

Case Management Processing of Golden Reception and Action Center for Elderly and other Special Cases

Case Management is an interactive process in which the client and the worker consciously work together toward a reasonable resolution of the client's problem(s).

Office or Division:	Golden Reception and Action Center for Elderly and other Special Cases (GRACES)/ Protective Services Division (PSD)			
Classification:	Complex			
Type of Transaction:	Government to Government Government to Citizens			
Who may avail:	NGAs/ LGUs/NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Referral are those who came directly to the center to seek assistance and professional help.</p> <p>Walk-In Cases includes clients who have been referred by DSWD, LGU Social Workers, Philippine Orthopedic Center - Department of Rehabilitation, Private Organizations, Church Groups and Concerned Individuals, among others.</p>				
1.	1 Original Copy of Referral Letter duly signed by the Head of Office of Referring Party	Office of the Referring Party		
2.	Police/Barangay Blotter Report	Police Station/Barangay Hall		
3.	1 Original copy of Updated Social Case Study Report duly signed by Social Worker and Head of Office	Local Government Unit (LGU) (Must be prepared by a Registered Social Worker)		
4.	1 Original Medical Cert	Hospital / Any accredited medical facility		
5.	1 Original copy Medical Exam Results: Urinalysis, Fecalalysis, CBC, X-ray Film and Result, Drug Test	Hospital / Any accredited medical facility		
6.	Psychological Assessment	National Center for Mental Health/Psychometrician		
7.	Updated Whole Body Picture	Referring Party		
8.	Dental Records	Hospital / Any accredited medical facility		
9.	Other pertinent documents to establish client's identity i.e. Birth Certificate, Residence Certificate, Government Issued IDs	Referring Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON

				RESPONSIBLE
A. ADMISSION				
1. Prior coordination to the Center and submission of the required referral documents	1. Referring party should be informed on the documentary requirements 2. Received document through e-mail for tracking	None	5min	<i>Officer of the Day/SWO of the Day</i> GRACES <i>Admin Aide-IV</i> GRACES
	3. Endorsement to SWO V/Center Head for review and directions	None	5min	<i>Admin Aide-IV</i> GRACES
	4. Endorsement to SWO III with direction and for the schedule of pre-admission	None	2mins	<i>SWO V/Center Head</i> GRACES
	5. Endorsement to SWO II for schedule of discussion of the case	None	3mins	<i>SWO III/Supervising Social Worker</i> GRACES
	6. Prepare notice of the meeting to Rehab Team Meeting and letter to referring party. *In cases of no need of pre-admission/	None	3mins	<i>SWO II</i> GRACES

	completion of document SWO-Of the-Day will contact immediately and advise the referring party on the directions			
	7. Circulate notice of the meeting for pre-admission	None	10 mins	<i>Admin Aide IV</i> GRACES
2. Attendance to Pre-admission Conference	1. If subject for pre admission, conduct of Pre-Ad Meeting with Rehab Team Meeting and referring party	None	1 hour	<i>Center Head and RTM Committee</i> GRACES
	2. Prepare and submit confirmation of agreements, ways forward and other commitments.	None	30 mins	<i>SWO II</i> GRACES
	3. Forward to SWO III for review and inputs	None	2 mins	<i>AA-IV</i> GRACES
	4. Review and provide inputs on the draft confirmation of agreements	None	5 mins	<i>SWO III</i> GRACES
	5. Forward to SWO III for revision and inclusion of inputs	None	30 mins	<i>SWO II</i> GRACES

	6. Endorsement to SWO III for signature	None	2 mins	<i>Admin Aide-IV</i> GRACES
	7. Sign enhanced confirmation of agreements and forward to AA for tracking	None	1 min	<i>SWO III</i> GRACES
	8. Receipt and forward enhanced confirmation of agreement to SWO V for approval	None	1 min	<i>AA-IV</i> GRACES
	9. Approval of the confirmation of agreements	None	1 min	<i>SWO V/Center Head</i> GRACES
3.Receive confirmation of agreements/ For compliance if with lacking admission documents	3.Mailing of approved confirmation of agreements	None	3 mins	<i>AA-IV</i> GRACES
4. Confirm schedule of admission process	1. If for admission, inform the referring party of the scheduled of admission	None	3mins	<i>SWO II</i> GRACES
	2. If not inform the referring party thru official letter the reason of disapproval of the referral.	None	5 mins	<i>SWO II</i> GRACES

5. Appearance during the admission and submission of lacking documents	5.Fill up admission slip and facilitate admission process	None	30 mins	<i>Officer of the Day/SWO II</i> GRACES
6. Social Preparation and Assignment of cottage	6. Orientation of Centers Policies and Provision of Welcome Kit	None	30 mins	<i>House Parent III/Social Worker</i> GRACES
TOTAL		None	4 hours, 19 minutes	

B. WHILE AT THE CENTER

1. The case of newly admitted subjected to Rehab Team Meeting	1. Review of necessary documents by the allied service and come-up intervention Plan	None	1 Hour	<i>Rehab Team (SWO and Allied Service, Center Head)</i> GRACES
2. Familiarization to Staff and Social Worker-In charged	1. Cottage visit to Establish Rapport and conduct activity as follows: a) Initial Psych Assessment b) Nutritional Assessment c) Medical Assessment	None	30 Mins (a week after admission)	<i>SWO, Houseparent II</i> GRACES
3. Undergo Series of Interview	1. Draft Initial Social Case Study Preparation (with initial intervention plan)	None	2 Hours (a week after the admission)	<i>SWO III/</i> GRACES
	2. Review of the initial case study by the	None	1 minute	<i>SWO III</i> GRACES

	Supervising Social Worker			
	3. Draft of Tracing Letter to Local Government Unit for possible location and validation of family.	None	15 minutes	SW GRACES O II
	4. Request for Family Assessment Capability if relatives are found	None	15 minutes	SWO II GRACES
	5. Referral to other Services for provision of necessary Intervention	none	5 minutes	SWO II/ HP II GRACES
C. RE-ADMISSION				
1. Receipt of documents of the resident for re-admission	1. Review the document and reason for re-admission of the resident	None	3 minutes	Social Worker GRACES
	1.1 Send letter to referring party for schedule of Case Conference	None	5 minutes	Liason/ AAIV GRACES
	1.2 Conduct Case Conference with referring party and allied service to discuss the reason of re-admission of the resident	None	1 Hour	Allied Service GRACES
	1.3 Preparation minutes of Case	None	10 minutes	Social Worker GRACES

	Conference			
	1.3.1 Submitted minutes of the Case Conference to Supervising Social Worker for review and inputs	None	2 minutes	<i>Social Worker and SWO III</i> GRACES
	1.3.2 Revised the Minutes of the Case Conference	None	5 minutes	<i>Social Worker</i> GRACES
	1.3.3 Submitted minutes of Case Conference reviewed by SWO III to Center Head for further recommendation	None	5 minutes	<i>Social Worker and AAIV</i> GRACES
	1.4 Received the Minutes of case conference with recommendation and coordinate with referring party	None	1 minute	<i>Social Worker In Charge</i> GRACES
	1.5 If Eligible for re-admission			
	1.5.1 Preparation of confirmation letter that the resident is for re-admission	None	5 minutes	<i>Social Worker In Charge</i> GRACES
	1.5.2 Sending confirmation letter thru email to referring party schedule of admission	None	3 minutes	<i>AAIV</i> GRACES

	1.5.3 Proceed to admission process	None	5 minutes	<i>Allied Service</i> GRACES
	1.6 If not Eligible for re-admission			
	1.6.1 Preparation of confirmation of agreement and reason for non-admission of the resident	None	5 minutes	<i>Social Worker</i> GRACES
	1.6.2 Sending letter that disapproved the re-admission of the client thru email address to referring party.	None	3 minutes	<i>Admin Aide IV</i> GRACES
TOTAL:		None	1 Hour and 56 Minutes	

D. REQUEST FOR ISSUANCE OF PASS

1. Request of resident to go out in the center and/or referral to Hospitals and other partner agencies	1. Coordination to HP On-Duty of the concern cottage for preparation of lolo/lola	None	3 mins	<i>Officer of the Day/SWO of the Day/ SWO in charge</i> GRACES
	2. Fill-Up and Preparation of Out On Pass Form	None	3 mins	<i>Officer of the Day/SWO of the Day/ SWO in charge</i> GRACES
	3. Getting the Vital Signs of the resident c/o Medical Service	None	5 mins	<i>Medical Officer III/Nurse II</i> GRACES
	4. Approval and signature of the	None	1 mins	<i>Center Head</i>

	Center Head			GRACES
TOTAL		None	9 minutes	
E. ESCORTING OF CLIENTS				
1. For Processing of Necessary Document outside in the Center	1. Coordination to HP On-Duty of the concern cottage for preparation of lolo/lola	None	3 mins	<i>Officer of the Day/SWO of the Day/ SWO in charge</i> GRACES
	2. Fill-Up and Preparation of Out On Pass Form	None	3 mins	<i>Officer of the Day/SWO of the Day/ SWO in charge</i> GRACES
	3 Getting the Vital Signs of the resident c/o Medical Service	None	5 mins	<i>Medical Officer III/Nurse II</i> GRACES
	4 Approval and signature of the Center Head	None	1 mins	<i>Center Head</i> GRACES
TOTAL		None	12 minutes	
F. VISITATION				
1. Secure visitor's pass from the center Management or the Field Office if necessary.	1. Coordinate the visit transaction to Houseparent On-Duty for preparation of the lolo/ lola.	None	3 minutes	<i>SWO I/ II/ III/ Officer of the Day</i> GRACES
	2. Fill-Up and Preparation of Visitors Slip Form	None	3 mins	<i>Officer of the Day/SWO of the Day/ SWO in charge</i> GRACES
	3. Approval and signature of the Center Head	None	1 mins	<i>Center Head</i> GRACES

	4. Visitors are only accommodated at the Visitor Area or at the Social Service Office	None	1 Hour	SWO II/Case Manager GRACES
TOTAL		NONE	1 hour, 8 minutes	

G. Handling Death Cases

1. Post mortem Body	1. Residents cadaver referred to Funeral Home for safe keeping and embalming	None	5 minutes	<i>Officer of the Day/Executive of day or Social Worker In charge</i> GRACES
2. Cadaver will be pick up by partner funeral home	1. Endorsed information of deceased residents to Partner Funeral Home	None	5 minutes	<i>Officer of the Day/Executive of day or Social Worker In charge or Nurse on Duty</i> GRACES
	2. Preparation of Initial Death Report duly signed by the Center Head with the following attachment 2.1 Initial Death Report of Nurse on Duty signed by Medical Officer III 2.2 Death Matrix signed by Medical Officer III	None	30 minutes	<i>Social worker in charge and Nurse on Duty</i> GRACES

	3. Submission of Initial Death Report (with Attachment) for the Regional Director's Office and thru Regional Centers Coordinator both email and Hard copy	None	1 day	<i>Social worker and Liason</i> GRACES
	4. Fill up complete information on Death Certificate signed by Medical Officer III, Social Worker and Nurse on Duty	None	20 minutes	<i>Social worker and Medical Officer III and Nurse on Duty</i> GRACES
	5. Death Certificate will be forwarded to partner funeral home for signature of Licensed Embalmer	None	5 minutes	<i>Social Worker and Embalmer</i> GRACES
	6. Death Certificate will forwarded to City Medical officer for review and signature of Medical Officer	None	5 minutes	<i>Social Worker and City Hall Medical Officer III</i> GRACES
	7. Registration of Death Certificate to City Registrar	None	1 Hour	<i>Social worker and City Hall Personnel</i> GRACES
	8. Process payment for Entrance Fee and Wall Nitch	None	10 minutes	<i>Social worker and City Hall Personnel</i> GRACES

	9. Coordinates Partner Funeral and Cemetery for the schedule of Burial of the deceased resident	None	5 minutes	<i>Social Worker, Cemetery Personnel and Funeral Home Personnel</i> GRACES
	10 Facilitation of burial of the resident	None	1 Hour	<i>Social Worker and Cemetery Personnel</i> GRACES
	11. Preparation of Comprehensive Death Report	None	1 Hour	<i>Social Worker</i> GRACES
	12. Comprehensive Death Report submitted for comments and inputs of the Supervising Social Worker (SWO III)	None	20 minutes	<i>Supervising Social Worker/SWO III</i> GRACES
	13. Comprehensive Death Report submitted for review and approval of the Center Head	None	20 minutes	<i>Center Head</i> GRACES
	14. Submission of Approved Comprehensive Death Report to FO with the following attachment a) Registered Death Certificate	None	1 week after the internment of the deceased resident (2 Hours Preparation)	<i>Liason</i> GRACES

	b) Medical Abstract signed by Medical Officer III			
TOTAL		None	1 day, 7 hours, 8 mins	
H. DISCHARGE (RTF VIA TRACING LETTERS)				
	1. Drafting of Communication Letters to LGUs upon identification of relatives of a resident.	None	15 minutes	<i>SWO II</i> GRACES
	2. Submission of the Letter to SWO III for inputs/comments	None	5 minutes	<i>SWO III</i> GRACES
	3. Submission of the Letter to the Center Head for signature	None	3 minutes	<i>Center Head</i> GRACES
	4. Endorsement of the signed Communication Letter to the SWO II in charge	None	1 minute	<i>SWO II in charge</i> GRACES
	5. Forwarding of Communication letters to LGUs upon identification of relatives	None	30 minutes	<i>Laiason/AA IV</i> GRACES
	6. If positive feedback is received from the letter sent, the SWO II in charge will request a Family Capability	None	(2 Hours preparation) 1 week upon response	<i>LGU</i> GRACES

	Assessment of the family from the LGU			
	<p>6.1 If results of the Family Capability Assessment are encouraging, the SWO II and the family will establish an agreement on the mode of reintegration such as:</p> <p>6.2 Transportation is shouldered by the family. Transportation is shouldered by the center</p>	None	(8 Hours)	<p><i>The family</i></p> <p>GRACES</p>
	6.2 Pre-discharge conference will be conducted upon confirmation that the family will take the residents custody	None	1 hour	<p><i>SWO II in charge/</i></p> <p>GRACES</p>
	6.4 Social Preparation is conducted to the resident prior to reintegration	None	24 hours	<p><i>SWO II in charges/HP on duty</i></p> <p>GRACES</p>
	7. After successful	None	(2Hours	<p><i>SWO II in charge/SWO</i></p>

	reintegration to family, submission of feedback report is conducted by the SWO II in charge to with the approval of the SWO III and the Center Head		Preparation) Within 24 hours	<i>III/Center Head</i> GRACES
	8. An aftercare letter is forwarded to the LGU to conduct visit and follow up on the resident's condition with the family.	None	(1Hour) Within 1 week	<i>LGU</i>
	9. Closing Summary is drafted by the SWO II for the approval and signature of the SWO III and Center Head	None	20 minutes	<i>SWO II in charge/SWO III/Center Head</i> GRACES
TOTAL		None	2 Hours and 33 Minutes	
DISCHARGE (RTF VIA MEDIA EXPOSURE)				
	1. Collecting of Profiles of resident for trimedia exposure from all SWOs	None	15 minutes	<i>Media Exposure Focal</i> GRACES
	2. Profiles of residents are sent to a network/TV station for media exposure via email	None	10 minutes	<i>Media Exposure Focal</i> GRACES

	3. Request for proof of exposure from the network is requested	None	5 Minutes (1 week after exposure)	<i>Media Exposure Focal</i> GRACES
	4. If positive feedback is received Media Exposure, the SWO II in charge will request a Family Capability Assessment of the family from the LGU	None	1 day (1 week upon response)	<i>LGU</i>
	<p>4.1 If results of the Family Capability Assessment is encouraging, the SWO II and the family will establish an agreement on the mode of reintegration such as: Transportation is shouldered by the family.</p> <p>4.2 Transportation is shouldered by the center</p>	None	1Hour Within 1 week	<i>Social Worker In Charge</i> GRACES
	5. Pre-discharge conference will be conducted upon confirmation that the family will take the residents	None	1 hour	<i>SWO II in charge</i> GRACES

	custody			
	6. Social Preparation is conducted to the resident prior to reintegration	None	1 day	<i>SWO II in charges/HP on duty</i> GRACES
	7. After successful reintegration to family, submission of feedback report is conducted by the SWO II in charge to with the approval of the SWO III and the Center Head	None	1 day (Within 24 hours)	<i>SWO II in charge/SWO III/Center Head</i> GRACES
	8. An aftercare letter is forwarded to the LGU to conduct visit and follow up on the resident's condition with the family.	None	1 day (Within 1 week)	<i>LGU</i> GRACES
	9. Closing Summary is drafted by the SWO II for the approval and signature of the SWO III and Center Head	None	20 minutes	<i>SWO II in charge/SWO III/Center Head</i> GRACES
TOTAL		None	4 Days, 4 Hours and 10mins	
DISCHARGE (RTF VIA TTOC)				
	1. Drafting of communication letter to be sent to other institutions	None	20 minutes	<i>SWO II</i> GRACES

	which may have available slots for transfer of residents			
	2. Submission of the letter to the center head for signature and approval	None	5 minutes	<i>Center Head</i> GRACES
	3. Forwarding of Communication Letter to the target institution via mail	None	30 minutes	<i>Liaison/AA IV</i> GRACES
	4. If positive feedback from the target institution, and provided with the requirements needed prior to transfer the SWO III will inform his/her SWO IIs to submit a list of prospect residents that meets the criteria for transfer	None	1 hour	<i>SWO III/Social Service</i> GRACES
	5. Preparation of documents needed from allied services for the transfer	None	1 week	<i>Allied Services</i> GRACES
	6. Request of case-conference with the receiving institution in order to filter the eligible residents via email	None	5 minutes	<i>SWO III</i> GRACES

	7. Upon agreed schedule, both parties will go over the list of possible residents for transfer	None	2 hours	<i>Senior Staff and the receiving institution</i> GRACES
	8. Social Preparation of the chosen residents for the transfer is conducted	None	5 Minutes (1 week prior to transfer)	<i>SWOs/HPs on duty</i> GRACES
	9. Turning over necessary documents for the transfer of case management to the receiving institution during agreed schedule	None	30 mins	<i>SWOs/Receiving Institution.</i> GRACES
	10. After successful transfer to other center, submission of feedback report is conducted by the SWO II in charge to with the approval of the SWO III and the Center Head	None	1 day	<i>SWO II in charge/SWO III/Center Head</i> GRACES
	11. Closing Summary is drafted by the SWO II for the approval and signature of the SWO III and Center Head	None	20 minutes	<i>SWO II in charge/SWO III/Center Head</i> GRACES
TOTAL		None	8 days, 3 hours, 21 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and drop it at the designated suggestion box available in the guard house or report immediately to the Officer of the Day/Executive On-Duty
How feedbacks are processed	The Officer of the Day will check the suggestion box daily and record all feedbacks received for consolidation
How to file a complaint	Answer the client Complaint Form and drop it at the designated suggestion box available in the guard house Or write a letter to Head Social Worker/ Regional Director
How complaints are processed	The Grievance Committee will regularly checks the suggestion box daily and validate each complaint
Contact Information of the Center	GRACES: graces.foncr@dswd.gov.ph Tel. No.: 8929-1187 Mobile No.: 0932-342-2654