

Processing Case Management of Haven for Women

I. Pre-Admission Phase

Women, who seek assistance or referred by Local Government Units (LGUs), Non-Governmental Organizations (NGOs), Government Organization's (GOs) and Law Enforcement, Peoples Organization or from other concerned citizens as well as those who were rescued, shall be assessed by the Social Worker to establish eligibility for admission. Review of documentary requirements shall be done. Women found not eligible for admission shall be referred to appropriate agency.

Office or Division:	Haven for Women (HFW)/ Protective Services Division (PSD)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Women in Especially Difficult Circumstances -18 -59 years old Dependents - 0 to 7 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of Referral letter		Referring agency		
1 original copy of Social Case Study Report		Referring agency		
1 original copy of Medical Certificate with license and signature of Physician		Attending Physician from hospital or clinic		
1 photocopy of Police Report/ Complaint		Police Officer		
1 photocopy of Birth Certificate		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit referral letter, SCSR and other requirements	1. Receipt of cases	None	5 minutes	<i>Officer of the Day, Executive Officer of the Day</i> HFW
2. Attend Pre-Admission conference.	2. Review of documents and established eligibility	None	15 minutes	<i>Social Welfare Officer, HSW</i> HFW
	3. Schedule Pre-admission conference	None	5 minutes	<i>Social Welfare Officer, HSW</i> HFW

	with the referring party			
	4. Conduct Pre-admission conference	None	30 minutes	<i>Rehabilitation Team</i> HFW
TOTAL		None	3 days and 55 minutes	

II. Admission Phase

Women referred by Local Government Units, other agencies, hospitals and Ngo's shall be assisted by social worker or any authorized representative to conduct turn-over of the women to the center

Office or Division:	Haven for Women (HFW)/ Protective Services Division (PSD)			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Women in Especially Difficult Circumstances -18 -59 years old Dependents - 0 to 7 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of Referral letter		Referring agency		
1 original copy of Social Case Study Report		Referring agency		
1 original copy of Medical Certificate with license and signature of Physician		Attending Physician from hospital or clinic		
1 photocopy of Police Report/ Complaint		Police Officer		
1 photocopy of Birth Certificate		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Be oriented about the center.	1. Orientation on the center's programs and services	None	30 minutes	<i>Social Welfare Officer, HSW</i> HFW
2. Surrender personal belongings	2. Take inventory of personal	None	15 minutes	<i>Social Welfare Officer, HSW</i> HFW

and have picture taking.	belongings and picture taking			
3. Participate in the intake interview.	3. Conduct of intake interview	None	30 minutes	<i>Social Welfare Officer HFW</i>
4. Go to Medical and Psych Service for initial assessment.	4. Endorsement of client to Medical for initial assessment	None	15 minutes	<i>Officer of the Day /Nurse/ Medical Officer HFW</i>
5. Go to assigned cottage.	5. Endorsement of client and referral to Psychologist for initial Psych assessment	None	5 minutes	<i>Officer of the Day / Psychologist HFW</i>
	5.1 Endorsement of client and referral to Dietician	None	5 minutes	<i>Officer of the Day /Executive Officer of the Day/ Dietary Staff HFW</i>
	5.2 Endorsement of client to Homelife service for cottage assignment	None	5 minutes	<i>Officer of the Day /Executive Officer of the Day/ Houseparent on Duty HFW</i>
	5.3 Forward documents to HSW for confirmation of admission	None	5 minutes	<i>Officer of the Day /Executive Officer of the Day/ HSW HFW</i>
	5.4 Assignment of case	None	10 minutes	<i>Social Welfare Officer III HFW</i>
	5.5 Receipt of referral documents	None	10 minutes	<i>HSW/ SWO III/ SWO HFW</i>
TOTAL			2 hours, 10 minutes	

III. Assessment Phase

Social Worker gathers data/information directly from the clients or for other sources. Their participating and cooperation is much needed for coming up with complete, relevant information as basis for a sound assessment.

Office or Division:	Haven for Women (HFW)/ Protective Services Division (PSD)			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Women in Especially Difficult Circumstances -18 -59 years old Dependents - 0 to 7 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct home visitation together with the Social Worker on Case	1. Gathering of data from other services	None	30 minutes	<i>Social Welfare Officer/ Rehab Team HFW</i>
	1.1 Conduct home visitation to the family of the resident	None	2 hours	<i>Social Welfare Officer HFW</i>
	1.2 Conduct collateral interview to relatives and community	None	2 hours	<i>Social Welfare Officer HFW</i>
	1.3 Preparation of Social Case Study Report	None	2 hours	<i>Social Welfare Officer HFW</i>
	1.4 Review of SCSR and Intervention	None	20 minutes	<i>Social Welfare Officer III HFW</i>

	Plan			
	1.5 Approval of SCSR and Intervention Plan	None	20 minutes	<i>HSW</i> <i>HFW</i>
TOTAL		None	7 days, 7 hours, 10 minutes	

IV. Case Termination and Aftercare Phase

In the event that the cases of the women has finally been considered as termination, appropriate placement of the women shall likewise be recommended and thereafter shall be facilitated by her attending Social Worker. Placement of the women can be done through the following: reintegration to the family and/or qualified relatives, transfer to another centers and Institutions, job placement and independent living.

Office or Division:	Haven for Women (HFW)/ Protective Services Division (PSD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	Women in Especially Difficult Circumstances -18 -59 years old Dependents - 0 to 7 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of Discharge Slip		Haven for Women		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Talk to Social Worker on Case about preparation for discharge.	1. Conduct social preparation with the client.	None	30 minutes	<i>Social Welfare Officer</i> <i>HFW</i>
2. Contact family together with the Social Worker on Case.	2. Coordination with family and LSWDO to inform about the date of discharge of client	None	10 minutes	<i>Social Welfare Officer</i> <i>HFW</i>

3. Seek clearance from all Services.	3. Preparation and signing of discharge slip	None	30 minutes	All services
4. Participate in aftercare services provided by LSWDO.	4. Approval of discharge slip	None	5 minutes	HSW
	4.1 Prepare aftercare letter to LSWDO	None	5 minutes	<i>Social Welfare Officer</i> HFW
	4.2 Prepare Discharge Summary	None	5 minutes	<i>Social Welfare Officer</i> HFW
TOTAL		None	20 days, 1 hour and 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Write feedback and drop it at designated drop box in the front guard station. Regular feedback of clients shall be gathered to ensure effectiveness of programs and services
How feedbacks are processed	Every Friday, the Center Head opens the drop box and review all feedback submitted. The Center Head talks to the concerned staff and resident
How to file a complaint	Complaints can be in a form of written letter or verbal report.
How complaints are processed	The complaint of resident is discussed between the Social Worker on Case and the concerned staff and client.
Contact Information of CCB, PCC, ARTA	88071588 hfw.foncr@dswd.gov.ph

List of Offices

Office	Address	Contact Information
Haven for Women (HFW)	Northgate, Filinvest, Alabang, Muntinlupa	Tel. No. 8-8891412



List of Offices

Office	Address	Contact Information
DSWD –NCR, Elsie Gaches Village (EGV)	Alabang-Zapote Road, Alabang, Muntinlupa	Landline: (8) 807-6023

	City	Cellphone Number: (0966) 9711941
Reception and Study Center for Children (RSCC)	#4 Misamis Extension Barangay Sto. Cristo, Bago Bantay, Quezon City	RSCC email: rsc.foncr@dswd.gov.ph Tel No: (8)927-4244 Cel No: 09770087263
Haven for Women (HFW)	Northgate, Filinvest, Alabang, Muntinlupa	Tel. No. 8-8891412