

Department of Social Welfare and Development
National Capital Region

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

FROM : THE REGIONAL DIRECTOR

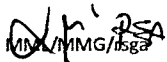
SUBJECT : Business Process and Requirements Analysis (BPRA) and Process Flow Chart
of EGV on Case Management

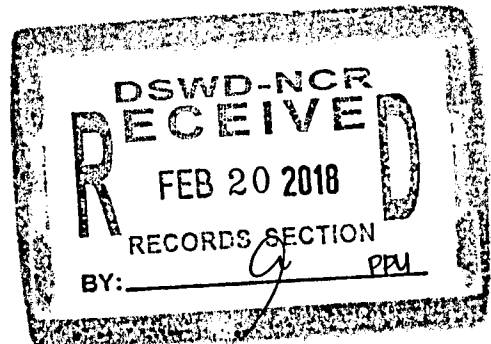
DATE : February 15, 2018

This is to share with you the approved BPRA and Process Flow Chart of Elsie Gaches Village 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 12, 2018 at Elsie gaches Village.

For your information and guidance.

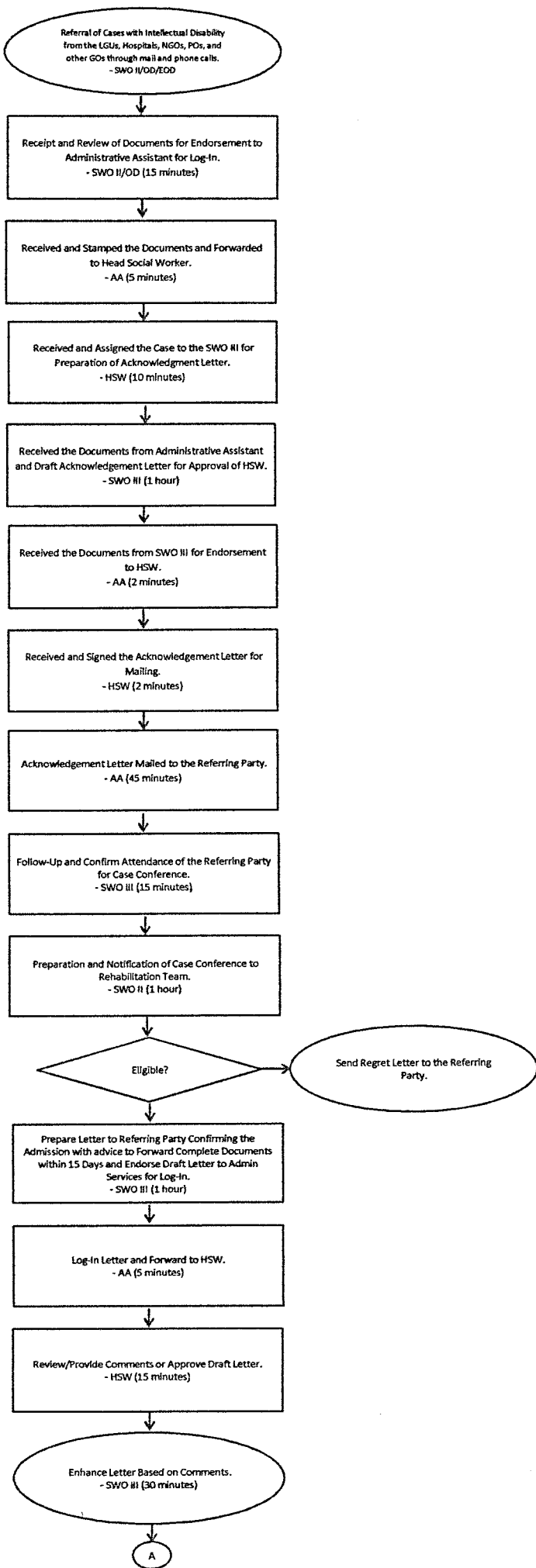

VINCENT ANDREW T. LEYSON


MMG/1583



ELSIE GACHES VILLAGE
CASE MANAGEMENT PROCESS FLOW CHART

PRE-ADMISSION PHASE



BUSINESS PROCESS AND REQUIREMENT ANALYSIS

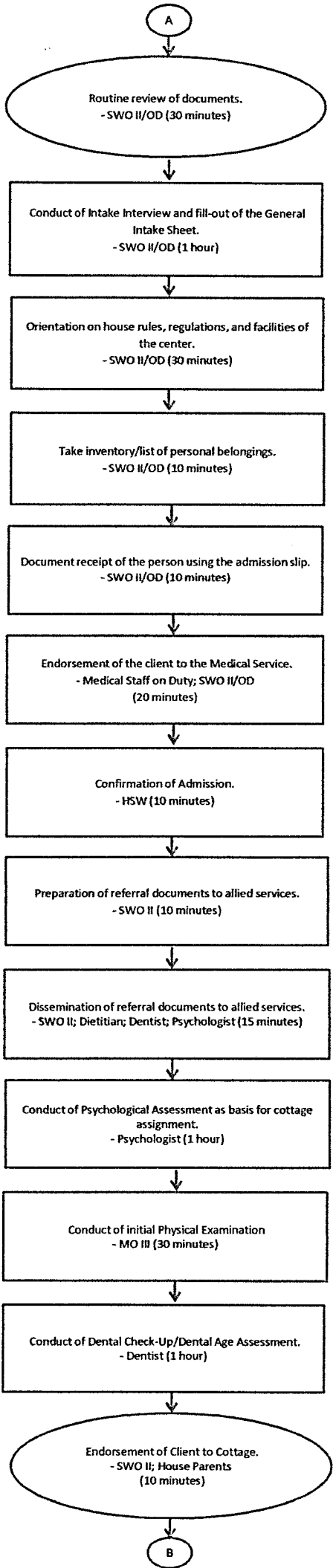
Minimum Deliverable: Case Management Process – PRE-ADMISSION PHASE

PROCESSES				REQUIREMENTS					Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
1	Referral of Cases with Intellectual Disability from the LGUs, Hospitals, NGOs, POs, and other GOs through mail and phone calls.	SWO II/ OD/ EOD	-	Initial discussion on client's eligibility and required documents	Manual of Operations	-	-	Case Management Skills	-
2	Receipt and Review of Documents for Endorsement to Administrative Assistant for Log-In.	SWO II/ OD	5 minutes	Initial review of documents	Admin Office Procedure	-	-	-	-
3	Received and Stamped the Documents and Forwarded to HSW.	AA	5 minutes	Stamped document	Admin Office Procedure	MS Word	Stamp Pad; Ballpen	Office Coding System	-
4	Received and Assigned the Case to the SWO III for Preparation of Acknowledgment Letter.	HSW	10 minutes	Directions from the HSW	OPCR	-	Ballpen	Role Delineation	-
5	Received the Documents from Administrative Assistant and Draft Acknowledgement Letter for Approval of HSW.	SWO III	20 minutes	Draft Acknowledgment Letter	Admin Office Procedure	MS Word	Computer; Logbook; Ballpen	Business Letter Writing	-
6	Received the Documents from SWO III for Endorsement to HSW.	AA	2 minutes	Stamped received documents	Admin Office Procedure	MS Word	Logbook; Ballpen	Communication Coding System	-
7	Received and Signed the Acknowledgement Letter for Mailing.	HSW	2 minutes	Approved letter	-	MS Word	Ballpen	Completeness of Content; Appropriateness of Form	-
8	Acknowledgement Letter Mailed to the Referring Party.	AA	45 minutes	Official Receipt of mailing	As practice	-	-	-	-
9	Follow-Up and Confirm	SWO III	15 minutes	Change or	As practice	-	Phone;	Verbal	-

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	Attendance of the Referring Party for Case Conference.			confirmation notes			E-mail	Communication	
10	Preparation and Notification of Case Conference to Rehabilitation Team.	SWO II	1 hour	Notice	Case Management	-	-	Preparation of Notice	-
11	Establish Eligibility of Client Through Case Conference and Prepare Confirmation of Agreements.	Rehabilitation Team	2-3 days	Minutes and letter confirmation	Case Management	MS Word	Computer; Office Supplies	Assessment of Client's Eligibility; Facilitating Skill	-
	A. Yes...								
	Proceed to Admission (#12)								
	B. No...								
	Send Regret Letter to the Referring Party.								
12	Prepare Letter to Referring Party Confirming the Admission with Advise to Forward Complete Documents Within 15 Days and Endorse Draft Letter to Admin Services for Log-In.	SWO III	1 hour	Letter	Case Management	MS Word	Computer; Office Supplies; Forms	Business Letter Writing; English Competency	-
13	Log-In Letter and Forward to HSW.	AA	5 minutes	Stamped letter received	Case Management	-	Logbook; Ballpen	Communication Coding System	-
14	Review/Provide Comments or Approve Draft Letter.	HSW	15 minutes	Commented or approved letter	Case Management	-	Ballpen	Determining Gaps	-
15	Enhance Letter Based on Comments.	SWO III	30 minutes	Enhanced communication based on comments	Case Management	MS Word	Computer; Printer	Re-writing	-

ELSIE GACHES VILLAGE
CASE MANAGEMENT PROCESS FLOW CHART

ADMISSION PHASE



BUSINESS PROCESS AND REQUIREMENT ANALYSIS

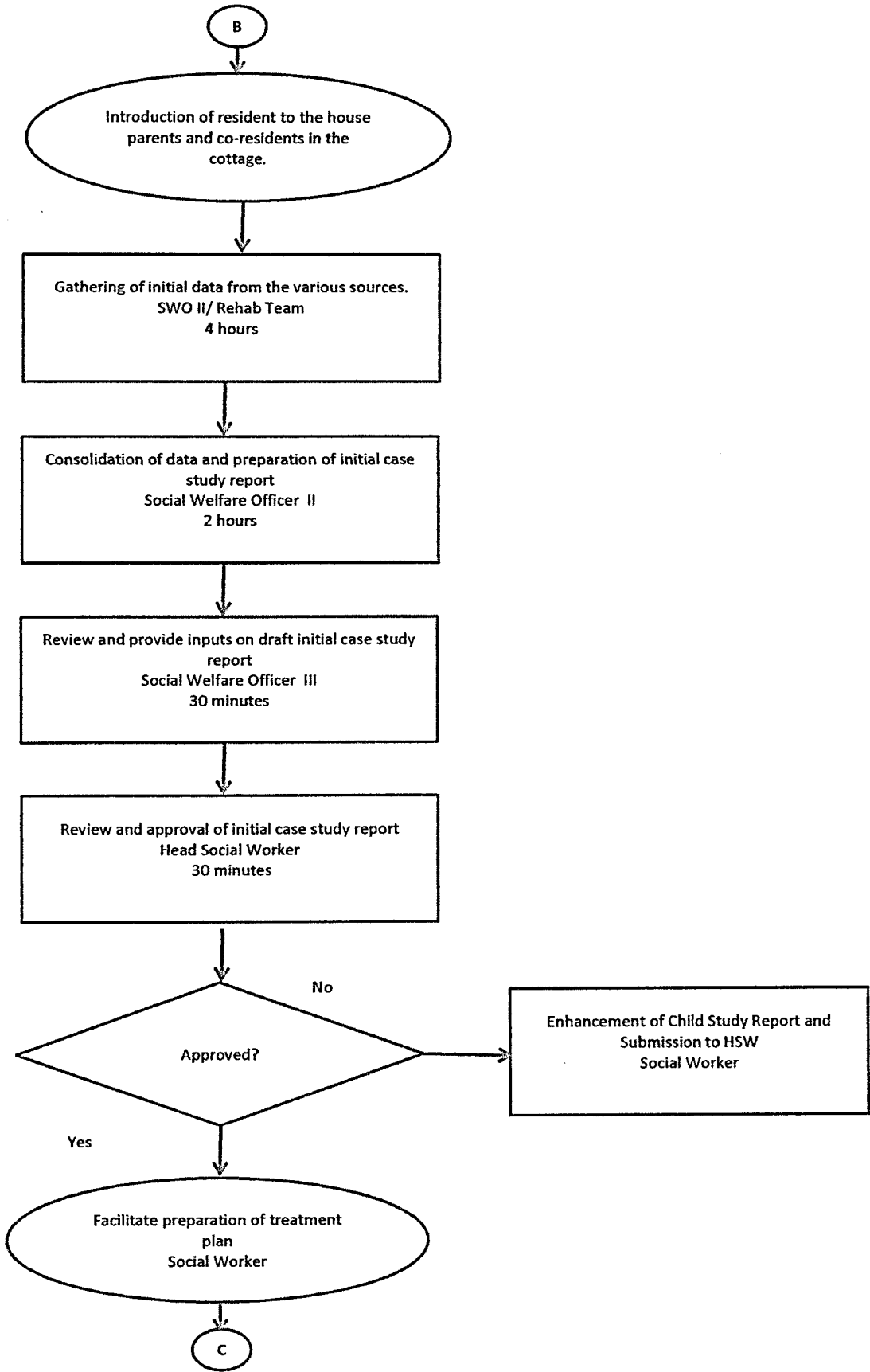
Minimum Deliverable: Case Management Process – ADMISSION PHASE

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
1	Routine review of documents.	SWO II/OD	30 minutes	Documents has been reviewed and assessed for admission.	Manual of Operations	MS Word	Paper; Pen	Determining Gaps in Document Requirements	-
2	Conduct of Intake Interview and fill-out of the General Intake Sheet.	SWO II/OD	1 hour	Filled up General Intake Sheet.	Manual of Operations	MS Word	Intake Sheet	Interviewing Skills	-
3	Orientation on house rules, regulations, and facilities of the center.	SWO II/OD	30 minutes	Orientation	Manual of Operations	-	Manual of Operations	Interpretation of Agency Rules and Regulations	-
4	Take Inventory/list of personal belongings.	SWO II/OD	10 minutes	Inventory of Belongings	Manual of Operations	-	Inventory Slip	Determine Acceptable Belongings	-
5	Document receipt of the person using the admission slip.	SWO II/OD	10 minutes	Admission Slip duly filled up	Manual of Operations	-	Admission Slip	Filling up Form/Content	-
6	Endorsement of the client to the Medical Service.	Medical Staff on Duty; SWO II/OD	20 minutes	Signature of receiving NOD; Vital signs taken	Manual of Operations	-	Admission Slip	Nursing Functions	-
7	Confirmation of Admission.	HSW	10 minutes	Signature of HSW in Admission Slip and Intake Sheet	-	-	Form	Determining Client's Eligibility and Requirements	-
8	Preparation of referral documents to allied services.	SWO II	10 minutes	Referral Slip	Case Management	-	Referral Slip	Roles of the Rehabilitation Team	-
9	Dissemination of referral documents to allied services.	SWO II; Dietitian; Dentist; Psychologist	15 minutes	Signed received copy of Referral Slip	Case Management	-	Referral Letter	Coordination Skills	-
10	Conduct of Psychological Assessment as basis for cottage assignment.	Psychologist	1 hour	Initial contact, engagement of resident with the	Revitalized Role of Psychologist	-	Test Observation Sheet;	Conduct of Psychological Assessment	-

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
11	Conduct of Initial Physical Evaluation.	MO III	30 minutes	psychologist Physical Evaluation	In Case Management Manual of Operations	-	Paper; Pen Doctor's Basic Assessment Instrument	Initial Medical Assessment	-
12	Conduct of Dental Check-Up/Dental Age Assessment.	Dentist	1 hour	Dental/Oral Hygiene Assessment; Dental Age Assessed; Certification of Dental Age	Case Management	-	Dental Instruments and Forms	Dental Age Assessment	-
13	Endorsement of Client to Cottage.	SWO II; House Parents; Medical Staff	10 minutes	Client accepted in cottage	Case Management	-	-	Knowledge on Cottage Clientele	-

ELSIE GACHES VILLAGE
CASE MANAGEMENT PROCESS FLOW CHART

ASSESSMENT AND DIAGNOSIS OF THE CASE



BUSINESS PROCESS AND REQUIREMENT ANALYSIS

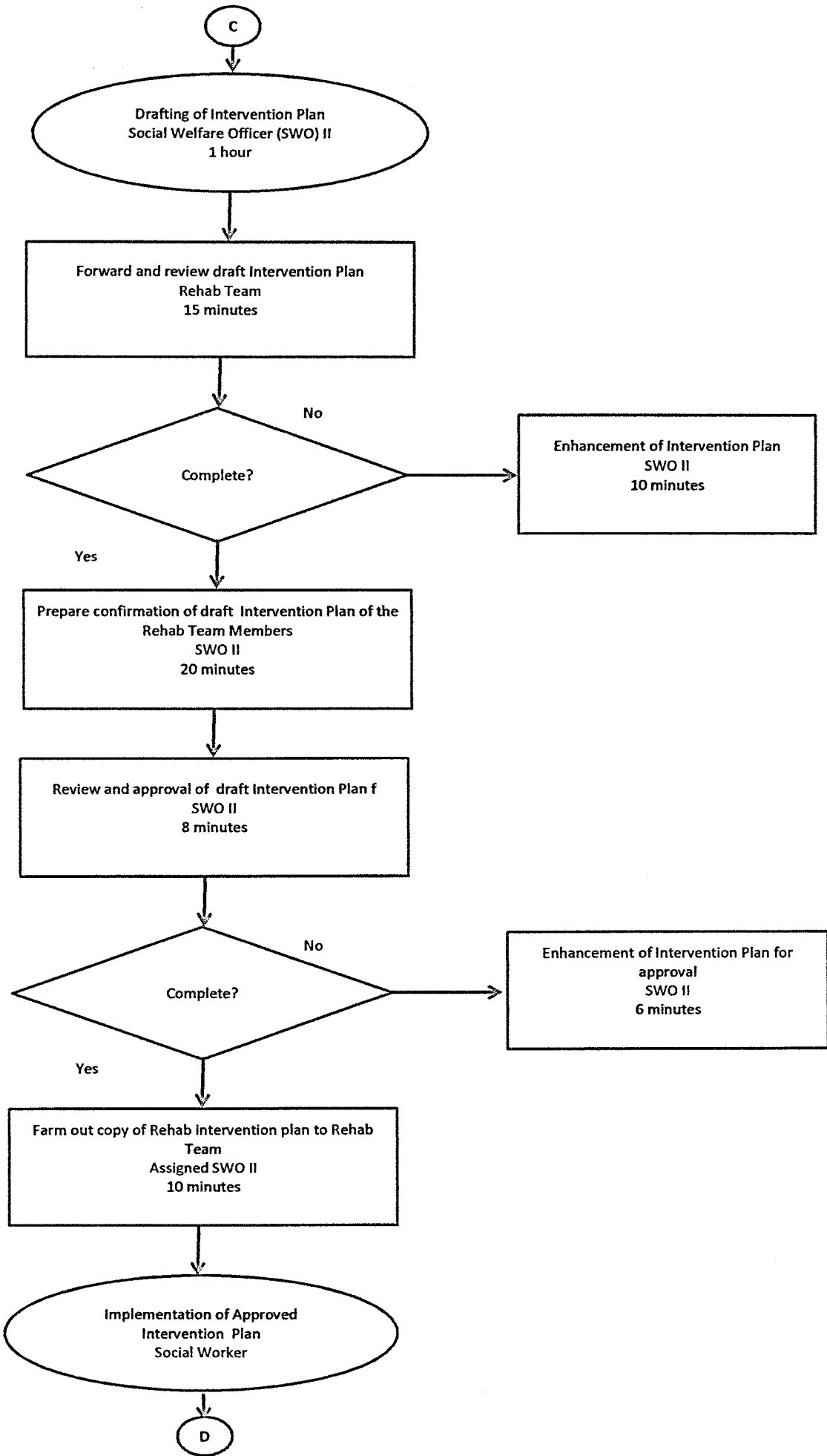
Minimum Deliverable: Case Management Process – ASSESSMENT AND DIAGNOSIS OF THE CASE

No.	PROCESSES				REQUIREMENTS				Remarks
	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
1	Introduction of resident to the house parents and co-residents in the cottage.	SWO II; House Parents	10 minutes	Initial rapport building between residents	Case Management	-	-	-	-
2	Gathering of initial data from the various sources.	SWO II; Rehabilitation Team	4 hours	Initial data/finding gathered as basis for Child Study Report	Case Management	-	Paper; Pen	Data gathering through various modalities	-
3	Consolidation of data and coming up with an Initial Child Study Report	SWO II	2 hours	Initial Child Study Report	Case Management; AO15 S2012	MS Word	Office Supplies; Computer	Organization of Data into a Child Study Report	-
4	Review of Initial Case Study Report	SWO III	30 minutes	Notes/Comments on Gaps	Supervisory Practice	-	Paper; Pen	Case Management Skill; Identifying Gaps in Form and Content	-
5	Enhancement of Child Study Report and return to SWO III for review.	SWO II	1 hour	Enhanced Child Study Report	Supervisory Practice	MS Word	Computer	Case Management Skill	-
6	Endorsement to Admin Service for Log-in and endorsement to HSW.	SWO II; AA	5 minutes	Stamped Child Study Report	-	MS Excel; MS Word	Stamp Pad	Coding System	-
7	Review/Comment and/or Approve of Child Study Report.	HSW	30 minutes	Comments for the Enhancement of Child Study Report	Supervisory Practice	MS Word	Office Supplies	Case Management Skill; Identifying Gaps in Form and Content	-
A.	Approved... Proceed to the Implementation of Treatment Plan Phase.								
B.	With comments...								

PROCESSES					REQUIREMENTS				Remarks
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
8	Proceed to #8. Return Child Study Report to SWO II for Log-Out.	AA	5 minutes	Log-Out Signed	Communicati on Turn-Around Time	MS Word	Stamp Pad	Communication Code	No written policy on Turn-Around Time
9	Enhancement of Child Study Report and Submission to HSW.	SWO II	1 hour	Comments integrated into the Child Study Report	Communicati on Turn-Around Time	MS Word	Office Supplies; Computer	Case Management Skill	No written policy on Turn-Around Time
10	Review and approval of the enhanced Child Study Report.	HSW	30 minutes	Approved Child Study Report	Supervisory Practice	MS Word	Office Supplies; Computer	Case Management Skill	No policy on supervisor
	A. Approved... Refer to #7A.								
	B. With comments... Refer to #7B.								

ELSIE GACHES VILLAGE
CASE MANAGEMENT PROCESS FLOW CHART

INTERVENTION PLAN



BUSINESS PROCESS AND REQUIREMENT ANALYSIS

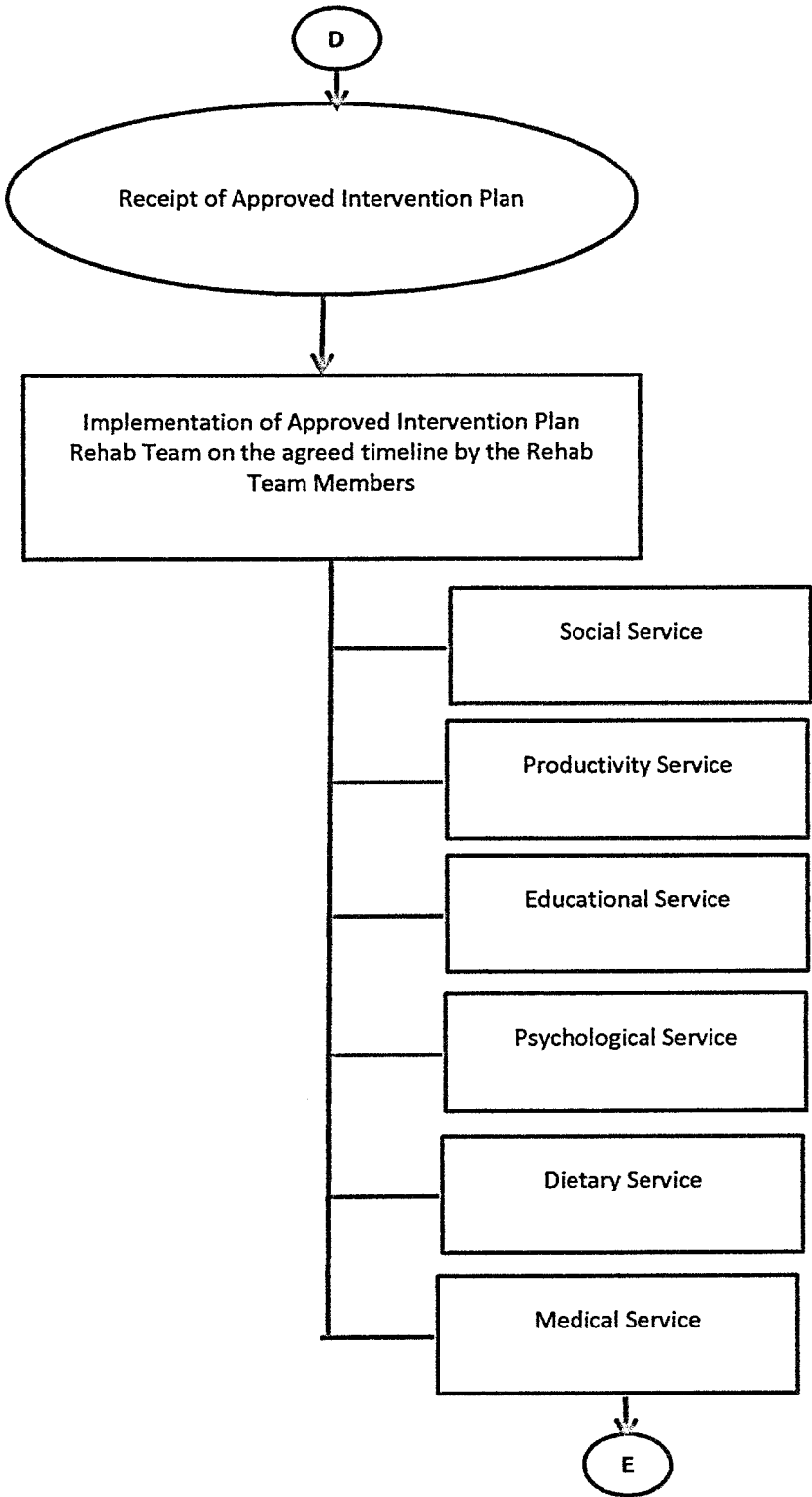
Minimum Deliverable: Case Management Process – INTERVENTION PLAN

PROCESSES				REQUIREMENTS					Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
1	Drafting of Intervention Plan	SWO II	1 hr	Draft intervention plan	Case Management		Pen, paper, computer	Assessment, report writing.	-
2	Draft copy of Intervention Plan forwarded to rehab team members for comments	SWO II	5 mins	Tracked intervention plan	Case Management		Pen, paper, computer	Assessment, report writing	-
3	Review draft intervention plan	Rehab Team Members	10 mins	Intervention plan with inputs	Case Management		Pen, paper	Analysis	-
4	If complete, Prepare confirmation of draft Intervention plan of the rehab team	Rehab Team Members	10 mins	Copy of intervention plan	Case Management		Pen, paper	Assessment	-
5	If not complete, Return the draft Intervention plan for enhancement	Admin Aide	3 mins	Forwarded intervention plan	Case Management		Pen, paper, computer	Assessment	-
6	Confirmed draft intervention plan forwarded to HSW for further comments and inputs prior to approval	Admin Aide	10 mins	Draft intervention plan	Case Management		Pen	Administrative task	-
7	Reviewed draft intervention plan	Head Social Worker	5 mins	Intervention plan with inputs	Case Management		Pen, paper	Analysis	-
8	If approved, Approval of intervention plan for implementation	Head Social Worker	3 mins	Initialed intervention plan with inputs	Case Management		Pen, paper	Decision Making	-
9	If not approved return the intervention plan to SWO II for enhancement	Admin Aide	3 mins	Enhanced intervention plan	Case Management		Pen, paper	Administrative task	-
10	Approved intervention plan return to SWO III	Head Social Worker	3 mins	Approved Intervention plan with inputs	Case Management		Pen	Decision Making	-
11	Farm out copy of Rehab intervention plan to Rehab team	Assigned Social Worker	10 mins	Recorded logbook	Case Management		Pen, logbook	Administrative task	-

PROCESSES							
#	Task	Responsible Person	Time Frame	Output	REQUIREMENTS		
					Policy	Application	Material
12	Implementation of approved intervention plan	Social Worker		Approved Intervention Plan	Case Management		
							Remarks

ELSIE GACHES VILLAGE
CASE MANAGEMENT PROCESS FLOW CHART

IMPLEMENTATION OF MULTI-SICIPINARY INTERVENTION PLAN



Note: With Separate BPRA and Flow Chart for each Services

BUSINESS PROCESS AND REQUIREMENT ANALYSIS

Minimum Deliverable: Case Management Process – IMPLEMENTATION PHASE

PROCESSES										Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	REQUIREMENTS			Competency	
						Application	Material			
Conduct of Group Work Session/Talakayan										
1	Inform House Parents for the conduct of group work session with residents	Social Worker	10 mins							Twice a month/per Social Worker
2	Preparation of materials for group work session	Social Worker	1 hour	Visual Aids	n/a	n/a	Paper, crayons, pencils, bondpaper, cartolina, computer, printer	Knowledge on topic		
3	Convene residents for the conduct of group session upon endorsement of Social Worker a. Introduction of Activity b. Activity Proper c. Processing	Social Worker	1 hour	Lecture, demonstration Discussion of the topic			Paper, crayons, pencils, bondpaper, cartolina, computer, printer	Facilitation		
4	Preparation of documentation report of Group Work Session	Social Worker	4 hours	Draft documentation report		MS Word	computer, printer	Technical Writing		
4	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, document receipt			Paper, pen, stamp	Coordination		
5	Endorse to Head Social Worker the draft documentation report	Admin Aide	2 mins	Endorsement, document receipt			Paper, pen, stamp	Coordination		
6	Review and provide input on the draft documentation report	Head Social Worker	2 mins	Documentation report with inputs				Technical Skills		
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	Admin Aide	2 mins	Endorsement,			Paper, pen,	Coordination		

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	for enhancement of documentation report			document receipt			stamp		
9	Enhancement of documentation report	Social Worker	30 mins	Enhanced documentation report		Microsoft Word	computer, printer	Technical Writing	
10	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, document receipt			Paper, pen, stamp	Coordination	
11	Endorse to Head Social Worker for approval documentation report	Admin Aide	2 mins	Endorsement, document receipt			Paper, pen, stamp	Coordination	
12	Approval of documentation report	Head Social Worker	2 mins	Approved Documentation report				Technical Skills	
13	Forward to Admin Office for tracking of document	Head Social Worker	2 mins	Endorsement, document receipt			Paper, pen, stamp	Coordination	-
14	Endorse to Social Worker for documentation report filing and information dissemination	Admin Aide	2 mins	Endorsement, document receipt			Paper, pen, stamp	Coordination	
15	If talakayan, Inform the house parent on the agreements	Social Worker	10 mins	Discussion/ informed HP for follow through action			Copy of documentation report	Coordination	
16	If Group Work Session Filing of documentation report in the case folder	Social Worker	2 mins	Filed documentation report			Paper, bondpaper, computer, printer	Record Keeping	
Conduct of Counseling									
34	Receipt of referral from Home life Service	Admin	2 mins	Incident report			Paper		
35	Endorsement of Incident report to HSW	Admin	2 mins	Endorsement Incident report			Paper, stamp	Clerical Skills	
36	Review and provide direction for action	HSW	5 mins	Incident Report with direction/inputs			Paper, pen	Supervision	
37	Forward incident report to Admin for endorsement to SWO III	Admin	2 mins	Endorsement Incident report			Paper, stamp	Clerical Skills	
38	Receipt of Incident Report	Social Worker III	5 mins	Incident Report with direction/inputs			Paper, pen	Supervision	
39	Forward incident report	Social Worker	2 mins	Endorsement Incident			Paper, stamp	Clerical Skills	

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	to Admin for endorsement to SWO			report					
40	Conduct Cottage Visit	Social Worker	30 mins	Agreements with the resident					
41	Conduct Counseling Session to resident	Social Worker					Notebook, pen	Counseling skills	
42	Preparation of Feedback Report	Social Worker	2 hours	Draft Feedback Report		Microsoft Office	Pen, Paper, bondpaper, computer, printer	Technical Writing	
43	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, Feedback Report			Paper, pen, stamp	Coordination	
44	Endorse to Social Worker III for review and additional Inputs	Admin Aide	2 mins	Endorsement, Feedback Report			Paper, pen, stamp	Coordination	
45	Review and provide input on the Feedback Report	Social Worker III	30 mins	Draft Feedback Report				Technical and Supervision Skills	
46	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, Feedback Report			Paper, pen, stamp	Coordination	
47	Endorse to Social Worker for enhancement of documentation report	Admin Aide	2 mins	Endorsement, Feedback Report			Paper, pen, stamp	Coordination	
48	Enhancement of Feedback Report	Social Worker	30 mins	Enhanced Feedback Report		Microsoft Word	computer, printer	Technical Writing	
49	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, document receipt			Paper, pen, stamp	Coordination	
50	Endorse to Social Worker III for signature as reviewed	Admin Aide	2 mins	Reviewed Feedback Report			Paper, pen, stamp	Coordination	
51	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, Feedback Report			Paper, pen, stamp	Coordination	
52	Endorse to Head Social Worker for approval of document	Admin Aide	2 mins	Endorsement, Feedback Report			Paper, pen, stamp	Coordination	
53	Approval of feedback report	Head Social Worker	2 mins	Approved Feedback Report				Technical Skills	
54	Forward to Admin Office for tracking of document	Head Social Worker	2 mins	Endorsement, document receipt			Paper, pen, stamp	Coordination	
55	Endorse to Social Worker	Admin Aide	2 mins	Endorsement,			Paper, pen, stamp	Coordination	

PROCESSES						REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency		
	for filing.			document receipt			stamp			
Homevisit/Hospital Visit										
56	Preparation of travel request	Social Worker	1 min	Accomplished TR			TR Form, pen	Clerical Skills		
57	Forward to Admin for tracking	Admin Aide	2 mins	Tracked TR			pen, stamp	Clerical Skills		
58	Endorse to SWO for initial tracking	Admin Aide	2 mins	Tracked TR			pen, stamp	Clerical Skills		
59	Forward to Admin for tracking with initial	SWO III	2 mins	Signed TR			TR, pen,	Clerical Skills		
60	Endorse to HSW for approval	Admin Aide	2 mins	Tracked TR			Pen, stamp	Clerical Skills		
61	Forward to Admin for tracking	HSW	2 mins	Approved TR			pen, stamp	Clerical Skills		
62	Endorse to Social Worker for approval	Admin Aide	2 mins	Tracked TR			Paper, pen	Clerical Skills		
63	Endorse to Guard on duty	Social Worker	1 min	Turned Over TR			Paper, pen	Clerical Skills		
64	If Hospital, Conduct visit to the resident	Social Worker					TR Form, pen	Clerical Skills		
65	Conduct coordination with the Physician/Nurse for the health condition of the resident.	Social Worker	30 mins	Monitoring sheet						
66	Conduct coordination with Philhealth and billing section, medical social service for processing of payment and medicine,	Social Worker	2 hours	Acquired medical assistance			Monitoring sheet, pen	Coordination		
67	If homevisit, Conduct coordination with Brgy	Social Worker					Medical record, Social Case Study, ID, Philhealth Card, PWD ID,	Coordination		
68	Actual conduct homevisit to relatives/parents	Social Worker	30 mins	Brgy Certificate			Pen, notebook	Courtesy Call		
69	Conduct coordination with LGU for Parenting	Social Worker	1 hour	Gathered Information/data for possible reintegration			Pen, notebook	Data gathering		
70	Conduct coordination with LGU for Parenting	Social Worker	1 hour	Copy of Parenting Capability Assessment				Coordination, Data gathering	PCAR submission	

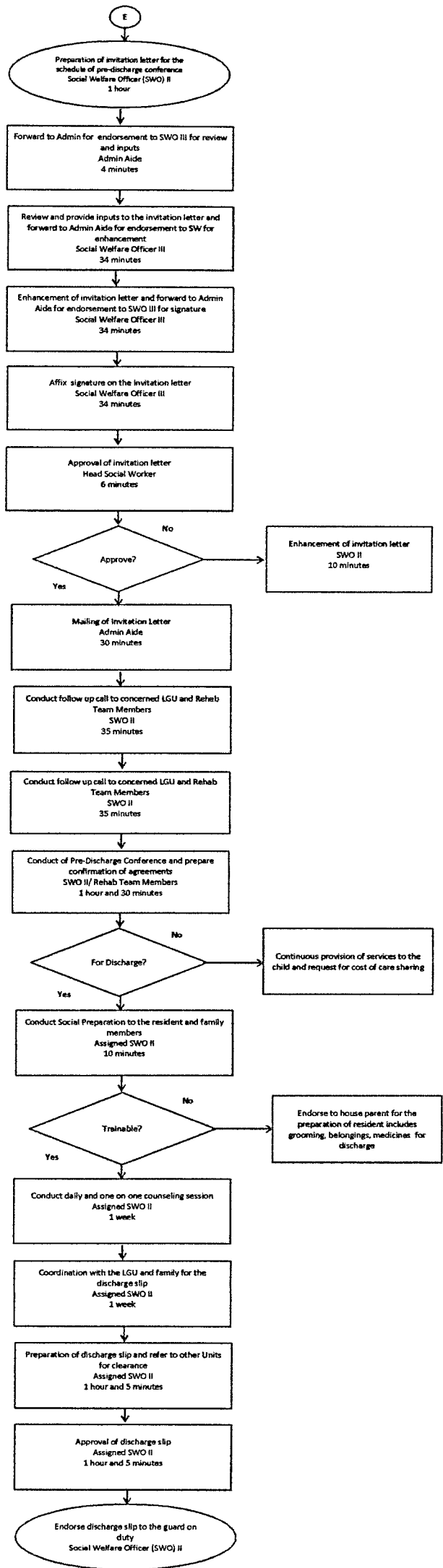
PROCESSES									
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	Remarks
	Capability Assessment Report (PCAR)			Report (PCAR)					
71	Preparation of Feedback Report	Social Worker	4 hours	Draft Feedback Report		Microsoft Office	Pen, Paper, bondpaper, computer, printer	Technical Writing	depends on the availability of the submission of respective LGU
72	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, Feedback Report			Paper, pen, stamp	Coordination	
73	Endorse to Social Worker III for review and additional Inputs	Admin Aide	2 mins	Endorsement, Feedback Report			Paper, pen, stamp	Coordination	
74	Review and provide input on the SCSR	Social Worker III	30 mins	Draft Feedback Report				Technical and Supervision Skills	
75	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, Feedback Report			Paper, pen, stamp	Coordination	
76	Endorse to Social Worker for enhancement of documentation report	Admin Aide	2 mins	Endorsement, Feedback Report			Paper, pen, stamp	Coordination	
77	Enhancement of Social Case Study Report	Social Worker	30 mins	Enhanced Feedback Report		Microsoft Word	computer, printer	Technical Writing	
78	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, document receipt			Paper, pen, stamp	Coordination	
79	Endorse to Social Worker III for signature as reviewed	Admin Aide	2 mins	Reviewed Feedback Report			Paper, pen, stamp	Coordination	
80	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, Feedback Report			Paper, pen, stamp	Coordination	
81	Endorse to Head Social Worker for approval of document	Admin Aide	2 mins	Endorsement, Feedback Report			Paper, pen, stamp	Coordination	
82	Approval of feedback report	Head Social Worker	2 mins	Approved Feedback Report				Technical Skills	
83	Forward to Admin Office for tracking of document	Head Social Worker	2 mins	Endorsement, document receipt			Paper, pen, stamp	Coordination	
84	Endorse to Social Worker	Admin Aide	2 mins	Endorsement,			Paper, pen, stamp	Coordination	

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	for filing.			document receipt			stamp		
In case of Left without Permission/Death									
85	Receipt of Incident report from the HP on LWOP	HP on duty							
86	Report/blotter the Incident to the Brgy or Police Precinct	Social Worker	1 hour	Blotter Report			Paper, pen, stamp	Coordination	
87	Preparation of Incident Report	Social Worker	30 mins	Draft Incident Report					
88	Forward to Admin Office for tracking of document	Social Worker	2 mins	Tracked Incident Report					
89	Endorse to Social Worker III for review and additional Inputs	Admin Aide	2 mins	Endorsed Incident Report			Paper, pen, stamp	Coordination	
90	Review and provide input on the Incident Report	Social Worker III	30 mins	Draft Feedback Report					
91	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsed Incident Report			Paper, pen, stamp	Technical and Supervision Skills	
92	Endorse to Social Worker for enhancement of documentation report	Admin Aide	2 mins	Endorsement Incident Report			Paper, pen, stamp	Coordination	
93	Enhancement of Incident Report	Social Worker	30 mins	Enhanced Incident Report		Microsoft Word	computer, printer	Technical Writing	
94	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, document receipt			Paper, pen, stamp	Coordination	
95	Endorse to Social Worker III for signature as reviewed	Admin Aide	2 mins	Reviewed Incident Report			Paper, pen, stamp	Coordination	
96	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsed Incident Report			Paper, pen, stamp	Coordination	
97	Endorse to Head Social Worker for approval of document	Admin Aide	2 mins	Endorsed Incident Report			Paper, pen, stamp	Coordination	
98	Approval of Incident Report	Head Social Worker	2 mins	Approved Incident Report				Technical Skills	
99	Forward to Admin Office for tracking of document	Head Social Worker	2 mins	Endorsement, document receipt			Paper, pen, stamp	Coordination	

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
100	Forward to Admin Office for tracking of document	Head Social Worker	2 mins	Endorsement, document receipt			Paper, pen, stamp	Coordination	
101	Endorse to Social Worker	Admin Aide	2 mins	Endorsement, document receipt			Paper, pen, stamp	Coordination	
102	If LWOP, Endorse to Regional Directors office for information	Social Worker	2 mins						
103	Facilitate tri-media appeal	Social Worker	1 day						
104	If Death, Coordinate with funeral parlor and cemetery	Social Worker	2 mins						
105	Case Close								

ELSIE GACHES VILLAGE
CASE MANAGEMENT PROCESS FLOW CHART

MONITORING AND EVALUATION PHASE



BUSINESS PROCESS AND REQUIREMENT ANALYSIS

Minimum Deliverable: Case Management Process – MONITORING AND EVALUATION PHASE

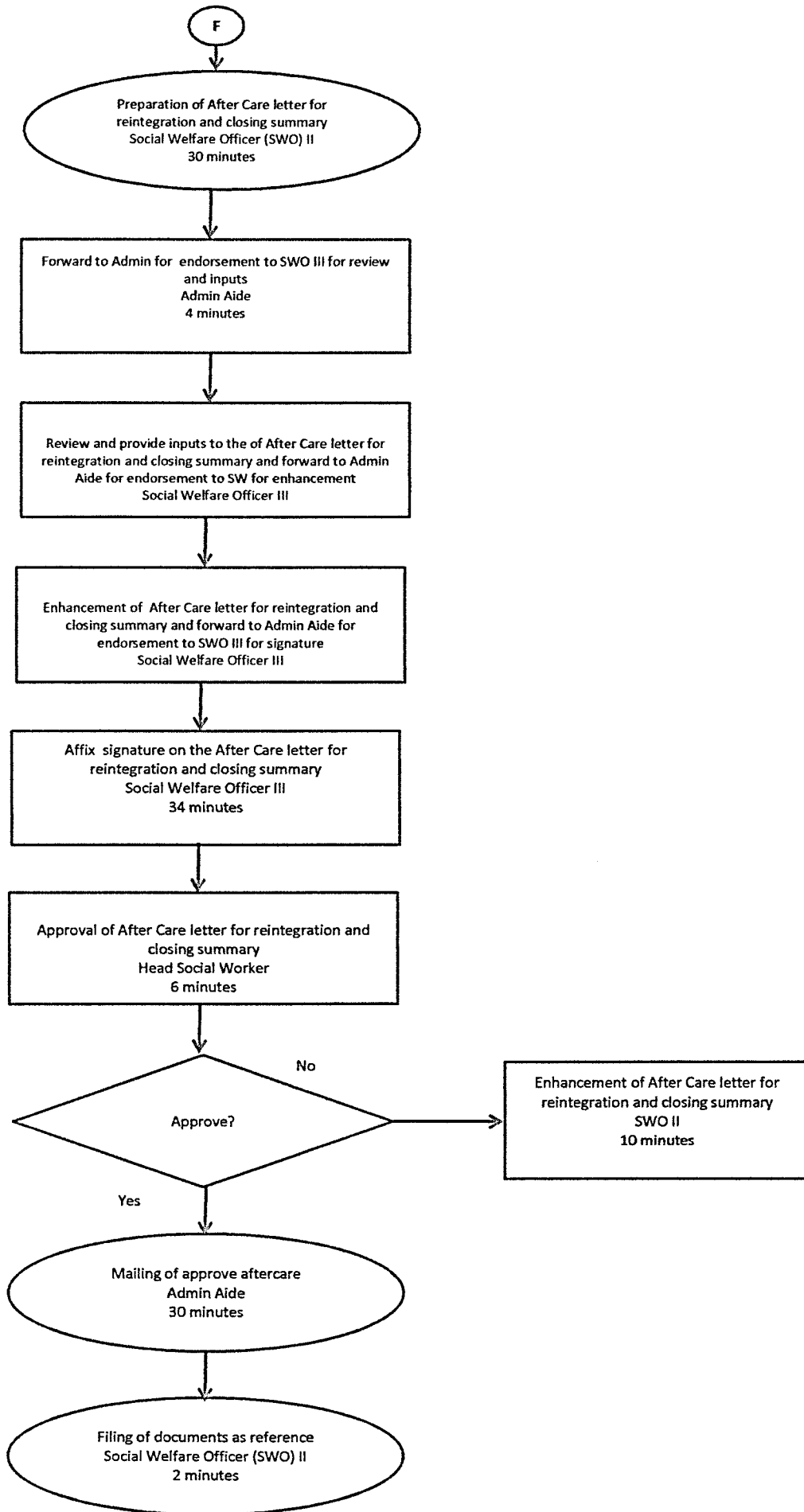
EVALUATION PHASE										
PROCESSES					REQUIREMENTS					Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency		
1	Preparation of invitation letter for the schedule of pre-discharge conference	Social Worker	30 mins	Draft invitation letter		Microsoft Office	Pen, Paper, bondpaper, computer, printer	Technical Writing		
2	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, invitation letter			Paper, pen, stamp	Coordination		
3	Endorse to Social Worker III for review and additional inputs	Admin Aide	2 mins	Endorsement, invitation letter			Paper, pen, stamp	Coordination		
4	Review and provide input on the Invitation letter	Social Worker III	30 mins	Draft invitation letter						
4	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, invitation letter			Paper, pen, stamp	Technical and Supervision Skills		
5	Endorse to Social Worker for enhancement of invitation letter	Admin Aide	2 mins	Endorsement, invitation letter			Paper, pen, stamp	Coordination		
6	Enhancement of invitation letter	Social Worker	30 mins	Enhanced invitation letter		Microsoft Word	computer, printer	Technical Writing		
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 invitation letter			Paper, pen, stamp	Coordination		
9	Sign and forward to Admin Office for tracking of document	Social Worker Officer III	2 mins	Endorsement, invitation letter			Paper, pen, stamp	Coordination		
10	Endorse to Head Social Worker for approval of document	Admin Aide	2 mins	Endorsement, invitation letter			Paper, pen, stamp	Coordination		
11	Approval of invitation letter	Head Social Worker	2 mins	Approved invitation letter			Paper, pen, stamp	Coordination		
12	Forward to Admin Office for tracking of document	Head Social Worker	2 mins	Endorsement, document receipt			Paper, pen, stamp	Technical Skills		
13	If approved, Mailing of	Admin Aide	30 mins	Mailed letter			Paper, pen, stamp	Coordination		

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
	approve invitation letter If No, revise invitation letter		2 mins	Enhanced invitation letter			stamp		
14	Conduct follow up call to LGU.	Social Worker	5 mins	Set Schedule of pre-discharge conference			Telephone	Coordination	
15	Invitation to Rehab team on the scheduled pre-discharge conference	Social Worker	30 mins	Set Schedule of pre-discharge conference			schedule	Coordination	
16	Actual conduct of pre-discharge conference	Rehab Team, LGU SW	1 hour	Minutes of the meeting/ confirmation of agreements			SCSR, PCAR, Computer, paper, printer	Facilitation, decision making, assessment Technical Writing	
17	Preparation of Confirmation of Agreements	Social Worker	30 minutes						
	If not for discharge, Continuous provision of services to the child and request for cost of care sharing	Social Worker		Cottage assignment					
18	If for discharge, Conduct Social Preparation to the resident and family members		1 week						Counseling on the daily
19	If trainable, Conduct daily and one on one counseling session	Social Worker	1 week	Readiness of the child			Paper, pen,	Counseling session	
20	If no, Endorse to house parent for the preparation of resident includes grooming, belongings, medicines etc.	House Parent	4 hours	Packed belongings, medicines			Bag	Organizing child's belongings	
21	Coordination with the LGU and family for the discharge slip	Social Worker	30 mins	Set Schedule of discharge			schedule	Coordination	

PROCESSES					REQUIREMENTS				Remarks
#	Task	Responsible Person	Time Frame	Output	Policy	Application	Material	Competency	
22	Preparation of discharge slip	Social Worker	5 mins	Discharge slip			Discharge slip, pen, paper, printer, computer	Computer literacy	
23	Refer the child to all Units for clearance	Social Worker	1 hour	Discharge slip			Discharge slip, pen, paper,	Coordination, decision making	
24	Approval of discharge slip	HSW	5 mins	Approved discharge slip			Discharge slip, pen, paper,		
25	Endorse discharge slip to the guard on duty	Social Worker	2 mins	Turned over discharge slip			Pen, paper, camera	coordination	

ELSIE GACHES VILLAGE
CASE MANAGEMENT PROCESS FLOW CHART

POST EVALUATION PHASE



BUSINESS PROCESS AND REQUIREMENT ANALYSIS

Minimum Deliverable: Case Management Process – POST RESIDENTIAL PHASE

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		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					
4	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement after care letter			Paper, pen, stamp	Technical and Supervision Skills	
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					
7	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, document receipt		Microsoft Word	computer, printer	Technical Writing	
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 invitation letter	Head Social Worker	2 mins	Approved after care letter				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	Admin Aide	30 mins	Mailed letter			Paper, pen, stamp	Coordination	(email, registered)

PROCESSES									
#	Task	Responsible Person	Time Frame	Output	Policy	REQUIREMENTS			
						Application	Material	Competency	Remarks
14	concerned LGU Receipt and filing of aftercare report submitted by concerned LGU as reference.	Social Worker	30 mins						mail)