Department of Social Welfare and Development National Capital Region

FOR

: ALL CENTER/RESIDENTIAL CARE FACILITIES

ALL UNITS/SECTIONS

ALL RPMOs (Pantawid, SLP and RCTSU)

RECORDS MANAGEMENT SECT

FROM

THE OFFICER-IN-CHARGE REGIONAL DIRECTOR

Received by:

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.

MARIA ROSARIO C. CUARESMA

BUSINESS PROCESS AND REQUIREMENT ANALYSIS

Minimum Deliverable: Case Management Process - PRE-ADMISSION PHASE

a.2-1				a.1-1		a					If Client		2					,	_				#	
s/ I	Referral to other	a.2 Not Eligible for Admission		Admission Phase	Proceed to	a.1 Eligible for Admission			assessment on the	Conduct initial	If Client was a Walk-in Client or Referred by a Concerned Citizen			Documents	Review of Submitted	referring party)	phone or walk-in by	Documents (by either	Submitted	Documents	Receipt of		Task	
	SW/O of the Day	ission							the Day	EOD/OD/SWO of	eferred by a Concer			the Day	EOD/OD/SWO of					Referring Party	EOD/ OD	Person	Responsible	PROCESSES
	5 minutes									5 minutes	ned Citizen				5 minutes					minutes	(JT	Frame	Time	
								•	initially reviewed	Documents were				initially reviewed	Documents were				documents	initial/ required	Submission of		Output	
							AO 17 Standards	Center	Guidelines of the	Operational	Articology and the state of the	AO 17 Standards	Center	Guidelines of the	Operational		AO 17 Standards		Center	Guidelines of the	Operational		Policy	
										None					None						None	n e	Applicatio	REQUIREMENTS
															None	/					Computer		Material	MENTS
Skills	Coordination													Skills	Assessment					Skills	Assessment		Competency	
Client being referred in not	End Process if		Flow Chart	Phase Process	See Admission			Flow Chart	Phase Process	See Admission														Remarks

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

	1.7	B 6-3 1		B.6-2-Ift		B.6-1-3			B.6-1-2			B.6-1.1		B.6-1-If			B.6						B 5						#	
Reason for Non-	Agreements and	Confirmation of	Preparation of	B.6-2- If the client will be assessed not eligible for admission	Email	thru Hand Carry or	Sending of Letters	of Center Head	of Letter for Approval	Review of the SWO	Admission	Confirmation of	Preparation of	B.6-1- If the clieat will be assessed to be eligible for admission				Conference	Admission	Conduct of Pre-	via email	party thru phone or	with the Referring	Admission Scheduled	Confirmation of Pre-				Task	
			OWS	d not eligible for ad			Liaison Officer			SWO III			swo/swo III	d to be eligible for	Kelido, Fedili	Debah Tanan	Members of the	33	the day	Social Worker of				the Day	Social Worker of			Person	Responsible	PROCESSES
		minutes	20	mission			5 minutes			5 minutes		minutes	20	admission			i i	Caca	minutes/	30					5 minutes			Frame	Time	
	Letter	Confirmation	Draft								Letter	Confirmation	Draft					admission of not	eligible for	Decision Point if		the referring party	Conference with	Admission	Scheduled	HIGH DOLD OF WHAT	memhers of RTM		Output	
	Center	Guidelines of the	Operational						•				and as the second		AO 1/ Stalluatus	00 17 Ctandoud		Center	Guidelines of the	Operational	AO 17 Standards		Center	Guidelines of the	Operational	AO 17 Standards			Policy	
			MS Word							None			None						1	None					None			3	Applicatio	REQUIREMENTS
Ballpen	Documents	Submitted	Letter																						Phone		***************************************		Material	MENTS
			Writing Skills				None						Writing Skills		o Nillio	ckille	Note-taking		Skills	Facilitation				Skills	Coordination				Competency	
						Plase	See Admission															logbook	Admission	the Pre-	Reflected in					Remarks

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

BUSINESS PROCESS AND REQUIREMENT ANALYSIS

Minimum Deliverable: Case Management Process - ADMISSION PHASE

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

#									თ	·		7				x	(•	œ	
Task						With Valuables,	Endorsement of Client's Belongings to Social	Service			Cottage Endorsement/	Assignment of Cottage			Admission Documents	to Social Service			Tadamant of	Admission slin to all	Admission slip to all	Services	
Responsible	Person					EOD/OD	Social Worker				EOD/ OD	Houseparent			E00/00				107	בטט/ טט	•		
Time	Frame					3 minutes		·			10	minutes			o IIIII utes		•		3	5 minutes			
Output		signed both by the	resident and the	1	staff	List of Belongings	duly received by the social worker		Logbook record indicating the	date and time and actual receipt	Assigned cottage/	admitted			Admission	Documents duly	signed by the EOD	nand the Kenab	Team Members	Accomplished	Admission Slip		
Policy	Andrews and the second	Center		AO 17 Chandards	AO 17 Standards	Operational	Guidelines of the Center		AO 17 Standards		Operational	Guidelines of the Center	AO 17 Standards	-	Guidelines of the	Center		AU 1/ Standards	2	Chiquipus of the	Guidelines of the	Center	
Applicatio	3					None					None				Volid				N	NOTIC			
Material		Form				None					None				NO				None	NOTE			
Competency			•			None				.1	None				č				N	I WOLLD			
		y being done	with Step 4	and 5)	and 5)																		

13	12	11	10	#	
Receipt of Admission Slip by Assigned SWO	Approval of Admission Slip and Documents	Case Worker Assignment and Case Numbering	Forward Admission Document to Supervising SWO	Task	
SWO III	Center Head	SWO III	EOD/OD	Responsible Person	PROCESSES
	3 minutes	10 minutes	3 minutes	Time Frame	
	Approved Letter included in the traking logbook	Approved Letter	Admission Slip wth social worker assigned and case number	Output	
Operational Guidelines of the Center AO 17 Standards	Operational Guidelines of the Center AO 17 Standards	Operational Guidelines of the Center AO 17 Standards	Operational Guidelines of the Center AO 17 Standards	Policy	
	None	None	None	Applicatio n	REQUIREMENTS
	None	None	None	Material	MENTS
	None	None	Assessment Skills	Competency	
Proceed to Assessment and Panning Phase					Remarks

BUSINESS PROCESS AND REQUIREMENT ANALYSIS

Minimum Deliverable: Case Management Process - ASSESSMENT AND PLANNING PHASE

5	4	ω	٨	1-3	##	
Preparation of Inter- referral Slip to All Services for Initial	Conduct of initial Center Orientation Programs and Policies	Conduct of cottage visit; Intake Interview and Initial Rehabilitation Indicator	Preparation of case folder; Filing of documents in case folder, attach process recording form, and labels	Receipt of Case Assignment	Task	
Case Manager	Case Manager Client/ House parents	Case Manager Client	Case manager	OWS	Responsible Person	PROCESSES
5 minutes	15 Minutes	1 Hour	25 minutes	2 minutes	Tlme Frame	
Inter-referral Slip	Progress Notes	Accomplished Intake Sheet Accomplished Rehabilitation Indicator	Case folder	Admission Slip	Output	
Operational Guidelines of the Center	Operational Guidelines of the Center AO 17 Standards	Operational Guidelines of the Center AO 17 Standards	Operational Guidelines of the Center AO 17 Standards	Operational Guidelines of the Center AO 17 Standards	Policy	
None	None	None	None	None	Application	REQUIREMENTS
None	None	Ballpen Intake Sheet Rehab. Indicator	Folder, fastener, Ballpen	None	Material	MENTS
	Orientation Skills	Interviewing skills	None	None	Competency	Annual desirement of the second secon
						Remarks

		∞	\$1177.818.118	0				1			#	
			Concerned Services	referral Slip to ALL	If Approved,		Slip		Review of Inter-referral Slip	Assessment	Task	
				Medical Service Client	Social Worker		Center Head		Center Head		Responsible Person	PROCESSES
				minutes	10		3 minutes		5 minutes		Time Frame	
Dietary: Initial Nutritional	Initial Psychological Assessment	Assessment Information Psychological:	Medical: Updated Medical	Admission Slip	Copy of the		referral Slip		Inter-referral Slip		Output	
			AO 17 Standards	Guidelines of the Center	Operational	AO 17 Standards	Operational Guidelines of the Center	AO 17 Standards	Operational Guidelines of the Center	AO 17 Standards	Policy	
					None		None		None		Application	REQUIREMENTS
					None		None		None		Material	MENTS
				Skills	Coordination						Competency	
	Including the actual conduct of psych test.	will require further laboratory tests	the client, if it	medical	Depending on							Remarks

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

BUSINESS PROCESS AND REQUIREMENT ANALYSIS

Minimum Deliverable: Case Management Process - INTERVENTION PLAN PHASE

	1					T						T								\mathbf{r}		7
4					ω			······································			~								1-3		**	
If Not Complete, Revision of the case			Social Worker	study by the Supervising	Review of the initial case				intervention plan)	Preparation (with initial	Initial Social Case Study	THE PARTY OF THE TAX PROPERTY OF THE PARTY O				preparation	intervention Plan	documents for the	Preparation of necessary		Task	
Social Worker				SWOIII	Social Worker						Social Worker	Andread Community of the Community of th						Client	Social Worker	Person	Responsible	PROCESSES
15			per case	minutes	30						3 hours								1 hour	Frame	Tlme	
Enhanced Case				Report with inputs	Initial Case Study					Report	Initial Case Study			recordings	process	Progress Notes/		Interview	Updated Intake		Output	
Operational	AO 17 Standards		Center	Guidelines of the	Operational		AO 17 Standards		Center	Guidelines of the	Operational				AO 17 Standards		Center	Guidelines of the	Operational		Policy	
MS Word		MS Word		Documents	Google						MS Officer								None		Application	REQUIREMENTS
Office					None				Sheet	Intake	Computer					Case Fodler	Sheet	Intake	Ballpen		Material	MENTS
Computer	Management	Case	Behaviour and	on Social	Background	of the client	functionality	Assessing the	Skills in		Writing Skills	non-verbal)	(verbal and	behaviour	Assessing	Skills in		Skills	Interview		Competency	
Revision of the													Houseparents	interview with	validation	interview and	follow-up	conduct of	To include		÷	Remarks
	Revision of the case Social Worker 15 Enhanced Case Operational MS Word Office Computer	If Not Complete, Revision of the case Social Worker 15 Enhanced Case Operational MS Word Office Computer	If Not Complete, Revision of the case Social Worker 15 Enhanced Case Operational MS Word Office Computer	Social Worker per case Center MS Word Case If Not Complete, Revision of the case Social Worker 15 Enhanced Case Operational MS Word Office Computer	Social Worker If Not Complete, Revision of the case Social Worker Social Worker Social Worker Social Worker Mon Social Report with inputs Center AO 17 Standards AO 17 Standards AO 17 Standards MS Word Management MS Word Office Computer	Review of the initial case Social Worker study by the Supervising SWO III per case Study by the Supervising SWO III per case Social Worker Soc	Revision of the case Social Worker Revision of the case Social Worker Revision of the Complete, Revision of the case Social Worker Revision of the Case Social Worker Revision of the Case Social Worker Report with inputs Suddy Operational Google None Background on Social Per case Center MS Word Case MS Word Office Computer Report with inputs Guidelines of the Center MS Word Case MS Word Case Management Report with inputs Guidelines of the Center MS Word Office Computer	Review of the initial case Social Worker Soc	Review of the initial case Sudy by the Supervising SwO III minutes Social Worker Socia	Intervention plan) Intervention plan Intervention plan	Preparation (with initial intervention plan) Review of the initial case Social Worker Social Worker Fig. 5t Complisite, Revision of the case Revision of the case Social Worker Social Worker Revision of the case Social Worker Sheet Shoet Sheet Sheet	Initial Social Case Study Preparation (with initial labelines of the intervention plan) Review of the Initial Case Study Social Worker Social Worker Study by the Supervising Social Worker Social Worker Social Worker Social Worker Report With inputs Study by the Supervising Social Worker Social	Initial Social Case Study Preparation (with initial case Study Intervention plan) Review of the initial case Study Social Worker Study Initial Case Study Preparation (with initial case Study Initial Case Study Initial Case Study Social Worker Social Worker Social Worker Social Worker Revision of the case Study Background Social Worker Revision of the case Study Background Social Worker Revision of the case Social Worker Revision of the case Social Worker Revision of the case Study Background Social Worker Report with inputs Center A0.17 Standards Study Background Social Worker Report with inputs Center A0.17 Standards MS Word Office Computer Management MS Word Office Computer Computer Revision of the case Study Background Social Worker Report with inputs Center MS Word Office Computer Management MS Word Office Computer Revision of the case Study Background Social Worker	Initial Social Case Study Preparation (with initial intervention plan) Review of the Initial Case Study Social Worker Social Worker Social Worker Report With inputs Social Worker Report With inputs Social Worker Social Worker Report with inputs Social Worker Report with inputs Guidelines of the Case Study MS Word Case Report With inputs Center MS Word Case Management Revision of the case Social Worker S	Initial Social Case Study Initial Social Worker Study Preparation (with initial intervention plan) Review of the Initial Case Study Social Worker Social Worker Study Preparation (with initial intervention plan) Review of the Initial Case Study Social Worker Social W	Initial Social Case Study Preparation (with initial intervention plan) Social Worker Study Preparation (with initial intervention plan) Social Worker Study By the Supervising Social Worker Social Worker Study by the Supervising Study By the Supervising Study By the Supervising Study By the Supervising SwO III Per case Social Worker Social Worke	Preparation Progress Notes/	intervention Plan preparation Progress Notes/ progress Notes/ progress Notes/ progress Notes/ progress Study process preparation (with initial intervention plan) Review of the initial case Study by the Supervising Social Worker Social Worker Study Per case Study Per case Study Social Worker Social Worker Social Worker Revision of the case Scocial Worker Scocial Worker Revision of the case Scocial Worker Scocial Worker Scocial Worker Revision of the case Scocial Worker Scocial Wor	documents for the intervention Plan preparation Progress Notes/ preparation Initial Social Case Study Preparation (with initial intervention plan) Review of the initial case Sudy by the Supervising Scoial Worker Scoial Work	Preparation of necessary Social Worker documents for the intervention Plan preparation Progress Notes/ Eintervention Plan preparation Initial Social Case Study Preparation (with initial late of the intervention plan) Progress Notes/ Preparation (with initial late of the intervention plan) Progress Notes/ Preparation (with initial study by the Supervising Social Worker Scoial Worker Social Worker Socia	Person Frame Perparation of necessary Social Worker Client Proparation of necessary Social Worker Interview Interview Interview Intervention Plan Proparation of necessary Social Worker Interview Client Progress Notes/ Progress Notes/ Preparation (with initial Intervention plan) Initial Social Case Study Preparation (with initial Intervention plan) Review of the initial case Social Worker Social Worker Social Worker Social Worker Social Worker Preparation of the case Study Precase Study Precase Study Social Worker Social Worker Social Worker Social Worker Social Worker Preparation (with initial Case Study Social Worker Social Worker Study Beat Study Social Worker Preparation (with initial Case Study Social Worker Social Worker Social Worker Social Worker Social Worker Preparation (with initial Case Study Social Worker Social Worker Social Worker Social Worker Social Worker Preparation (with initial Case Study Social Worker Social Worker Social Worker Social Worker Preparation (with initial Case Study Social Worker Social Worker Social Worker Preparation (with initial Case Study Social Worker Social Worker Social Worker Preparation (with initial Case Study Social Worker Social Worker Preparation (with initial Case Study Social Social Worker Social Worker Social Worker Preparation (with initial Case Study Social Social Worker Social Worker Preparation (with initial Case Study Social Social Worker Social	Task Responsible Time Output Policy Application Material Competency Preparation of necessary Social Worker I hour Updated Intake Interview Scient Interview Intervention Plan preparation (with initial Intervention plan) Review of the Initial Case Study Worker Social W

##	Task	PROCESSES Responsible Person	Time	Output	Pc AO 17 SI	Policy AO 17 Standards	Ap	
5	If Complete,							
MATERIAL STATE OF THE STATE OF	Submit reviewed Social Case Study Report with Initial Intervention Plan to Center Head	Center Head	2 minutes	Case Study	Operational Guidelines of the Center	Z	None	one None
ח	2) - ;	3	One Child.	AO 17 Standards			
თ	Review and provide inputs/direction and sign of the Initial Case	Center Head	30 minutes	Case Study			None	None None
	Study with Intervention Plan							
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	MS Word Office Supplies
œ	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:	Focal person	10	Memo indicating	AO 17 Standards Operational	1	MS Word	MS Word Office
ď	Preparation of memo re: Invitation for the conduct of Rehab. Team Meeting	rocal person	minutes	Memo indicating the names of residents subjected fro RTM	Operational Guidelines of the Center AO 17 Standards	- 15		Word
10	Forward memo for approval and initial of	Focal person to SWO III	2 minutes	Memo	Operational Guidelines of the		None	

16			MINI I	15					14				13				12				11				#	
If not Complets, Enhancement of the		Intervention Plan	inputs of the Submitted	Review and provision of		III OWS	Plan and forward to	Client's Intervention	Consolidation of the				Conduct of RTM	Manager	Senior Staff/ Case	ಠ	Forward /circulate		Social Worker	memo by the Head	Signing and approval of		SWOIII		Task	
Social Worker			Social Worker	Supervising					Social Worker			ers	Rehab Team			SWO III	Admin staff to	references (V) (1) (2) and a state of the contract of the cont		Worker	Head Social			Person	Responsible	PROCESSES
15 minutes			minutes	30					1 hour			minutes	20				2 minutes	NAS Walliamanna and The Walling NAS Apparatus (The Pages)			2 minutes			Frame	Time	
Enhanced Case Study and	ran	Rehabilitation	Study and	Enhanced Case			Plan	Rehabilitation	Encoded				Minutes of RTM				Approved memo	The state of the s			Approved memo				Output	
Operational Guidelines of the	AO 17 Standards	Center	Guidelines of the	Operational			Center	Guidelines of the	Operational	AO 17 Standards	Center	Guidelines of the	Operational	AO 17 Standards	Center	Guidelines of the	Operational	AO 17 Standards	Center	Guidelines of the	Operational	AO 17 Standards	Center		Policy	
MS Word				MS Word					MS Word				None				None	And the state of t			None				Application	REQUIREMENTS
None				None				Ballpen	Notebook				None				None				Ballpen			And the second s	Material	AENTS
None				None					None				None				None	- And Andreas -			None				Competency	
					the RT Member	per inputs of	of case study	enhancement	including the									efference de variante anno esta esta esta esta esta esta esta esta								Remarks

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

BUSINESS PROCESS AND REQUIREMENT ANALYSIS

Minimum Deliverable: Case Management Process – MONITORING AND EVALUATION PHASE

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

		PROCESSES				REQUIREMENTS	MENTS		
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	Remarks
	Preparation of Letter			LGU's	Guidelines of the				
	requesting for Pre-				Center				
	Discharge Conference				17 Standards		Ÿ		
2	Economic of latter of				AU 1/ Standards	245	AT	N	
, , ,	Predischarge to Head	case Ivianager	5 Winutes	Approved Fre Discharge request	Guidelines of the	IVID WORD	None	None	
	Social Worker for signing			letter	Center				
	and approval				AO 17 Standards				
A.4.3	Signing and approval of	Head Social	2 minutes	Approved memo	Operational	None	Ballpen	None	
	memo by the Head	Worker			Guidelines of the				
	Social Worker				Center				
					AO 17 Standards				
A.4.5	Sending of the Approved	Case Manager	1 Hour	Confirmation of	Operational	Google Mail	None	None	
	letter for Pre Discharge		for snail	sending	Guidelines of the				
	Letter (can be done via		mail		Center				
	email or snail mail)		5 Minutes	Email transmittal					
			if via		AO 17 Standards				
> A C	Confirmation of		email				N		
		Case Malakel	o militures	леріу	Operational	COORIG INIGHT	יייי	NOTO	
	scheduled Pre-Discharge			Communication	Guidelines of the				
	Conference with			indicating the	Center				
	receiving Party			scheduled pre					
				discharge	AO 17 Standards				
				conference					
A.4.7	Actual conduct of Pre	Case Manager	8 Hours	Confirmation of	Operational	None	None	None	
	Discharge Conference	SWO III		Agreements	Guidelines of the				
		Client		indicating the	Center				
				services to be					

	- The state of the	PROCESSES				REOLIREMENTS	AFNTS		
## *	Task	Responsible Person	Time	Output	Policy	Application	Material	Competency	Remarks
		*RTM (ANA)		provided to the	AO 17 Standards				Andreas de la company de la co
				client and					
		A veganism of the state of the		receiving family.					
A.4.8	Preparation of	Admin Service	1 minute	Tracked Approved	Operational	Ms Excel	None	None	
	Confirmation of			Confirmation	Guidelines of the				
	agreements and after			Report	Center				
	care letter and endorse								
	to Center Head				AO 17 Standards				
A.4.9	Preparation of Letter	Case Manager	5 Minutes	Draft Letter to	Operational	MS Word	None	Writing Skills	
	requesting for Pre-	(LGU's	Guidelines of the			Ó	
	Discharge Conference				Center				
		* Budires			A) 43 St				
2					TO TO COLLEGE OF				
7.4.10	confirmation of	Center Head	5 Minutes	Approved	Operational Guidalines of the	MS Word	None	None	
	agreements and after			Letter	Center		21 27 28		
-	care								
					AO 17 Standards				
A.4.11	Approval of	Admin Service	1 Minute	Track Approved	Operational	Ms Excel	None	None	
	Confirmation of			Pre Discharge	Guidelines of the				
	Agreements and After			request letter	Center				
	Care Letter								
					AO 17 Standards				
A.4.12	Social Preparation for	Case Manager	20		Operational				
	Reintegration		minutes		Guidelines of the				
		***************************************			Center				
					AO 17 Standards				
A.4.13	Discharge/	Case	1.5 days	Discharge Slip	Operational				
	Reintegration with	Manager/Escorti	to 2 days		Guidelines of the				

		PROCESSES				REQUIREMENTS	AENTS		
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	Remarks
	Family	ng Staff			Center				
					AO 17 Standards				
A.4.15	Preparation of Discharge	Case Manager	20	Draft Discharge	Operational	None	None	None	
	Summary and endorse		minutes	Summary	Guidelines of the				
	to SWO III				Center				
					AO 17 Standards				
A.4.16	Endorsement of draft	Case Manager	2 minutes	Reviewed of	Operational	Ms Word	None	None	
	Discharge Summary to			Discharge	Guidelines of the				
	Center Head for review			Summary with	Center				
	and approval			corrections					
					AO 17 Standards				
A.4.10	Approval of Discharge Summary	Center Head	2 minutes	Finalized Discharge	Operational Guidelines of the	Ms Word	None	None	
				Summary	Center				
					AO 17 Standards				
A.5	If Reintegration is not Favorable								
	Continuous provision of				Operational Guidelines of the		None	None	
	Center's Services				Center				
					AO 17 Standards				
B.1	te Referral								
	Ciliar Center if for							;	
	Iransier							Coordination	1987,188

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

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

C1	B.10	##
If the client died in the center or left without permission (LWP) Undertake necessary procedures intended for LWP/ Death cases	Endorsement of the Approved Feedback report to Regional Director for Information and Reference.	Task
	Admin Service	PROCESSES Responsible Person
	1 Hour for snail mail 5 Minutes if via email	Time
	Received copy of Feedback Report	Output
	Operational Guidelines of the Center AO 17 Standards	Policy
	None	REQUIREMENTS Application Ma
	None	Material
	None	Competency
Please refer to BPItA and Process Flow Chart for Death/ LWP Cases		Remarks

BUSINESS PROCESS AND REQUIREMENT ANALYSIS

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

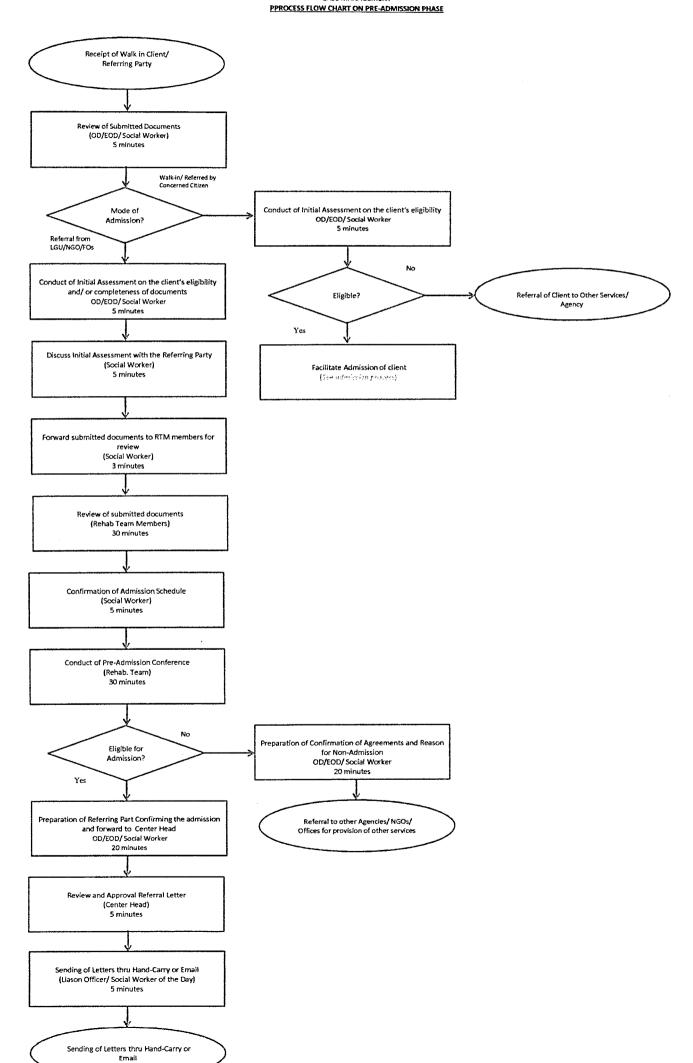
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				5		4	ļ			4			ω		2					<u> </u>		#	
	Enhancement of aftercare	letter	enhancement of aftercare	Endorse to Social Worker for	tracking of document	Forward to Admin Office for			the aftercare letter	Review and provide input on	inputs	for review and additional	Endorse to Social Worker III	tracking of document	Forward to Admin Office for			closing summary	letter for reintegration and	Preparation of After Care		Task	
	Social Worker			Admin Aide		Social Worker				Social Worker III			Admin Aide		Social Worker					Social Worker	Person	Responsible	PROCESSES
	30 mins			2 mins		2 mins				30 mins			2 mins		2 mins					30 mins	Frame	Time	
rai e iettei	Enhanced after		after care letter	Endorsed Draft	after care letter	Endorsement			letter	Draft after care		after care letter	Endorsed Draft	letter	Draft aftercare				letter	Draft after care		Output	
Center AO 17 Standards	Operational					-	AO 17 Standards	Center	Guidelines of the	Operational						AO 17 Standards		Center	Guidelines of the	Operational		Policy	
VY CI	Microsoft																		Office	Microsoft	5	Applicatio	REQUIREMENTS
D	computer,		stamp	Paper, pen,	stamp	Paper, pen,						stamp	Paper, pen,	stamp	Paper, pen,		printer	computer,	bondpaper,	Pen, Paper,		Material	MENTS
W III	Technical			Coordination		Coordination		Skills	Supervision	Technical and			Coordination		Coordination				Writing	Technical		Competency	
																					~		Remarks

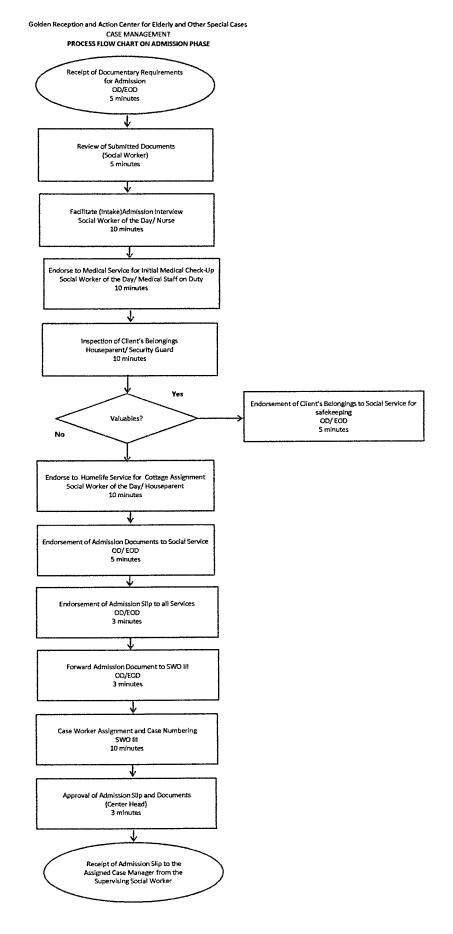
16	15	14	13	12	11	10	9	00	7	:	#
Finalization of case folder	Acknowledgement of Response from LGU	Receipt and filing of aftercare report submitted by concerned LGU as reference.	Mailing of approve aftercare letter to concerned LGU	Forward to Admin Office for tracking of document	Approval of after care letter	Endorse to Head Social Worker for approval of document	Forward to Admin Office for tracking of document	Endorse to Social Worker III for signature as reviewed	Forward to Admin Office for tracking of document		Tack
Case Manager	Case Manager	Social Worker	Admin Aide	Head Social Worker	Head Social Worker	Admin Aide	Social Worker	Admin Aide	Social Worker	Person	PROCESSES
10	1 hour	30 mins	30 mins	2 mins	2 mins	2 mins	2 mins	2 mins	2 mins	Frame	
Case Folder	Approved Letter		Mailed letter	Endorsement, document receipt	Approved after care letter	Endorsement, after care letter	Endorsement, after care letter	Reviewed after care letter	Endorsement, document receipt	Carbar	
Operational	Operational Guidelines of the Center AO 17 Standards				Operational Guidelines of the Center AO 17 Standards					Folicy	Dollar
None	MS Word									n Applicatio	REQUIREMENTS
	None		Paper, pen, stamp	Paper, pen, stamp		Paper, pen, stamp	Paper, pen, stamp	Paper, pen, stamp	Paper, pen, stamp	Marcial	MENTS
None	None		Coordination	Coordination	Technical Skills	Coordination	Coordination	Coordination	Coordination	competency	Comparison
			(email, registered mail)								Remarks

Art Garage

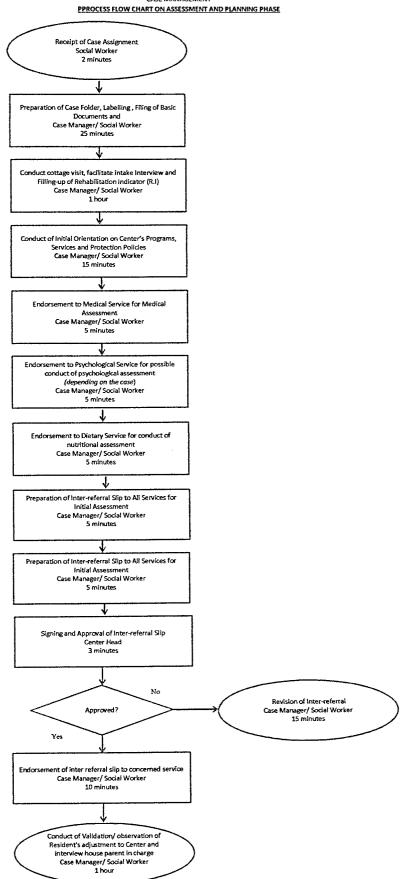
	#		for	Disch	Summary			17 Appr	17 Approfor To	17 Appri
	Task		for termination with	Discharge and Closing	nary		17 Approval of Case folders Center Head	for Termination		
PROCESSES	Responsible	Person					Center Head			
	Time	Frame	minutes				v	Minutes Folder		
	Output						Approved Case	Folder		
	Policy		Guidelines of the	Center		AO 17 Standards	Operational	Guidelines of the	Center	AO 17 Standards
REQUIREMENTS	Applicatio Material	n					Ms Excel			
1ENTS							None			
	Competency						None			
Remarks										

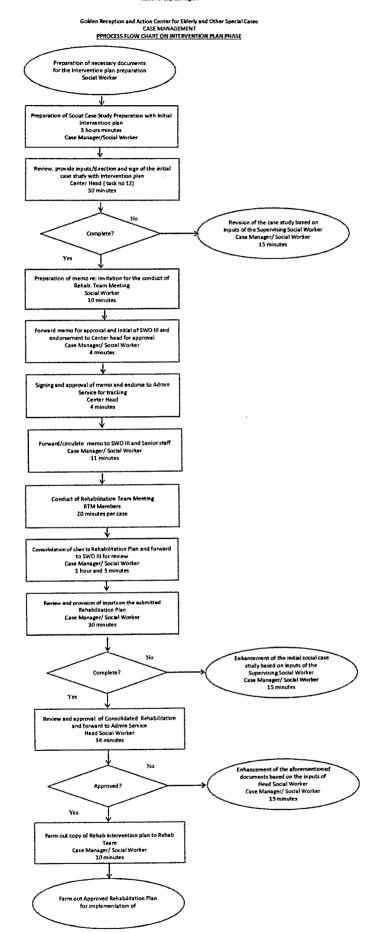
Golden Reception and Action Center for Elderly and Other Special Cases
CASE MANAGEMENT



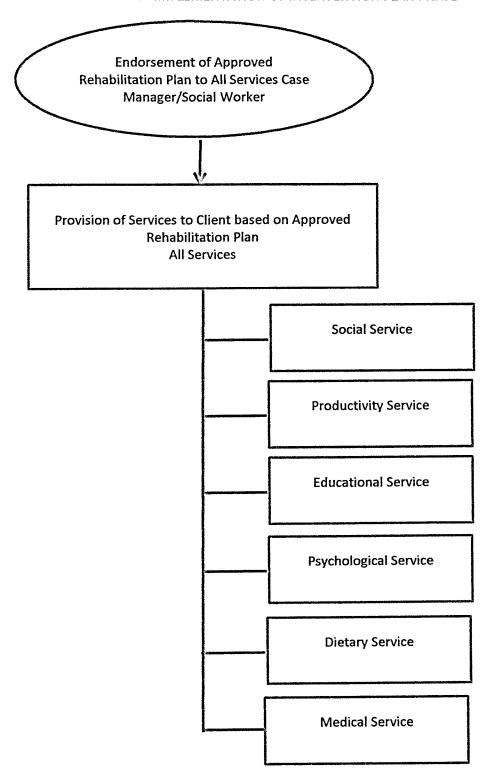


Golden Reception and Action Center for Elderly and Other Special Cases
CASE MANAGEMENT



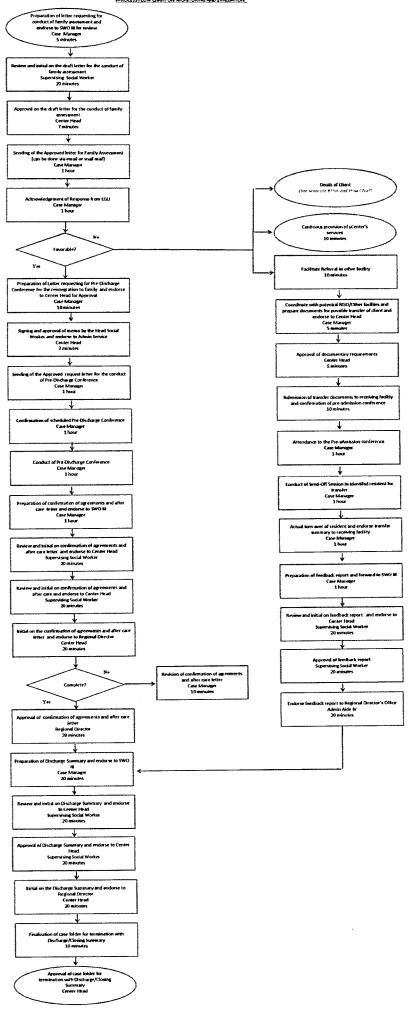


Golden Reception and Action Center for Elderly and Other Special Cases CASE MANAGEMENT PPROCESS FLOW CHART ON IMPLEMENTATION OF INTERVENTION PLAN PHASE



Note: With Separate BPRA and Flow Chart for each Services

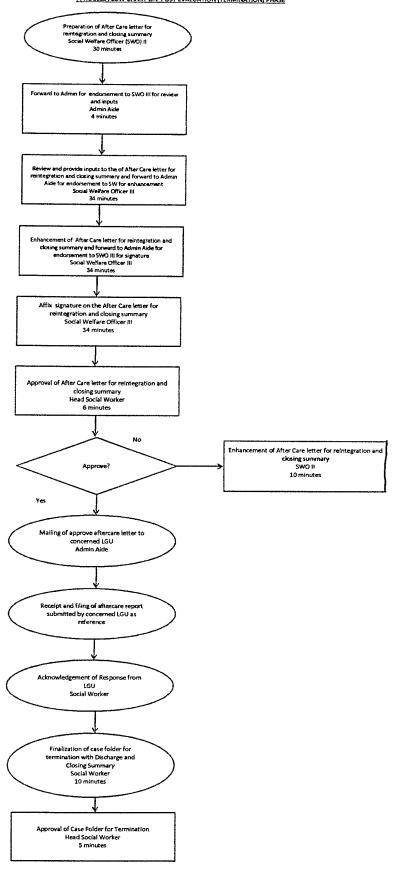
Solden Reception and Action Center for Elderly and Other Special Cases CASE MANAGEMENT PPROCESS FLOW CHART ON MONITORING AND EVALUATION



Golden Reception and Action Center for Elderly and Other Special Cases

CASE MANAGEMENT

PPROCESS 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 V/ CENTER HEAD

GRACES

SUBJECT

ENHANCED BPRA ON CASE MANAGEM

Date

January 3, 2018

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.

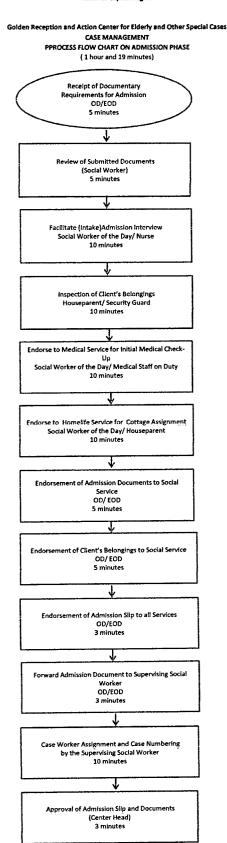
MARIDOL R. LICERIO

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



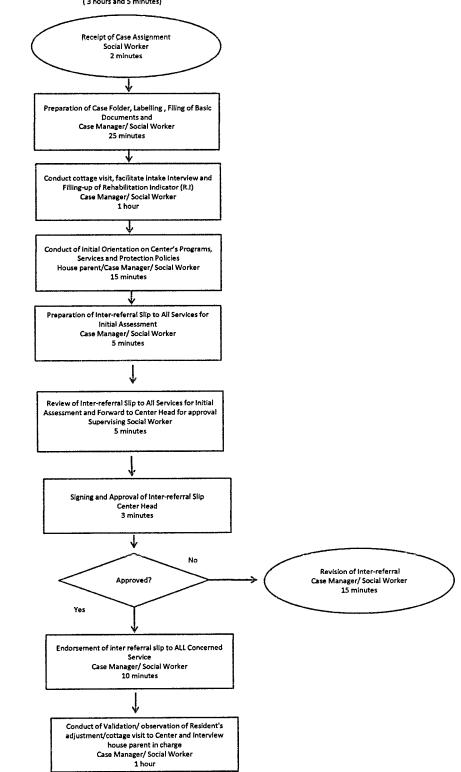
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Receipt of Admission Slip to the Assigned Case Manager from the Supervising Social Worker

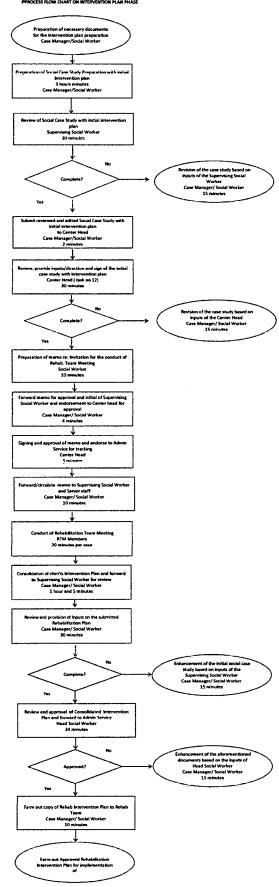
Golden Reception and Action Center for Elderly and Other Special Cases CASE MANAGEMENT

PPROCESS FLOW CHART ON ASSESSMENT AND PLANNING PHASE (3 hours and 5 minutes)

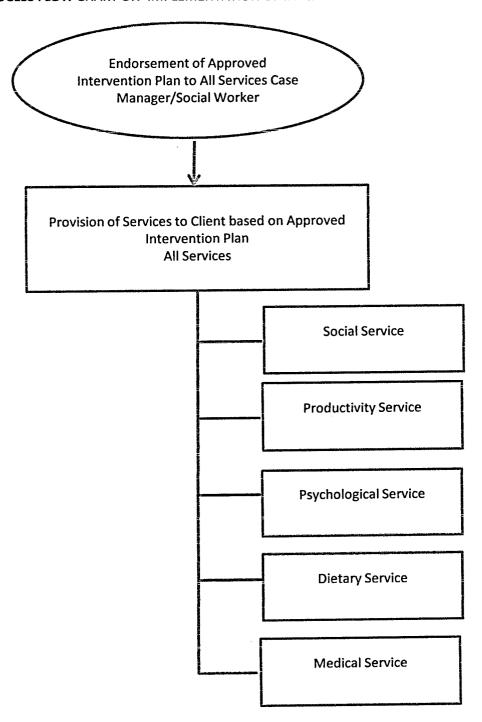


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Golden Reception and Action Center for Elderly and Other Special Cases CASE MANAGEMENT



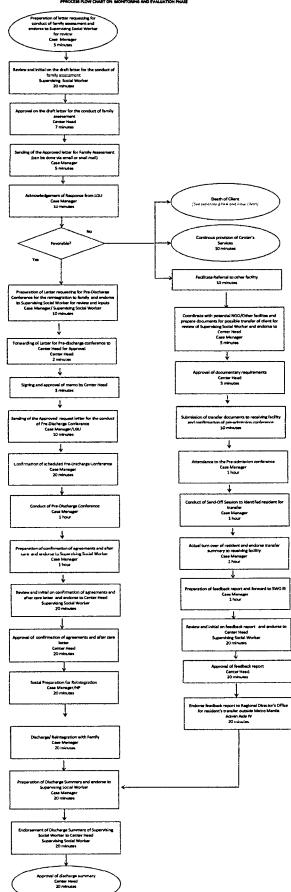
Golden Reception and Action Center for Elderly and Other Special Cases CASE MANAGEMENT PPROCESS FLOW CHART ON IMPLEMENTATION OF INTERVENTION PLAN PHASE



Note: With Separate BPRA and Flow Chart for each Services

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

PPROCESS FLOW CHART ON TERMINATION PHASE

(2 hours and 10 minutes)

