

Department of Social Welfare and Development
National Capital Region

FOR : ALL CENTER/RESIDENTIAL CARE FACILITIES
ALL UNITS/SECTIONS
ALL RPMOs (Pantawid, SLP and RCTSU)

DSWD-NCR
RECORDS MANAGEMENT SECTION

FROM : THE OFFICER-IN-CHARGE REGIONAL DIRECTOR

Received by: [Signature]
Date/Time: Jan 22, 2019

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

DATE : January 22, 2019

This is to share with you the approved BPRA and Process Flow Chart of GRACES on Case Management as per result of the Technical Assistance Session on the Preparation of Business Process and Requirements Analysis and Process Flow Chart held on November 26-27, 2018 at Lancaster Hotel.

For your information and guidance.

[Handwritten Signature]

MARIA ROSARIO C. CUARESMA

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MML/MVG/rfga

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

BUSINESS PROCESS AND REQUIREMENT ANALYSIS

Minimum Deliverable: Case Management Process – PRE-ADMISSION PHASE

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
1	Receipt of Documents Submitted Documents (by either phone or walk-in by referring party)	EOD/ OD Referring Party	5 minutes	Submission of initial/ required documents	Operational Guidelines of the Center	None	Computer	Assessment Skills	
					AO 17 Standards				
2	Review of Submitted Documents	EOD/OD/SWO of the Day	5 minutes	Documents were initially reviewed	Operational Guidelines of the Center	None	None	Assessment Skills	
If Client was a Walk-in Client or Referred by a Concerned Citizen									
	Conduct initial assessment on the Clients Eligibility	EOD/OD/SWO of the Day	5 minutes	Documents were initially reviewed	Operational Guidelines of the Center	None			See Admission Phase Process Flow Chart
a.1 Eligible for Admission									
a.1-1	Proceed to Admission Phase								See Admission Phase Process Flow Chart
a.2 Not Eligible for Admission									
a.2-1	Referral to other Agencies/ NGOs/ Offices for provision	SWO of the Day	5 minutes					Coordination Skills	End Process if Client being referred in not

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	of other services								within the set criteria of the center
If the client is being referred by LGUs, NGOs, other agencies and offices									
B.1	Conduct of Initial Assessment on the client's eligibility and/ or completeness of documents (if there are documents still for completion)	OD/EOD Social Worker Referring Party	5 minutes	Reviewed initially completeness of documents	Operational Guidelines of the Center AO 17 Standards	MS Word	Referral Letter Submitted Documents Ballpen	Assessment Skills Interview Skills	
B.2	Discussion of the initial assessment and/or requirements for completion	OD/ EOD Social Worker Referring Party	5 minutes	With list of documents for completion by the referring party	Operational Guidelines of the Center AO 17 Standards	None	Submitted Documents	None	With an expectation that the referring will complete the documents within a week after the initial coordination
B.3	Forward complete documents to Member of the Rehab Team for initial review and assessment	Social Worker of the Day	5 minutes	Documents duly received by each Services	Operational Guidelines of the Center AO 17 Standards	None	None	None	
B.4	Review of documents	Rehab Team Members	3 minutes	Documents with initial comments and findings from	Operational Guidelines of the Center	None	None	Assessment Skills	

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
				members of RTM	AO 17 Standards				
B.5	Confirmation of Pre-Admission Scheduled with the Referring party thru phone or via email	Social Worker of the Day	5 minutes	Scheduled Admission Conference with the referring party	Operational Guidelines of the Center AO 17 Standards	None	Phone	Coordination Skills	Reflected in the Pre-Admission logbook
B.6	Conduct of Pre-Admission Conference	Social Worker of the day Members of the Rehab. Team	30 minutes/ case	Decision Point if eligible for admission of not	Operational Guidelines of the Center AO 17 Standards	None		Facilitation Skills Note-taking skills	
B.6-1- If the client will be assessed to be eligible for admission									
B.6-1.1	Preparation of Confirmation of Admission	SWO/SWO III	20 minutes	Draft Confirmation Letter		None		Writing Skills	
B.6-1-2	Review of the SWO of letter for Approval of Center Head	SWO III	5 minutes			None			
B.6-1-3	Sending of Letters thru Hand Carry or Email	Liaison Officer	5 minutes					None	See Admission Phase
B.6-2- If the client will be assessed not eligible for admission									
B.6-2.1	Preparation of Confirmation and Agreements and Reason for Non-	SWO	20 minutes	Draft Confirmation Letter	Operational Guidelines of the Center	MS Word	Letter Submitted Documents Ballpen	Writing Skills	

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	Admission				AO 17 Standards				
B.6-2.2	Referral to other Agencies/ NGOs/ Offices for provision of other services								End Process if Client being referred in not within the set criteria of the center

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

BUSINESS PROCESS AND REQUIREMENT ANALYSIS

Minimum Deliverable: Case Management Process – ADMISSION PHASE

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
1	Receipt of Submitted Documents	EOD/ OD Referring Party	5 minutes	Initial/ required documents (completed)	Operational Guidelines of the Center	None	Computer	None	
					AO 17 Standards				
2	Review of the Submitted documents	Social Worker	5 minutes	Logbook record indicating date and time of admission	Operational Guidelines of the Center	None	Logbook Ballpen	Assessment Skills	
					AO 17 Standards				
3	Facilitate (Intake) Admission Interview	EOD/OD Social Worker Nurse	10 minutes	Admission Slip Initial Medical Findings	Operational Guidelines of the Center	MS Word	Referral Letter	Interview Skills	Note; Simultaneousl y being done with Step 4 and 5)
					AO 17 Standards				
4	Initial Medical Check-up	EOD/OD Nurses Medical Officer	10 minutes	Result of the initial check-up Vital Signs check	Operational Guidelines of the Center	MS Word	Medical records (if any)	Medical Assessment Skills	Note; Simultaneousl y being done with Step 4 and 5)
					AO 17 Standards				
5	Client's Inventory of Belongings	Houseparent Security Guards	10 minutes	List of Clients Belongings duly	Operational Guidelines of the	MS Word	List of Belongings	None	Note; Simultaneousl

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PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
				signed both by the resident and the staff	Center AO 17 Standards		Form		y being done with Step 4 and 5)
6	With Valuables, Endorsement of Client's Belongings to Social Service	EOD/OD Social Worker	3 minutes	List of Belongings duly received by the social worker Logbook record indicating the date and time and actual receipt	Operational Guidelines of the Center AO 17 Standards	None	None	None	
7	Cottage Endorsement/ Assignment of Cottage	EOD/ OD Houseparent	10 minutes	Assigned cottage/ bed for the newly admitted	Operational Guidelines of the Center AO 17 Standards	None	None	None	
8	Endorsement of Admission Documents to Social Service	EOD/OD	3 minutes	Accomplished Admission Documents duly signed by the EOD and the Rehab Team Members	Operational Guidelines of the Center AO 17 Standards	None	None	None	
9	Endorsement of Admission Slip to all Services	EOD/ OD	3 minutes	Accomplished Admission Slip	Operational Guidelines of the Center AO 17 Standards	None	None	None	

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
10	Forward Admission Document to Supervising SWO	EOD/OD	3 minutes	Admission Slip with social worker assigned and case number	Operational Guidelines of the Center	None	None	Assessment Skills	
11	Case Worker Assignment and Case Numbering	SWO III	10 minutes	Approved Letter	Operational Guidelines of the Center	None	None	None	
12	Approval of Admission Slip and Documents	Center Head	3 minutes	Approved Letter included in the tracking logbook	Operational Guidelines of the Center	None	None	None	
13	Receipt of Admission Slip by Assigned SWO	SWO III			Operational Guidelines of the Center				Proceed to Assessment and Planning Phase

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

BUSINESS PROCESS AND REQUIREMENT ANALYSIS

Minimum Deliverable: Case Management Process – ASSESSMENT AND PLANNING PHASE

PROCESSES				REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency
1	Receipt of Case Assignment	SWO	2 minutes	Admission Slip	Operational Guidelines of the Center	None	None	None
					AO 17 Standards			
2	Preparation of case folder; Filing of documents in case folder, attach process recording form, and labels	Case manager	25 minutes	Case folder	Operational Guidelines of the Center	None	Folder, fastener, Ballpen	None
					AO 17 Standards			
3	Conduct of cottage visit; Intake Interview and Initial Rehabilitation Indicator	Case Manager Client	1 Hour	Accomplished Intake Sheet	Operational Guidelines of the Center	None	Ballpen Intake Sheet Rehab. Indicator Form	Interviewing skills
				Accomplished Rehabilitation Indicator	AO 17 Standards			
4	Conduct of initial Center Orientation Programs and Policies	Case Manager Client/ House parents	15 Minutes	Progress Notes	Operational Guidelines of the Center	None	None	Orientation Skills
					AO 17 Standards			
5	Preparation of Inter-referral Slip to All Services for Initial	Case Manager	5 minutes	Inter-referral Slip	Operational Guidelines of the Center	None	None	

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	Assessment				AO 17 Standards				
6	Review of Inter-referral Slip	Center Head	5 minutes	Inter-referral Slip	Operational Guidelines of the Center AO 17 Standards	None	None		
7	Signing of Inter-referral Slip	Center Head	3 minutes	Signed Inter-referral Slip	Operational Guidelines of the Center AO 17 Standards	None	None		
8	If Approved, Endorsement of Inter-referral Slip to ALL Concerned Services	Social Worker Medical Service Client	10 minutes	Copy of the Admission Slip	Operational Guidelines of the Center	None	None	Coordination Skills	Depending on the nature of medical condition of the client, if it will require further laboratory tests
				Medical: Updated Medical Assessment Information	AO 17 Standards				
				Psychological: Initial Psychological Assessment					
				Dietary: Initial Nutritional					Including the actual conduct of psych test.

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
				Status					
	If Not Approved, Revision of Inter-referral	Social Worker	15 minutes	Revised of Inter-referral	Operational Guidelines of the Center AO 17 Standard	None	None	Clerical Skills	Same process until approved

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BUSINESS PROCESS AND REQUIREMENT ANALYSIS

Minimum Deliverable: Case Management Process – INTERVENTION PLAN PHASE

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
1	Preparation of necessary documents for the intervention Plan preparation	Social Worker Client	1 hour	Updated Intake Interview Progress Notes/ process recordings	Operational Guidelines of the Center AO 17 Standards	None	Ballpen Intake Sheet Case Fodler	Interview Skills Skills in Assessing behaviour (verbal and non-verbal)	To include conduct of follow-up interview and validation interview with Houseparents
2	Initial Social Case Study Preparation (with initial intervention plan)	Social Worker	3 hours	Initial Case Study Report	Operational Guidelines of the Center AO 17 Standards	MS Officer	Computer Intake Sheet	Writing Skills Skills in Assessing the functionality of the client	
3	Review of the initial case study by the Supervising Social Worker	Social Worker SWO III	30 minutes per case	Initial Case Study Report with inputs	Operational Guidelines of the Center AO 17 Standards	Google Documents MS Word	None	Background on Social Behaviour and Case Management	
4	If not Complete, Revision of the case study based on inputs of the Supervising Social Worker	Social Worker	15 minutes	Enhanced Case Study Report	Operational Guidelines of the Center	MS Word	Office Supplies	Computer Skills	Revision of the case study based on inputs of the

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
					AO 17 Standards				Supervising Social Worker
5	If Complete, Submit reviewed Social Case Study Report with Initial Intervention Plan to Center Head	Center Head	2 minutes	Case Study	Operational Guidelines of the Center	None	None	Clerical	
6	Review and provide inputs/direction and sign of the Initial Case Study with Intervention Plan	Center Head	30 minutes	Case Study	AO 17 Standards	None	None	Supervision	
7	If Not Complete, Revision of the case study based on inputs of the Supervising Social Worker	Social Worker	15 minutes	Enhanced Case Study Report	Operational Guidelines of the Center	MS Word	Office Supplies	Computer Skills	
8	Submit reviewed Social Case Study Report with Initial Intervention Plan to Center Head	Center Head	2 minutes	Case Study	Operational Guidelines of the Center				
9	Preparation of memo re: Invitation for the conduct of Rehab. Team Meeting	Focal person	10 minutes	Memo indicating the names of residents subjected fro RTM	Operational Guidelines of the Center	MS Word	Office Supplies	Coordination Skills	
10	Forward memo for approval and initial of	Focal person to SWO III	2 minutes	Memo	Operational Guidelines of the	None	None	None	

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PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	SWO III				Center				
					AO 17 Standards				
11	Signing and approval of memo by the Head Social Worker	Head Social Worker	2 minutes	Approved memo	Operational Guidelines of the Center	None	Ballpen	None	
					AO 17 Standards				
12	Forward /circulate memo to SWO III and Senior Staff/ Case Manager	Admin staff to SWO III	2 minutes	Approved memo	Operational Guidelines of the Center	None	None	None	
					AO 17 Standards				
13	Conduct of RTM	Rehab Team members	20 minutes	Minutes of RTM	Operational Guidelines of the Center	None	None	None	
					AO 17 Standards				
14	Consolidation of the Client's Intervention Plan and forward to SWO III	Social Worker	1 hour	Encoded Rehabilitation Plan	Operational Guidelines of the Center	MS Word	Notebook Ballpen	None	Including the enhancement of case study per Inputs of the RT Member
15	Review and provision of inputs of the Submitted Intervention Plan	Supervising Social Worker	30 minutes	Enhanced Case Study and Rehabilitation Plan	Operational Guidelines of the Center	MS Word	None	None	
16	If not Complete, Enhancement of the	Social Worker	15 minutes	Enhanced Case Study and	Operational Guidelines of the	MS Word	None	None	

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	Initial social case study based on inputs of the Supervising Social Worker			Rehabilitation Plan	Center				
17	If Complicit, Approval of the Consolidated Intervention Plan and Submit to Center Head	Head social worker Admin staff	5 minutes	Approved or with input initial social case study report	AO 17 Standards Operational Guidelines of the Center	MS Word	None	None	
18	Form out copy of the Intervention Plan to Rehab Team Members for implementation	Case Manager	10 minutes	Approved Intervention Plan for Implementation	AO 17 Standards				

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

BUSINESS PROCESS AND REQUIREMENT ANALYSIS

Minimum Deliverable: Case Management Process – MONITORING AND EVALUATION PHASE

PROCESSES					REQUIREMENTS					Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency		
1	Provision of Necessary Services	All Services							Please Refer to Implementation Phase	
A. Reintegration to Families										
A.1	Preparation of letter requesting for conduct of family assessment	Case Manager	5 minutes`	Request Letter for Family assessment	Operational Guidelines of the Center	MS Word	None	None		
A.2	Review of the initial draft letter for the conduct of family assessment	Supervising SWO	20minutes	Reviewed request letter with corrections	Operational Guidelines of the Center	Ms Word	None	None		
A.3	Approval of Draft letter for the conduct of FCA	Center Head	7 minutes	Finalized request letter	Operational Guidelines of the Center	Ms Word	None	None		
A.4	Acknowledgement of Response from LGU	Case Manager	10 minutes		AO 17 Standards	Ms Excel	None	None		
A.4.1	Favorable	Case Manager	5 Minutes	Draft Letter to	Operational	MS Word	None	Writing Skills		

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	Preparation of Letter requesting for Pre-Discharge Conference			LGU's	Guidelines of the Center AO 17 Standards				
A.4.2	Forwarding of Letter of Predischarge to Head Social Worker for signing and approval	Case Manager	5 Minutes	Approved Pre Discharge request letter	Operational Guidelines of the Center AO 17 Standards	MS Word	None	None	
A.4.3	Signing and approval of memo by the Head Social Worker	Head Social Worker	2 minutes	Approved memo	Operational Guidelines of the Center AO 17 Standards	None	Ballpen	None	
A.4.5	Sending of the Approved letter for Pre Discharge Letter (can be done via email or snail mail)	Case Manager	1 Hour for snail mail 5 Minutes if via email	Confirmation of sending Email transmittal	Operational Guidelines of the Center AO 17 Standards	Google Mail	None	None	
A.4.6	Confirmation of scheduled Pre-Discharge Conference with receiving Party	Case Manager	5 minutes	Reply Communication indicating the scheduled pre discharge conference	Operational Guidelines of the Center AO 17 Standards	Google Mail	None	None	
A.4.7	Actual conduct of Pre Discharge Conference	Case Manager SWO III Client	8 Hours	Confirmation of Agreements indicating the services to be	Operational Guidelines of the Center	None	None	None	

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
		*RTM (ANA)		provided to the client and receiving family.	AO 17 Standards				
A.4.8	Preparation of Confirmation of agreements and after care letter and endorse to Center Head	Admin Service	1 minute	Tracked Approved Confirmation Report	Operational Guidelines of the Center	Ms Excel	None	None	
A.4.9	Preparation of letter requesting for Pre-Discharge Conference	Case Manager	5 Minutes	Draft letter to LGU's	Operational Guidelines of the Center	MS Word	None	Writing Skills	
A.4.10	Review and initial confirmation of agreements and after care	Center Head	5 Minutes	Approved Confirmation letter	Operational Guidelines of the Center	MS Word	None	None	
A.4.11	Approval of Confirmation of Agreements and After Care Letter	Admin Service	1 Minute	Track Approved Pre Discharge request letter	Operational Guidelines of the Center	Ms Excel	None	None	
A.4.12	Social Preparation for Reintegration	Case Manager	20 minutes		Operational Guidelines of the Center				
A.4.13	Discharge/ Reintegration with	Case Manager/Escort	1.5 days to 2 days	Discharge Slip	AO 17 Standards				

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	Family	ng Staff			Center AO 17 Standards				
A.4.15	Preparation of Discharge Summary and endorse to SWO III	Case Manager	20 minutes	Draft Discharge Summary	Operational Guidelines of the Center	None	None	None	
A.4.16	Endorsement of draft Discharge Summary to Center Head for review and approval	Case Manager	2 minutes	Reviewed of Discharge Summary with corrections	AO 17 Standards Operational Guidelines of the Center	Ms Word	None	None	
A.4.10	Approval of Discharge Summary	Center Head	2 minutes	Finalized Discharge Summary	Operational Guidelines of the Center AO 17 Standards	Ms Word	None	None	
A.5	If Reintegration is not Favorable Continuous provision of Center's Services				Operational Guidelines of the Center AO 17 Standards			None	
B.1	Facilitate Referral to Other Center if for Transfer							Coordination	

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	Coordination with potential NGO/Other Facilities for possible transfer of Client for long term and prepare documents	Case Manager	5 minutes	Clean list of C/RcFs for possible transfer of resident	Operational Guidelines of the Center AO 17 Standards	None	None	and Networking Skills	
B.2	Approval of documentary Requirements	Center Head	5 minute	Tracked Approved Endorsement letter	Operational Guidelines of the Center AO 17 Standards	None	None	None	
B.3	Submission of transfer documents to receiving facility and confirmation of pre-admission conference	Case Manager	10 Minutes	Approved Endorsement letter	Operational Guidelines of the Center AO 17 Standards	None	None	Coordination and Communication Skills	
B.4	Attendance to pre-admission conference	Case Manager	1 Hour for snail mail 5 Minutes if via email	Confirmation of sending Email transmittal	Operational Guidelines of the Center AO 17 Standards	None	None	none	
B.5	Conduct of Send-off Session to identified	Case Manager Client	1 hour	Feedback Report	Operational Guidelines of the	None	None	Counseling skills	

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	resident for transfer	Psychologist		Updated Progress Notes Updated Case Folder	Center AO 17 Standards				
B.6	Actual turnover of residents together with transfer summary to the receiving C/RCF's	Case Manager and Client	8 hours	Discharge Documents and Kasunduan	Operational Guidelines of the Center AO 17 Standards	None	None	None	
B.7	Preparation of Feedback Report to Supervising Social Worker for review and approval	Case Manager	2 minutes	Reviewed of Feedback report with corrections	Operational Guidelines of the Center AO 17 Standards	Ms Word	None	None	
B.8	Review and initial on the feedback report and endorse to Center Head	Case Manager	2 minutes	Finalized Feedback report	Operational Guidelines of the Center AO 17 Standards	Ms Word	None	None	
B.9	Approval of Feedback Report	Center Head	5 Minutes	Approved Feedback Report	Operational Guidelines of the Center AO 17 Standards	MS Word	None	None	

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
B.10	Endorsement of the Approved Feedback report to Regional Director for Information and Reference.	Admin Service	1 Hour for snail mail 5 Minutes if via email	Received copy of Feedback Report	Operational Guidelines of the Center AO 17 Standards	None	None	None	
C.1	If the client died in the center or left without permission (LVP) Undertake necessary procedures intended for LWP/ Death cases								Please refer to DPPIA and Process Flow Chart for Death/ LVP Cases

GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

BUSINESS PROCESS AND REQUIREMENT ANALYSIS

Minimum Deliverable: Case Management Process – POST RESIDENTIAL PHASE (TERMINATION)

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
1	Preparation of After Care letter for reintegration and closing summary	Social Worker	30 mins	Draft after care letter	Operational Guidelines of the Center	Microsoft Office	Pen, Paper, bondpaper, computer, printer	Technical Writing	
2	Forward to Admin Office for tracking of document	Social Worker	2 mins	Draft aftercare letter			Paper, pen, stamp	Coordination	
3	Endorse to Social Worker III for review and additional inputs	Admin Aide	2 mins	Endorsed Draft after care letter			Paper, pen, stamp	Coordination	
4	Review and provide input on the aftercare letter	Social Worker III	30 mins	Draft after care letter	Operational Guidelines of the Center			Technical and Supervision Skills	
4	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement after care letter	AO 17 Standards			Coordination	
5	Endorse to Social Worker for enhancement of aftercare letter	Admin Aide	2 mins	Endorsed Draft after care letter			Paper, pen, stamp	Coordination	
6	Enhancement of aftercare letter	Social Worker	30 mins	Enhanced after care letter	Operational Guidelines of the Center	Microsoft Word	computer, printer	Technical Writing	
					AO 17 Standards				

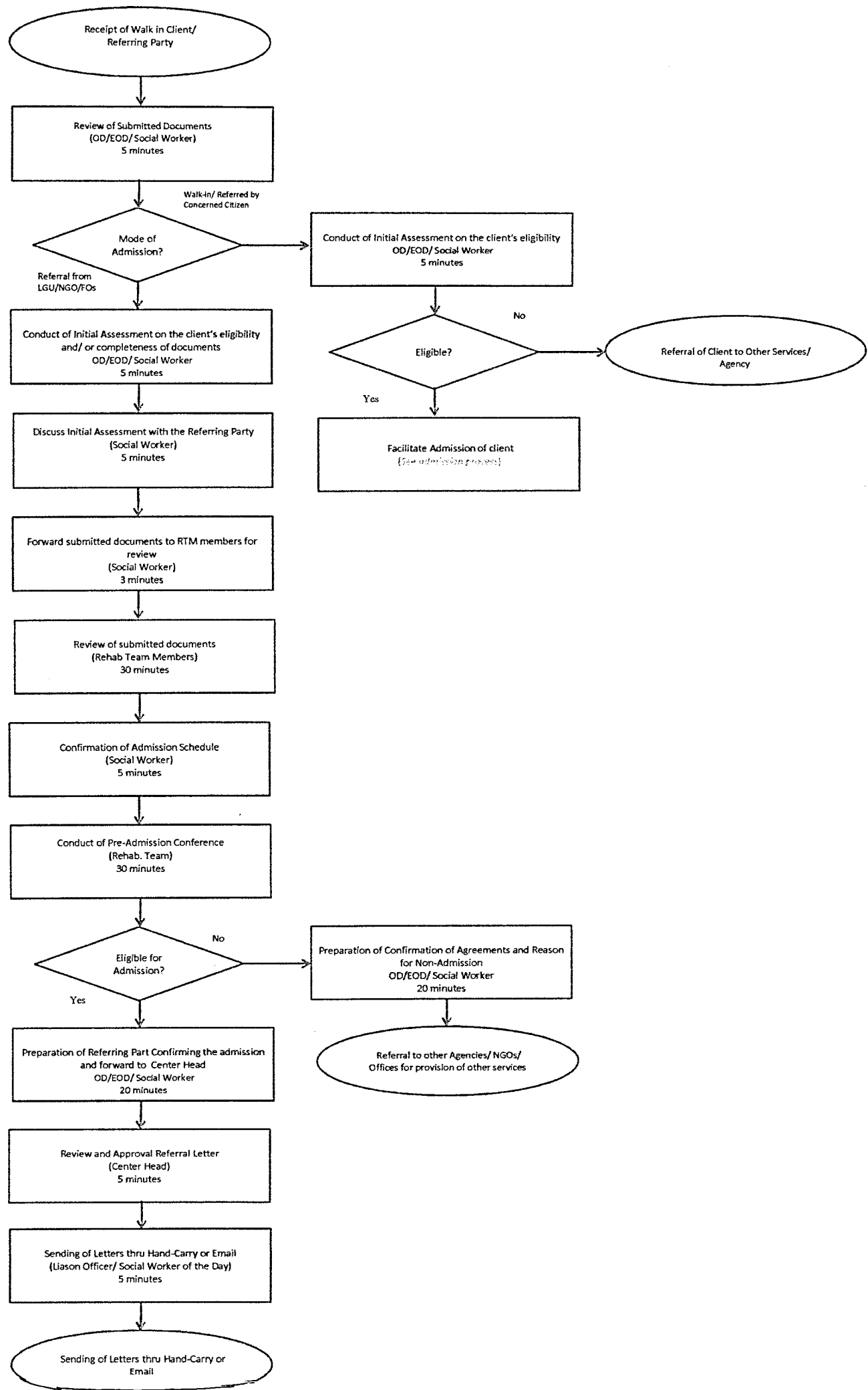
GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
7	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, document receipt			Paper, pen, stamp	Coordination	
8	Endorse to Social Worker III for signature as reviewed	Admin Aide	2 mins	Reviewed after care letter			Paper, pen, stamp	Coordination	
9	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, after care letter			Paper, pen, stamp	Coordination	
10	Endorse to Head Social Worker for approval of document	Admin Aide	2 mins	Endorsement, after care letter			Paper, pen, stamp	Coordination	
11	Approval of after care letter	Head Social Worker	2 mins	Approved after care letter	Operational Guidelines of the Center AO 17 Standards			Technical Skills	
12	Forward to Admin Office for tracking of document	Head Social Worker	2 mins	Endorsement, document receipt			Paper, pen, stamp	Coordination	
13	Mailing of approve aftercare letter to concerned LGU	Admin Aide	30 mins	Mailed letter			Paper, pen, stamp	Coordination	(email, registered mail)
14	Receipt and filing of aftercare report submitted by concerned LGU as reference.	Social Worker	30 mins						
15	Acknowledgement of Response from LGU	Case Manager	1 hour	Approved Letter	Operational Guidelines of the Center	MS Word	None	None	
16	Finalization of case folder	Case Manager	10	Case Folder	AO 17 Standards Operational	None		None	

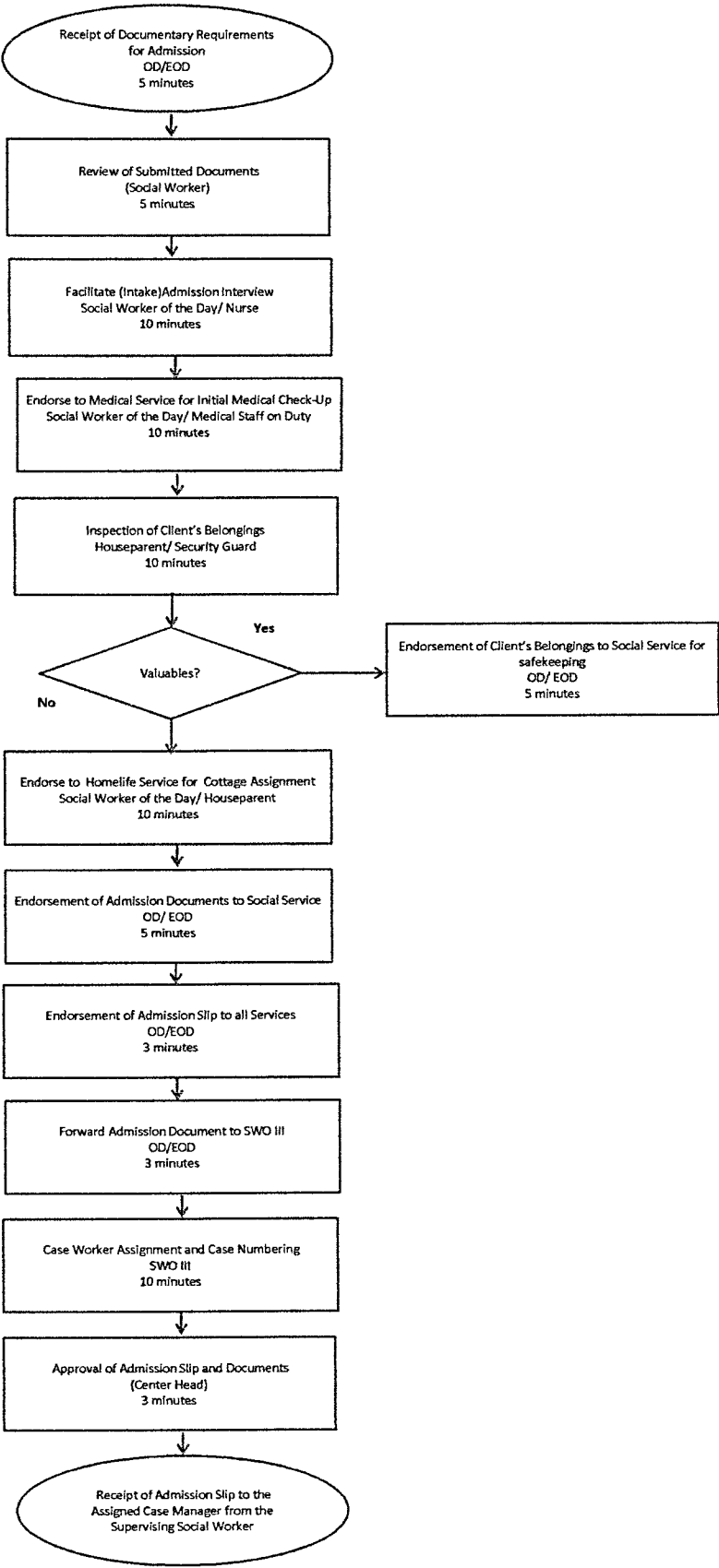
GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES (GRACES)

#	Task	PROCESSES			REQUIREMENTS			Remarks
		Responsible Person	Time Frame	Output	Policy	Application	Material	Competency
	for termination with Discharge and Closing Summary		minutes		Guidelines of the Center			
17	Approval of Case folders for Termination	Center Head	5 Minutes	Approved Case Folder	Operational Guidelines of the Center AO 17 Standards	Ms Excel	None	None

Golden Reception and Action Center for Elderly and Other Special Cases
CASE MANAGEMENT
PROCESS FLOW CHART ON PRE-ADMISSION PHASE

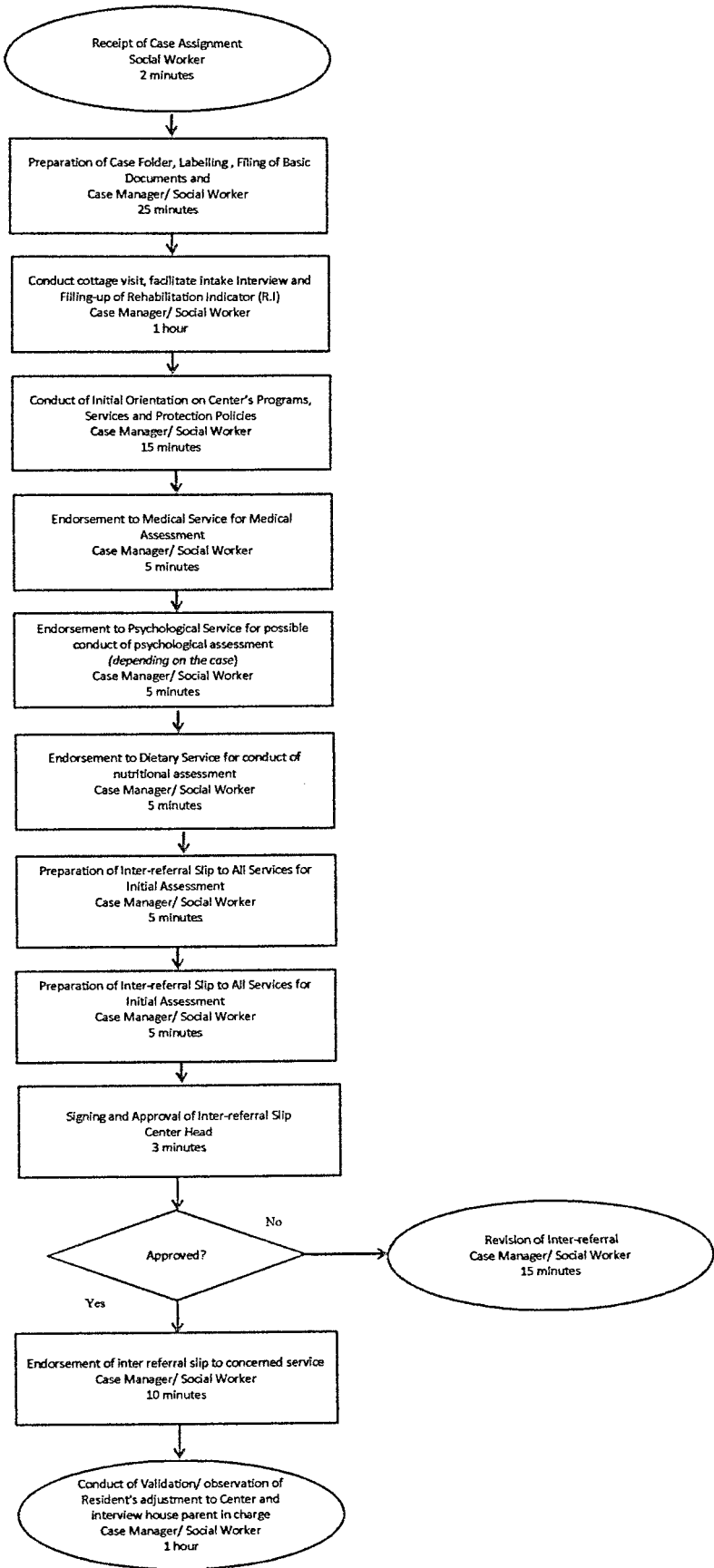


Golden Reception and Action Center for Elderly and Other Special Cases
CASE MANAGEMENT
PROCESS FLOW CHART ON ADMISSION PHASE



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
National Capital Region

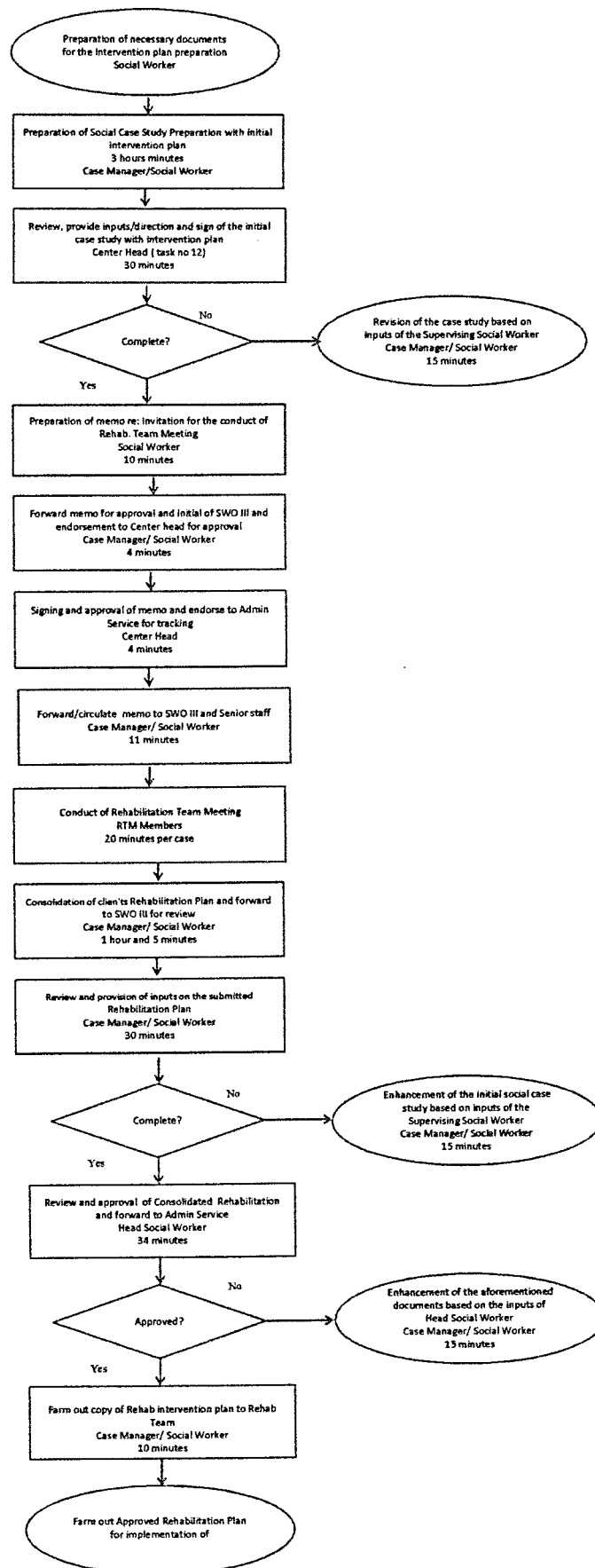
Golden Reception and Action Center for Elderly and Other Special Cases
CASE MANAGEMENT
PROCESS FLOW CHART ON ASSESSMENT AND PLANNING PHASE



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
National Capital Region

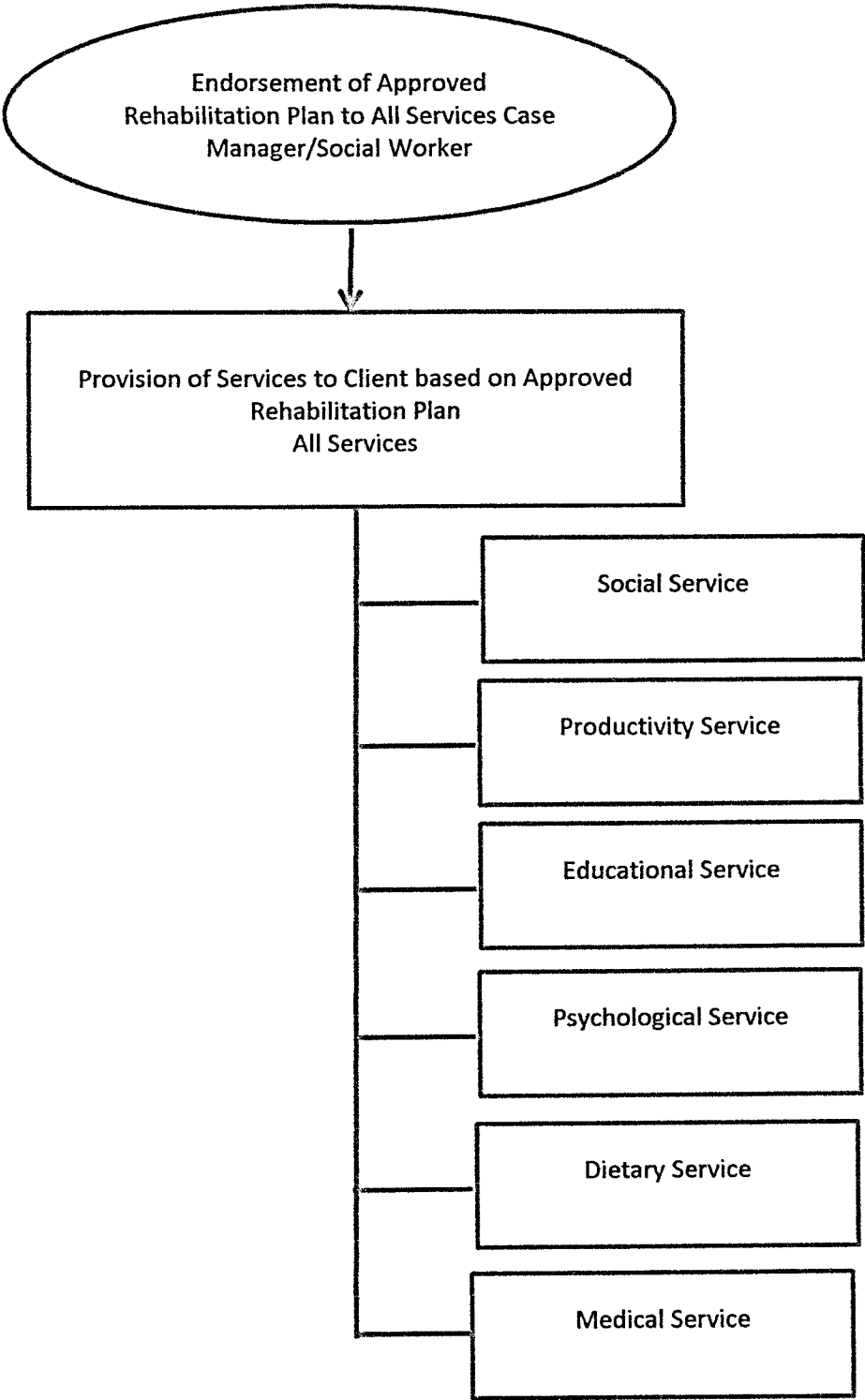
Golden Reception and Action Center for Elderly and Other Special Cases
CASE MANAGEMENT

PROCESS FLOW CHART ON INTERVENTION PLAN PHASE



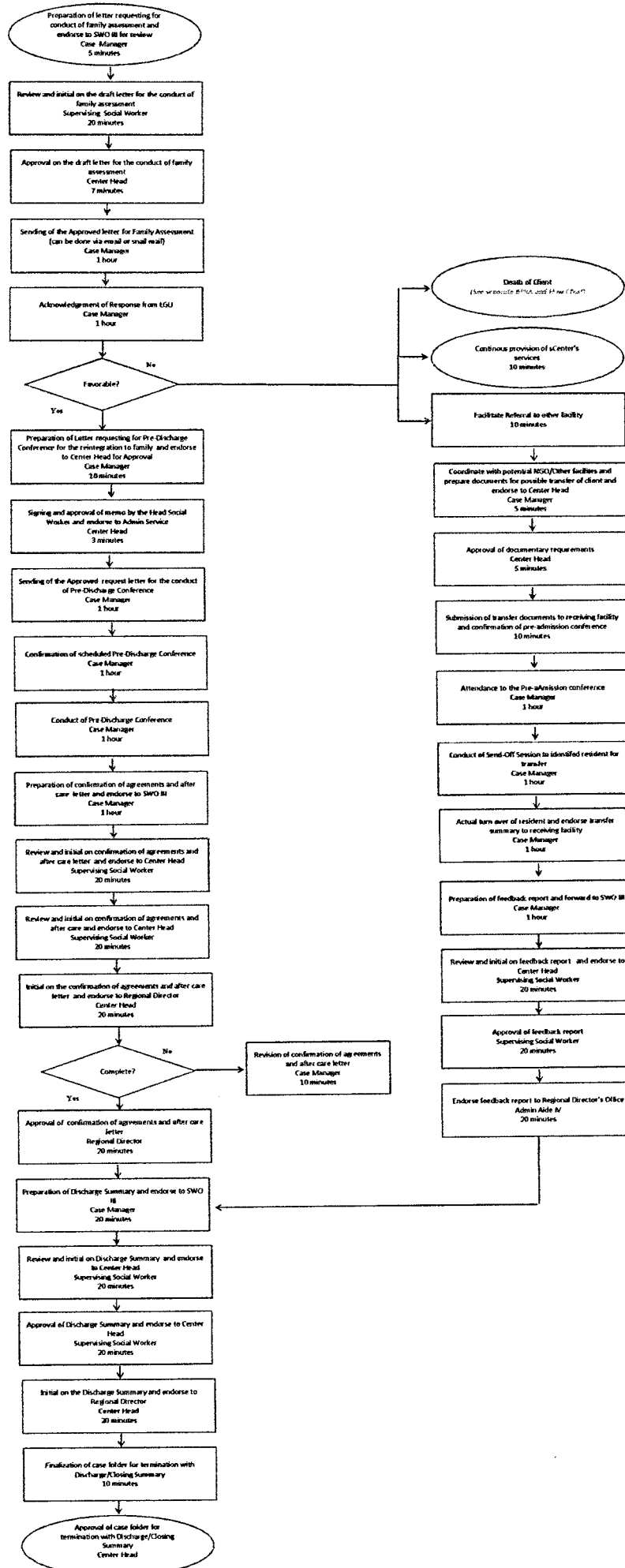
DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
National Capital Region

Golden Reception and Action Center for Elderly and Other Special Cases
CASE MANAGEMENT
PROCESS FLOW CHART ON IMPLEMENTATION OF INTERVENTION PLAN PHASE



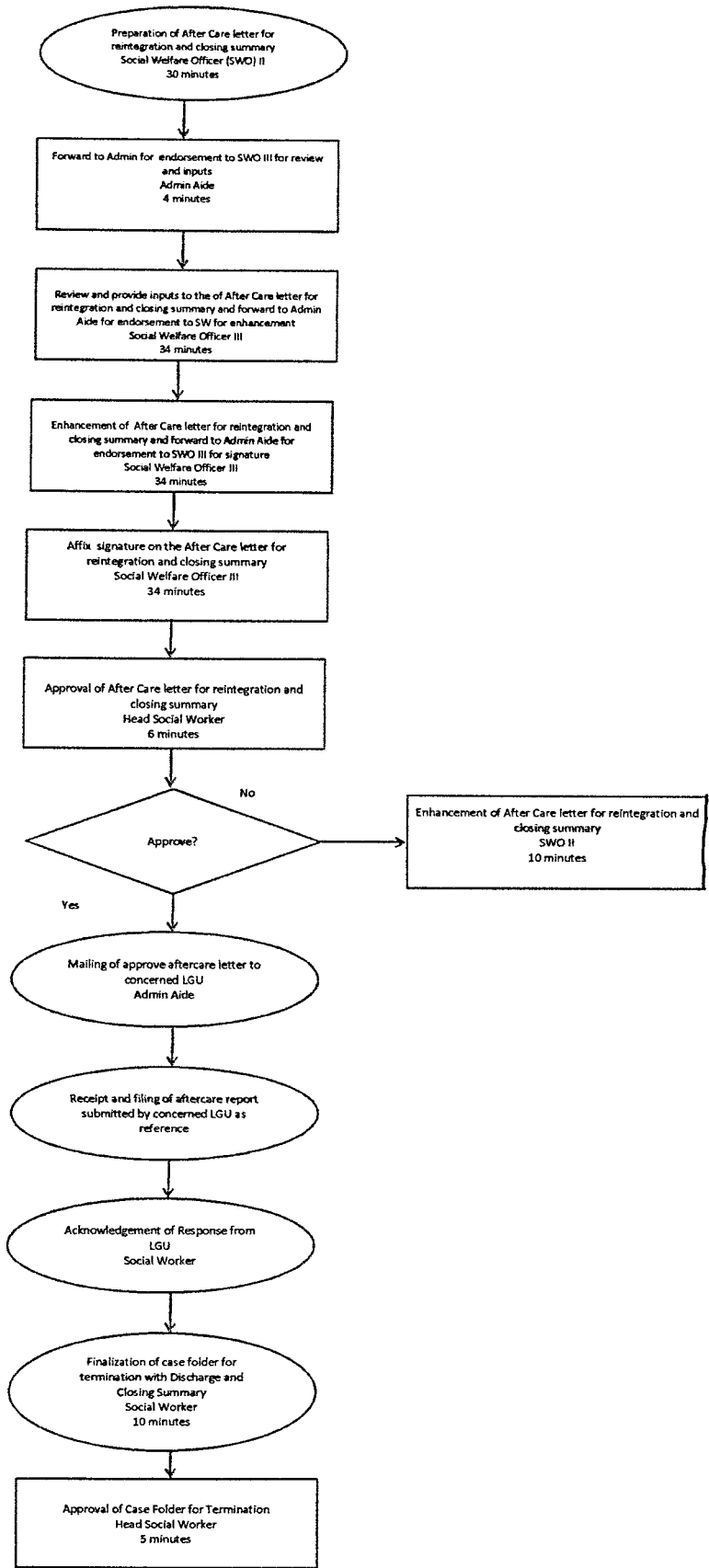
Note: With Separate BPRA and Flow Chart for each Services

Golden Reception and Action Center for Elderly and Other Special Cases
CASE MANAGEMENT
PROCESS FLOW CHART ON MONITORING AND EVALUATION



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
National Capital Region

Golden Reception and Action Center for Elderly and Other Special Cases
CASE MANAGEMENT
PROCESS FLOW CHART ON POST EVALUATION (TERMINATION) PHASE



FOR : **MS. GLENDA D. RELOVA**
ASEC of OSEC Group and Concurrent OIC- RD
DSWD-NCR

ATTENTION : **MR. MARK M. GARCIA**
Planning Officer IV/Planning Unit

FROM : **THE SWO VI CENTER HEAD**
GRACES

SUBJECT : **ENHANCED BPRA ON CASE MANAGEMENT**

Date : January 3, 2018

DSWD - NCR - PLANNING
04 JAN 2018
12:51

This is to submit the enhanced Business Process and Requirements Analysis (BPRA) on Case Management of Golden Reception and Action Center for Elderly and Other Special Cases (GRACES) after review and comments during the Monitoring and Evaluation Workshop on Business Process Requirements Analysis (BPRA) and Introduction to Geographic Information System (GIS) conducted on November 28, 2018 at Lancaster Hotel, Mandaluyong City.

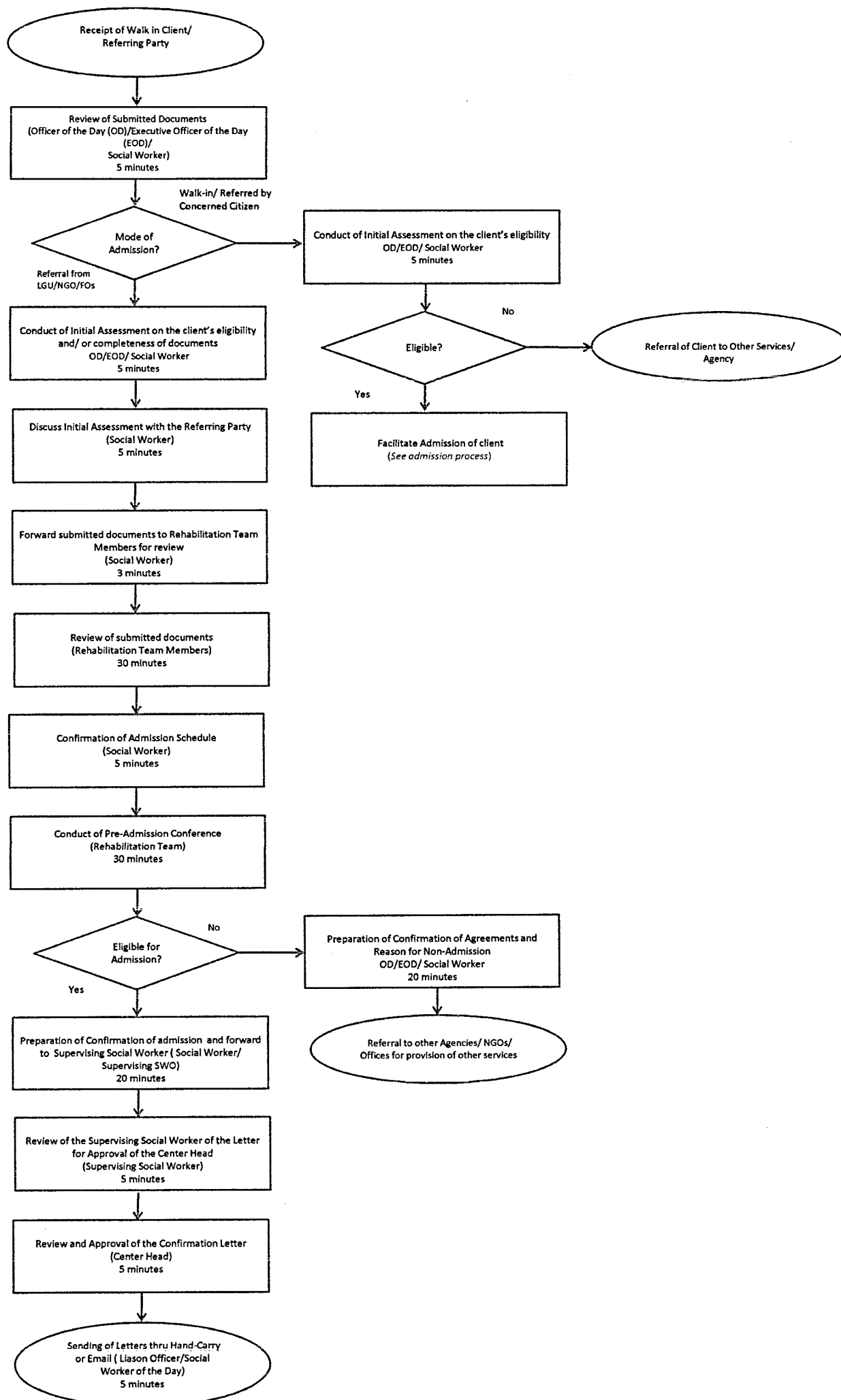
For information and approval.

Maridol R. Licerio
MARIDOL R. LICERIO

DSWD - NCR - PLANNING
04 JAN 2018
2:00pm

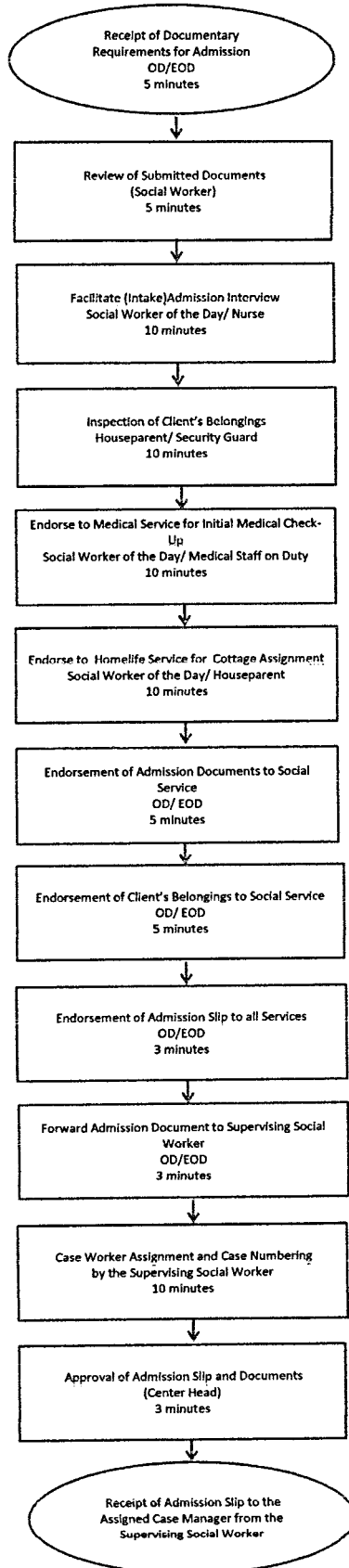
DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
National Capital Region

Golden Reception and Action Center for Elderly and Other Special Cases
CASE MANAGEMENT
PROCESS FLOW CHART ON PRE-ADMISSION PHASE
(2 hour and 3 minutes)



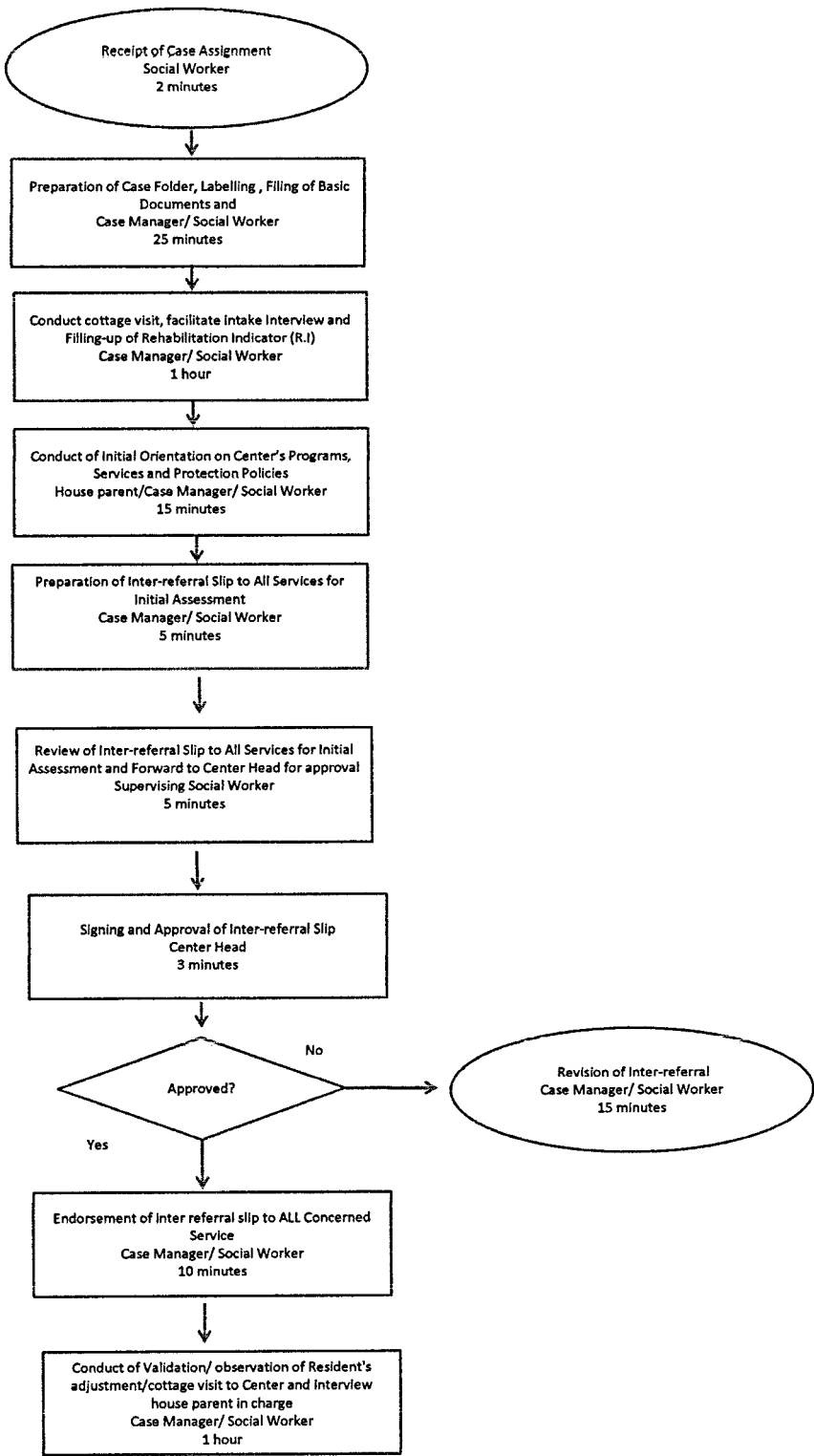
DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
National Capital Region

Golden Reception and Action Center for Elderly and Other Special Cases
CASE MANAGEMENT
PROCESS FLOW CHART ON ADMISSION PHASE
(1 hour and 19 minutes)

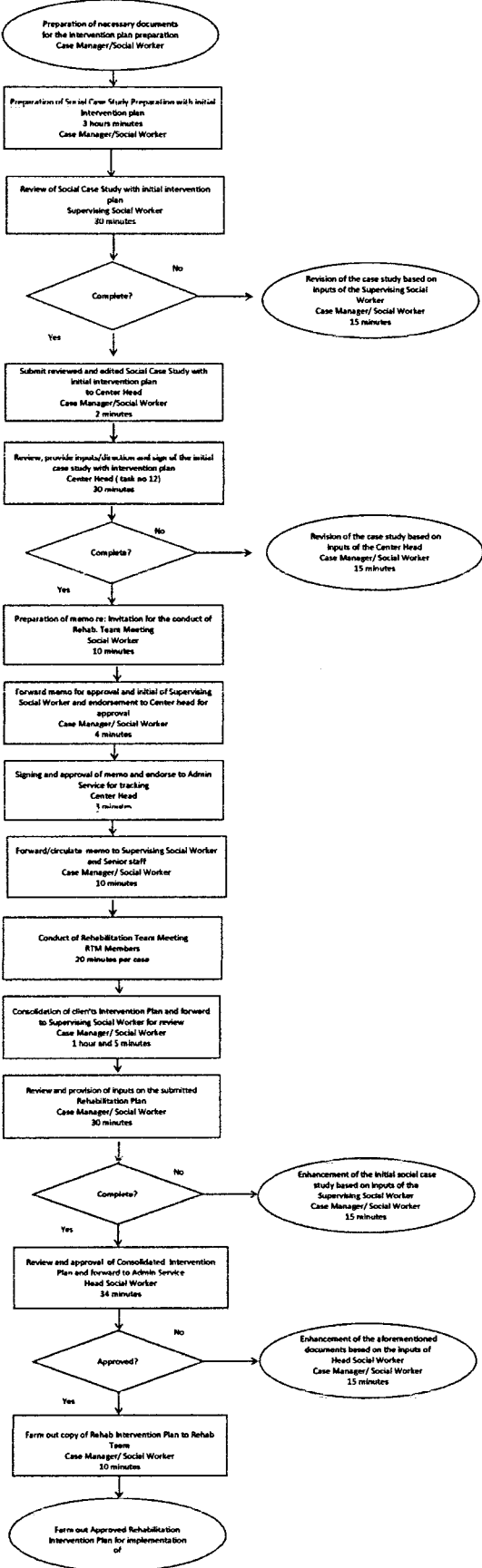


DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
National Capital Region

Golden Reception and Action Center for Elderly and Other Special Cases
CASE MANAGEMENT
PROCESS FLOW CHART ON ASSESSMENT AND PLANNING PHASE
(3 hours and 5 minutes)

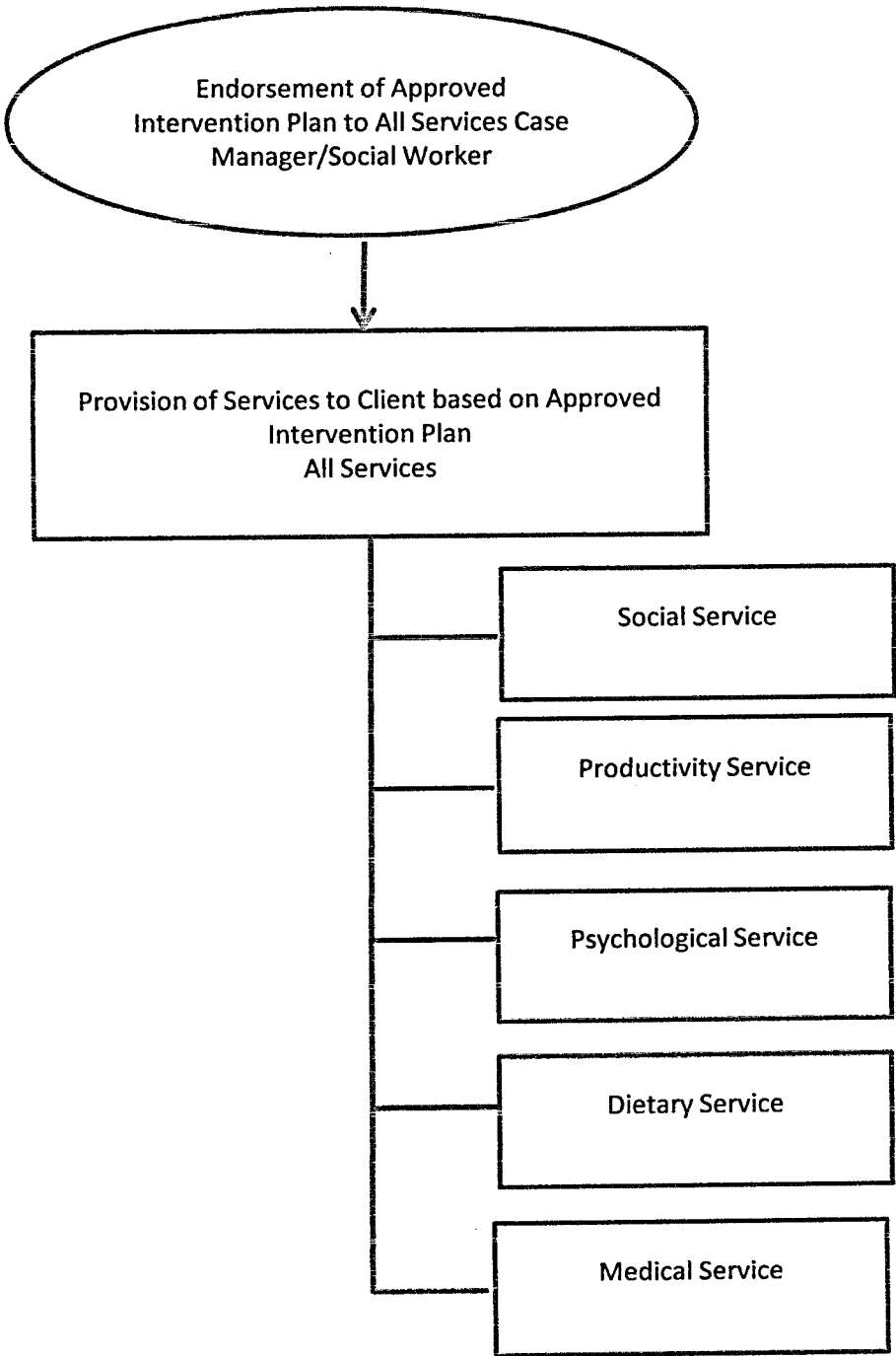


Golden Reception and Action Center for Elderly and Other Special Cases
CASE MANAGEMENT
PROCESS FLOW CHART ON INTERVENTION PLAN PHASE



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
National Capital Region

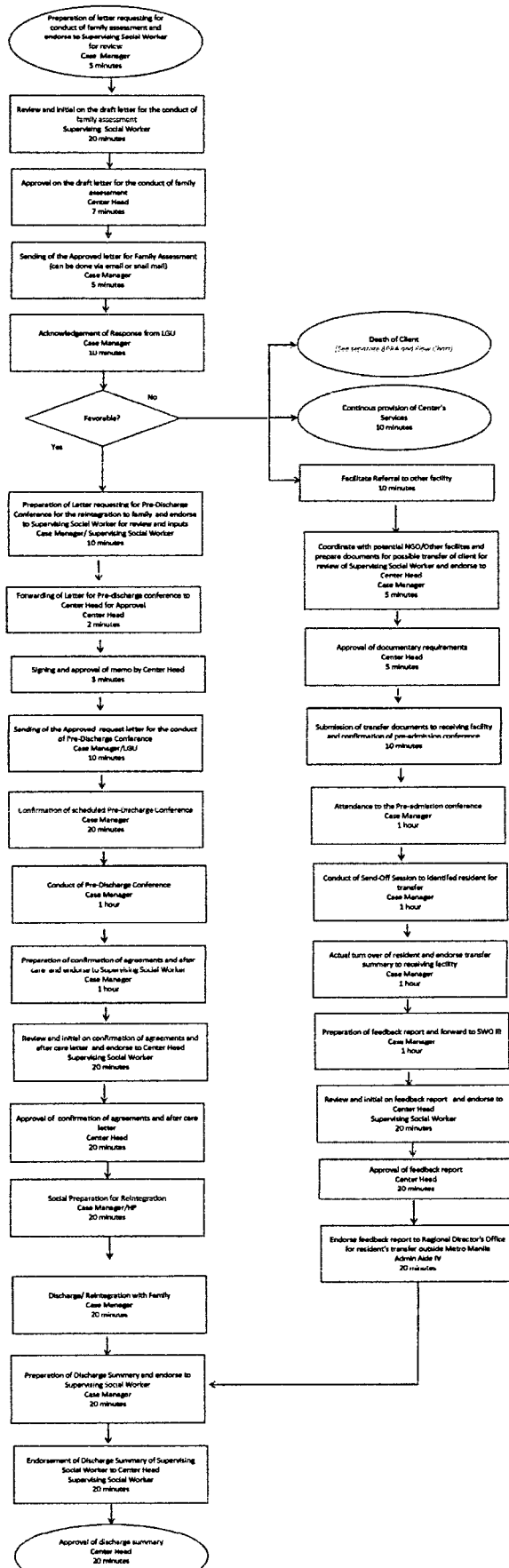
Golden Reception and Action Center for Elderly and Other Special Cases
CASE MANAGEMENT
PPROCESS FLOW CHART ON IMPLEMENTATION OF INTERVENTION PLAN PHASE



Note: With Separate BPRA and Flow Chart for each Services

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
National Capital Region

Golden Reception and Action Center for Elderly and Other Special Cases
CASE MANAGEMENT
PROCESS FLOW CHART ON MONITORING AND EVALUATION PHASE



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
National Capital Region

Golden Reception and Action Center for Elderly and Other Special Cases
CASE MANAGEMENT
PROCESS FLOW CHART ON TERMINATION PHASE
(2 hours and 10 minutes)

