#### Department of Social Welfare and Development National Capital Region

FOR

ALL CENTER/RESIDENTIAL CARE FACILITY HEADS

**ALL UNITS/SECTION HEADS** 

ALL RPMOs (Pantawid, SLP and RCTSU)

**FROM** 

: THE REGIONAL DIRECTOR

**SUBJECT** 

Business Process and Requirements Analysis (BPRA) and Process Flow Chart

of Rehabilitation Sheltered Workshop on Case Management

DATE

July 11, 2018

This is to share with you the approved BPRA and Process Flow Chart of Rehabilitation Sheltered Workshop\_on Case Management as per result of the Technical Assistance Session on the Preparation of Business Process and Requirements Analysis and Process Flow Chart facilitated by PDPS held on March 5, 2018 at RSW.

For your information and guidance.

:

VINCENT ANDREW T. LEYSON, CESO IV

MMG/LCD/1583

DSWD-NCR

RECORDS MANAGEMENT SECTION

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ate/Time:\_\_\_\_\_2

# DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT NATIONAL CAPITAL REGION REHABILITATION SHELTERED WORKSHOP

## **BUSINESS PROCESS AND REQUIREMENTS ANALYSIS**

Minimum Deliverable: CASE MANAGEMENT

		(A)PROCESSES					(B) REQUIREMENTS	ENTS	
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency	Remarks
PRE- AD	PRE- ADMISSION PHASE		9.0						
<b>1</b> -4	Received PWD dependents from NGO, GO, LGU and walk-in clients	Guard on Duty	5 minutes	Accomplished logbook	MOO	N/A	Paper and pen	Customer service	
2	Receipt and review of documents of referring party,	Social worker	5 minutes	Reviewed and validated documents of clients	MOO	N/A	Client's Documents	Assessment and	
ω	Conduct initial interview	Social worker	15 minutes	Accomplished General Intake Sheet	MOO	N/A	GIS Form, Pen	Interviewing skills, data gathering skills	
4	Notify Rehab Team Members on the conduct of preadmission conference	Social worker	5 minutes	Notification Slip	MOO	N/A	Pen, logbook, notice form	Coordination	
ហ	Conduct of Pre- Admission conference /initial RTM	Rehab team members	30 minutes	Minutes of the meeting	MOO	N/A	Paper and pen	Documentation, facilitation	
9	Preparation of Minutes of the Meeting	Social Worker II	1 hour	Draft Minutes of the Meeting	MOO	Microsoft Word	Pen, paper, printer, computer	Technical Writing	
7	Endorse Minutes of the Meeting to SWO III for review and endorsement to Center Head	SWO II	2 minutes	Tracked Minutes of the Meeting	MOO	N/A	Pen, logbook	Clerical Skills	
8	Review, provide inputs and direction on the submitted Minutes of the Meeting	SWO III	20 minutes	Reviewed Minutes of the Meeting with direction	MOO	N/A	Pen	Supervisory Skills	
9	Endorse Minutes of the Meeting for enhancement	SWO III	2 minutes	Tracked Minutes of the Meeting	Moo	N/A	Pen, logbook	Clerical Skills	

17.2.2	17.2.1	17.2	17.1	17	16	15	14	13	12	11	10	No.	
Endorsement of client to	Endorsement of client to medical, dental, and psychological exam for completion of requirements.	Yes, Preparation of admission slip and signing of Kasunduan	For Admission? NO, Referral client to LGU for proper intervention.	Conduct Pre-admission conference based on the result of OJT	Preparation and submission of Evaluation Report to Production Head	Facilitate regular conduct of monitoring/observation for the OJT	Endorse client to Assigned Project Supervisor for On the Job Training (OJT)	Filling of Approved Minutes of the Meeting at Central File and case Folder	Review and approval of Minutes of the Meeting.	Forward Minutes of the Meeting to Admin for tracking and endorsement to Center for Approval	Enhance Minutes of the Meeting based on comments/inputs and direction	Task	
SWO II	SWO II	SWOII	SWOII	Rehab team Members	Project Supervisor	Project Supervisor	SWOII	SWOII	Center Head	SWO II	SWO II	Responsible Person	(A)PROCESSES
5 minutes	5 minutes	30 minutes	30 minutes	1 hour	30 minutes	7 hours	5 minutes	5 minutes	2 minutes	2 minutes	5 minutes	Time Frame	
Inter-referral slip	Accomplished Inter-Referral Slip	Inter-referral slip	Referral Letter	Minutes of the meeting	Accomplished Evaluation Report	Accomplished Evaluation Report	Accomplished Inter-Referral Slip	Filed Minutes of the Meeting	Approved Minutes of the Meeting	Tracked Minutes of the Meeting	Enhanced Minutes of the Meeting	Output	
MOO	M00	Moo	MOO	Moo	Moo	M00	MOO	MOO	Moo	MOO	M00	Policy	
N/A	N/A	N/A	N/A	N/A	Microsoft Word	N/A	N/A	N/A	N/A	N/A	N/A	Application	
Pen, Copy of	Inter-Referral Slip, pen	Copy of Kasunduan and Admission Slip	Pen, Copy of Evaluation Report	Pen, Copy of Evaluation Report	Pen, Evaluation Form	Pen, Evaluation Form	Inter-Referral Slip, pen	Pen, logbook	Pen	Pen, logbook	Pen, paper, printer, computer	Material/Infra	(B) REQUIREMENTS
Coordination	Coordination	Technical Writing	Facilitation Skills, Documentation	Facilitation Skills, Documentation	Technical Writing	Documentation, Recordings	Coordination	Clerical Skills	Administrative Skills	Clerical Skills	Technical Writing	Competency	ENTS
						OJT will be attended by client for 10 days						Remarks	

4	ω	2	4	ADMISS	17.2.9		2.7.7			17.2.7		17.2.6		17.2.5	17.2.4	17.2.3		No.	
Introduce client to co-clients	Conduct orientation on specific task/work	Endorse client to assigned project	Conduct orientation on Center's programs/services/rules and regulation	ADMISSION PHASE	Review and approval of Minutes of the Meeting for admission of client	and endorsement to Center for Approval	Meeting to Admin for tracking	direction	comments/inputs and	Enhance Minutes of the	Meeting for enhancement	Endorse Minutes of the	Minutes of the Meeting	Review, provide inputs and direction on the submitted	Endorse Minutes of the Meeting to SWO III for review and endorsement to Center Head	Preparation of Minutes of the Meeting	Administrative Services for release of 10 days OJT allowance	Task	
Project Supervisor	Project Supervisor	SWO II	SWO II		Center Head		SWO II			SWO II		III OMS		SWO III	SWO II	Social Worker II		Responsible Person	(A)PROCESSES
5 minutes	10 minutes	2 minutes	10 minutes		2 minutes		2 minutes			5 minutes		2 minutes		20 minutes	2 minutes	1 hour		Time Frame	
	New client was oriented on the specific task	Accomplished Inter-referral slip	New client was oriented on the rules and regulation		Approved Minutes of the Meeting		the Meeting			Enhanced Minutes	the Meeting	Tracked Minutes of	direction	Reviewed Minutes of the Meeting with	Tracked Minutes of the Meeting	Draft Minutes of the Meeting		Output	
MOO	Moo	M00	MOO		MOO		Z			Moo		MOO		M00	MOO	MOO		Policy	
N/A	N/A	N/A	N/A		N/A		N/A		9	Microsoft Word		N/A		N/A	N/A	Microsoft Word		Application	
N/A	Copy of Terms of Reference	Pen, Inter- Referral Slip	Copy of House rules		Pen		Pen, logbook		computer	Pen, paper,		Pen, logbook		Pen	Pen, logbook	Pen, paper, printer, computer	Payroll and Accomplishmen t Report	Material/Infra	(B) REQUIREMENTS
Facilitation Skills	Facilitation Skills	Coordination	Facilitation Skills	ود موجود المراجع و ا	Administrative Skills		Cierical oxilis	2		Technical Writing		Clerical Skills		Supervisory Skills	Clerical Skills	Technical Writing		Competency	ENTS
			(garments, canteen, carpentry etc.)									-						Remarks	

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No.	Task	Responsible	Time Frame	Output	Policy	Application	Material/Infra	Competency	Remarks
σ	Assignment of client to	Project Supervisor	5 minutes	Schedule of	MOO	N/A	Pen, paper	Facilitation Skills	8 hours a
•	specific task for rendering of service			duty/task					day within 3 months
6	Conduct daily monitoring of client's service	Project Supervisor	8 hours	Accomplished daily monitoring report	Moo	N/A	Logbook, pen	Monitoring	(probation ary)
	Yes.	Project Supervisor	5 minutes	Accomplished discharge slip	MOO	A/N	Discharge slip	Clerical Skills	
	payment and discharge slip.			discharge slip					
7	Preparation and submission	Project Supervisor	1 hour	Quarterly	MOO	N/A	Pen, paper,	Technical Writing	
	of quarterly monitoring of			Monitoring Report			printer,		
ASSESSI	ASSESSMENT/DIAGNOSIS OF THE CASE PHASE	HASE							
ь	Gathering of initial data from	SWO II;	4 hours	Initial data/finding	Case	N/A	Paper;	Data gathering	
	נופ אפווטעט טטעו כפט.	Team		for Social Case	ment			modalities	
				Study Report					
2	Conduct Home visitation	Social worker	1 day	Home visitation	M00	N/A	Paper and pen	Interviewing skills,	
	(family, relatives, brgy)			feedback report				technical writing skills	
ω	Preparation and submission	Social Worker	30 minutes	Preparation and	MOO	MS Word	Pen, paper,	Technical Writing	
	\$1.000 to 1000			Feedback Report			computer		
4	Review, provide inputs and	SWO III	20 minutes	Review, provide	Moo	N/A	Pen	Supervisory Skills	
	direction on the submitted			inputs and					
	feedback report			submitted feedback					
л	Consolidation of data and	SWOII	2 hours	report	Case	MS Word	Office Supplies:	Organization of	
1	coming up with an			Study Report	Manage		Computer	Data into a Child	
	Rehabilitation Plan and Initial				ment;			Study Report	
	Social Case Study Report				A015 S2012				
4	Review of Rehabilitation Plan	SWO III	30 minutes	Notes/Comments	Supervis	•	Paper;	Case Management	
	and Initial Social Case Study			on Gaps	ory		Pen	Skill;	
	Report				Practice			Identifying Gaps in	
п	The second secon	CMO	1	Eshapod Cocial	Ciponii	MC Word	0	Form and Content	
U	Ennancement of	OWOII	T non	Ennanced Social	Supervis	DIOAA CIAI	ren, paper,	Case Mallagement	

		computer			Kenabilitation Plan			comments/inputs and	
	Skill	printer,	Word	S2012	Consolidated			Rehabilitation Plan based on	
	Case Management	Pen, paper,	Microsoft	A015	Enhanced	5 minutes	II OWS	Enhance Consolidated	œ
				ment;	Rehabilitation Plan			Plan	
		stamp pad		Manage	Consolidated			Consolidated Rehabilitation	-
	Clerical Skills	Pen, logbook,	N/A	Case	Tracked	2 minutes	III OWS	Endorse Minutes of the	7
					with direction			Plan	
					Rehabilitation Plan			Consolidated Rehabilitation	
				S2012	Consolidated	· · ·		direction on the submitted	
	Supervisory Skills	Pen	N/A	A015	Reviewed	20 minutes	SWO III	Review, provide inputs and	თ
								Head	
			-	ment;	Rehabilitation Plan			and endorsement to Center	
		stamp pad		Manage	Consolidated			Meeting to SWO III for review	
	Clerical Skills	Pen, logbook,	N/A	Case	Tracked	2 minutes	II OWS	Endorse Minutes of the	տ
		computer						Nellabilitation Flan	
	Skill	printer,	Word	S2012	Rehabilitation Plan			Preparation of consolidated	
	Case Management	Pen, paper,	Microsoft	A015	Draft Consolidated	1 hour	Social Worker II	Bronnerion of Consolidated	4
		Service		ment;					
	Recordings	Rehab Plan per	_	Manage	meeting		members	Meeting	
	Documentation,	Pen, Copy of	N/A	Case	Minutes of the	30 minutes	Rehab team	Conduct of Rehab Team	ω
								Team meeting	
		Notification Slip		S2012				on the conduct of Rehab	
	Coordination	Pen,	N/A	A015	Notification Slip	5 minutes	Social worker	Notify Rehab Team Members	2
		computer		ment;	and Marketing				
	Skill	printer,		Manage	Plan of Production		Members	Plan of client per service	
	Case Management	Pen, paper,	MS Word	Case	Draft Rehabilitation	5 minutes	Rehab Team	Submission of Rehabilitation	1
								INTERVENTION PHASE	INTERVE
	Form and Content				Report			Report	
	Identifying Gaps in			Practice	Social Case Study			Plan and Social Case Study	
	Skill;			ory	Enhancement of			Approve of Rehabilitation	
	Case Management	Office Supplies	MS Word	Supervis	Comments for the	30 minutes	Center Head	Review/Comment and/or	7
								endorsement to Center Head	
	Clerical Skills		MS Word	-	Case Study Report		AA	Service for Log-in and	
	Coding System,	Stamp Pad	MS Excel;	M00	Stamped Social	5 minutes	SWO II;	Endorsement to Admin	6
								to SWO III for review.	
		computer		Practice				Case Study Report and return	
	Skill	printer,		ory	Case Study Report			Rehabilitation Plan and Social	
Remarks	Competency	Material/Infra	Application	Policy	Output	Time Frame	Responsible Person	Task	No.
	ENTS	(B) REQUIREMENTS					(A)PROCESSES		

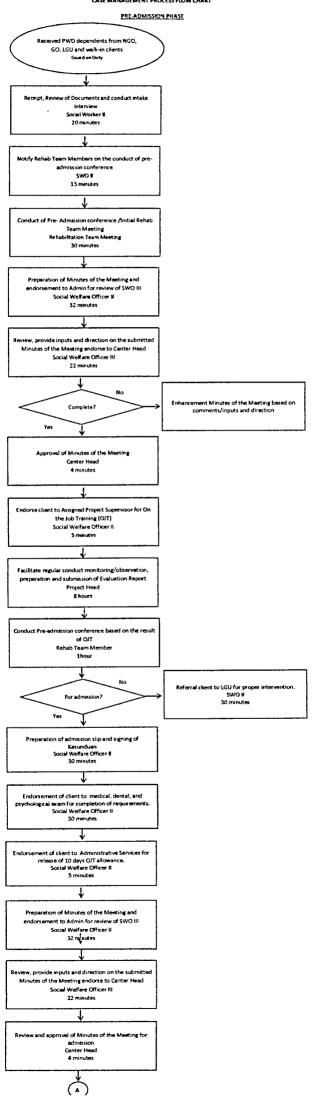
A									
		(A)PROCESSES					(B) REQUIREMENTS	NTS	
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency	Remarks
	direction								
9	Forward Consolidated	Admin Aide IV	2 minutes	Tracked Enhanced	Case	N/A	Pen, logbook,	Clerical Skills	
	Rehabilitation Plan to Admin			Rehabilitation Plan	Manage		stamp pad		
	for tracking and endorsement				ment;				
	to Center for Approval								
10	Review and Approval of	Center Head	2 minutes	Approved	A015	N/A	Pen	Administrative	
	Rehabilitation Plan			rehabilitation Plan	S2012			Skills	
IMPLEM	IMPLEMENTATION OF INTERVENTION PLAN OF MULTI-DISCIPLINARY SERVICES	AN OF MULTI-DISCIP	LINARY SERVICE	3					
17	Distribution of approve	Admin Aide	10 minutes	Received Copy of	MOO	N/A	Routing Slip	Clerical Skills	
	on Plan to			Approved Rehab		,			
	Team Members			Plan					
2	Implementation of	Rehab Team		Received Copy of	MOO	N/A	Routing Slip	Clerical Skills	
	rehabilitation Plan per service	Member		Approved Rehab					
Marketi	Marketing Service								
1	Endorsement of	Guard on Duty	5 minutes	Accomplished	MOO	N/A	RSW Product	salesmanship	
	customer/project partner to			Inter-referral Slip			Catalogue		
2	Discussion with the	Marketing staff	15 minutes	Presentation of	MOO	ekatch of	product	caleemanshin/	
	customer/Project Partner on	Ċ		designs & product		product	catalogue	customer service	
	need/order			specs		design	product & pen		
ω	If new,	Marketing staff	30 minutes	Orient the	M00		product	salesmanship/	it aims to
	Facilitate area tour to specific			customer/ project			catalogue	customer service	provide
	production area/site			partner on			product & pen		satisfactio
	•			production					n to the
	It no,			process/					targeted
4	Take the customer/ project	Marketing staffer	15 minutes	Determined the	M00	computer	paper and pen	Recording of	
	partner product order			right specification				business	
				of customer				transactions	
σ	Prepare quotation	Marketing staffer	10 minutes	Draft Quotation	M00	MS word/	paper and pen	technical writing	
				Letter		excel & calculator			
6	Coordinate/ endorse	Marketing staffer	10 minutes	Job Costing Form	MOO	MS word/	paper and pen	Coordination	
	customer's order to					excel &			
	Production Service.					calculator			
PRODUC	PRODUCTION SERVICE								

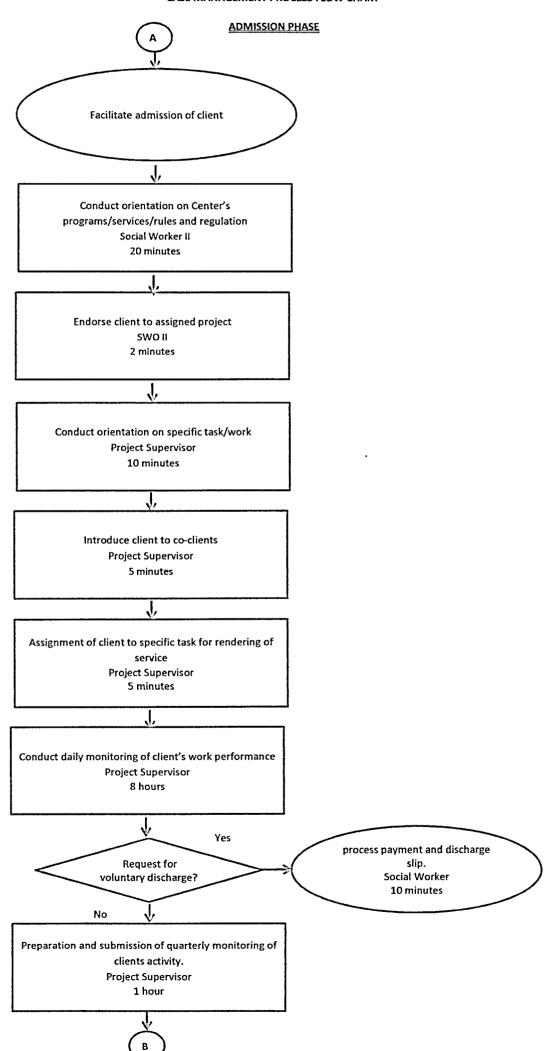
Property 30 minutes Custodian/ per	Signed receiving copy of RIS		Moo	//A N/A	
Inspection 30 minutes Committee	Delivery Receipt/Official receipt	Moo	N/A	Paper and pen/Inspection of materials	Inspection
Assigned 1 day purchaser of the Center/Project Supervisor	Official Receipt	MOO	N/A	Money/Paper and Pen/Vehicle	Purchasing
Assigned 1 day Canvasser of the Center/Project Supervisor	Filled out RFQ Forms	M00	Internet	Paper and Pen Canvass/RFQ Forms/Vehicle	Canvassing
Revolving Fund 30 minutes SDO	Petty Cash Voucher	Moo	MS Word/Excel	Paper and pen	Clerical Skills
Center Head/OIC 30 minutes	Approved Petty Cash Voucher	MOO	MS Word/Excel	Paper and pen	Administrative skills
Project 30 minutes Supervisor/Produ ction Head	Filled out form	Моо	MS Word/Excel/ Calculator	Paper and pen	
Production 1 day Head/OIC of the Center	Approved RIS	Moo	MS Word/Excel/ Calculator	Paper and pen	Administrative skills
Project Supervisor 30 minutes	Accomplished RIS	MOO	Calculator	Paper and Pen	Technical Writing, costing
Project Supervisor/Produ ction Head/OIC of the Center	Job Order, Costing and approved RIS	MOO	Calculator	Paper and Pen	Costing
Supervisor and 5 minutes Production Staffer	Copy of Approved JO	MOO	N/A	Paper and Pen	Clerical Skills
Responsible Time Frame Person	e Output	Policy	Application	Material/Infra	Competency
A)PROCESSES				(B) REQUIREMENTS	ENTS

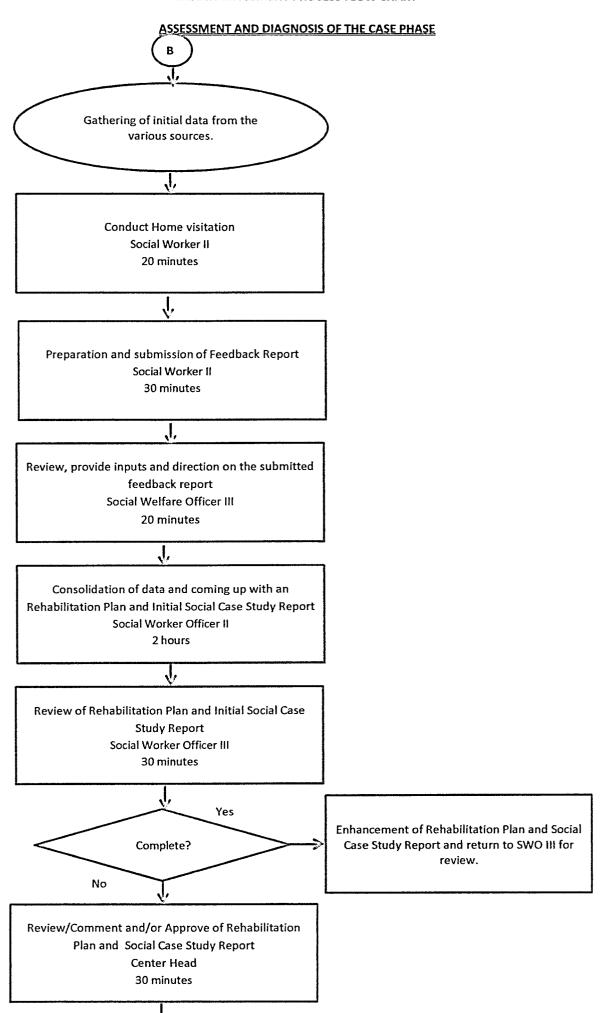
ance for project  an/Fabrication/Servic Project Supervisor/ clients worker  Project Supervisor/Qualit y Controller lity? Project Supervisor 30 minutes of every Property for delivery Custodian  urn to task no 19.  te Admin Service for Marketing Service 5 minutes st of vehicle of vehicle request Center Head 2 minutes of finished product to Marketing Service 3 hours  mer  es, Collection of Marketing Service 10 minutes billing statement to	18 No.	Task Submission of liquidation of	(A)PROCESSES  Responsible Person  Project Supervisor  Production Head	Time Frame transaction	Output Official Receip	out	put Policy		Policy Application M ma equ MOO N/A Dis	Policy Application
Production/Fabrication/Servic Supervisor/ e/Rework Supervisor/ clients worker Project Supervisor/ clients worker 8 hours Supervisor/Qualit y Controller Vith Quality? Project Supervisor 30 minutes of every If yes, Turnover of produced goods to Property for delivery Custodian  If No, Return to task no 19.  arketing Service Coordinate Admin Service for Marketing Service 5 minutes the request of vehicle Approval of vehicle request Center Head 2 minutes the customer  Delivery of finished product to Marketing Service 3 hours the customer  Cash? Yes, Collection of Marketing Service 10 minutes payment.  No, Send billing statement to	18	Submission of liquidation of cash advance for project supplies	Production Head	30 minutes	Official Receipts		MOO		N/A	N/A Disbursement Voucher, pen, printer, computer, calculator
Quality Control  Quality Control  Project Supervisor/Qualit y Controller  With Quality?  If yes, Turnover of produced goods to Property for delivery  If No, Return to task no 19.  Coordinate Admin Service for the request of vehicle  Approval of vehicle request  Cash? Yes, Collection of Marketing Service  Cash Send billing statement to  Project Supervisor 30 minutes  Custodlan  Custodlan  Custodlan  Custodlan  Custodlan  Custodlan  Aproject Supervisor 30 minutes  Custodlan  Custodlan  Aproject Supervisor 30 minutes  Custodlan  Custodlan  Custodlan  Aproject Supervisor 30 minutes  Custodlan  Custodlan  Custodlan  Aproject Supervisor 30 minutes  Custodlan  Custodlan  Aproject Supervisor 30 minutes  Custodlan  Aproject Supervisor 30 minutes  Service  3 minutes  Marketing Service 3 hours  The customer  Delivery of finished product to Marketing Service 3 hours  The customer  Delivery of finished product to Marketing Service 10 minutes  Delivery of finished product to Marketing Service 10 minutes	19	Production/Fabrication/Service/Rework	Project Supervisor/ clients worker	8 hours	Product		MOO	MOO N/A		N/A
With Quality?  If yes, Turnover of produced goods to Property for delivery  If No, Return to task no 19.  If No, Return to task no 19.  Coordinate Admin Service for the request of vehicle  Approval of vehicle request  Cash? Yes, Collection of Marketing Service  Cash? Yes, Collection of Marketing Service  Dolivery of finished product to payment.  No, Send billing statement to	20	Quality Control	Project Supervisor/Qualit y Controller	8 hours	Accomplishment Monitoring Output		MOO	MOO N/A	N/A	N/A
If No, Return to task no 19.  arketing Service  Coordinate Admin Service for the request of vehicle  Approval of vehicle request  Delivery of finished product to the customer  Cash? Yes, Collection of payment.  No, Send billing statement to	21	With Quality?  If yes, Turnover of produced goods to Property for delivery	Project Supervisor of every Project/Property Custodian	30 minutes	Signed Turn Over Form		Moo	MOO N/A		N/A
Coordinate Admin Service for Marketing Service 5 minutes the request of vehicle  Approval of vehicle request Center Head 2 minutes  Delivery of finished product to the customer  Cash? Yes, Collection of Marketing Service 3 hours payment.  No, Send billing statement to	Marketi	If No, Return to task no 19.								
Approval of vehicle request  Center Head 2 minutes  Delivery of finished product to the customer  Cash? Yes, Collection of payment.  No, Send billing statement to	22	Coordinate Admin Service for the request of vehicle	Marketing Service	5 minutes	Request for Vehicle/Travel	1	M00	MOO N/A		N/A
Delivery of finished product to Marketing Service 3 hours the customer  Cash? Yes, Collection of Marketing Service 10 minutes payment.  No, Send billing statement to	23	Approval of vehicle request	Center Head	2 minutes	Approved Request for Vehicle/Travel request	1	MOO	MOO N/A		N/A
Cash? Yes, Collection of Marketing Service 10 minutes payment.  No, Send billing statement to	24	Delivery of finished product to the customer	Marketing Service	3 hours	Delivery receipt, gate pass		Moo	MOO N/A		N/A
	25	Yes, Collection Int.  Ind billing statement	Marketing Service	10 minutes	Official Receipt		MOO	MOO N/A		N/A

					Discharge Slip and				
		computer			Agreements,	_		direction	
		printer,			Confirmation of	_		comments/inputs and	
	Technical Writing	Pen, paper,	N/A	MOO	Enhanced	5 minutes	SWO II	Enhance documents based on	34
					Agreements				
		Slip, logbook			Confirmation of			enhancement	
	Clerical skills	Pen, Routing	N/A	M00	Tracked	2 minutes	III OWS	Endorse of documents for	33
					Closing Summary				
					Discharge Slip and				
					Agreements,				
					Confirmation of				
					direction				
					Agreements with			documents	
		Slip, logbook			Confirmation of			direction on the submitted	
	Supervisory skills	Pen, Routing	N/A	Moo	Reviewed	20 minutes	SWOIII	Review, provide inputs and	32
					Closing Summary				
					Discharge Slip and				
					Agreements,			endorsement to Center Head	
		Slip, logbook			Confirmation of			III for review and	
	Clerical skills	Pen, Routing	N/A	M00	Tracked	2 minutes	SWOII	Endorse documents to SWO	31
					Closing Summary.			21.2 (10011B) (21.111121 ).	
		computer			Discharge Slip and			and Closing Summary	
		printer,			of Agreements,			of Agreements, Discharge Slip	
	Technical Writing	Pen, paper,	N/A	M00	Draft Confirmation	1 hour	Social Worker II	Preparation of Confirmation	30
		Report							
		Evaluation							
	documentation	Services			Agreements		Members	conference	
	Facilitation,	Pen, Copy of all	N/A	MOO	Confirmation of	1 hour	Rehab Team	Conduct of Pre-discharge	29
								discharge conference	
		notice form						LGU for the conduct of pre-	
	Coordination	Pen, logbook,	N/A	M00	Notification Slip	5 minutes	Social Worker	Notify RTM and concerned	28
								MONITORING AND EVALUATION	MONITO
		computer, wifi							
	coordination	Statement, fax,			transmittal			billing account to customer	
	Computer Literacy,	Billing	N/A	M00	Electronic Mail/fax	5 minutes	Marketing Service	If No, Sending of statement of	27
					Receipt			Admin Office	
	Coordination	Pen, logbook	N/A	MOO	Copy of Official	5 minutes	Marketing Service	Turn-over of cash sales to	26
Remarks	Competency	Material/Infra	Application	Policy	Output	Time Frame	Person	Task	No.
							Pacnoncible		
	ENTS	(B) REQUIREMENTS					(A)PROCESSES		-

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monitoring to concerned LGU	ſ	Sending of referral letter for aftercare monitoring to concerned LGU	Review and Approval of referral letter for after care monitoring.	Enhance documents based on comments/inputs and direction	Review, provide inputs and direction on the submitted documents	Preparation of referral for After Care Monitoring and other Social Service Intervention.	POST REHABILITATION PHASE	Provision of Copy of Discharge Slip to respective project supervisor	Review and Approval of documents	to Center for Approval		. Task	
	II OMS	SWOII	Center Head	SWOII	SWOIII	SWOII		SWOII	Center Head	SWC =		Responsible Person	(A)PROCESSES
	5 minutes	10 minutes	5 minutes	5 minutes	20 minutes	30 minutes		5 minutes	3 minutes	2 minutes		Time Frame	
	Filed after care monitoring report	transmittal	Approved After Care Monitoring	Enhanced Confirmation of Agreements, Discharge Slip and Closing Summary	Reviewed Referral for After Care Monitoring	Draft After Care Letter		Received Copy of Discharge Slip		Closing Summary	Closing Summary	Output	
	MOO	MOO	MOO	MOO	Moo	Moo		M00	MOO	Ž.		Policy	
A+ /A	N/A	N/A	N/A	N/A	N/A	N/A		N/A	N/A	N/A	N/A	Application	
7	Pen	Pen	Pen	Pen, paper, printer, computer	Pen, Routing Slip, logbook	Pen, paper, printer, computer		Pen, Routing Slip, logbook	Pen	Slip, logbook		Material/Infra	(B) REQUIREMENTS
Clarical Skills	Clerical Skills	Clerical Skills	Administrative skills	Technical Writing	Supervisory skills	Technical Writing		Clerical skills	Administrative skills	Cierical Skills	2	Competency	ENTS
		3 months grace period for the submission of after care monitoring report										Remarks	



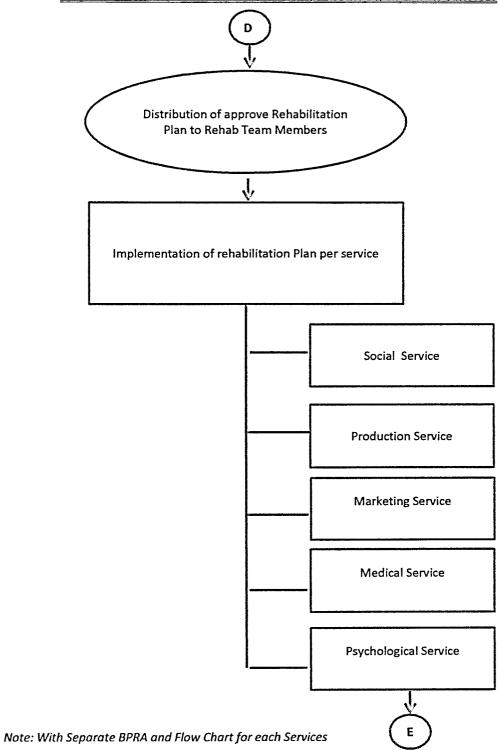


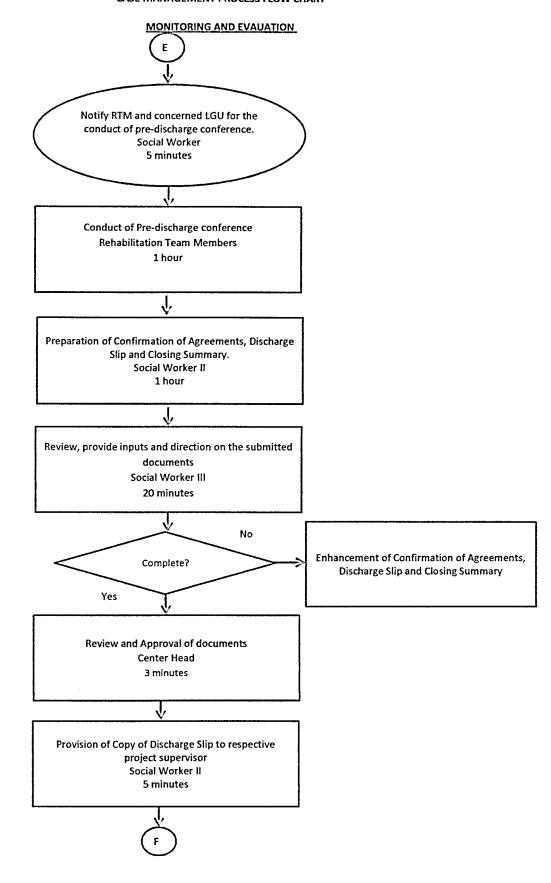


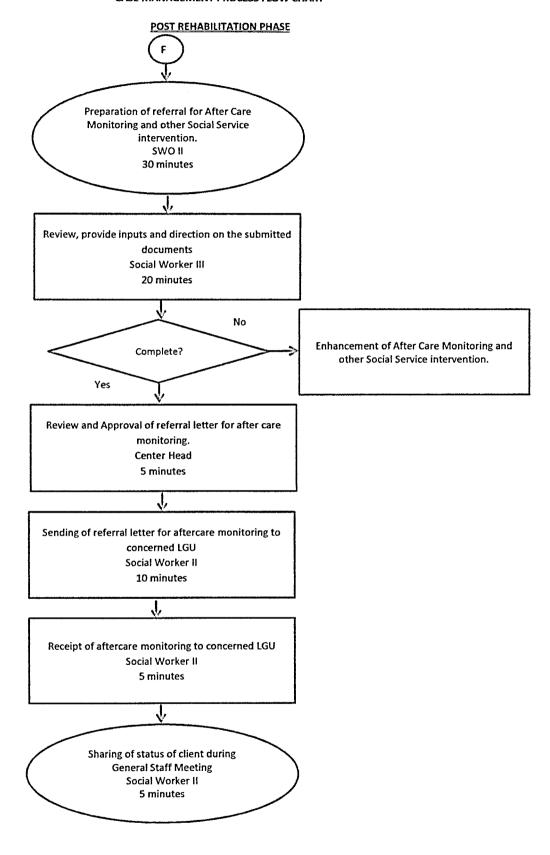


## REHABILITATION SHELTERED WORKSHOP CASE MANAGEMENT PROCESS FLOW CHART

#### IMPLEMENTATION OF INTERVENTION PLAN OF MULTI-DISCIPLINARY SERVICES

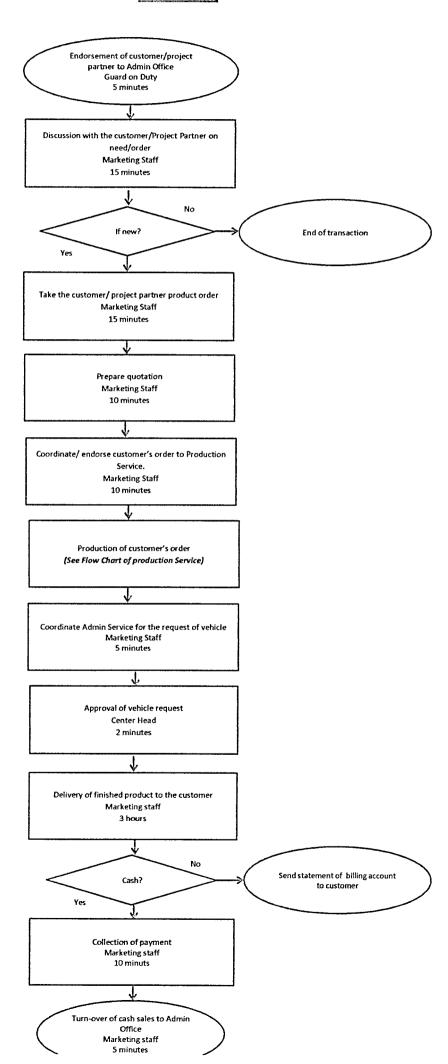






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#### MARKETING SERVICE



Department of Social Welfare and Development NATIONAL CAPITAL REGION REHABILITATION SHELTERED WORKSHOP
CASE MANAGEMENT PROCESS FLOW CHART PRODUCTION SERVICE Receive of approved Job Order from Marketing Services Supervisor and Prodcution Staffer 5 minutes Facilitate Job Order review and costing Project Supervisor/ Prodcution Head/ Head of the Center 30 minutes Preparation and submission of RIS Project Supervisor 30 minutes Production Head/ Head of the Center Request for Budget Project Supervisor/ Production Head 30 minutes Release of Budget Special Disbursing Officer for Revovling Fund 30 minutes Submission of Liquidation Report for the release of budget If new? Release of Budget Special Disbursing Officer for Revovling Fund 30 minutes Assigned Canvasser of the Center/Project Supervisor 1 day Assigned purchaser of the center/Project Supervisor 1 day Inspection of Equipment Inspection Committee 30 minutes Property Custodian/ Project Supervisor mission of liquidation of cash advance for project supplies Production Head 30 minutes Production/Fabrication/Service/Rework Project Supervisor/ client worker 8 hours Project Supervisor/ Quality Controller 8 hours Return to prodcution/fabiracation/servic/re work Quality?

Turnover of produced goods to Property for deliv