

Department of Social Welfare and Development
National Capital Region

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

FROM : THE REGIONAL DIRECTOR

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

DATE : August 6, 2018

This is to share with you the approved BPRA and Process Flow Chart of Haven for Women 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 February 13, 2018 at HFW and inputs/comments of Social Welfare Specialist for Women.

For your information and guidance.


VINCENT ANDREW T. LEYSON, CESO IV


MMG/LUD/SEA

DSWD-NCR
RECORDS MANAGEMENT SECTION
Received by: CRISTOS
Date/Time: 8/15/18
MCU

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

HAVEN FOR WOMEN
BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Case Management-Pre-Admission Phase

No.	PROCESSES				REQUIREMENTS				REMARKS
	Tasks	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
1	Receipt of cases of VAWC, TIPs and Victims of Illegal Recruitment thru referral of LGUs, NGOs, POs and Operatives.	SW/OD/EOD	5minutes	Stamped documents	Manual of Operation	N/A	Pen, logbook	Case Management Skills	Initial discussion on the client's eligibility for admission
2	If referral, Logged and stamped the documents for endorsement to HSW to established eligibility	AAIV	5 minutes	Endorsement document receipt		N/A	Paper, pen, computer	Clerical Skills	Referring parties: LGU's, Law Enforcers, NGO's, other GO's through email and phone calls
3	Review of documents and established eligibility	SWO II /HSW	15 minutes	Stamped document	Admin Office procedure	MS Word	Stamp pad, pen	Office Coding System	
4	A. Yes . Proceed to schedule pre-admission conference	SWO II /HSW	5 minutes			N/A	Pen, calendar	Clerical Skills	
	B. No- Refer client to other facilities	SW/OD/EOD	5 minutes	Referral Letter		N/A	Pen, paper, referral form	Networking and	

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

No.	PROCESSES			REQUIREMENTS				REMARKS
	Tasks	Responsible Person	Time Frame	Output	Policy	Application	Material	
5	Set schedule of pre-admission conference	SWO III/HSW	5 minutes	Set schedule		N/A	Logbook	coordination Clerical Skills
6	Prepare invitation letter for pre-admission conference	SWO	10 minutes	Invitation letter	Case Management	MS Word	Computer, office supplies	Business letter writing competency
7	Forward letter to AAIIV for endorsement to HSW	HSW/SWO	5 minutes	Endorsement document receipt	Case Management	N/A	Pen, paper,	Clerical Skills
8	Approval of letter A. Approved proceed to task # 9 B. No Enhance invitation letter	HSW	5 minutes	Commented	Case Management	N/A	pen	Administrative Skills
9	Mailing of letter	AAIV	15 minutes	Mailed letter	Admin Office procedure	N/A	Computer, printer, pen	Coordination
10	Follow up and confirm attendance of referring party	SWO	15 minutes	Confirmation of attendance	Case Management	N/A	Phone/verbal	Coordination
11	Coordinate to allied services to confirm their attendance	SWO	15 minutes	Monitoring	Admin Office procedure	N/A	Phone/verbal	Coordination
12	Conduct pre-admission conference and schedule of clients	Rehab team	30 minutes	Minutes of the meeting/confirmation of agreements	Case Management	N/A	Logbook, pen	Technical Supervision skill

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

No.	PROCESSES				REQUIREMENTS				REMARKS
	Tasks	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	admission								
1	If Walk in Clients; Conduct Initial Interview	OD	15minutes	Initial Interview	Case Management	N/A	Pen, paper		
2	If No, refer client to other facilities	SW/OD/EOD	5 minutes	Referral Letter		N/A	Pen, paper, referral form	Networking and coordination	
3	If Yes, Coordination with Barangay for blotter	OD	15 minutes	Monitoring sheet		N/A	Paper, pen, telephone	Coordination	
4	Secure copy Barangay blotter	OD	5 minutes	Barangay blotter		N/A	Pen, computer, printer, paper		

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

HAVEN FOR WOMEN
BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Case Management on Admission Phase

No.	PROCESSES				REQUIREMENTS				REMARKS
	Tasks	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
1.	Receipt of the client using admission slip SWO / OD	SW/OD/EOD	30 minutes	Accomplished Admission Slip	Manual of Operation	N/A	Admission slip, pen	Clerical Skills	
2.	Orientation on the center's programs and services, cottage rules and discharge process	SW/OD	30 minutes	Discussed important matters	Manual of Operation	N/A	pen , paper pen, folder	Facilitation Skills	
3.	Take Inventory of personal Belongings and picture taking If No, endorse personal belongings to homelife service for safe keeping	SW/OD	15 minutes	Inventory of belongings	Manual of Operation	N/A	Inventory slip	Documentation	
4	If yes, Fill up forms for personal belongings and endorse to Social Service for safe keeping	SW/OD	5 minutes	Inventory of belongings	Manual of Operation	N/A	Inventory slip	Documentation	
5.	Conduct of Intake interview and fill out General Intake	SW	30minutes	Filled up General Intake Sheet	Manual of Operation	N/A	Intake sheet	Interviewing Skills	

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

No.	PROCESSES				REQUIREMENTS				REMARKS
	Tasks	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	Sheet and Admission Slip			and Admission Slip					
6.	Preparation of routine slip, endorsement of the client to Medical for Initial assessment	SW/OD/NURSE	15 minutes	Signed Inter-referral form	Case Management	MS Word	Inter-referral Form, pen, paper	Inter-Referral Skills	
7	Endorsement of the client and referral slip to Psychologist for Initial Psych assessment	SW/OD/Psychologist	5 minutes	Signed Inter-referral form	Case Management	N/A	Inter-referral Form, pen, paper	Inter-Referral Skills	
8	Endorsement of the client and referral slip to dietician	SW/Dietician	5 minutes	Signed Inter-referral form	Case Management	N/A	Inter-referral Form, pen, paper	Inter-Referral Skills	
9	Endorsement of the client to homelife Service for cottage assignment.	EOD/OD	5 minutes	Signature of receiving	Case Management	N/A	Form, pen, paper	Administrative Skills	
10	Forward documents to HSW for the confirmation of admission	EOD/OD	5 minutes	Accomplished endorsement form	Case Management	N/A	Form, pen, paper	Administrative Skills	
11.	Assignment of the case and forward	SWO III	10 minutes	Client with assigned	Manual of Operation	N/A	pen, folder	Assessment Skills	

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

No.	PROCESSES				REQUIREMENTS				REMARKS
	Tasks	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	documents to Social Worker			social worker					
12.	Receipts of referral docs from HSW/SWO III and.	HSW/SWO III SWO II	10 minutes	Receipt of referral	Manual of Operation	MS Word	Referral Slip	Clerical Skills	

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

HAVEN FOR WOMEN
BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Case Management on Assessment and Diagnosis of the Case Phase

NO.	PROCESSES					REQUIREMENTS				REMARKS
	Tasks	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency		
1.	Gathering of initial data from other services	SWO, Rehab Team	30 minutes	Copy of Initial Assessment of other services	Case Management	N/A	Paper , pen	Data gathering through various modalities		
2	Conduct home visitation to the family of the resident	Social Worker I/II	2 hours	Certificate of Appearance, copy of pertinent documents	MOO	N/A	Pen, notebook, camera	Interviewing skills, documentation		
3	Conduct collateral interview to relatives and community	Social Worker I/II	2 hours		MOO	N/A				
4.	Consolidation of data, and preparation of initial case study report	SWO	2 hours	Initial case study report	MOO	MS Word	Computer, printer, paper,pen	Technical writing and assessment		
5.	Submitted case study report to SWO III for review/inputs	SWO	10 minutes	Comments	MOO	N/A	Paper and pen	Clerical Skills		
6.	Review and approval of initial case study report with rehab plan.	SWO III	20 minutes	Approved initial case study report	MOO	N/A	Computer, Office supplies	Case Management, Supervisory Skill		
	if with comments, Enhance initial case study report	SWO	15 minutes	Enhanced initial case summary	MOO			Technical writing and assessment		
7.	if without comments,	HWS	5 minutes	Approved	MOO	N/A	Pen	Administrative		

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

NO.	PROCESSES				REQUIREMENTS				REMARKS
	Tasks	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	Approval of Case Study Report and Rehabilitation Plan			SCSR and Rahab Plan				Skills	

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

HAVEN FOR WOMEN
BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Case Management on Intervention Planning Phase

No.	Task	PROCESSES				REQUIREMENT				REMARKS
		Responsible Person	Time Frame	Output	Policy	Application	Material	Competency		
1.	Request schedule and inform Rehab Team Members	Rehab Team	10 minutes	Date of schedule	MOO	MS Word	Paper, pen	Decision making		
2.	Conduct of Rehab. Team Meeting to discuss rehab indicator and formulate rehabilitation plan	Rehab team	1 hr.	Confirmation of Agreements	MOO	N/A	Copy of per Service Rehab Plan	Facilitation, Assessment		
3.	Prepare minutes of the meeting with agreements sets and finalized Intervention Plan	SWO	2 hours	Minutes of the meeting	Case Management	MS Word	Computer, printer, pen	Decision making, Documentation and facilitation		
4.	Submission of minutes and Intervention plan to SWO III for inputs	Admin Aide	15 minutes	Comments	Case Management	MS Word	Pen, logbook	Clerical Skills		
5.	Review and provide inputs/comments.	SWO III	30 minutes	Draft of minutes and Intervention plan with inputs	Case Management	N/A	Paper	Supervisory Skills		
6.	If with comments, Revision of Minutes of the meeting and	SWO II	15 minutes	Forwarded final draft of minutes and	Case Management	N/A	Computer, and office supplies	Administrative task		

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

No.	PROCESSES					REQUIREMENT				REMARKS
	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency		
	Intervention Plan			Intervention plan						
7.	Affix initials to the draft Intervention Plan	SWO II	20 minutes	Approved Intervention Plan	Case Management	MS Word	Pen , paper	Decision making		
8	Approval of final draft Intervention Plan	HSW	5 minutes	Approved Intervention Plan	Case Management	MS Word	Pen , paper	Decision making		
9.	Discussion with the clients and facilitate signing of confirmation	SWO II	1 hr.	Intervention Plan signed by the client	Case Management	N/A	Form, paper, pen	Facilitation, communication		
10	If Not Agreed, Revised Intervention plan	SWO	20 minutes	Revised Intervention Plan	Case Management	N/A	Computer, printer, paper, pen	Facilitation, communication		
11.	If agreed by the client, Signing confirmation of the Intervention plan	SWO II	5 minutes	Intervention Plan with Conformance	Case Management	N/A	Logbook, pen	Facilitation		
12.	Farm out copy of the Intervention plan	AAIV	10 minutes	Recorded logbook	Case Management		Pen , logbook	Administrative task		

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

HAVEN FOR WOMEN
BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Case Management on Implementation of Multi-Disciplinary Intervention Plan Phase

No.	Tasks	PROCESSES			REQUIREMENT				REMARKS
		Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
1.	Receipt of approved intervention plan	Rehab team	1min.	RTM has copy of signed rehab.plan					
2.	Implementation of approved implementation plan by Rehab team on the agreed timeline by the rehab team members	Rehab team			Deinstitutionalization policy, Manual of Operation,			Coordination, case management	
	A. Social Service								
	B. Medical								
	C. Psychological								
	D. Dietary								
	E. Home Life								
	F. Productivity								
	G. Admin.								

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

HAVEN FOR WOMEN
BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Case Management on Monitoring and Evaluation Phase

No.	Tasks	PROCESSES				REQUIREMENTS				REMARKS
		Responsible Person	Time Frame	Output	Policy	Application	Material	Competency		
1.	Preparation of invitation letter/notice of meeting for the conduct of Rehab Team Meeting	SWO II/III	15 minutes	Draft invitation letter	MOO	Microsoft Office	Pen, paper, printer, computer	Technical writing		
2.	Forward to admin for signature	Admin Aide	2 minutes	Endorsement invitation letter	MOO	N/A	Pen, logbook	Clerical Skills		
3.	Approval of invitation letter/notice of meeting	HSW	2 minutes	Approved invitation letter	MOO		Pen	Administrative Skills		
	If not approved , Enhancement of memo	SWO II/III	15 minutes	Draft invitation letter	MOO	Microsoft Office	Pen, paper, printer, computer	Technical writing		
4.	If approved , Farm out/ circulate invitation letter/notice of meeting to allied services	Admin Aide	5 minutes	Received copy of Notice of the meeting	MOO	N/A	Pen, logbook	Clerical Skills		
5.	Conduct of RTM with Rehab indicator result	Rehab Team Members	1 hour	Confirmation of Agreements	MOO	N/A	Copy of reports from other services	Documentation, assessment		

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

No.	PROCESSES				REQUIREMENTS				REMARKS
	Tasks	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	<i>If Not rehabilitated?</i> Facilitate Re-Planning of intervention plan	Rehab Team Members	30 minutes	Confirmation of Agreements	MOO	N/A	Copy of reports from other services	Documentation, assessment	
6.	<i>If rehabilitated?</i> Request for pre discharge and prepare invitation for discharge conference	SWO II	15 minutes	Draft invitation letter	MOO	Microsoft Word	Computer, printer, pen, paper	Technical Writing	
7.	Forward to Admin for endorsement to HSW for signature	SWO/AAIV	2 minutes	Endorsed invitation letter	MOO	N/A	Paper, pen stamp	Coordination	
8.	Approval of invitation letter	HSW	5 minutes	Approved invitation letter	MOO	N/A	pen	Technical skills	
9.	Approved letter forwarded to admin for mailing	HSW	2 minutes	Endorsed Approved letter	MOO	N/A	Pen, logbook	Administrative task	
10	Mailing of invitation letter for discharge conference	Admin Aide	5 minutes	Transmittal	MOO	Internet/WIFI LBC	Computer, Internet connection, Fax machine	Coordination	
11.	Conduct follow –up call to LGU for their confirmation/inform rehab team members	SWO II	15 minutes	Confirmation of attendance	MOO	N/A	Telephone	Coordination	
12.	Conduct of discharge conference	Rehab team	30 minutes	Set schedule of discharge	MOO	N/A	schedule	Coordination	
13.	Preparation of minutes and	SWO	30 minutes	Draft Minutes of the meeting/confirmation	MOO	N/A	Computer, printer,	Technical writing	

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

No.	PROCESSES				REQUIREMENTS				REMARKS
	Tasks	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	confirmation of agreement			of agreement			paper		
14.	Forward confirmation of agreements to admin for endorsement to SWO III for review	AAIV	5 minutes	Tracked confirmation of agreement	MOO	N/A	Paper, pen	Administrative task	
15.	Review and provide inputs on the confirmation of agreement	SWO III	30 minutes	Minutes and confirmation of agreement with inputs	MOO	N/A	Pen, stamp	Supervisory Skills	
14	Receipts of confirmation of agreement with inputs	SWO	5 minutes	Tracked confirmation of agreement with inputs	MOO	N/A	Pen, paper	Clerical Skills	
15	Enhance minutes and confirmation of agreement	SWO	30 minutes	Finalize minutes and confirmation of agreement	MOO	N/A	Paper, pen	Technical Skills	
16.	Forward final copy of minutes and confirmation of agreements to Admin for approval of HSW	SWO/AAIV	5 minutes	Final copy of minutes and confirmation	MOO	N/A	Paper	Administrative task	
17.	Approval of minutes and confirmation of agreement	HSW	10 minutes	Approved minutes and confirmation of agreement	MOO	N/A	Paper	Technical skills	
	If Not approved, Enhancement of minutes and confirmation of agreement	SWO	30 minutes	Finalize minutes and confirmation of agreement	MOO	N/A	Paper, pen	Technical Skills	

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

No.	PROCESSES				REQUIREMENTS				REMARKS
	Tasks	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
18.	<i>If approved,</i> Mailing of confirmation of agreements to concerned LGU	Admin Aide	5 minutes	Approved agreement	MOO		Paper,		
19.	Conduct social preparation with the client	SWO	30 minutes	Documentation	MOO	N/A	Notebook, pen	Communication	
20	Inform the client the date of her discharge	SWO	5 minutes	Set schedule of discharge	MOO	N/A	Notebook, pen	Communication	
21	For integration to family, Coordination with LGU and family	SWO	10 minutes	Agreed schedule of discharge	MOO	N/A	Telephone, paper, pen	Coordination	For clients who will be integrated to family)
22	<i>If for job placement,</i> Coordination with employer	SWO	5 minutes		MOO	N/A	Paper, pen, telephone	Coordination	For clients who will be job placed
23	<i>If for independent Living,</i> Assist client look for house for rent	SWO	5 minutes	New address of client	MOO	N/A	Telephone ,paper	Coordination	For client who are independent living
24	Preparation of discharge slip and refer to all units for clearance	SWO	2 minutes	Discharge slip	MOO	N/A	Discharge slip, pen	Technical/clerical skills	
25	Approval of discharge slip	SWO III/HSW	2 minutes	Approved discharge slip	MOO	N/A	Discharge slip form, pen, logbook	Administrative skills	

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

No.	PROCESSES				REQUIREMENTS				REMARKS
	Tasks	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
26	Endorse discharge slip to the guard on duty	SWO	2 minutes	Turn over discharge slip	MOO	N/A	Pen, paper	Coordination	

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

HAVEN FOR WOMEN
BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Case Management on Post Residential Phase

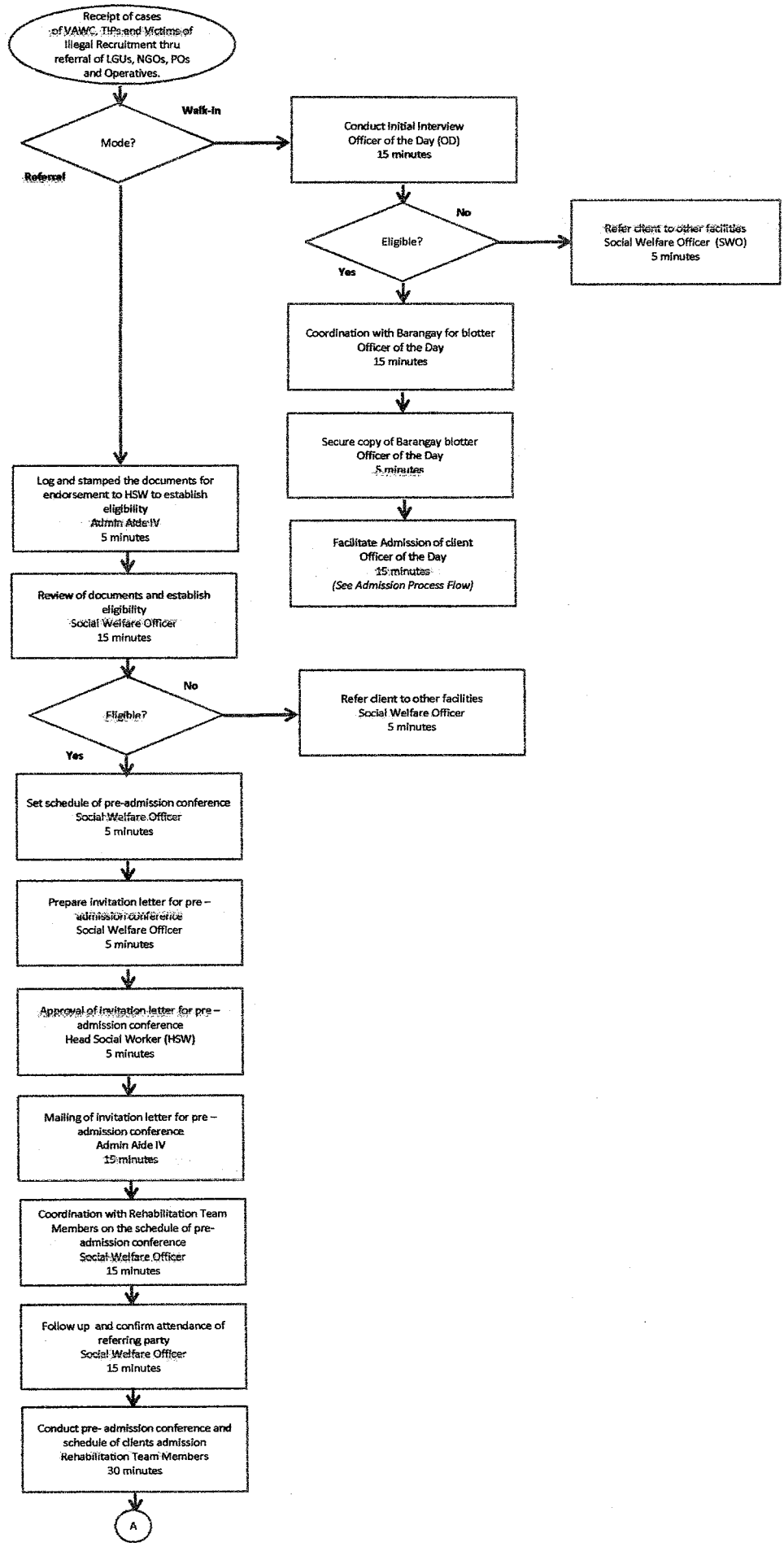
NO.	PROCESSES				REQUIREMENT				REMARKS
	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
1	After care services of client	SWO	30 minutes						
1.1.1	If Reintegrated cases, Preparation of After Care letter and forward to HSW for approval	SWO	5 minutes	Draft after care letter	MOO	Microsoft Word	Paper, pen computer, printer	Technical Writing	
1.1.2	Approval of After Care Letter	HSW	2 minutes	Approved Letter	MOO	N/A	Pen	Administrative skills	
1.1.3	Mailing of approved after care	AAIV	10 minutes	Mailed letter	MOO	N/A	Paper, pen, stamp	Coordination	
1.1.4	Receipt of feedback report on after care services	SWO	5 minutes	Copy of Feedback report	MOO	N/A	Pen, logbook	Clerical Skills	
1.2	If job placed/ independent living cases, Preparation of travel request	SWO	5 minutes	Accomplished Travel Request	MOO	N/A	TR Form, pen	Clerical Skills	
1.2.1	Approval of Travel Request for home visit	SWO	2 minutes	Approved TR	MOO	N/A	Pen	Administrative skills	
1.2.2	Conduct home visit	SWO	2 hours	Recordings	MOO	N/A	Pen, notebook	Documentation, interviewing, assessment	
1.2.3	Prepare and submit home visit report	SWO	1 hour	Home visit report	MOO	N/A	Form, pen, paper	Technical writing	

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

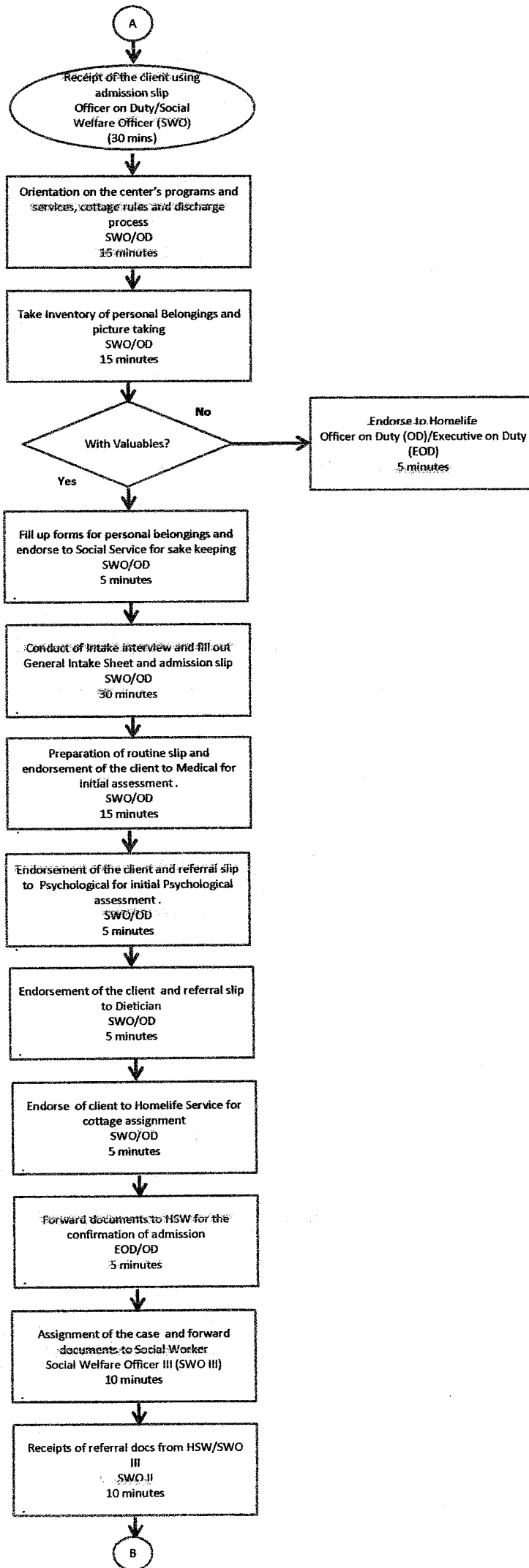
National Capital Region

NO.	PROCESSES				REQUIREMENT				REMARKS
	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
2.	Preparation of closing summary	SWO	1 hour	Draft Closing Summary	MOO	N/A		Technical writing	
3	Forward Closing Summary to admin for endorsement to SWO III for review	AAIV	5 minutes	Tracked Closing Summary Report	MOO	N/A	Paper, pen	Administrative task	
4	Review and sign/initial on the Closing Summary Report	SWO III	30 minutes	Closing Summary Report	MOO	N/A	Pen, stamp	Supervisory Skills	
5	Approval of Closing Summary Report	HSW	10 minutes	Approved Closing Summary Report	MOO	N/A	Paper	Technical skills	
6.	Filing of document as reference	SWO/AAIV			MOO	N/A		Technical writing	

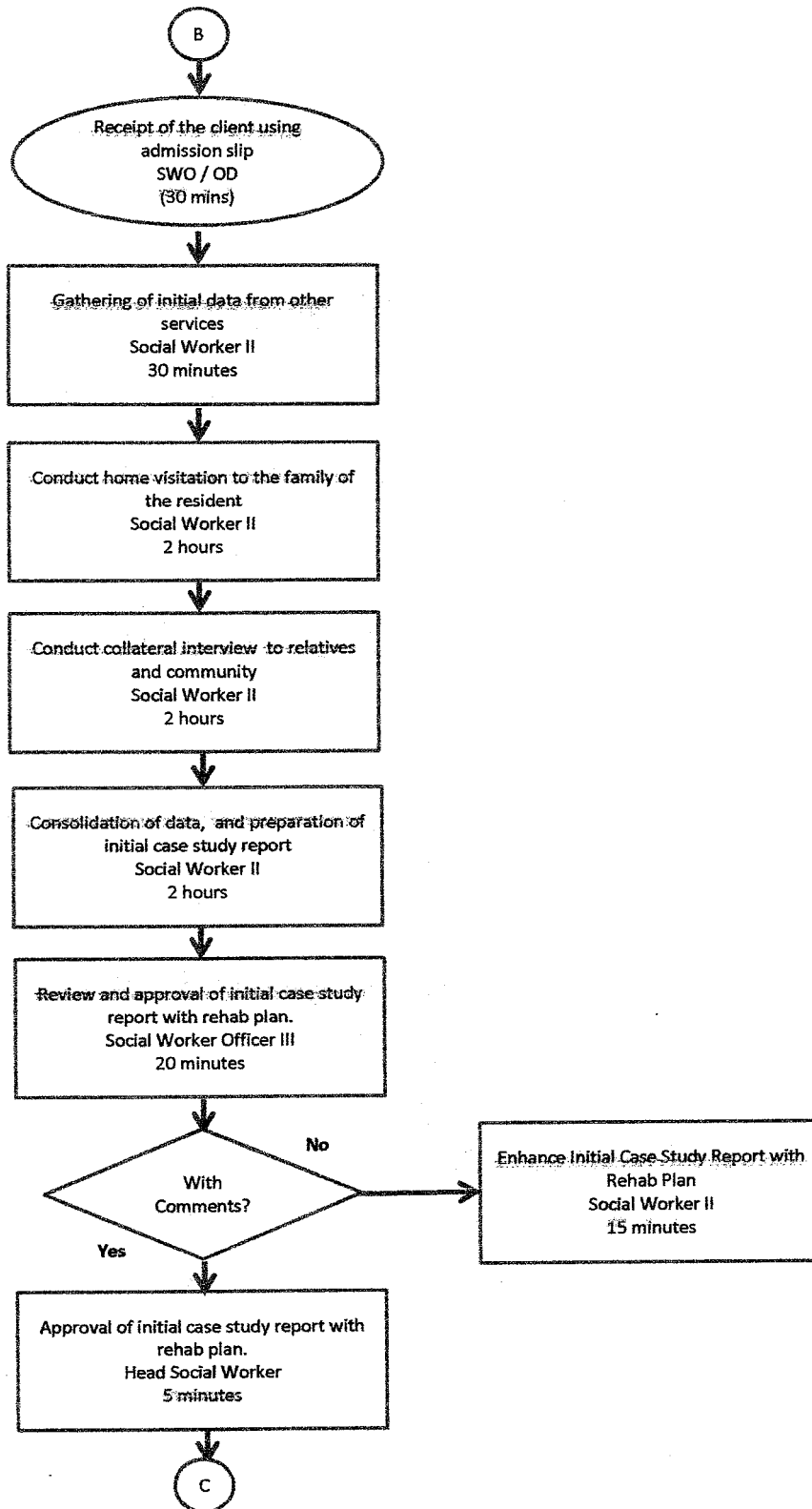
Department of Social Welfare and Development
 NATIONAL CAPITAL REGION
HAVEN FOR WOMEN
 PROCESS FLOW CHART ON CASE MANAGEMENT
 PRE-ADMISSION PHASE



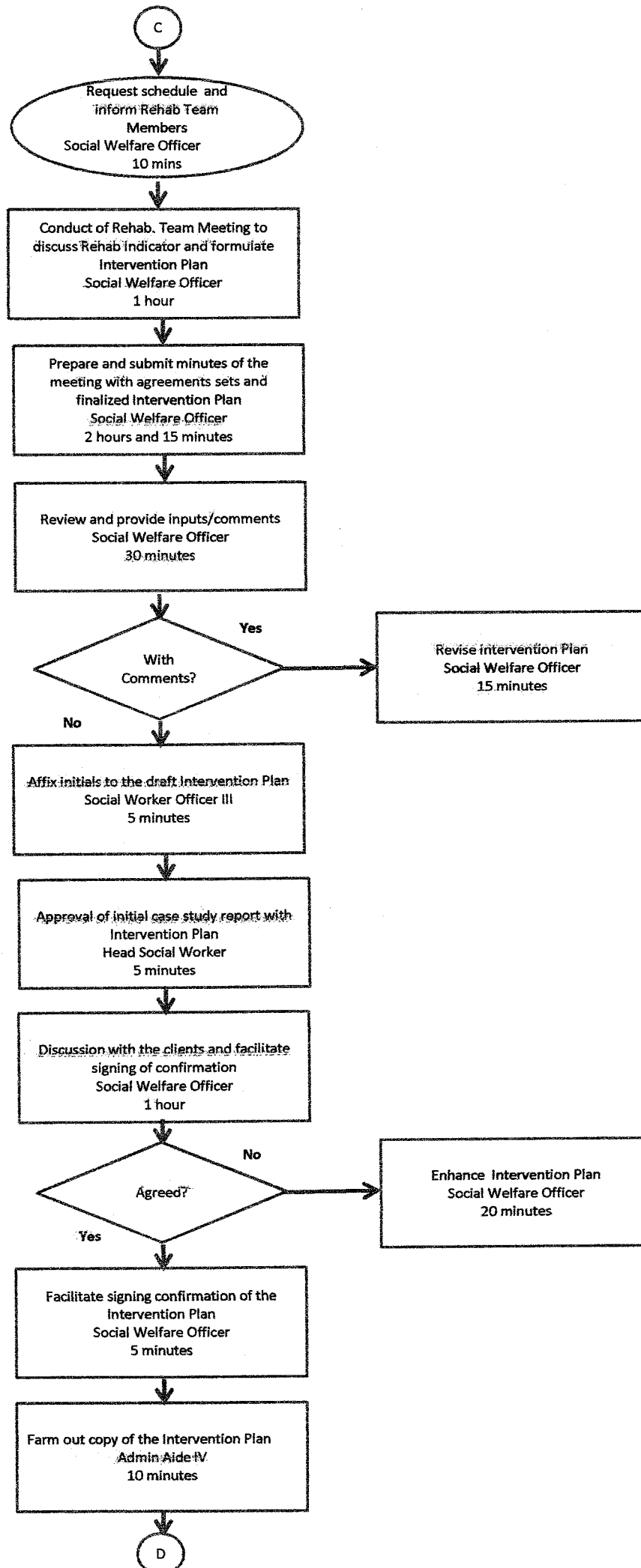
HAVEN FOR WOMEN
PROCESS FLOW CHART ON CASE MANAGEMENT
ADMISSION PHASE



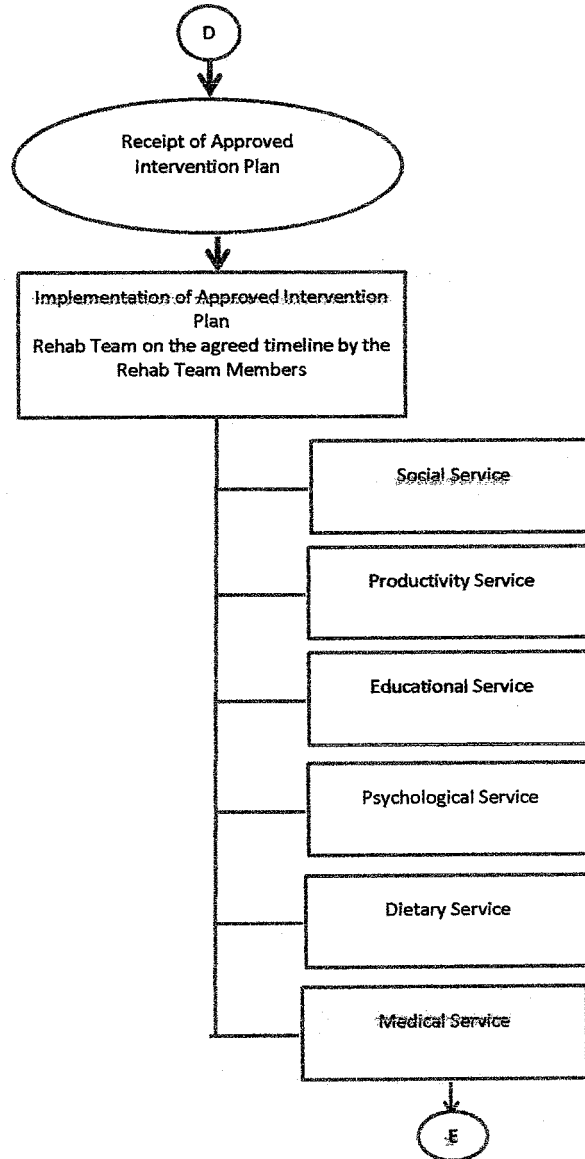
HAVEN FOR WOMEN
PROCESS FLOW CHART ON CASE MANAGEMENT
ASSESSMENT AND DIAGNOSIS PHASE



HAVEN FOR WOMEN
PROCESS FLOW CHART ON CASE MANAGEMENT
INTERVENTION PLANNING PHASE



Department of Social Welfare and Development
NATIONAL CAPITAL REGION
HAVEN FOR WOMEN
PROCESS FLOW CHART ON CASE MANAGEMENT
IMPLEMENTATION OF MULTI-DISCIPLINARY INTERVENTION PHASE



Note: With Separate BPRA and Flow Chart for each Services

Department of Social Welfare and Development
 NATIONAL CAPITAL REGION
HAVEN FOR WOMEN
 PROCESS FLOW CHART ON CASE MANAGEMENT
 IMPLEMENTATION OF MONITORING AND EVALUATION PHASE

