase

Post Evaluation of client - The client is monitored and evaluated as to the impact of programs and services provided for him/ her to achieve complete rehabilitation while in the residential care facility. It also determines client's readiness for family and community reunification.

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Type of Transaction:	G2G – Government to Government
Who may avail:	Persons with Intellectual Disability and other Neurodevelopmental disorders
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Parenting Capability Assessment Report (for those with families and relatives) – 1 original copy of the Parenting Capability Assessment Report	<ul style="list-style-type: none"> • Municipal/City Social Welfare Office of place of origin
2. Discharge Slip- 1 original copy of signed and approved	<ul style="list-style-type: none"> • Social Service of EGV

<p>Discharge clearance and Slip of client</p> <p>3. Letter of Aftercare to the LGU- 1 original copy of the Aftercare Letter</p> <p>4. Closing Summary- 1 original copy of the Closing Summary of client</p> <p>5. Aftercare Report from the LGU after 3 months and onwards- 1 original copy of the aftercare report from the LGU</p>	<ul style="list-style-type: none"> • Social Service of EGV • Social Service of EGV • Municipal/City Social Welfare Office of place of origin
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Evaluation of the client	3.1. Prepare letter for request for the Parenting Capability Assessment of client's family and relatives.	None	20 minutes	<i>Social Welfare Officer II, Social Welfare Officer III</i> EGV
	3.2. Endorsement of request letter to the Center Head for signature	None	5minutes	<i>Administrative Officer IV, Center Head</i> EGV
	3.3. Mailing of request letter to the LGUs for PCAR and schedule of pre-discharge conference.	None	45 minutes	<i>AAIV</i> EGV
	3.4. Conduct of Pre-Discharge Conference	None	1 hour	<i>Center Head, Social Welfare Officer III, Social Welfare Officer II</i> EGV
	3.5. Facilitate Discharge of client with favorable	None	1 hour	<i>Social Welfare Officer II</i>

	Parenting Capability Assessment Report.			EGV
	3.6. Filling out of Discharge clearance and slip	None	30 minutes	<i>Social Welfare Officer II, Center Head, Unit/Service Heads and supervisors</i> EGV
	3.7. Prepare request for after care services and monitoring to client and family.	None	15 minutes	<i>Social Welfare Officer II</i> EGV
	3.8. Mailing of the Aftercare Service and Monitoring request to the LGU	None	45 minutes	<i>Administrative Aide IV</i> EGV
	3.9. Prepare closing summary for signature of SWO III and approved by the Center Head	None	1 hour	<i>Social Welfare Officer II, Social Welfare Officer III and Center Head</i> EGV
	3.10. Filing of documents and case folder of client for documentation and reference.	None	2 minutes	<i>Social Welfare Officer II</i> EGV
TOTAL		None	5 hours, 42 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send Feedback</p>	<p>Answer the client feedback form and drop it at the designated drop or suggestion box of the Center located at the Security Guard House of the Center.</p> <p>The landline Contact Number of the Center is 88076023 and cellphone Number 09669711941 or through electronic mail at email address: egv.foncr@dswd.gov.ph</p>
<p>How Feedbacks are processed?</p>	<p>Every Monday morning the Administrative Aide of the Center will open the drop /suggestion box and records all feedbacks in the logbook for endorsement to the Center Head/ OIC for action within three (3) after the receipt of the feedback.</p> <p>Response or actions taken to the feedback is relayed to the client or complainant within the day upon receipt of the complaint.</p>
<p>How to file a complaint</p>	<p>Answer or fill out the client Complaint Form and drop it at the designated drop/ suggestion box in the Security Guard House of the Center.</p> <p>Complaints can also be relayed through telephone call with complete information as follows:</p> <ul style="list-style-type: none"> • Name of the person/staff being complained: • Incident : • Evidence: • Name of Complainant: • Address& Contact Number of Complainant:
<p>How Complaints are being processed</p>	<p>The Center Head /OIC opens the complaints endorsed to her attention every Monday or daily basis when necessary. She evaluates the complaints.</p>

	<p>Upon evaluation, the Center Head/OIC shall start the investigation and forward the complaint to the person or staff concerned for appropriate action or explanation.</p> <p>The center head/OIC will prepare a report after the investigation and submit a report to the Regional Director for information and appropriate action.</p>
Contact information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph</p> <p>Hotline: 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

Office	Address	Contact Information
DSWD –NCR, Elsie Gaches Village	Alabang-Zapote Road, Alabang, Muntinlupa City	Landline: (8) 807-6023 Cellphone Number: (0966) 9711941