

Processing of referral of Children for Admission and Case Management of Reception and Study Center for Children (RSCC)

The **Reception and Study Center for Children (RSCC)** as a Child Caring Agency (CCA) facilitates referral of cases for admission and further case management on custody of children who are ***victims of abuse and abandonment, violence, exploitation, neglect and discrimination.***

¹Case management is a process to plan, seek, advocate for, and monitor services from different social services or health care organizations and staff on behalf of a client. The process enables social workers in an organization, or in different organizations, to coordinate their efforts to serve a given client through professional teamwork, thus expanding the range of needed services offered. Case management limits problems arising from fragmentation of services, staff turnover, and inadequate coordination among providers. Case management can occur within a single, large organization or within a community program that coordinates services among settings. (Barker, 2003)

The Social Service Unit assesses the needs of the clients and integrates the intervention plans based on the recommendations of the Rehabilitation Team Members (RTM) from the Medical Unit, Psychological-Educational Unit, Dietary Unit and Home life Services to prepare a consolidated Child Specific Plan (CSP).

Social Services are interventions that seek to restore and develop social functioning of children thru the Case Management Process. At RSCC, the Case Management is undertaken through collective, collaborative efforts and expertise of a multi-disciplinary team utilizing interventions with the allied services.

For children with parents/s, an assessment shall be done on their parental capacity to assess if the reunification of the child is for his/her best welfare and interest which is coordinated and requested with the concerned City or Municipal Social Welfare Development Offices (CSWDO or MSWDO). If the assessment is favorable, the family is prepared emotionally and psychologically about the proper care and support of the child in coordination with the Local Social Workers. When both the child and the parent/s are ready, reintegration takes place as agreed and recommended by the RTM. If reintegration to the biological family or relatives is no longer possible, the RTM and CSWDO or MSWDO Social Workers shall agree to provide the necessary interventions for the family until such time they are ready to take back the custody and care for the children.

¹ NASW Standards for Social Work Case Management

For abandoned and foundling case of children, social worker processes the children for alternative parental care thru Foster Care, Adoption and Legal Guardianship based on the existing laws and policies.

TARGET CLIENTELE/BENEFICIARIES

The **Reception and Study Center for Children (RSCC)** caters to zero (0) to below seven (7) years old children victims of circumstances of the following categories:

- 1. Abused**
 - Physically Abused (PA)
 - Sexually Abused (SA)
- 2. Abandoned**
 - Foundling
- 3. Orphaned**
- 4. Victims of Violence against children**
- 5. Victims of Exploitation**
 - Child trafficking
 - Child Labor
 - Child Pornography (Cybercrime)
- 6. Neglected**
 - Dependent
 - Voluntary Committed/Surrendered
- 7. Discriminated and Displaced children**

MODE OF ADMISSION

- 1. Walk-In** is those who came directly to the center with a child or children in need of assistance or intervention by any of the following:
 - A.** Biological parents or immediate relatives of a child
 - B.** Concerned citizens or individuals

For walk-in, rescued and referral from an immediate family and/or, concerned citizens or individuals, a pre-admission conference shall no longer be required; however, the Social Worker on Duty (SWOD) shall accompany the referring party to the Barangay and Police station to blotter the incident as part of the protocols.

In cases that a child or children were referred at night, the Executive Officer of the Day (EOD) shall likewise accompany and assist the referring party to the nearby Barangay and/or Police Community Precinct (PCP) to blotter the said referral.

- 2. Referral** includes clients who have been referred by DSWD Field Offices, Local Government Units (LGUs), private organizations/institutions, other Government offices, and among others.
- A.** For referrals from Field Offices (FOs) - Office, Bureau, Section, or Units (OBSUs) as the referring party should submit referral letter signed by the Head of the concerned OBSUs along with the required documents must be submitted.
 - B.** For referral from other Government Entities, referral letter signed by the Head of the concerned office along with the required documents must be submitted.
 - C.** For referral case/s from other Child Caring Agency (CCA) wherein a child is recommended for admission, the referring party shall conduct agency visit with the child in preparation of the child’s physical transfer in the center and must ensure complete submission of required documentary requirements per agreed timeline to ensure timely case management process.

For client not eligible for admission (those who do not fall in the age and case category of the center), the referring party shall be assisted by informing them of other Child Caring Agencies (CCAs) in the National Capital Region (NCR) to ensure child is referred to appropriate agency or center that may appropriately respond to his or her needs.

I. Referral from Government Agencies, Offices and/or Institutions

Office or Division:	Reception and Study Center for Children – Social Services/ Protective Services Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Referring Parties may be referred as Individuals representing any of the following Agencies and/or Offices: 1. Local City or Municipal Social Welfare Development Offices (CSWDO or MSWDO) 2. Barangay Officials 3. Police 4. DSWD Offices, Bureaus, Sections or Units (OBSUs) - DSWD Centers and/or Residential Care Facilities (C/RCFs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. One (1) Original copy of referral letter</p>	<ul style="list-style-type: none"> • For CSWDO or MSWDO - from the City/Municipal Social Welfare Office duly signed by the Head of the agency. • For Barangay - letter signed by the Chairman. • For Police - letter signed by the police officer in authority (Women's Desk or Head of the PCP). • For OBSUs and C/RCFs - from the OIC/Head of the referring office.
<p>2. One (1) original copy of Child Study Report (CSR) or Social Case Summary Report (SCSR)</p>	<ul style="list-style-type: none"> • For Barangay, Police, CSWDO or MSWDO - from the Social Workers of the CSWDO or MSWDO within the jurisdiction where the child or children was found or the last known residence of child's immediate family. • For OBSUs – from the Social Workers of the Crisis Intervention Section (CIS) or Community Based Services Section (CBSS). • C/RCFs – from the Social Workers of the referring office.
<p>3. One (1) original copy Medical Abstract / Certificate with Laboratory Results</p>	<ul style="list-style-type: none"> • From any private clinics or local hospitals within the jurisdiction where the child or children was found or the last known residence of child's immediate family.
<p>4. One (1) original copy and three (3) Certified True Copies (CTC) of Barangay and Police Blotter Report (for abandoned, foundling case)</p>	<ul style="list-style-type: none"> • From the Barangay and Police Community Precinct (PCP) within the jurisdiction where the child or children was found, rescued or facilitated the referral.
<p>5. One (1) original copy of Dental Records, if any or available.</p>	<ul style="list-style-type: none"> • From any private clinics or local hospitals within the jurisdiction where the child or children was found, rescued or facilitated the referral.
<p>6. One (1) original copy of Psychological Report, if any or available. (for rescued cases such as child or children victims of trafficking and/or abuse)</p>	<ul style="list-style-type: none"> • From the Psychologist of the local and/or government offices within the jurisdiction where the child or children was found, rescued, or last known residence of child's family.

7. One (1) original copy of Birth certificate	<ul style="list-style-type: none"> To be secured by the referring agency from child's family and/or immediate relatives or from the PSA or local civil registrar's office where the child was born.
8. One (1) original copy of Baptismal Certificate	<ul style="list-style-type: none"> To be secured by the referring agency from child's family and/or immediate relatives or from the church where the child was baptized.
9. One (1) Certified True Copy (CTC) of School records or ID	<ul style="list-style-type: none"> From the last known school where the child was enrolled.
10. Other pertinent documents: <ul style="list-style-type: none"> A. One (1) original or Certified True Copy (CTC) of Court order B. One (1) original or Certified True Copy (CTC) of Travel documents 	<ul style="list-style-type: none"> For A - From the concerned court within the jurisdiction where child has ongoing case. For B - Either from the child's family or immediate relatives and agencies or institutions that conducted the repatriation (i.e. DSWD International Social Services Offices (ISSO) or CBSS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
--------------	----------------	-----------------	-----------------	--------------------

I. Upon Admission

1. The referring party endorses the child for admission. Client is to be admitted at the Center.	1. The admitting staff shall assess the availability and completeness of required documents.	None	5 minutes	<i>Admitting staff on Duty (Social Welfare Officer I, II or III, Executive Officer of the Day (Medical Officer III, Psychologist, Admin Staff, Houseparent II or III, Nurse I or II, Nutritionist-Dietitian I))</i> RSCC
	1.1 Document receipt of the child using the admission slip.	None	3 minutes	<i>Admitting staff on Duty</i> RSCC
	1.2 Confirmation of child's admission. HSW approved the admission slip.	None	5 minutes	<i>Admitting staff on Duty</i> RSCC

	1.3 Orientation of the child about the center.	None	5 minutes	<i>Admitting staff on Duty</i> RSCC
	1.4 Conduct of intake interview and fill out of the General Intake Sheet (GIS)	None	5 minutes	<i>Social Welfare Officer I, II or III (Social Worker of the Day)</i> RSCC
	1.5 Endorsement of the client to the Medical Unit	None	2 minutes	<i>Admitting staff on Duty</i> RSCC
	1.6 Conduct of Physical Examination	None	10 minutes	<i>Medical Officer III</i> RSCC
	1.7 Conduct of Dental Assessment	None	10 minutes	<i>Dentist</i> RSCC
	1.8 Endorsement of the child to the Home life. Age of the child can be the basis for house assignment.	None	2 minutes	<i>Admitting staff on Duty</i> RSCC
	1.9 Account personal belongings and inventory/list, a copy shall also be provided to the Social Service Unit.	None.	3 minutes	<i>House parents</i> RSCC
	1.10 Orientation of the child about the house rules.	None	10 minutes	<i>House parents</i> RSCC
TOTAL:		None	1 hour	
II. Upon Discharge or Releasing of Client				
2. The child is recommended for discharge in the center.	2. The Social Worker on case coordinates with the allied services for the clearance of the client and schedule of child's reintegration to his/her immediate	None	2 minutes	<i>Social Welfare Officer I, II or III (Social Worker on Case)</i> RSCC

	family or entrustment to PAPs.			
	2.1 Prepare the child for discharge. To arrange child's personal belongings and prepare list for endorsement to the immediate family or Prospective Adoptive Parents (PAPs).	None	10 minutes	<i>House parents</i> RSCC
	2.2 Prepare the child's school activities, projects, school records, and other documents. The recommendations of the Psychologist, if any shall be discussed during the pre-discharge conference.	None	10 minutes	<i>Psychologist</i> <i>Teacher</i> <i>Activity</i> <i>Coordinators</i> RSCC
	2.3 Coordinate with the Nutritionist for clearance. Current nutritional status and recommendations, if any shall be discussed with the immediate family or PAPs.	None	10 minutes	<i>Social Welfare</i> <i>Officer I, II or III</i> <i>(Social Worker</i> <i>on Case)</i> <i>Nutritionist-</i> <i>Dietitian I</i> RSCC
	2.4 Endorsement of the child to the Medical Unit	None	3 mins	<i>Social Welfare</i> <i>Officer I, II or III</i> <i>(Social Worker</i> <i>on Case)</i> RSCC
	2.4.1 Medical Officer/ Nurse performs thorough physical examination	None	20 mins	<i>Nurse I or II</i> <i>(Nurse on Duty)</i> <i>Medical Officer III</i> RSCC
	2.4.2 Completion of	None	5 mins	<i>Nurse I or II</i>

	Discharge Slip prior to discharge.			<i>(Nurse on Duty)</i> <i>Medical Officer III</i> RSCC
	2.4.3 Discussed and explained discharged plan to the case manager/ relatives	None	10 mins	<i>Medical Officer III</i> RSCC
	2.5 The Social Worker on case to prepare the discharge slips of the client. <ul style="list-style-type: none"> a. For children with families – An agreement (Kasunduan) shall also be signed between RSCC, the family and the CSWDO/MSW DO Social Worker. b. Children for placement – endorsement of child’s logbook is included in the turn-over during the entrustment. 	None	5 minutes	<i>Social Welfare Officer I, II or III</i> <i>(Social Worker on Case)</i> RSCC
	2.6 Discharged slip and other documents are approved and signed by the Head Social Worker (HSW)	None	5 minutes.	<i>Center Head</i> <i>Social Welfare Officer V</i> RSCC
TOTAL:		None	1 hour, 20 minutes	

II. Referral from Individual/s:

Office or Division:	Reception and Study Center for Children – Social Services/ Protective Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizens			
Who may avail:	Biological parents or immediate family of a child in need of assistance or interventions.			
A. Family or Immediate Relatives				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original copy of referral letter		<ul style="list-style-type: none"> From the biological family or immediate relatives referring the child. 		
2. One (1) original or photocopy of Birth certificate		<ul style="list-style-type: none"> From the Philippine Statistics Authority (PSA) or Local Civil Registrar's Office. 		
3. One (1) original or photocopy of Baptismal Certificate		<ul style="list-style-type: none"> From the local church where the child was baptized. 		
4. One (1) original or Certified True Copy (CTC) of School records or ID		<ul style="list-style-type: none"> From the last known school of the child. 		
5. One (1) original or photocopy of Medical Abstract/Certificate with Laboratory Results, if available		<ul style="list-style-type: none"> From the local clinics or hospitals who examined the child. 		
6. Photocopy of at least two (2) valid government issued Identification Cards (ID) to document last known/registered address and establish relationship of the child with the referring party.		<ul style="list-style-type: none"> From the biological family or immediate relatives referring the child. 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Upon Admission				
1. The referring party endorses the child for admission. Client is to be admitted at the Center.	1. The admitting staff shall assess the available and completeness of required documents.	None	5 minutes	<i>Admitting staff on Duty (Social Welfare Officer I, II or III, Executive Officer of the Day (EOD) - Medical Officer III, Psychologist Admin Staff, Houseparent II or</i>

				<i>III, Nurse I or II, Nutritionist- Dietitian I RSCC</i>
1.1 Conduct of immediate counseling to the family of the child and establish plans of the family for his/her child or children. Referral to the Psychologist may be facilitated depending on the extent or gravity of cases and result of assessment of the Social Worker.	None	30 minutes		<i>Social Welfare Officer I, II or III (Social Worker of the Day) Psychologist I or III RSCC</i>
1.2 Document receipt of the child using the admission slip.	None	3 minutes		<i>Admitting staff on Duty RSCC</i>
1.3 Confirmation of child's admission. HSW approved the admission slip.	None	5 minutes		<i>Admitting staff on Duty RSCC</i>
1.4 Orientation of the child about the center.	None	5 minutes		<i>Admitting staff on Duty RSCC</i>
1.5 Conduct of intake interview and fill out of the General Intake	None	5 minutes		<i>Social Welfare Officer I, II or III (Social Worker of the Day)</i>

	Sheet (GIS)			RSCC
	1.6 Endorsement of the client to the Medical Unit	None	2 minutes	<i>Admitting staff on Duty</i> RSCC
	1.7 Conduct of Physical Examination	None	10 minutes	<i>Medical Officer III</i> RSCC
	1.8 Conduct of Dental Assessment	None	10 minutes	<i>Dentist</i> RSCC
	1.9 Endorsement of the child to the Home life. Age of the child can be the basis for house assignment.	None	2 minutes	<i>Admitting staff on Duty</i> <i>House parent III</i> RSCC
	1.10 Account personal belongings and inventory/list, a copy shall also be provided to the Social Service Unit.	None.	3 minutes	<i>House parents</i> RSCC
	1.11 Orientation of the child about the house rules.	None	10 minutes	<i>House parents</i> RSCC
TOTAL:		None	1 hour, 30 minutes	
II. Upon Discharge or Releasing of Client				
2. The child is recommended for discharge in the center.	2. The Social Worker on case coordinates with the allied services for the clearance of the client and schedule of child's reintegration to his/her	None	2 minutes	<i>Social Welfare Officer I, II or III</i> <i>(Social Worker on Case)</i> RSCC

	immediate family or entrustment to PAPs.			
	2.1 Prepare the child for discharge. To arrange child's personal belongings and prepare list for endorsement to the immediate family or Prospective Adoptive Parents (PAPs).	None	10 minutes	<i>House parent</i> RSCC
	2.2 Prepare the child's school activities, projects, school records, and other documents. The recommendations of the Psychologist, if any shall be discussed during the pre-discharge conference.	None	10 minutes	<i>Psychologist</i> <i>Teacher</i> <i>Activity</i> <i>Coordinators</i> RSCC
	2.3 Coordinate with the Nutritionist for clearance. Current nutritional status and recommendations, if any shall be discussed with	None	10 minutes	<i>Social Welfare</i> <i>Officer I, II or III</i> <i>(Social Worker on</i> <i>Case)</i> <i>Nutritionist-</i> <i>Dietitian I</i> RSCC

	the immediate family or PAPs.			
	2.4 Endorsement of the child to the Medical Unit	None	3 mins	<i>Social Welfare Officer I, II or III (Social Worker on Case)</i> <i>Nurse</i> <i>Medical Officer</i> <i>RSCC</i>
	2.4.1 Medical Officer/ Nurse performs thorough physical examination	None	20 mins	<i>RSCC</i> <i>Nurse,</i> <i>Medical Officer III</i> <i>RSCC</i>
	2.4.2 Completion of Discharge Slip prior to discharge.	None	5 mins	<i>Nurse</i> <i>Medical Officer</i> <i>RSCC</i>
	2.4.3 Discussed and explained discharged plan to the case manager/ relatives	None	10 mins	<i>Medical Officer III</i> <i>RSCC</i>
	2.5 The Social Worker on case to prepare the discharge slips of the client and Kasunduan to be signed between RSCC, the family and the CSWDO/MSWD O Social Worker.	None	5 minutes	<i>Social Welfare Officer I, II or III (Social Worker on Case)</i> <i>RSCC</i>
	2.6 Discharged slips are approved and signed by the Head Social	None	5 minutes.	<i>Center Head / Social Welfare Officer V</i> <i>RSCC</i>

	Worker (HSW)				
TOTAL:		None	1 hour, 20 minutes		
Office or Division:	Reception and Study Center for Children – Social Services/ Protective Services Division				
Classification:	Simple				
Type of Transaction:	G2G – Government to Citizens				
Who may avail:	Referring party who is a Concerned Citizen's or Individuals who found/reported a child for proper custody and intervention.				

B. Concerned Citizen's or Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original copy of referral letter	<ul style="list-style-type: none"> From the concerned citizen or individual referring the child.
2. Photocopy of at least two (2) valid government issued Identification Cards (ID) to document last known/registered address of the finder/referring party.	<ul style="list-style-type: none"> From the concerned citizen or individual referring the child.
3. One (1) original copy and three (3) Certified True Copies (CTC) of Barangay and Police Blotter Report (for abandoned, foundling case)	<ul style="list-style-type: none"> From the Barangay and Police Community Precinct (PCP) within the jurisdiction where the child or children was found, rescued or place of origin where the referral was facilitated.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
---------------------	-----------------------	------------------------	------------------------	---------------------------

I. Upon Admission

1. The referring party endorses the child for admission. Client is to be admitted at the Center.	1. The admitting staff, preferably a social worker shall assess the available and completeness of required documents.	None	5 minutes	<i>Admitting staff on Duty (Social Worker of the Day, Social Welfare Officer I, II or III, Executive Officer of the Day (EOD) - Medical Officer III, Psychologist Admin Staff, Houseparent II or III, Nurse I or II,</i>
---	---	------	-----------	--

				<i>Nutritionist-Dietitian I</i> RSCC
	1.1 Document receipt of the child using the admission slip.	None	3 minutes	<i>Admitting staff on Duty</i> RSCC
	1.2 Confirmation of child's admission. HSW approved the admission slip.	None	5 minutes	<i>Admitting staff on Duty</i> RSCC
	1.3 Orientation of the child about the center.	None	5 minutes	<i>Admitting staff on Duty</i> RSCC
	1.4 Conduct of intake interview and fill out of the General Intake Sheet (GIS)	None	5 minutes	<i>Social Welfare Officer I, II or III (Social Worker of the Day)</i> RSCC
	1.5 Endorsement of the client to the Medical Unit	None	2 minutes	<i>Admitting staff on Duty</i> RSCC
	1.6 Conduct of Physical Examination	None	10 minutes	<i>Medical Officer III</i> RSCC
	1.7 Conduct of Dental Assessment	None	10 minutes	<i>Dentist</i> RSCC
	1.8 Endorsement of the child to the Home life. Age of the child can be the basis for house assignment.	None	2 minutes	<i>Admitting staff on Duty</i> <i>House parent III</i> RSCC
	1.9 Account personal belongings and inventory/list, a copy shall also be provided to the Social Service	None.	3 minutes	<i>House parents</i> RSCC

	Unit.			
	1.10 Orientation of the child about the house rules and regulations of the center.	None	10 minutes	<i>House parents</i> RSCC
TOTAL		None	60 minutes	
II. Upon Discharge or Releasing of Client				
2. The child is recommended for discharge in the center.	2. The Social Worker on case coordinates with the allied services for the clearance of the client and schedule of child's reintegration to his/her immediate family or entrustment to PAPs.	None	2 minutes	<i>Social Worker</i> RSCC
	2.1 Prepare the child for discharge. To arrange child's personal belongings and prepare list for endorsement to the immediate family or Prospective Adoptive Parents (PAPs).	None	10 minutes	<i>House parent</i> RSCC

	<p>2.2 Prepare the child's school activities, projects, school records, and other documents.</p> <p>The recommendations of the Psychologist, if any shall be discussed during the pre-discharge conference.</p>	None	10 minutes	<p><i>Psychologist</i> <i>Teacher</i> <i>Activity</i> <i>Coordinators</i> RSCC</p>
	<p>2.3 Coordinate with the Nutritionist for clearance. Current nutritional status and recommendations, if any shall be discussed with the immediate family or PAPs.</p>	None	10 minutes	<p><i>Social Welfare</i> <i>Officer I, II or III</i> <i>(Social Worker on Case)</i> <i>Nutritionist-</i> <i>Dietitian I</i> RSCC</p>
	<p>2.4 Endorsement of the child to the Medical Unit</p>	None	3 mins	<p><i>Social Welfare</i> <i>Officer I, II or III</i> <i>(Social Worker on Case)</i> <i>Nurse</i> <i>Medical Officer</i> RSCC</p>
	<p>2.5 Medical Officer/ Nurse performs thorough physical examination</p>	None	20 mins	<p><i>Medical Officer III</i> RSCC</p>
	<p>2.6 Completion of Discharge Slip prior to discharge.</p>	None	5 mins	<p><i>Medical Officer III</i> RSCC</p>
	<p>2.7 Discussed and explained</p>	None	10 mins	<p><i>Medical Officer III</i> RSCC</p>

	discharged plan to the case manager/ relatives			
	2.8 The Social Worker on case to prepare the discharge slips of the client and Kasunduan to be signed between RSCC, the family and the CSWDO/MSWDO Social Worker.	None	5 minutes	<i>Social Welfare Officer I, II or III (Social Worker on Case)</i> RSCC
	2.9 Discharged slips are approved and signed by the Head Social Worker (HSW)	None	5 minutes	<i>Center Head / Social Welfare Officer V</i> RSCC
	Total No. of Processing Time			1 Hour and 20 minutes (80 minutes)

III. Referral from Private Agencies, Offices and/or Institutions:

Office or Division:	Reception and Study Center for Children – Social Services/ Protective Services Division	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business Entities	
Who may avail:	Referring Parties may be referred as Individuals representing any of the following Agencies and/or Offices: 1. Child Caring Agencies (CCAs) or 2. Accredited Social Welfare and Development Agencies (SWDAs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) Original copy of referral letter		<ul style="list-style-type: none"> From the CCA or SWDAs referring the child, duly signed by head of the agency.

2. One (1) original copy of Child Study Report (CSR) or Social Case Summary Report (SCSR)	<ul style="list-style-type: none"> From the Social Worker of the referring agency. 			
3. One (1) original copy Medical Abstract / Certificate with Laboratory Results	<ul style="list-style-type: none"> From the Medical Officer of the referring agency, any private or local hospitals who examined the child. 			
4. One (1) original copy and three (3) Certified True Copies (CTC) of Barangay and Police Blotter Report (for abandoned, foundling case)	<ul style="list-style-type: none"> From the Barangay and Police Community Precinct (PCP) within the jurisdiction where the child or children was found, rescued or who facilitated the referral. 			
5. One (1) original copy of Dental Records, if any or available.	<ul style="list-style-type: none"> From any private or local clinics where the child was provided with Dental interventions. 			
6. One (1) original copy of Psychological Report, if any or available. (for rescued cases such as child or children victims of trafficking and/or abuse)	<ul style="list-style-type: none"> From the Psychologist of the referring office or any private psychologist who assessed the child. 			
7. One (1) original copy of Birth certificate	<ul style="list-style-type: none"> To be secured by the referring agency from child's family and/or immediate relatives or from the PSA or local civil registrar's office where the child was born. 			
8. One (1) original copy of Baptismal Certificate	<ul style="list-style-type: none"> To be secured by the referring agency from child's family and/or immediate relatives or from the church where the child was baptized. 			
9. One (1) Certified True Copy (CTC) of School records or ID	<ul style="list-style-type: none"> From the last known school where the child was enrolled. 			
10. Other pertinent documents: A. One (1) original or Certified True Copy (CTC) of Court order B. One (1) original or Certified True Copy (CTC) of Travel documents	<ul style="list-style-type: none"> For A - From the concerned court within the jurisdiction where child has ongoing case. For B - Either from the child's family or immediate relatives and agencies or institutions that conducted the repatriation (i.e. DSWD International Social Services Offices (ISSO) or CBSS) 			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Upon Admission				
1. The referring party endorses	1. The admitting staff, preferably	None	5 minutes	<i>Admitting staff on Duty (Social</i>

<p>the child for admission.</p> <p>Client is to be admitted at the Center.</p>	<p>a social worker shall assess the available and completeness of required documents.</p>			<p><i>Worker of the Day Social Welfare Officer I, II or III, Executive Officer of the Day (EOD) Medical Officer III, Psychologist Admin Staff, Houseparent II or III, Nurse I or II, Nutritionist-Dietitian I RSCC</i></p>
	<p>1.1 Document receipt of the child using the admission slip.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Admitting staff on Duty RSCC</i></p>
	<p>1.2 Confirmation of child's admission. HSW approved the admission slip.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Admitting staff on Duty RSCC</i></p>
	<p>1.3 Orientation of the child about the center.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Admitting staff on Duty RSCC</i></p>
	<p>1.4 Conduct of intake interview and fill out of the General Intake Sheet (GIS)</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Social Welfare Officer I, II or III (Social Worker of the Day) RSCC</i></p>
	<p>1.5 Endorsement of the client to the Medical Unit</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Admitting staff on Duty RSCC</i></p>
	<p>1.6 Conduct of Physical Examination</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Medical Officer III RSCC</i></p>
	<p>1.7 Conduct of Dental Assessment</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Dentist RSCC</i></p>
	<p>1.8 Endorsement of the child to the Home life. Age of the child can be</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Admitting Person (OD, EOD, Social Worker) Supervising Houseparent</i></p>

	the basis for house assignment.			RSCC
	1.9 Account personal belongings and inventory/list, a copy shall also be provided to the Social Service Unit.	None.	3 minutes	<i>House parents</i> RSCC
	1.10 Orientation of the child about the house rules and regulations of the center.	None	10 minutes	<i>House parents</i> RSCC
TOTAL		None	60 minutes	
II. Upon Discharge or Releasing of Client				
2. The child is recommended for discharge in the center.	2. The Social Worker on case coordinates with the allied services for the clearance of the client and schedule of child's reintegration to his/her immediate family or entrustment to PAPs.	None	2 minutes	<i>Social Welfare Officer I, II or III (Social Worker on case)</i> RSCC
	2.1 Prepare the child for discharge. To arrange child's personal belongings and prepare list for endorsement to the immediate family or Prospective Adoptive Parents (PAPs).	None	10 minutes	<i>House parent</i> RSCC
	2.2 Prepare the child's school activities, projects, school records, and	None	10 minutes	<i>Psychologist</i> <i>Teacher</i> <i>Activity</i> <i>Coordinators</i>

	<p>other documents.</p> <p>The recommendations of the Psychologist, if any shall be discussed during the pre-discharge conference.</p>			RSCC
	2.3 Coordinate with the Nutritionist for clearance. Current nutritional status and recommendations, if any shall be discussed with the immediate family or PAPs.	None	10 minutes	<i>Social Welfare Officer I, II or III (Social Worker on case)</i> <i>Nutritionist-Dietitian I</i> RSCC
	2.4 Endorsement of the child to the Medical Unit	None	3 mins	<i>Social Welfare Officer I, II or III (Social Worker on case)</i> Nurse <i>Medical Officer III</i> RSCC
	2.4.1 Medical Officer/ Nurse performs thorough physical examination	None	20 mins	<i>Medical Officer III</i> RSCC
	2.4.2 Completion of Discharge Slip prior to discharge.	None	5 mins	<i>Medical Officer III</i> RSCC
	2.4.3 Discussed and explained discharged plan to the case manager/ relatives	None	10 mins	<i>Medical Officer III</i> RSCC
	2.5 The Social Worker on case to prepare the discharge slips of the client.	None	5 minutes	<i>Social Welfare Officer I, II or III (Social Worker on case)</i> RSCC

	<p>a. For children with families – An agreement (Kasunduan) shall also be signed between RSCC, the family and the CSWDO/MSW DO Social Worker.</p> <p>b. Children for placement – endorsement of child’s logbook is included in the turn-over during the entrustment.</p>			
	2.6 Discharged slip and other documents are approved and signed by the Head Social Worker (HSW)	None	5 minutes.	<i>Center Head / Social Welfare Officer V RSCC</i>
TOTAL		None	1 hour, 20 minutes (80 minutes)	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Clients’ to accomplish RSCC Client Feedback Form available at the Officer of the Day (OD) desk and put in the drop box at the Guard House. 2. Clients’ who may opt to discuss with our Officer of the Day (OD), however, he/she will still be encouraged to accomplish the feedback form. 3. Clients’ can also answer our digital Client Satisfaction Survey to be sent thru their online and other means of platforms (Facebook Messenger, Facebook Page or Group or Email) upon request.

How feedbacks are processed	<ol style="list-style-type: none"> 1. Every 25th day of the month, the designated Focal Person will open the drop box to compile and records all feedback submitted. 2. The Focal Person shall then submit summarized results to the Center Head every last working day of the month. 3. Should there be any concerns, the focal person shall inform into writing to the relevant unit of the concerned staff who may be required to submit a response within 2-5 days upon receipt of the report. 4. The response will be relayed to the concerned citizen thru official communication via email or text
How to file a complaint	<ol style="list-style-type: none"> 1. If a client is not satisfied with our service, written/verbal complaints shall be immediately attended to by the Officer of the Day (OD). However, he/she will still be encouraged to submit formal or written complaint.
How complaints are processed	<ol style="list-style-type: none"> 1. The designated focal person shall then endorse the complaint to the Grievance Officer Copy furnished the Office of the Center Head. 2. The Grievance Officer to call and convene Fact Finding Committee to conduct investigation, convene a meeting with the concerned unit or staff and discuss possible resolution for appropriate action. 3. The Fact Finding Team to conduct validation within 2-3 days upon receipt of the complaint. 4. The Fact Finding Team to convene for a meeting to discuss the results of the validation and submit validation report with actions taken and recommendations within 2-3 days after the validation was conducted. 5. The resolution will be forwarded to the concerned citizen with actions taken conducted at the Center level.
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
Reception and Study Center for Children	#4 Misamis Extension Barangay Sto. Cristo, Bago Bantay, Quezon City	RSCC email: rscf.foncr@dswd.gov.ph Tel No: (8)927-4244 Cel No: 09770087263