

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 Jose Fabella Center on Case Management

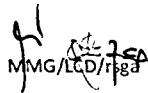
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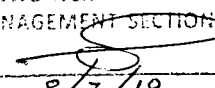
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This is to share with you the approved BPRA and Process Flow Chart of Jose Fabella Center on Case Management as per result of the Technical Assistance Session on the Preparation of Business Process and Requirements Analysis and Process Flow Chart held on June 13, 2018 at JFC.

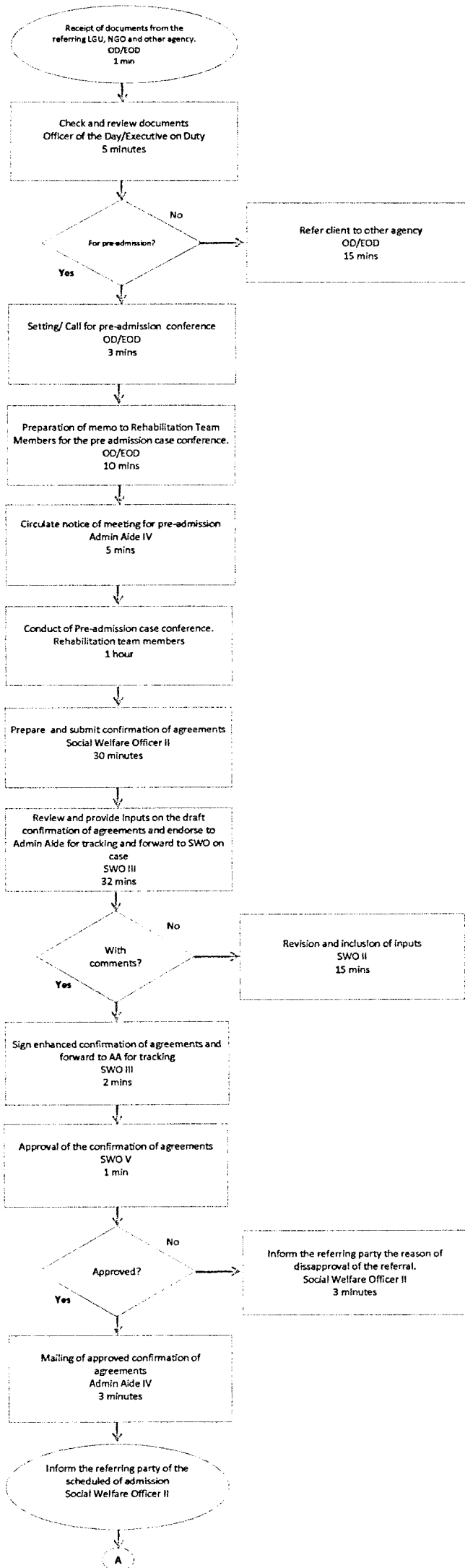
For your information and guidance.

  
VINCENT ANDREW T. LEYSON, CESO IV

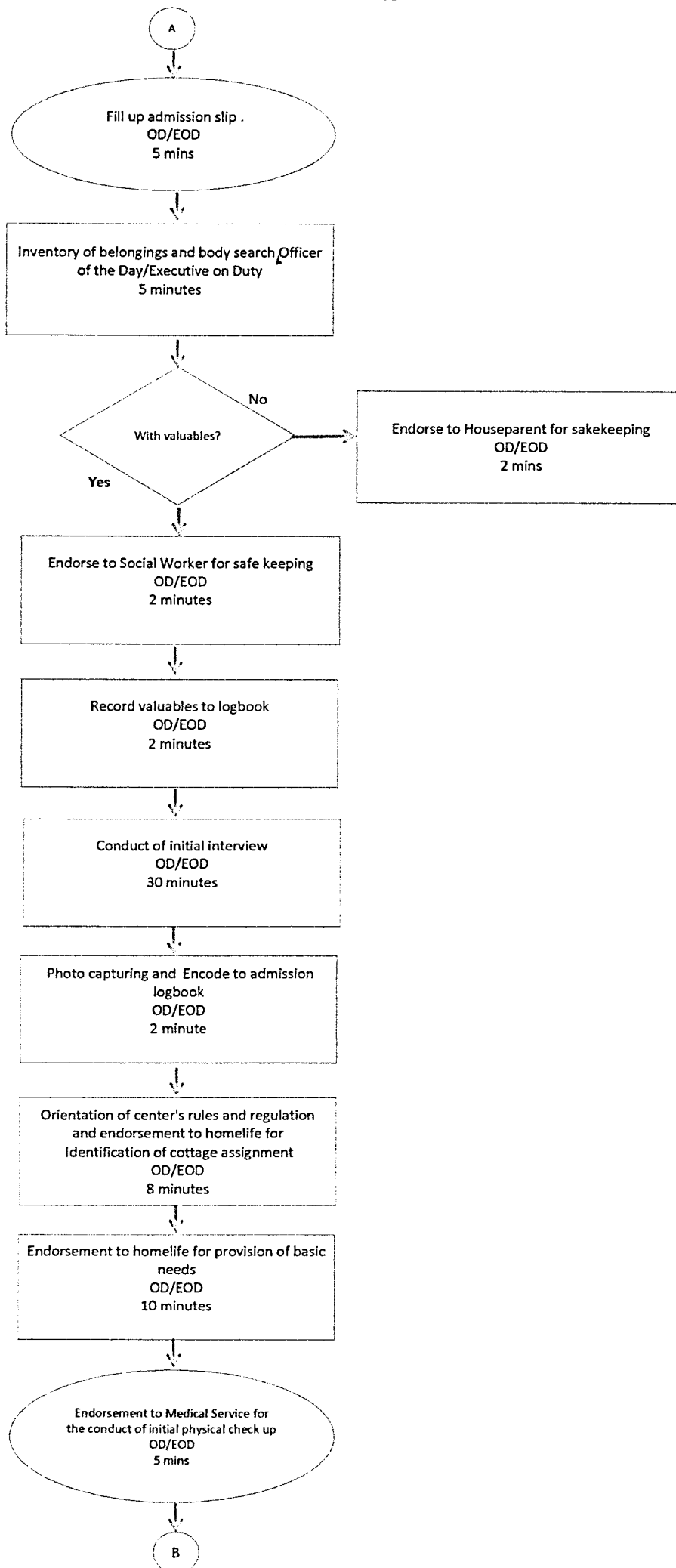
  
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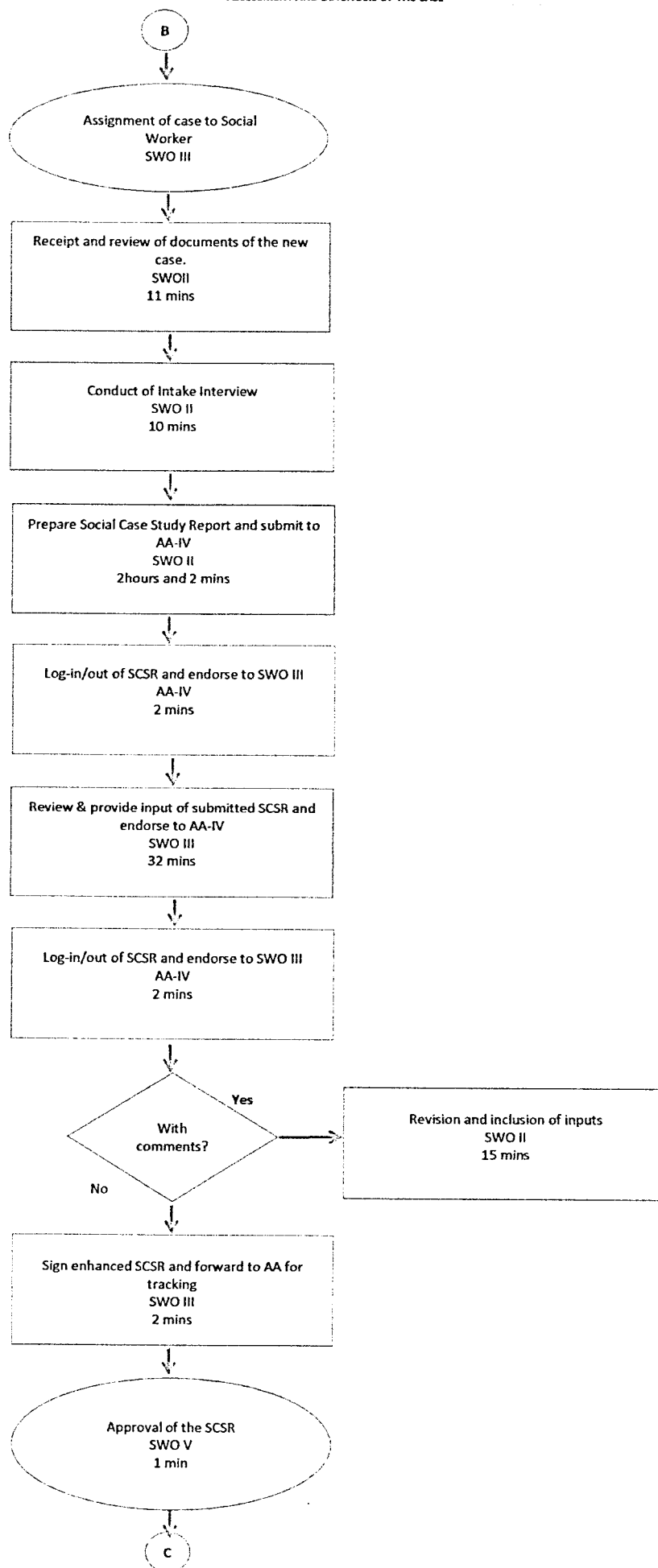
DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT  
 National Capital Region  
 JOSE FABELLA CENTER  
 CASE MANAGEMENT  
 PRE-ADMISSION PHASE PROCESS FLOW



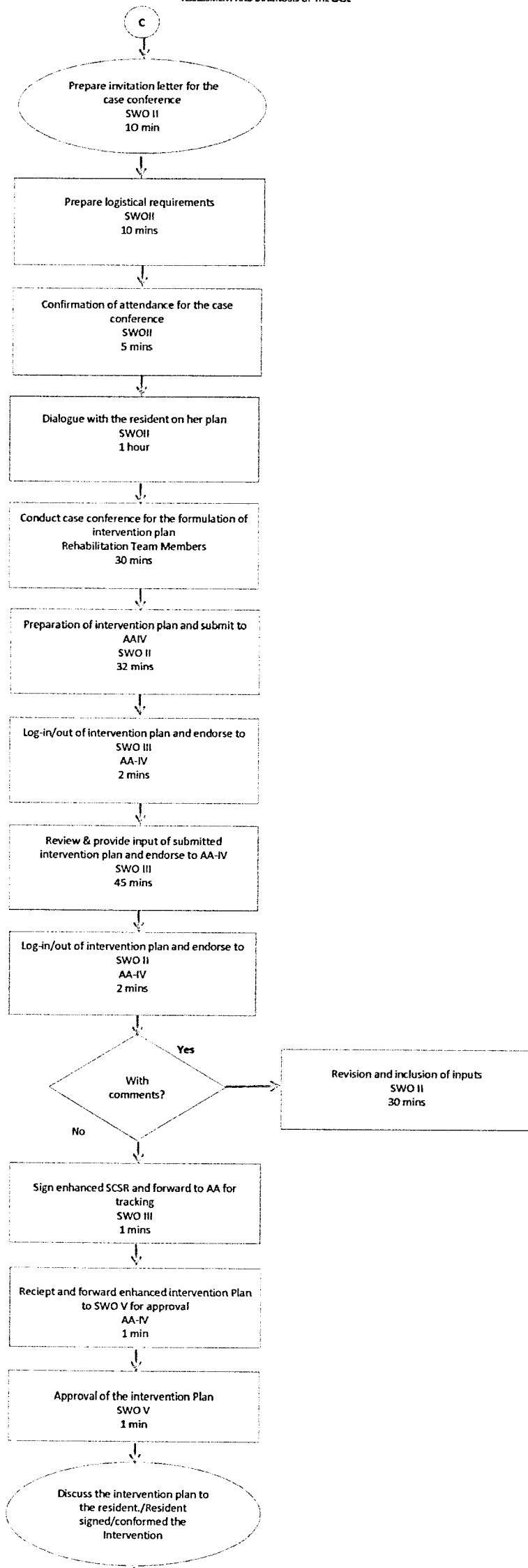
CASE MANAGEMENT  
ADMISSION PHASE



CASE MANAGEMENT  
ASSESSMENT AND DIAGNOSIS OF THE CASE



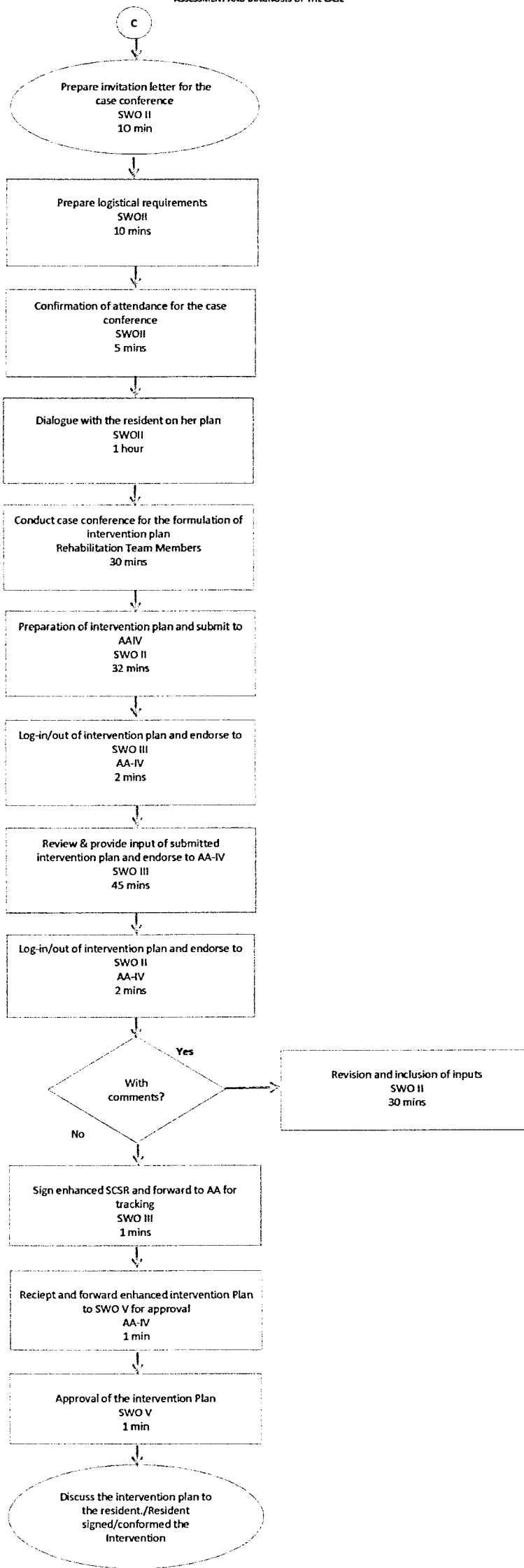
CASE MANAGEMENT  
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CASE MANAGEMENT  
IMPLEMENTATION OF INTERVENTION PLAN

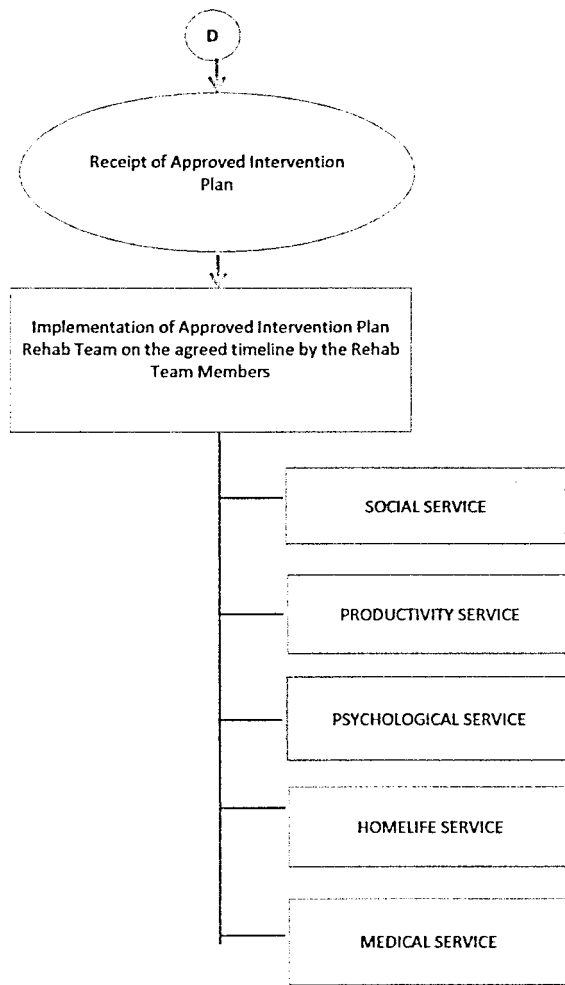
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CASE MANAGEMENT  
ASSESSMENT AND DIAGNOSIS OF THE CASE

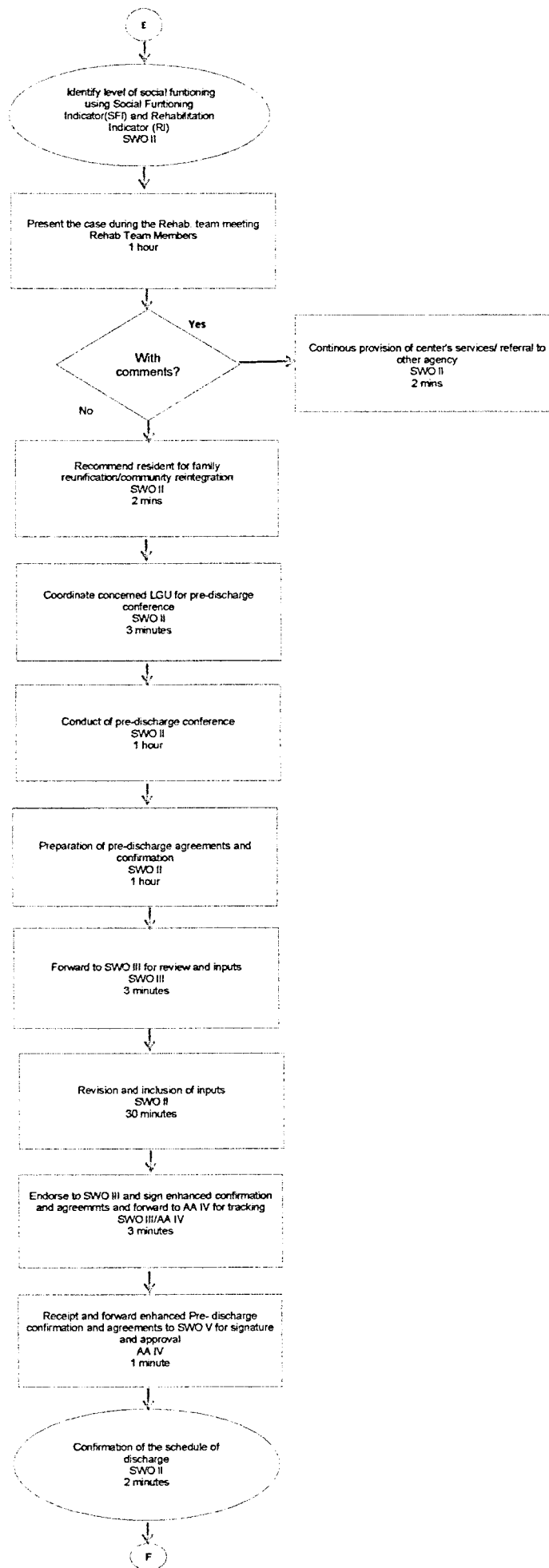


DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT  
National Capital Region  
JOSE FABELLA CENTER

CASE MANAGEMENT  
IMPLEMENTATION OF INTERVENTION PLAN



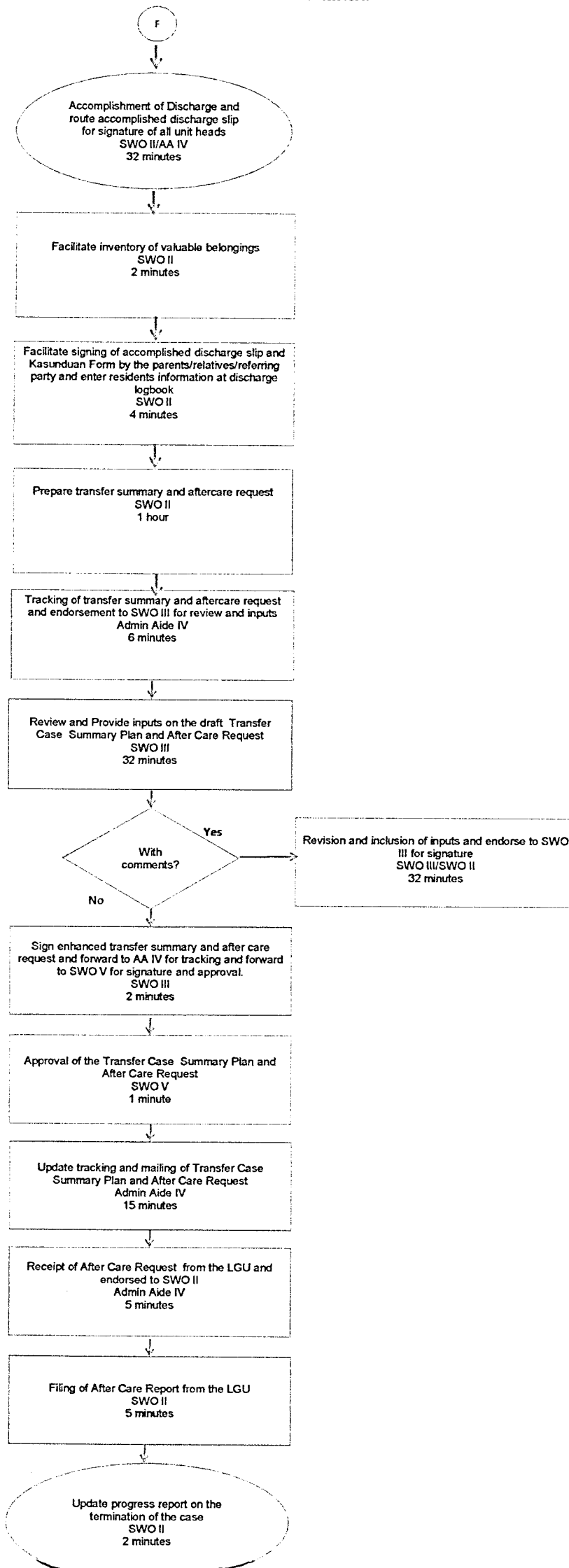
Note: There is a separate BPRA for each services





CASE MANAGEMENT

POST RESIDENTIAL PHASE PROCESS FLOW



Department of Social Welfare and Development  
National Capital Region  
**JOSE FABELLA CENTER**  
**BUSINESS PROCESS AND REQUIREMENTS ANALYSIS (BPRA)**

**Minimum Deliverable: CASE MANAGEMENT**

[1] No.	[2] Task	[A] PROCESSES			[B] REQUIREMENTS				[10] Remarks
		[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
	<b>Pre-Admission Phase</b>								
1	Receipt of documents from the referring LGU, NGO and other agency.	Officer of the Day (OD) or Executive on Duty (EOD)	1 minute	Log the Received documents.	Manual of operation	None	Paper, pen, Folder, logbook	clerical skills	
2	Check and review documents	OD / EOD	5 minutes	Complete Documents for Pre-admission case conference	Manual of operation	None	Paper, pen, folder	Office Coding System	
3	For admission? If no, refer client to other agency	OD / EOD	15 minutes	Referral letter	Manual of operation	None	Paper, Referral slip, telephone, pen	Coordination, networking	
4	If Yes, Setting/ Call for pre-admission conference	Officer In Charge	3 minutes	Date and time of Pre-admission case conference	Manual of operation	None	Phone, computer, printer/scanner, pen	Writing Skills, Coordination	
5	Preparation of memo to Rehabilitation Team Members for the pre admission case conference.	Officer In Charge	10 minutes	Received and confirmed Memo for Pre-admission conference	Manual of operation	Microsoft Office	Paper, pen, folder, computer, printer	Computer Literacy, Writing Skills, Communication Skills	
6	Circulate notice of meeting for pre-admission	Admin aide IV (AA-IV)	5 minutes	Received copy of notice of meeting.	Manual of operation	None	Notice of meeting, pen	Coordination	
7	Conduct of Pre-admission case conference.	Rehabilitation Team Members	1 hour	Draft Minutes of the Meeting	Manual of operation	None	Paper, pen, folder	SWOT analysis, Social Worker assessment skills,	
8	Prepare and submit confirmation of agreements.	SWO II	30 mins	Draft Confirmation of agreement	Manual of operation	Microsoft Office	computer, paper, pen, phone	Technical/communication writing	
9	Review and provide inputs on the draft confirmation of agreements	SWO III	30 mins	Confirmation of agreements with inputs		None	computer, paper, pen, phone	Technical/communication writing	
10	Forward to AA-IV for endorsement to SWO II	SWO III	2 mins	Endorsed		None	pen	clerical skills	
11	Tracking of confirmation of agreements with inputs	AA-IV	2 mins	Tracked		None	logbook, pen	clerical skills	
12	revision and inclusion of inputs	SWO II	15 mins	Enhanced Confirmation of agreement		Microsoft Office	computer, paper, pen, phone	Technical/communication writing	
13	Endorsement to SWO III for signature	AA-IV	2 mins	Enhanced Confirmation of agreement		Microsoft Office	logbook, pen, paper	clerical skills	
14	Sign enhanced confirmation of agreements and forward to AA for tracking	SWO III	1 min	Signed Confirmation of Agreement		None	pen	Decision making	

(A) PROCESSES					(B) REQUIREMENTS					[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency		
15	Receipt and forward enhanced confirmation of agreement to SWOV for approval	AA-IV	1 min	Endorsed Confirmation of agreements		None	logbook, pen, paper	clerical skills		
16	Approval of the confirmation of agreements	SWOV	1 min	Approved Confirmation of Agreements		None	pen	Decision making		
17	Mailing / fax of approved confirmation of agreements	AA-IV	3 mins	Mailed Confirmation of Agreements		None	Computer, Fax machine, documents	clerical skills		
18	If for admission, inform the referring party of the scheduled of admission	SWO	3mins	Referring party is informed of the meeting		None	Documents	Coordination skills and Decision Making skills		
19	If not inform the referring party the reason of disapproval of the referral.	SWO	5 mins	Approved letter of disapproval		None	None	Coordination skills		
<b>Admission Phase</b>										
1	Fill up admission slip	EOD/OD	5mins	Accomplished admission slip	Manual of Operation (MOO)	None	Admission Slip Form	Writing skills		
2	Inventory of belongings and body search with the assistance of Houseparent and guard on duty	EOD/OD	5mins	Logged to in inventory of belongings & admission slip		None	Logbook& admission slip	Writing skills		
3	If with valuables safe keep with SWO, if No, endorse to Houseparent for safekeeping	EOD/OD	2mins	Secured client's valuables		None	Vault	Management of Valuables		
4	Record valuables to logbook	EOD/OD	2mins	Valuables recorded		None	Logbook, pen	Management of Valuables		
5	Conduct of Initial Interview	EOD/OD	30 mins	Intake form/GIS filled up		None	Intake sheet	Interviewing Skill		
6	Photo capturing	OD	1min	Photo captured for printing		None	Photo paper, camera, printer	Photo capturing		
7	Encode to admission logbook	OD	1min	Encoded to admission logbook		None	Admission Log book	Writing skills		
8	Orientation of center's rules and regulation	OD	5mins	client oriented on house rules		None	Orientation materials	Orientation skills		
9	Endorse to homelife for Identification of appropriate cottage assignment	OD	3mins	Inform HP on duty		None	Inventory of cottage	Consultation skills		
10	Endorsement to homelife for provision of basic needs	OD	10mins	Cottage Assignment		None	Admission Kit	Coordination		
11	Endorsement to Medical Service for the conduct of initial physical check up	OD	5mins	Vital signs recorded		None	Admission slip, pen	Coordination		
<b>Case Management</b>										
1	Assignment of case to Social Worker	Officer-in-Charge/ Social Welfare Officer III	1 minute	Case assigned to Social Worker for case management	Manual of Operation	None	Admission slip, pen	Assessment skills		
2	Receipt of new case by Social Worker	SWO II	1 minute	Receipt of new case by Social Worker	Manual of Operation	None	Pen	Assessment skills		

[A] PROCESSES			[B] REQUIREMENTS					[10] Remarks	
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra		[9] Competency
3	Review of documents.	SWO II	10 minutes	Case folder	Manual of Operation	None	Pen	Assessment skills	These should include properly accomplished admission slip, referral letter, case summary report, blotter and medical records if necessary.
4	Conduct of Intake Interview.	SWO II	30 minutes	Social Worker conducted Intake Interview to the newly admitted client	Manual of Operation	Microsoft Office	General Intake Sheet form, pen, telephone	Assessment and Interviewing skills	
5	Prepare Social Case Study Report	SWO II	2hrs	consolidated data gathered from the different stakeholders		Microsoft Office	PC, paper	Computer Skill	
6	Submit SCSR to AA-IV for review of supervising social worker	SWO II	2min	Review SCSR with input and correction		None	SCSR	clerical skills	
7	Log-In/out of SCSR and endorse to SWO III	AA-IV	2min	recorded transmittal of document		None	Logbook and pen	clerical skills	
8	Review & provide input of submitted SCSR	SWOIII	30min	Review SCSR with input and correction		None	SCSR	Supervisory skills	
9	Endorse to AA for tracking of documents	SWO II	2min	recorded transmittal of document		None	Logbook and pen	clerical skills	
10	Log-In/out of SCSR and endorse to SWO II	AA-IV	2min	recorded transmittal of document		None	Logbook and pen	clerical skills	
11	Revision of Initial SCSR base on input of SWO III	SWOII	30min	SCSR edited for a comprehensive case study report		Microsoft Office	SCSR, computer, printer, pen and paper	Technical Writing & Assessing Skill	
12	Affix signature on the enhanced Initial SCSR	SWO III	2 mins	Signed SCSR		None	Pen	Supervisory skills	
13	Approval of SCSR	Center Head	10mins.	Signed SCSR		None	SCSR & Pen	Decision making	
<b>Intervention Plan Phase</b>									
1	Prepare invitation letter for the case conference (External/Internal)	SWO II	10min	drafted invitation letter		Microsoft Office	Computer, Printer, Paper, Internet & Courier, tel.	Technical Writing Skill	
2	Prepare logistical requirements	SWO II	10min	arranged venue, meal prepared		None	Snacks	Organizing	(venue, meals, etc.)
3	Confirmation of attendance for the case conference	SWO II	5min	receipt of confirmation through letter or phone call		None	Computer, Printer, Paper, Internet & Courier, tel.	Technical Writing & Communication Skill	
4	Dialogue with the resident on her plan	SWO II	1 hour	Captures resident's plan	Manual of Operation (MOO)	None	pen, paper	Documentation skills	
5	Conduct case conference for the formulation of intervention plan	RTM, LGU, Referring Party	30 min	Minutes of the conference		Microsoft Office	Computer, Printer	Technical Writing Skill	

[A] PROCESSES				[B] REQUIREMENTS					[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
6	Preparation intervention plan as agreed by RTM, LGU and Referring Party	SWs/client	30min	drafted intervention plan		Microsoft Office	Computer, Printer, Paper	Technical Writing Skill	
7	Forward to AA IV for endorsement to SWO III for review and inputs.	AA-IV	5 mins	Draft intervention Plan		None	computer, paper, pen, phone	clerical skills	
8	Review & provide input of the submitted intervention plan	SWO III	15 mins	Review Intervention plan with inputs		None	Intervention plan, pen	Supervisory skills	
9	Log-in/out of intervention plan and endorse to SWO II for revision and inclusion of inputs	AA-IV	30 mins	Enhanced intervention Plan		None	computer, paper, pen, phone	Technical/communication writing	
10	Endorsement to SWO III for signature	AA-IV	2 mins	Enhanced intervention Plan		None	logbook, pen, paper	clerical skills	
11	Revision of intervention plan base on input of SWO III	SWO II	30min	Intervention plan		Microsoft Office	SCSR, computer, printer, pen and paper	Technical Writing & Assessing Skill	
12	Sign enhanced intervention Plan and forward to AA for tracking	SWO III	1 min	Signed Intervention Plan		None	pen	Decision making	
13	Receipt and forward enhanced intervention Plan to SWO V for approval	AA-IV	1 min	Endorsed Intervention Plan		None	logbook, pen, paper	clerical skills	
14	Approval of the intervention Plan	SWO V	1 min	Approved intervention Plan		None	pen	Decision making	
15	Discuss the intervention plan to the client	SWs/client	15min	client affirmed intervention plan		None	Accomplished IP	Planning skill	
16	Resident signed/conformed the Intervention Plan	SWO II	2min	signed intervention plan		None			
<b>BPRA Implementation of Service plan</b>									
<b>I. Family Assessment / Referral and Access to Government Services and other agencies.</b>									
1	Preparation of request for the conduct of Family Assessment report with concerned LGU	SWO II	15 minutes	Request letter	Manual of operation	Microsoft Office	Referral letter/Computer, Printer, telephone, paper	Technical Writing skills	
2	Forward to AA IV for endorsement to SWO III for review and inputs.	SWO II	2 mins	Endorsed		None	Family assessment report, pen	clerical skills	
3	Review & provide input of the submitted request for family assessment report	SWO III	15 mins	Reviewed and provided input on request for family assessment		None	Family assessment report, pen	Supervisory skills	
4	Log-in/out of request for family assessment report and endorse to SWO II for revision and inclusion of inputs	AA-IV	2 mins	Endorsed request for family assessment		None	Family assessment report, pen, log book	Clerical skills	
5	Revision of request for family assessment report based on input of SWO III	SWO II	5 mins	Enhanced request for family assessment		Microsoft Office	Computer, printer	Technical writing skills	
6	Forward to AA IV for endorsement to SWO III for signature	SWO II	2 mins	Endorsed request for family assessment		None	logbook, pen, paper, report	clerical skills	
7	Log-in/out of family assessment report and endorse to SWO V for approval	AA-IV	2 mins	Endorsed request for family assessment		None	logbook, pen, paper, report	clerical skills	
8	Affix signature on the finalized request for family assessment report	SWO V	2 mins	Signed request for family assessment report		None	family assessment report, pen	Supervisory skills	

[A] PROCESSES				[B] REQUIREMENTS						[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency		
9	Send request for family assessment report through Email/fax to concerned LGU	SWO II	2 mins			None	Computer, paper, printer	clerical skills		
10	Receipt of family assessment report	SWO II	1 min	Family assessment report		None	Computer, paper, printer	clerical skills		
<b>II. GROUPWORK</b>										
1	Identification of activities and preparation of activity design	SWO II	1 hour	Identified and prepared activities	Manual of operation	Microsoft Office	Paper, pen, notebook	Technical skills		
2	Preparation of logistics /materials to be used	SWO II	1 hour			Microsoft Office	Computer, paper, pen, printer	clerical skills		
3	Identification of participants for the activity	SWO II	30 mins			None	paper, pen, notebook	technical skills, assessment skill		
4	conduct of group work activity	SWO II	2 hours			None	Paper, pen, notebook, crayons, TV	technical skills, assessment skill		
5	preparation of documentation	SWO II	1 hour			Microsoft Office	computer, paper, pen, printer	technical writing skills		
6	Forward to AA IV for endorsement to SWO III for review and inputs.	SWO II	2 mins	Endorsed		None	logbook, pen	clerical skills		
7	Review & provide input of the submitted documentation report	SWO III	15 mins	Reviewed and provided input on request for documentation report		None	Report, pen	Supervisory skills		
8	Log-in/out of documentation report and endorse to SWO II for revision and inclusion of inputs	AA-IV	2 mins	Endorsed documentation report		None	logbook, pen, report	clerical skills		
9	Revision of documentation report based on input of SWO III	SWO II	5 mins	Enhanced request for documentation report		Microsoft Office	computer, paper, printer	technical writing skills		
10	Forward to AA IV for endorsement to SWO III for signature	SWO II	2 mins	Endorsed documentation report		None	logbook, pen, report	clerical skills		
11	Log-in/out of documentation report and endorse to SWO V for approval	AA-IV	2 mins	Endorsed documentation report		None	logbook, pen, report	clerical skills		
12	Affix signature on the finalized documentation report	SWO V	2 mins	Signed documentation report		None	Pen, report	Supervisory skills		
<b>III. Cottage Monitoring</b>										
1	Coordinate with houseparent on duty	SWO II	3 mins	Coordinated with houseparent		None	Paper, pen	Coordination skills		
2	Conduct of cottage monitoring	SWO II	30 mins	Monitored residents condition at dormitory		None	Paper, pen			
3	Recording of what transpired during cottage monitoring	SWO II	30 mins	Updated progress notes of resident		none	paper, pen, progress note form	Technical writing skill		
<b>IV. Talakayan</b>										
1	Participate on Talakayan	SWO II	1 hour	Participated on talakayan		None	notebook, pen	Attentive / listening skill		
2	Take note of concerns of residents	SWO II	1 hour	Took notes on concerns		None	notebook, pen	Documentation skills		
3	Address / give explanations to residents concerns	SWO II	1 hour	Addressed issues		None	microphone, sound system	Verbal Communication skill		
4	Documentation of talakayan	SWO II	30 mins	Minutes of Talakayan		Microsoft Office	Computer, paper, printer	Documentation skills		

		[A] PROCESSES				[B] REQUIREMENTS					
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10] Remarks		
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency			
<b>Monitoring and Evaluation Phase</b>											
1	Identify level of social functioning using Social Functioning Indicator(SFI) and Rehabilitation Indicator (RI)	SWO II	1 hour	Accomplished SFI with result of normal level of functioning	Manual of Operation (MOO)	None	SFI, RI, pen, paper	Assessment			
2	Present the case to Rehab Team Members with Family Assessment Report, Behavioral Report from HP and psychological assessment during the RTM meeting.	RTM	1 hour	Confirmation of agreement		Microsoft Office	Family assessment report, Behavioral Report from HP and psychological assessment	Facilitation, decision making			
3	If with favorable result, recommend the resident for family reunification, community reintegration.	SWO II	2 mins	Confirmation of agreement		None	Family assessment report, Behavioral Report from HP and psychological assessment	Decision Making			
4	If no, for continuous provision of center's services/ referral to other agency.	SWO II	2 mins	Confirmation of agreement		None	Family assessment report, Behavioral Report from HP and psychological assessment	Decision Making			
5	Coordinate concerned LGU for pre-discharge conference	SWO II	3 mins	Schedule of pre-discharge		None	Phone, pen, paper	Coordination			
6	Conduct of pre-discharge conference	SWO II	1 hour	Confirmation of agreement		None	paper, pen, , reports, PCAR	Facilitation			
7	Preparation of pre-discharge confirmation of agreements	SWO II	1 hour	Confirmation of agreement		Microsoft Office	paper, pen, computer, printer	Technical/communication writing			
8	Forward to SWO III for review and inputs	SWO III	5 mins	Draft Pre-discharge confirmation of agreements		None	computer, paper, pen, phone	Technical/communication writing			
9	Forward to SWO II for revision and Inclusion of Inputs	SWO II	30 mins	Enhanced Pre-discharge confirmation of agreements		None	computer, paper, pen, phone	Technical/communication writing			
10	Endorsement to SWO III for signature	AA-IV	2 mins	Enhanced Pre-discharge confirmation of agreements		None	logbook, pen, paper	clerical skills			
11	Sign enhanced confirmation of agreements and forward to AA for tracking	SWO III	1 min	Signed Pre-discharge confirmation of agreements		None	pen	Decision making			
12	Receipt and forward enhanced Pre-discharge confirmation of agreements to SWO V for approval	AA-IV	1 min	Endorsed Pre-discharge confirmation of agreements		None	logbook, pen, paper	clerical skills			
13	Approval of the Pre-discharge confirmation of agreements	SWO V	1 min	Approved Pre-discharge confirmation of agreements		None	pen	Decision making			
14	Confirmation of the Schedule of discharge	SWO II	2 mins	Schedule of discharge		None	pen	clerical skills			
<b>POST RESIDENTIAL PHASE</b>											
1	Accomplishment of discharge slip	SWO II	2 mins	Accomplishment of discharge slip	Manual of Operation (MOO)	None	discharge slip, pen	Writing skills			
2	Route accomplished discharge slip for signature of all Unit head	AA-IV	30 mins	Signed Discharged slip		None	discharge slip, pen	coordination			

(A) PROCESSES				(B) REQUIREMENTS					[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
3	Facilitate inventory of valuable belongings	SWO II	5 mins	Accomplishment of discharge slip with inventory of belongings		None	discharge slip, pen	Inventory	
4	Facilitate signing of accomplished discharged slip and Kasunduan Form by the parents/relative/ receiving party.	SWO II	2 mins	Signed Discharged slip		None	discharge slip, Kasunduan Form, pen	coordination	
5	Enter residents information at discharge logbook	SWO II	2 mins	Recorded resident's information		None	discharge slip, pen	After care referral	
6	Prepare Transfer Summary and After Care Request	SWO II	1 hour	Transfer Summary and After care request		Microsoft Office	computer, printer, pen, paper, ink	Technical writing	
7	Forward to Admin Alde IV for tracking and endorsement to SWO III	SWO II	1 min	Tracked Transfer Summary and After care request		None	logbook, pen, paper	clerical skills	
8	Endorsement to SWO III for review and inputs	SWO III	5 mins	Draft Transfer Summary and After Care Request		None	computer, paper, pen, phone	Technical/communication writing	
9	Forward to SWO II for revision and inclusion of inputs	SWO II	30 mins	Enhanced Transfer Summary and After Care Request		None	computer, paper, pen, phone	Technical/communication writing	
10	Endorsement to SWO III for signature	AA-IV	2 mins	Enhanced Transfer Summary and After Care Request		None	logbook, pen, paper	clerical skills	
11	Sign enhanced Transfer Summary and After Care Request and forward to AA for tracking	SWO III	1 min	Signed Transfer Summary and After Care Request		None	pen	Decision making	
12	Receipt and forward enhanced After Care and Transfer Summary to SWO V for approval	AA-IV	1 min	Endorsed Transfer Summary and After Care Request		None	logbook, pen, paper	clerical skills	
13	Approval of the After Care Request and Transfer Case Summary Plan	SWO V	1 min	Approved Transfer Summary and After Care Request		None	pen	Decision making	
14	Receipt of After Care Report from the LGU and endorsed to SWO II	SWO II	5 mins	receipt of Report		None	stamp, pen	clerical skills	Text Message or official communication
15	Filing of After Care Report from the LGU	SWO II	5 mins	Filed Report		None	stamp, pen	clerical skills	
16	Update progress note on the termination of the case	SWO II	3 min	Recordings		None	pen, progress notes	recordings	

Prepared by:

ARA A. BARBER  
SWO II

Reviewed by:

EVA N. VILLEGAS  
SWO III

Approved by:

MARIA CLARA P. DE GUZMAN  
Center head



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT  
National Capital Region  
JOSEABELLA CENTER

CASE MANAGEMENT  
ASSESSMENT AND DIAGNOSIS OF THE CASE

