

Case Management of INA Healing Center

Office of Division	INA HEALING CENTER				
CLASSIFICATION	Complex				
Type of Transaction	Government to Government Government to Citizens				
Who may avail:	NGAs/LGUs/NGOs				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Original copy of referral letter duly signed by the Head of Office of referring party (1copy)			LGU		
2. Original copy of updated social case study report duly signed by the Social Worker and Head of Office (1copy).			LGU		
3. Medical Certificate (Original copy)			Any government/private hospital		
4. Original copy of Psychological assessment(1copy)			LGU Psychologist or any accredited psychiatry facility		
A. Pre-Admission of Referral					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Coordinate with the center and submit the required referral documents	1. Receive referral through mailing, coordination and actual submission.	None	5 minutes	<i>Admin Aide IV</i> INA Healing Center	
	1.1 Endorsement to OIC-Center Head for review and instructions	None	2minutes	<i>Admin Aide IV</i> INA Healing Center	
	1.2 Review of documents, provide direction and endorse to identified SW to handle the case	None	5 minutes	<i>OIC-Center Head</i> INA Healing Center	
	1.3 Prepare invitation letter to referring party for a pre-ad	None	5 minutes	<i>Assigned SW</i> INA Healing Center	

	<p>conference.</p> <p>In case no need of pre-admission, proceed to admission conference to define the tasks of both the referring and IHC in the management of referred case/s</p>		30 minutes	<i>IHC staff</i> INA Healing Center
	1.4 Prepare and submit confirmation of agreements	None	5minutes	<i>SWO II</i> INA Healing Center
	1.5 Review and provide inputs on the draft confirmation letter	None	10 minutes	<i>OIC-Center Head</i> INA Healing Center
	1.6 Return draft confirmation to assigned SWO II for revision and inclusion of inputs	None	30 minutes	<i>SWO II</i> INA Healing Center
	1.7 Endorsed to OIC-Center Head for approval	None	5 minutes	<i>SWO II</i> INA Healing Center
	1.8 Sign enhanced confirmation of agreements and forward to AA-IV for tracking.	None	2minutes	<i>OIC-Center Head</i> INA Healing Center
3. Receive confirmation of agreements Ensure compliance if there is lacking documents	3. Mailing of approved confirmation of agreements.	None	5minutes	<i>Admin Aide IV</i> INA Healing Center
	TOTAL	None	1 day, 45 minutes	

B. Admission of Clients				
4. Confirm schedule of admission process	4.1 If for admission, referring party & IHC schedule for Grief Recovery Program (GRP) Session.	None	2 hrs, 49 minutes	SWO // INA Healing Center
	TOTAL	None	2hrs 49 minutes	
C. Pre-Termination Case				
	1. Coordinate with the concerned LGU for pre-termination of case	None	20minutes	SWO // INA Healing Center
	1.2 Prepare invitation letter to concerned LGU	None	15 minutes	SWO // INA Healing Center
	1.3. Send invitation letter to concerned LGU through mail/email for Pre-Termination case conference	None None	8 minutes	SWO // INA Healing Center
	1.4. Conduct of Pre-termination case conference	None	1hr	SWO // INA Healing Center
	1.5. Preparation of pre-discharge	None	1 hr	SWO // INA Healing Center

	confirmation of agreements			
	1.6. Submit to OIC-Center Head for review/inputs on agreements	None	1minute	<i>SWO //</i> INA Healing Center
	1.7. Forward to SWO II for revision and inclusion of inputs	None	20minutes	<i>SWO //</i> INA Healing Center
	1.8. Endorsement to OIC-Center Head for approval and signature of the confirmation of agreements	None	2minutes	<i>SWO //</i> INA Healing Center
	1. 9. Confirmation of schedule of turn-over of transfer summary of clients to concerned LGU.	None	1hour	<i>SWO //</i> INA Healing Center
	TOTAL	None	4hours & 6minutes	
D. Post Phase				
1. Request for After Care Service	1.1 Prepare request for After Care Service	None	15 minutes	<i>SWO //</i> INA Healing Center
	1.2 Send to concerned LGU	None	2minutes	<i>SWO //</i> INA Healing Center

Note: Received Copy of Request for After Care Services from LGU with their plan for the transferred case from IHC	Note: Provision of appropriate programs and services			
	TOTAL	None	17 minutes	

*No Feedback and Complaints Mechanism