

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

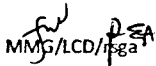
SUBJECT : Business Process and Requirements Analysis (BPRA) and Process Flow Chart
of Rehabilitation Sheltered Workshop on Case Management

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/psa

DSWD-NCR
RECORDS MANAGEMENT SECTION

Received by: CARLOS
Date/Time: 7-18-18
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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			
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency	Remarks
PRE-ADMISSION PHASE									
1	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	
3	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 pre-admission conference	Social worker	5 minutes	Notification Slip	MOO	N/A	Pen, logbook, notice form	Coordination	
5	Conduct of Pre- Admission conference /initial RTM	Rehab team members	30 minutes	Minutes of the meeting	MOO	N/A	Paper and pen	Documentation, facilitation	
6	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	

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

(A) PROCESSES						(B) REQUIREMENTS				
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency	Remarks	
17.2.3	Administrative Services for release of 10 days OJT allowance									
17.2.3	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		
17.2.4	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		
17.2.5	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		
17.2.6	Endorse Minutes of the Meeting for enhancement	SWO III	2 minutes	Tracked Minutes of the Meeting	MOO	N/A	Pen, logbook	Clerical Skills		
17.2.7	Enhance Minutes of the Meeting based on comments/inputs and direction	SWO II	5 minutes	Enhanced Minutes of the Meeting	MOO	Microsoft Word	Pen, paper, printer, computer	Technical Writing		
17.2.8	Forward Minutes of the Meeting to Admin for tracking and endorsement to Center for Approval	SWO II	2 minutes	Tracked Minutes of the Meeting	MOO	N/A	Pen, logbook	Clerical Skills		
17.2.9	Review and approval of Minutes of the Meeting for admission of client	Center Head	2 minutes	Approved Minutes of the Meeting	MOO	N/A	Pen	Administrative Skills		
ADMISSION PHASE										
1	Conduct orientation on Center's programs/services/rules and regulation	SWO II	10 minutes	New client was oriented on the rules and regulation	MOO	N/A	Copy of House rules	Facilitation Skills	(garments, canteen, carpentry etc.)	
2	Endorse client to assigned project	SWO II	2 minutes	Accomplished Inter-referral slip	MOO	N/A	Pen, Inter-Referral Slip	Coordination		
3	Conduct orientation on specific task/work	Project Supervisor	10 minutes	New client was oriented on the specific task	MOO	N/A	Copy of Terms of Reference	Facilitation Skills		
4	Introduce client to co-clients	Project Supervisor	5 minutes		MOO	N/A	N/A	Facilitation Skills		

(A) PROCESSES						(B) REQUIREMENTS					
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency	Remarks		
5	Assignment of client to specific task for rendering of service	Project Supervisor	5 minutes	Schedule of duty/task	MOO	N/A	Pen, paper	Facilitation Skills	8 hours a day within 3 months (probationary)		
6	Conduct daily monitoring of client's service	Project Supervisor	8 hours	Accomplished daily monitoring report	MOO	N/A	Logbook, pen	Monitoring			
	Request for voluntary discharge? Yes, process payment and discharge slip.	Project Supervisor	5 minutes	Accomplished discharge slip	MOO	N/A	Discharge slip	Clerical Skills			
7	Preparation and submission of quarterly monitoring of clients activity.	Project Supervisor	1 hour	Quarterly Monitoring Report	MOO	N/A	Pen, paper, printer, computer	Technical Writing			
ASSESSMENT/DIAGNOSIS OF THE CASE PHASE											
1	Gathering of initial data from the various sources.	SWO II; Rehabilitation Team	4 hours	Initial data/finding gathered as basis for Social Case Study Report	Case Management	N/A	Paper; Pen	Data gathering through various modalities			
2	Conduct Home visitation (family, relatives, brgy)	Social worker	1 day	Home visitation feedback report	MOO	N/A	Paper and pen	Interviewing skills, technical writing skills			
3	Preparation and submission of Feedback Report	Social Worker	30 minutes	Preparation and submission of Feedback Report	MOO	MS Word	Pen, paper, printer, computer	Technical Writing			
4	Review, provide inputs and direction on the submitted feedback report	SWO III	20 minutes	Review, provide inputs and direction on the submitted feedback report	MOO	N/A	Pen	Supervisory Skills			
5	Consolidation of data and coming up with an Rehabilitation Plan and Initial Social Case Study Report	SWO II	2 hours	Initial Social Case Study Report	Case Management; AO15 S2012	MS Word	Office Supplies; Computer	Organization of Data into a Child Study Report			
4	Review of Rehabilitation Plan and Initial Social Case Study Report	SWO III	30 minutes	Notes/Comments on Gaps	Supervisory Practice	-	Paper; Pen	Case Management Skills; Identifying Gaps in Form and Content			
5	Enhancement of	SWO II	1 hour	Enhanced Social	Supervis	MS Word	Pen, paper,	Case Management			

(A) PROCESSES				(B) REQUIREMENTS					
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency	Remarks
	Rehabilitation Plan and Social Case Study Report and return to SWO III for review.			Case Study Report	ory Practice		printer, computer	Skill	
6	Endorsement to Admin Service for Log-in and endorsement to Center Head	SWO II; AA	5 minutes	Stamped Social Case Study Report	MOO	MS Excel; MS Word	Stamp Pad	Coding System, Clerical Skills	
7	Review/Comment and/or Approve of Rehabilitation Plan and Social Case Study Report	Center Head	30 minutes	Comments for the Enhancement of Social Case Study Report	Supervis ory Practice	MS Word	Office Supplies	Case Management Skill; Identifying Gaps in Form and Content	
INTERVENTION PHASE									
1	Submission of Rehabilitation Plan of client per service	Rehab Team Members	5 minutes	Draft Rehabilitation Plan of Production and Marketing	Case Manage ment;	MS Word	Pen, paper, printer, computer	Case Management Skill	
2	Notify Rehab Team Members on the conduct of Rehab Team meeting	Social worker	5 minutes	Notification Slip	AO15 S2012	N/A	Pen, Notification Slip	Coordination	
3	Conduct of Rehab Team Meeting	Rehab team members	30 minutes	Minutes of the meeting	Case Manage ment;	N/A	Pen, Copy of Rehab Plan per Service	Documentation, Recordings	
4	Preparation of Consolidated Rehabilitation Plan	Social Worker II	1 hour	Draft Consolidated Rehabilitation Plan	AO15 S2012	Microsoft Word	Pen, paper, printer, computer	Case Management Skill	
5	Endorse Minutes of the Meeting to SWO III for review and endorsement to Center Head	SWO II	2 minutes	Tracked Consolidated Rehabilitation Plan	Case Manage ment;	N/A	Pen, logbook, stamp pad	Clerical Skills	
6	Review, provide inputs and direction on the submitted Consolidated Rehabilitation Plan	SWO III	20 minutes	Reviewed Consolidated Rehabilitation Plan with direction	AO15 S2012	N/A	Pen	Supervisory Skills	
7	Endorse Minutes of the Consolidated Rehabilitation Plan	SWO III	2 minutes	Tracked Consolidated Rehabilitation Plan	Case Manage ment;	N/A	Pen, logbook, stamp pad	Clerical Skills	
8	Enhance Consolidated Rehabilitation Plan based on comments/inputs and	SWO II	5 minutes	Enhanced Consolidated Rehabilitation Plan	AO15 S2012	Microsoft Word	Pen, paper, printer, computer	Case Management Skill	

(A) PROCESSES					(B) REQUIREMENTS				
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency	Remarks
	direction								
9	Forward Consolidated Rehabilitation Plan to Admin for tracking and endorsement to Center for Approval	Admin Aide IV	2 minutes	Tracked Enhanced Rehabilitation Plan	Case Management;	N/A	Pen, logbook, stamp pad	Clerical Skills	
10	Review and Approval of Rehabilitation Plan	Center Head	2 minutes	Approved rehabilitation Plan	AO15 S2012	N/A	Pen	Administrative Skills	
IMPLEMENTATION OF INTERVENTION PLAN OF MULTI-DISCIPLINARY SERVICES									
1	Distribution of approve Rehabilitation Plan to Rehab Team Members	Admin Aide	10 minutes	Received Copy of Approved Rehab Plan	MOO	N/A	Routing Slip	Clerical Skills	
2	Implementation of rehabilitation Plan per service	Rehab Team Member		Received Copy of Approved Rehab Plan	MOO	N/A	Routing Slip	Clerical Skills	
Marketing Service									
1	Endorsement of customer/project partner to Admin Office	Guard on Duty	5 minutes	Accomplished Inter-referral Slip	MOO	N/A	RSW Product Catalogue	salesmanship	
2	Discussion with the customer/Project Partner on need/order	Marketing staff	15 minutes	Presentation of designs & product specs	MOO	sketch of product design	product catalogue product & pen	salesmanship/customer service	
3	If new, Facilitate area tour to specific production area/site If no,	Marketing staff	30 minutes	Orient the customer/ project partner on production process/procedures	MOO		product catalogue product & pen	salesmanship/customer service	It aims to provide satisfaction to the targeted customers
4	Take the customer/ project partner product order	Marketing staffer	15 minutes	Determined the right specification of customer	MOO	computer	paper and pen	Recording of business transactions	
5	Prepare quotation	Marketing staffer	10 minutes	Draft Quotation Letter	MOO	MS word/ excel & calculator	paper and pen	technical writing	
6	Coordinate/ endorse customer's order to Production Service.	Marketing staffer	10 minutes	Job Costing Form	MOO	MS word/ excel & calculator	paper and pen	Coordination	
PRODUCTION SERVICE									

(A) PROCESSES						(B) REQUIREMENTS				
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency	Remarks	
7	Receive of approved Job Order from Marketing Services	Supervisor and Production Staffer	5 minutes	Copy of Approved JO	MOO	N/A	Paper and Pen	Clerical Skills		
8	Facilitate Job Order review and costing	Project Supervisor/Production Head/OIC of the Center	30 minutes	Job Order, Costing and approved RIS	MOO	Calculator	Paper and Pen	Costing		
9	Preparation and submission of RIS	Project Supervisor	30 minutes	Accomplished RIS	MOO	Calculator	Paper and Pen	Technical Writing, costing		
10	Approval of RIS	Production Head/OIC of the Center	1 day	Approved RIS	MOO	MS Word/Excel/Calculator	Paper and pen	Administrative skills		
11	Request for Budget	Project Supervisor/Production Head	30 minutes	Filled out form	MOO	MS Word/Excel/Calculator	Paper and pen			
12	If yes, Approval of request for cash advance.	Center Head/OIC	30 minutes	Approved Petty Cash Voucher	MOO	MS Word/Excel	Paper and pen	Administrative skills	Fund to be use for the production is from revolving fund.	
13	Release of Budget	Revolving Fund SDO	30 minutes	Petty Cash Voucher	MOO	MS Word/Excel	Paper and pen	Clerical Skills		
14	Canvass of Materials/Equipment	Assigned Canvasser of the Center/Project Supervisor	1 day	Filled out RFQ Forms	MOO	Internet	Paper and Pen Canvass/RFQ Forms/Vehicle	Canvassing		
15	Purchase of Materials/Equipment	Assigned purchaser of the Center/Project Supervisor	1 day	Official Receipt	MOO	N/A	Money/Paper and Pen/Vehicle	Purchasing		
16	Inspection of Equipment	Inspection Committee	30 minutes	Delivery Receipt/Official receipt	MOO	N/A	Paper and pen/Inspection of materials form	Inspection		
17	Release of Equipment to respective Project	Property Custodian/	30 minutes per	Signed receiving copy of RIS	MOO	N/A	Correct standard	Clerical Skills		

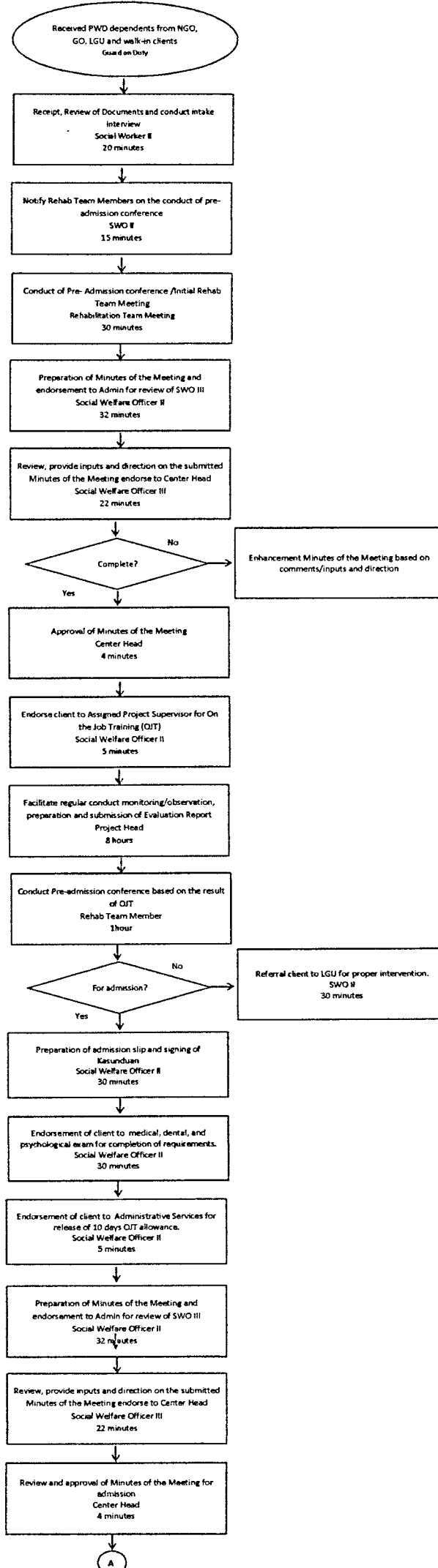
(A) PROCESSES							(B) REQUIREMENTS				
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency	Remarks		
18	Submission of liquidation of cash advance for project supplies	Production Head	30 minutes	Official Receipts	MOO	N/A	Disbursement Voucher, pen, printer, computer, calculator	Clerical Skills	Canteen-weekly basis Other projects-upon purchase		
19	Production/Fabrication/Service/Rework	Project Supervisor/clients worker	8 hours	Product	MOO	N/A	Specific and Standard quality output	Production			
20	Quality Control	Project Supervisor/Quality Controller	8 hours	Accomplishment Monitoring Output	MOO	N/A	Paper and pen	Quality Control			
21	With Quality? If yes, Turnover of produced goods to Property for delivery If No, Return to task no 19.	Project Supervisor of every Project/Property Custodian	30 minutes	Signed Turn Over Form	MOO	N/A	Paper and Pen/Trolley, Crates etc.	Quality Control			
Marketing Service											
22	Coordinate Admin Service for the request of vehicle	Marketing Service	5 minutes	Request for Vehicle/Travel request	MOO	N/A	Inter-referral slip, pen	Coordination			
23	Approval of vehicle request	Center Head	2 minutes	Approved Request for Vehicle/Travel request	MOO	N/A	Pen	Administrative Skills			
24	Delivery of finished product to the customer	Marketing Service	3 hours	Delivery receipt, gate pass	MOO	N/A	Delivery receipt, Pen	Delivery	Depends on the location of delivery		
25	Cash? Yes, Collection of payment. No, Send billing statement to customer	Marketing Service	10 minutes	Official Receipt	MOO	N/A	Copy of Delivery Receipt, Purchase Order, pen, billing statement	Collection			

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

(A) PROCESSES					(B) REQUIREMENTS				
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency	Remarks
35	Forward documents to Admin for tracking and endorsement to Center for Approval	SWO II	2 minutes	Closing Summary Tracked Confirmation of Agreements, Discharge Slip and Closing Summary	MOO	N/A	Pen, Routing Slip, logbook	Clerical skills	
36	Review and Approval of documents	Center Head	3 minutes		MOO	N/A	Pen	Administrative skills	
37	Provision of Copy of Discharge Slip to respective project supervisor	SWO II	5 minutes	Received Copy of Discharge Slip	MOO	N/A	Pen, Routing Slip, logbook	Clerical skills	
POST REHABILITATION PHASE									
1	Preparation of referral for After Care Monitoring and other Social Service Intervention.	SWO II	30 minutes	Draft After Care Letter	MOO	N/A	Pen, paper, printer, computer	Technical Writing	
2	Review, provide inputs and direction on the submitted documents	SWO III	20 minutes	Reviewed Referral for After Care Monitoring	MOO	N/A	Pen, Routing Slip, logbook	Supervisory skills	
3	Enhance documents based on comments/inputs and direction	SWO II	5 minutes	Enhanced Confirmation of Agreements, Discharge Slip and Closing Summary	MOO	N/A	Pen, paper, printer, computer	Technical Writing	
4	Review and Approval of referral letter for after care monitoring.	Center Head	5 minutes	Approved After Care Monitoring	M/OO	N/A	Pen	Administrative skills	
5	Sending of referral letter for aftercare monitoring to concerned LGU	SWO II	10 minutes	transmittal	MOO	N/A	Pen	Clerical Skills	3 months grace period for the submission of after care monitoring report
6	Receipt of aftercare monitoring to concerned LGU	SWO II	5 minutes	Filed after care monitoring report	M/OO	N/A	Pen	Clerical Skills	
7	Sharing of status of client during General Staff Meeting	SWO II	5 minutes	Case Closed	M/OO	N/A	Pen	Clerical Skills	

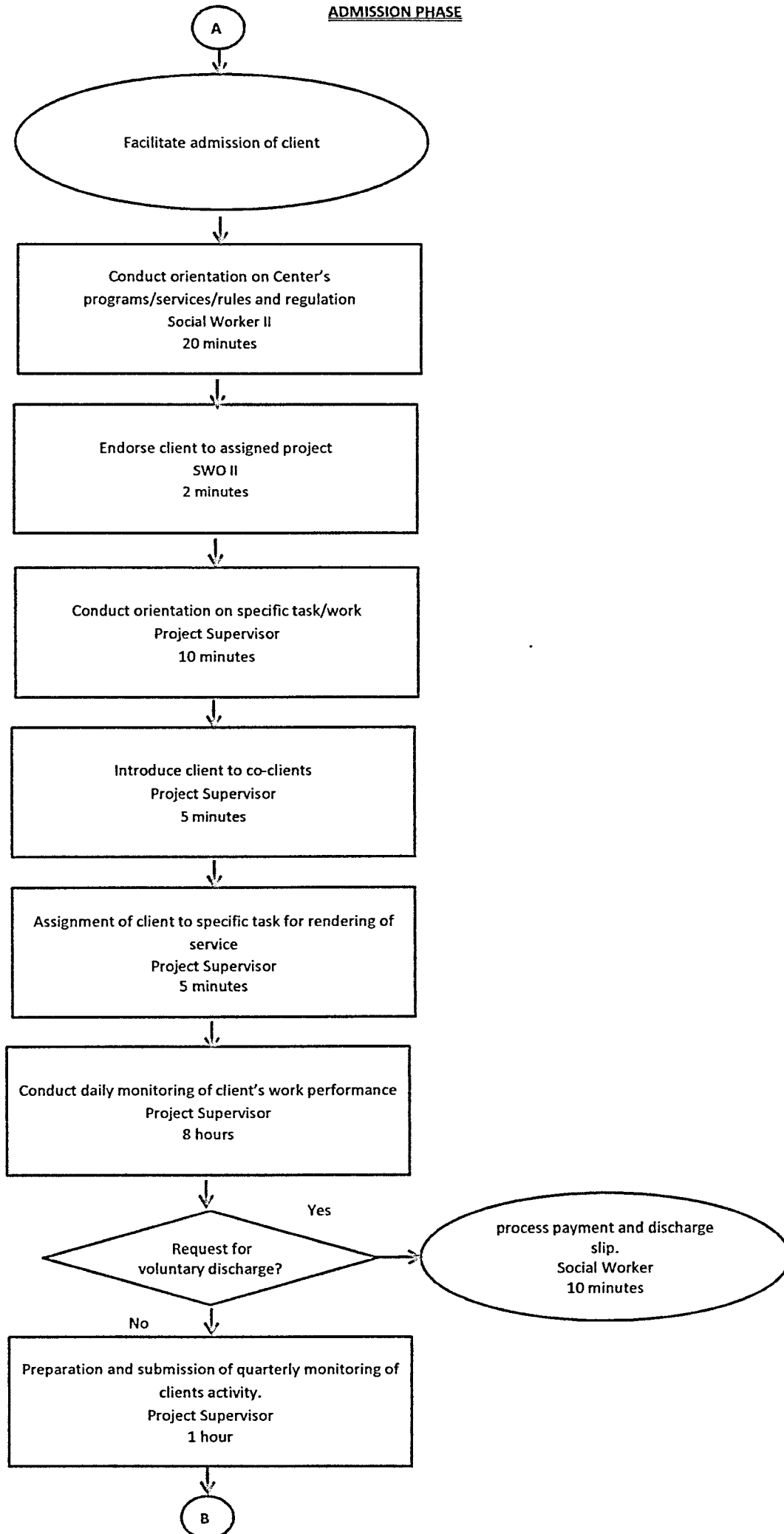
REHABILITATION SHELTERED WORKSHOP
CASE MANAGEMENT PROCESS FLOW CHART

PRE-ADMISSION PHASE



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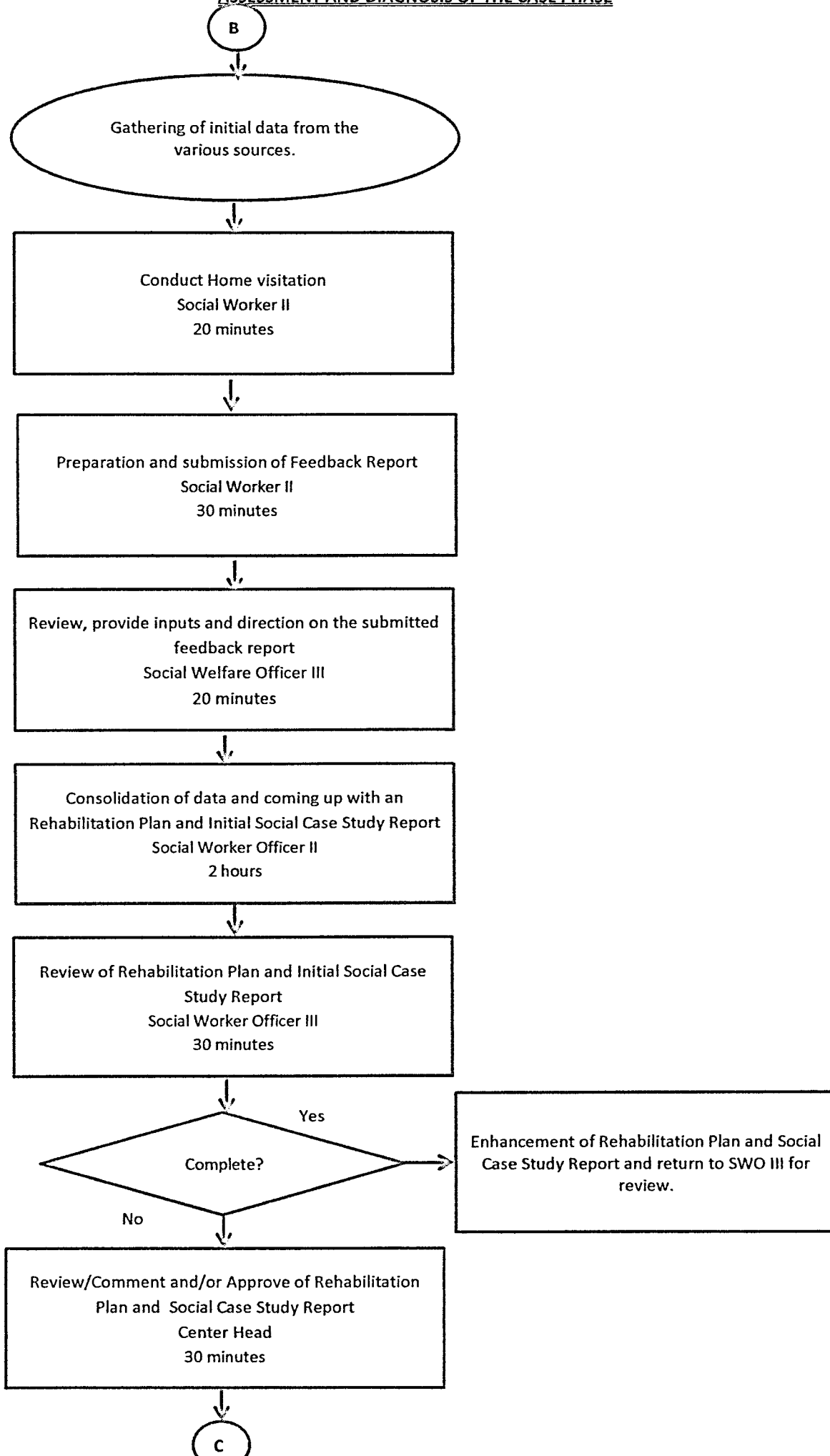
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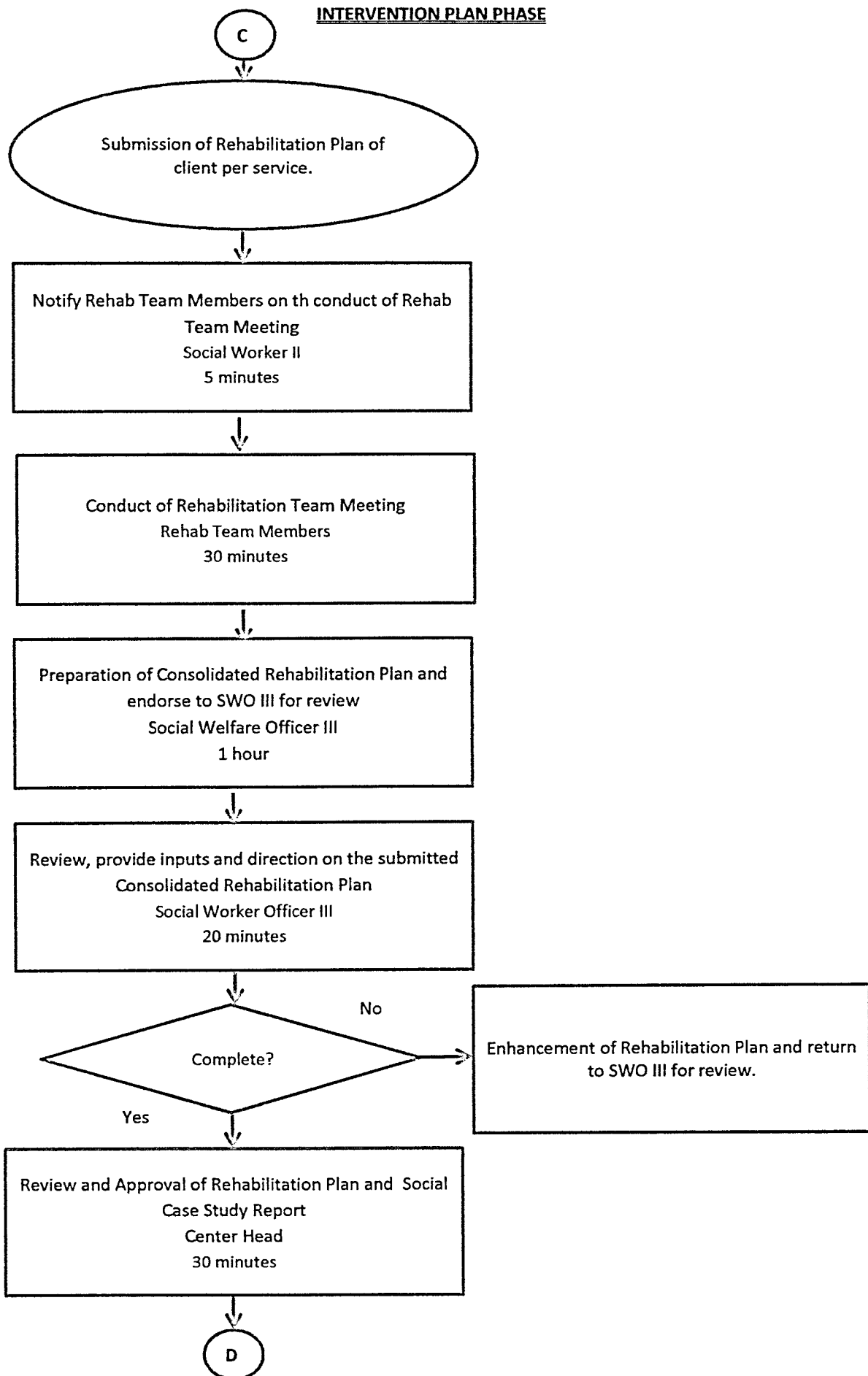
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REHABILITATION SHELTERED WORKSHOP
CASE MANAGEMENT PROCESS FLOW CHART

ASSESSMENT AND DIAGNOSIS OF THE CASE PHASE



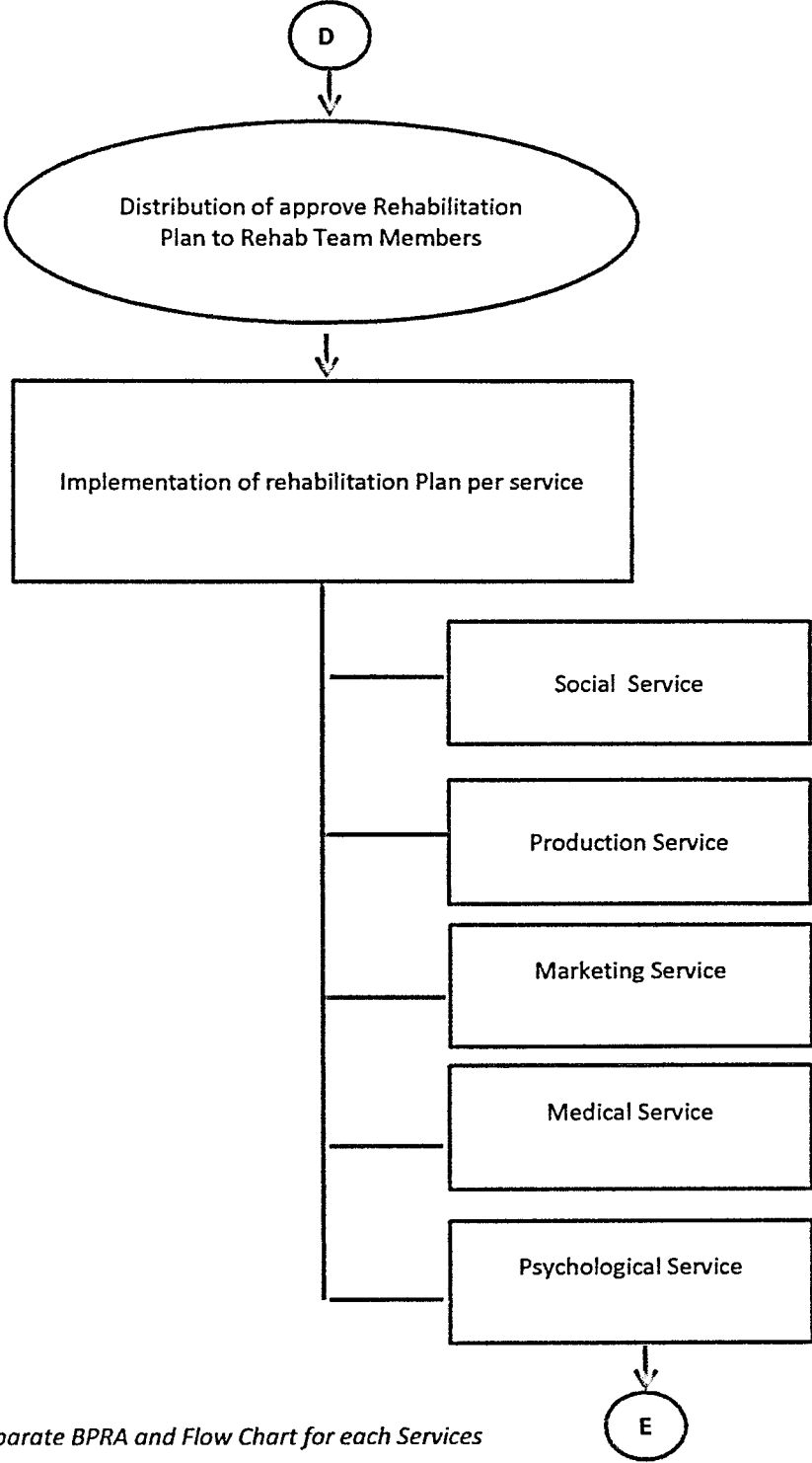
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CASE MANAGEMENT PROCESS FLOW CHART



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REHABILITATION SHELTERED WORKSHOP
CASE MANAGEMENT PROCESS FLOW CHART

IMPLEMENTATION OF INTERVENTION PLAN OF MULTI-DISCIPLINARY SERVICES

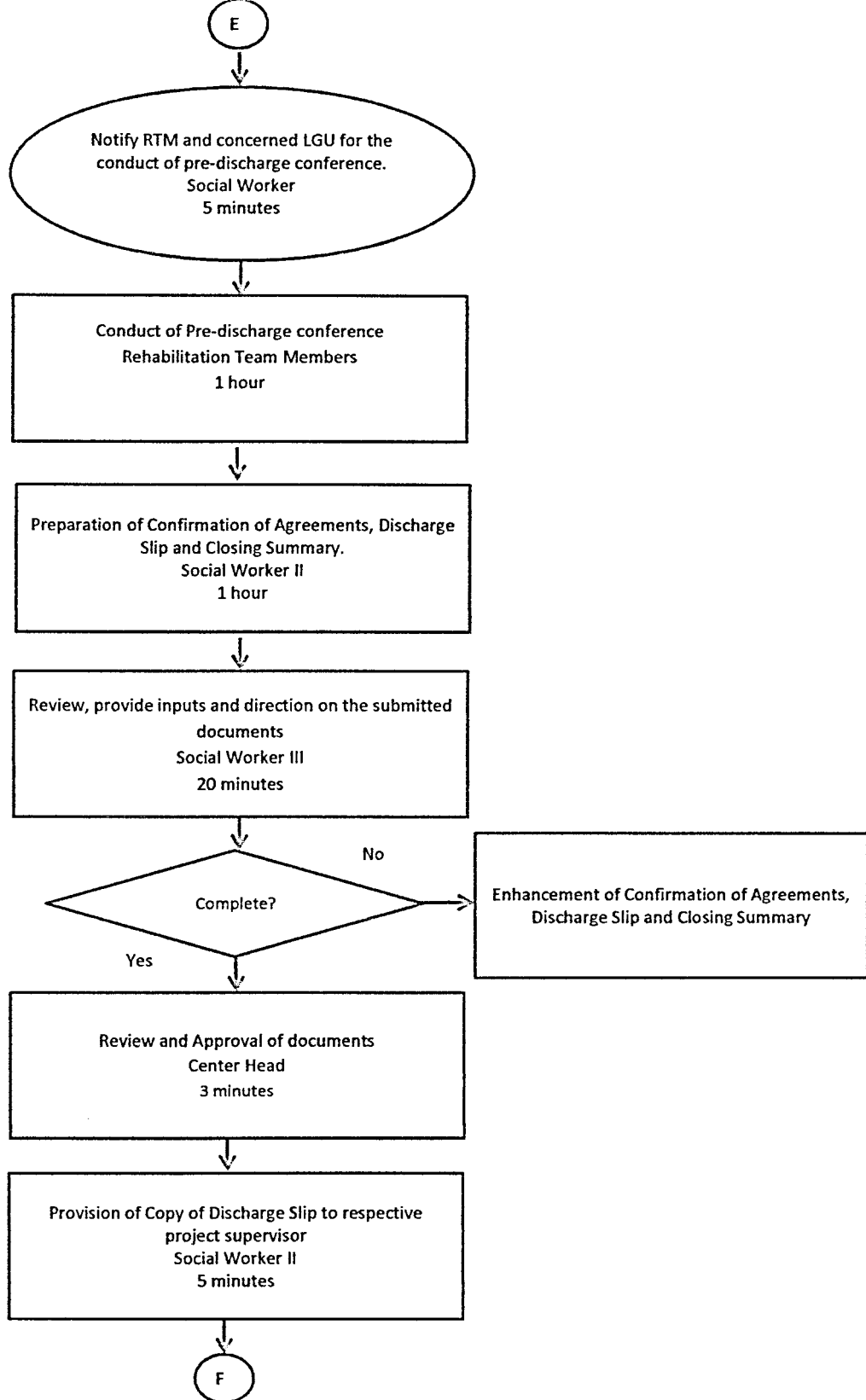


Note: With Separate BPRA and Flow Chart for each Services

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REHABILITATION SHELTERED WORKSHOP
CASE MANAGEMENT PROCESS FLOW CHART

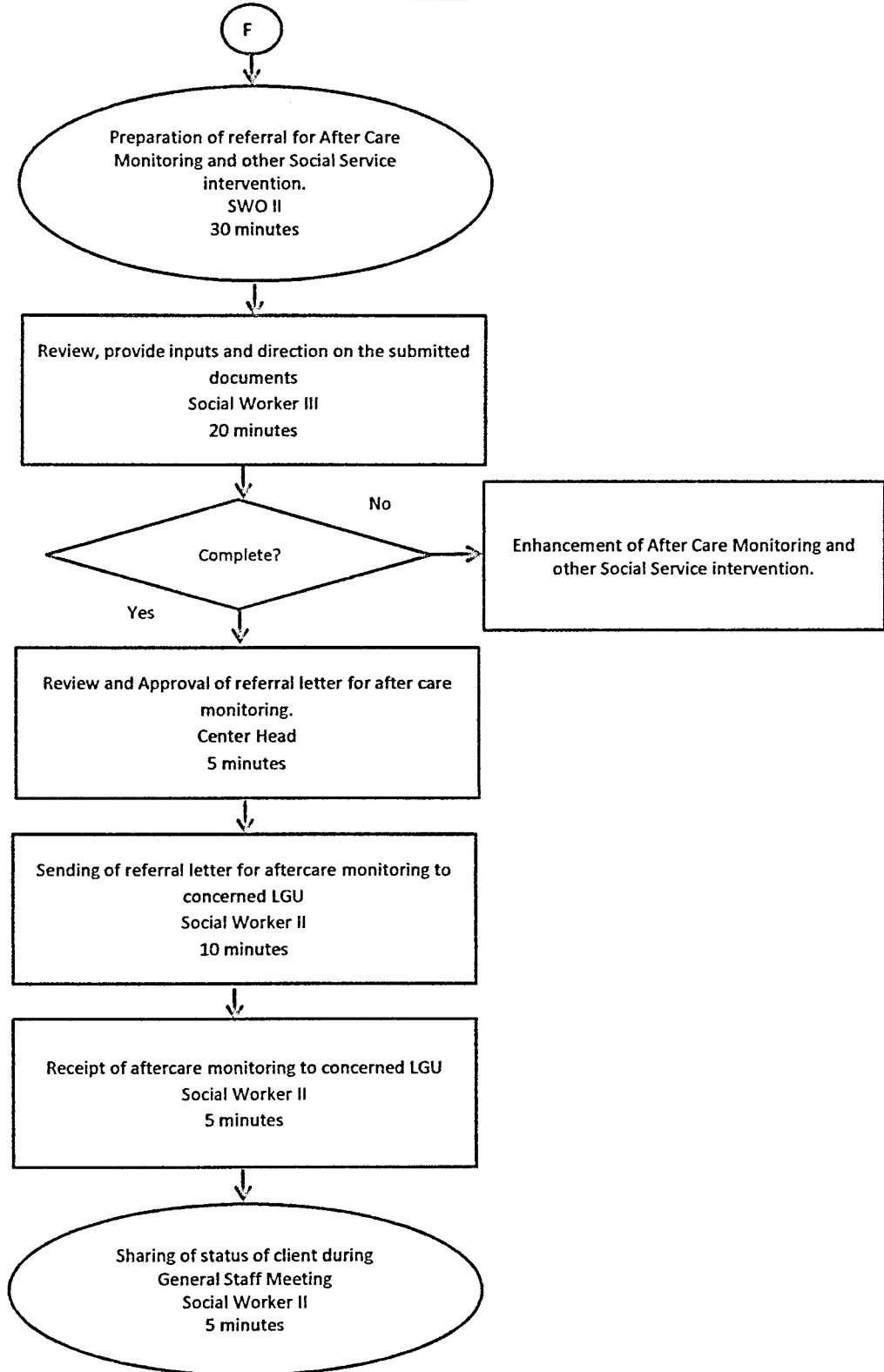
MONITORING AND EVALUATION



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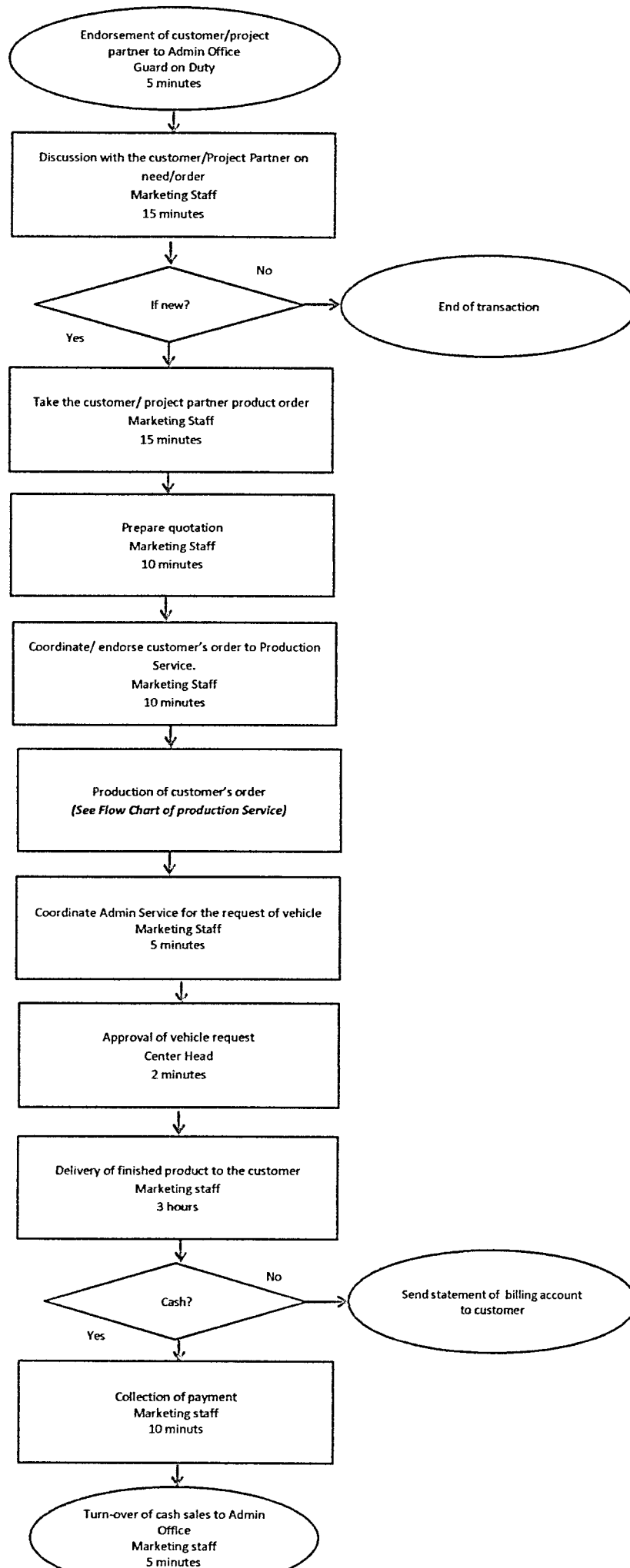
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CASE MANAGEMENT PROCESS FLOW CHART

POST REHABILITATION PHASE



REHABILITATION SHELTERED WORKSHOP
CASE MANAGEMENT PROCESS FLOW CHART

MARKETING SERVICE



Department of Social Welfare and Development
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 REHABILITATION SHELTERED WORKSHOP
 CASE MANAGEMENT PROCESS FLOW CHART
 PRODUCTION SERVICE

