

Processing of Marillac Hills Case Management

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

Office or Division:	Marillac Hills			
Classification:	Complex			
Type of Transaction:	Government to Government Government to Citizens			
Who may avail:	NGAs/ LGUs/NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	1 Original Copy of Referral Letter duly signed by the Head of Office of Referring Party	Local Government Unit (LGU)		
2.	1 Original copy of Updated Social Case Study Report duly signed by Social Worker and Head of Office	Local Government Unit (LGU)		
3.	1 Original Medico-genital examination Result	Hospital		
4.	1 Original copy Medical Exam Results: Urinalysis, Fecalalysis, CBC, X-ray Film and Result, Drug Test	Any accredited medical facility		
5.	1 original copy of Psychological Evaluation	Any accredited psychiatric facility		
6.	1 Original/ Certified True Copy of School Records (Certificate of Good Moral/ Form 137 and Form 138)	School		
7.	1 original copy of Birth Certificate / baptismal certificate	Family/ Philippine Statistic Authority/Church		
8.	1 Original/ Certified True Copy of Legal Documents; Information filed with the inquest prosecutor or for preliminary investigation and Sworn Statement	Office of the Clerk of Court		
9.	1 Original Copy Court Decision and Commitment Order (additional requirement for CICL)	Office of the Clerk of Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

A. Pre-Admission of Referral				
1. Coordinate with the center and submit the required referral documents	1.Receive referral through mail	None	5min	<i>Admin Aide-IV</i> Marillac Hills
	1.1.Endorsement to SWO V for review and directions	None	5min	<i>Admin Aide-IV</i> Marillac Hills
	1.2. Review of documents, provide direction and endorse to SWO III for the schedule of pre-admission	None	2mins	<i>SWO V</i> Marillac Hills
	1.3. Endorsement to SWO II for schedule of discussion of the case being referred.	None	3mins	<i>SWO III</i> Marillac Hills
	1.4. Prepare notice of the meeting to RTM and letter to referring party.	None	3mins	<i>SWO II</i> Marillac Hills
	1.5.Circulate notice of the meeting for pre-ad In cases of no need for pre-admin, conduct admission conference and tasking for the completion of requirements.	None	10 mins	<i>AA-IV</i> Marillac Hills <i>SWO II</i> Marillac Hills

2. Attendance to Pre-admission Conference	2. If for pre admission, conduct of Pre-Admission conference with RTM and referring party	None	1 hour	<i>SWO II</i> Marillac Hills
	2.1 Prepare and submit confirmation of agreements.	None	30 mins	<i>SWO II</i> Marillac Hills
	2.2. Forward to SWO III for review and inputs	None	2 mins	<i>AA-IV</i> Marillac Hills
	2.3 Review and provide inputs on the draft confirmation of agreements	None	5 mins	<i>SWO III</i> Marillac Hills
	2.4. Forward to SWO III for revision and inclusion of inputs	None	30 mins	<i>SWO II</i> Marillac Hills
	2.5. Endorsement to SWO III for signature	None	2 mins	<i>Admin Aide-IV</i> Marillac Hills
	2.6 Sign enhanced confirmation of agreements and forward to AA for tracking	None	1 min	<i>SWO III</i> Marillac Hills
	2.7 Receipt and forward enhanced confirmation of agreement to SWO V for approval	None	1 min	<i>AA-IV</i> Marillac Hills

	2.8 Approval of the confirmation of agreements	None	1 min	SWO V Marillac Hills
3.Receive confirmation of agreements For compliance if with lacking admission documents	3.Mailing of approved confirmation of agreements	None	3 mins	AA-IV Marillac Hills
4. Confirm schedule of admission process	4. If for admission, inform the referring party of the scheduled of admission	None	3mins	SWO II Marillac Hills
	4.1 If not inform the referring party the reason of disapproval of the referral.	None	5 mins	SWO II Marillac Hills
TOTAL			3 hours, 51 mins	
B. Admission of client				
1. Appearance during the admission and submission of lacking documents	1.Fill up admission slip and facilitate admission process	None	30 mins	OD/SWO II Marillac Hills
TOTAL			30 minutes	
C. Pre Termination Phase				
1. Confirmation of schedule and attendance to pre-discharge conference	1. Coordinate concerned LGU for pre-discharge conference	None	3 mins	SWO II Marillac Hills
2. Attendance to pre-discharge	2. Conduct of pre-discharge	None	1 hour	SWO II

conference	conference			Marillac Hills
	2.1.Preparation of pre-discharge confirmation of agreements	None	1 hour	<i>SWO II</i> Marillac Hills
	2.2Forward to SWO III for review and inputs	None	5 mins	<i>SWO III</i> Marillac Hills
	2.3Forward to SWO II for revision and inclusion of inputs	None	30 mins	<i>SWO II</i> Marillac Hills
	2.4 Endorsement to SWO III for signature	None	2 mins	<i>Admin Aide-IV</i> Marillac Hills
	2.5.Sign enhanced confirmation of agreements and forward to AA for tracking	None	1 min	<i>SWO III</i> Marillac Hills
	2.6Receipt and forward enhanced Pre-discharge confirmation of agreements to SWO V for approval	None	1 min	<i>AA-IV</i> Marillac Hills
3.Receive copy of Pre-discharge confirmation of agreements	3.Approval of the Pre-discharge confirmation of agreements	None	1 min	<i>SWO V</i> Marillac Hills
	3.1Confirmation of the Schedule of discharge	None	2 mins	<i>SWO II</i> Marillac Hills
TOTAL			2 hours and 15 minutes	
D. Post Residential Phase				
1.Receive copy of the After Care Request and Transfer Case	1.Approval of the After Care Request and Transfer Case Summary Plan	None		

Summary Plan				
Provision of appropriate programs and services			1 min	SWO V Marillac Hills
2. Prepare and submit After Care Report	2. Receipt of After Care Report from the LGU and endorsed to SWO II	None	5 mins	SWO II Marillac Hills
	2.1 Filling of After Care Report from the LGU	None	5 mins	SWO II Marillac Hills
	2.2 Update progress note on the termination of the case	None	3 mins	SWO II Marillac Hills
TOTAL			14 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
How feedbacks are processed	The Officer of the Day checks the suggestion box daily and record all feedbacks received
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 Bayan Muna Committee checks the suggestion box daily and validate each complaint

Contact Information of the Center

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