



NVRC

NATIONAL VOCATIONAL REHABILITATION CENTER

MANUAL OF OPERATIONS



DSWD

Department of Social Welfare and Development
National Capital Region



As the lead agency in social protection, the Department of Social Welfare and Development (DSWD) caters to the numerous needs of its various clientele sectors such as abused women and children, abandoned older persons, persons with disabilities, disadvantage youth, and vagrants, among others.

To effectively assist these clients, the Department operates centers and residential care facilities which provide holistic programs and services. These aim to inculcate coping skills to empower and enable them to become productive citizens once they are re-integrated to their families and communities.

Hence, the Department's social workers, houseparents, and other staff play a key role in helping and guiding the clients towards their desired transformation.

We are aware that the number of our clients in our existing facilities in the National Capital Region outweighs those of our workers, yet, we have to deliver our programs and services as effectively and as responsibly as we can. Thus, this Manual of Operations shall serve as a guide and reference for the staff of our center and residential care facilities.

Guided by the Department's vision, mission, goals and objectives, we are confident that this Manual of Operations shall be able to help our key personnel in crucial specific areas, such as decision making, program implementation and evaluation, and case management, among other concerns.

I enjoin all our officials and employees to help in whatever way we can assist our staff in the centers and residential care facilities through volunteer and outreach projects.

Sikapin nating ipagkaloob ang kalinga at pagmamahal sa ating mga pinagsisilbihang sektor ng lipunan dahil ito ang tunay na kahulugan ng tapat na serbisyo publiko.



VIRGINIA N. OROGO
Acting Secretary



Recognizing the needs, issues and challenges faced by persons with disabilities (PWD) and other vulnerable groups, the Department of Social Welfare and Development (DSWD) established the National Vocational Rehabilitation Center (NVRC) as part of its commitment to provide quality social services to the Filipino people.

Through a strong partnership with various public & private organizations, NVRC continuously draws out the potentials of its clients towards their rehabilitation and development. It is expected that once they return to their respective communities they can already participate in the decision making process, express their own ideas, and relate with other people.

A workforce with a strong sense of purpose and the contributions given by partner stakeholders play an important role towards the achievement of DSWD organizational outcomes. Their utmost dedication and enthusiasm over the years are greatly appreciated.

This manual of operations communicates NVRC's vision, mission, policies and most importantly its standard operating procedures (SOP) in giving integrated and coordinated programs and services to its target clientele. Also, this material serves as an effective guide to build awareness among the public in understanding the needs and advocating the rights of the PWDs and vulnerable sector.

Let us continue to uphold the rights, dignity and worth of the poor and disadvantaged. *Maagap at mapagkalingang serbisyo para sa lahat!*


VINCENT ANDREW T. LEYSON
Regional Director
DSWD-NCR

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DEFINITION OF TERMS

Abandoned – refers to a senior citizen who has no means of meeting basic needs, whose family had deserted him/her for six months, hence appropriate care, protection and support are not met.

Activities of Daily Living (ADL) - regular activities of an in house senior citizen that are essential for normal functioning, which are bathing, dressing, toileting, transferring, continence and feeding.

Aftercare – refer to the provision of interventions, approaches and strategies with the end goal of ensuring effective reintegration of older persons discharged from the residential facilities.

Ambulatory – Able to walk about and not bedridden.

Area Tour – one way to locate the possible family of the senior citizens who could not disclose certain details whereabouts his/her family and relatives.

Assessment Facility – a venue where a registered social worker establishes the client's needs

Assistive Ambulatory – a physical condition that need assistive device in order to walk and attend daily activity

Bedridden – a physical condition that needs maximum supervision and assistance from others usually can no longer walk and attend daily activity.

Client – a term used by the allied services intended for the senior citizens who were admitted at the center.

Case Conference – a method that used by the center to discuss further a particular case and to know the existing problems that need to address.

Case Management – A manageable number of residents in accordance to standards are handled by the registered social workers and other qualified paraprofessionals applying (a) specific social work methods; (b) innovative approaches/strategies and processes; and (c) are in accordance with the assessment of the residents problem and treatment plan including the systematic documentation of the helping process as basis for determining appropriate interventions and their effects on the residents being assisted.

Case Manager- refers to Social workers who specialize in assessing client's needs, helping them and their families (if any) access needed services and coordinating care among multiple service providers.

Diet –the kind and amount of food, prescribed for a person

Foster Home Program for Senior Citizens and Persons with Disabilities – is the provision of a planned temporary substitute family care for senior citizen and persons

with disabilities who are abandoned, neglected, unattached from the community and those on custodial care in residential care facilities but eligible to benefit from the program.

Group Home Care – is a community-based alternative living arrangement to institutional care.

Home Care Support Services – these are effective steps in enhancing the care giving capability of the members of the family, older persons and the community/neighborhood for the sick, frail, bedridden or disabled, and abandoned and neglected senior citizen.

Home visit – one of the activities of the social workers to gather information and validation in a particular case

Hospice Care – is a centralized program of palliative and supportive services to dying persons and their families, in the form of physical, psychological, social and spiritual care.

Hospital Watcher – a house parent who is assigned to provide care to client currently admitted in the hospital.

House Parent- the person responsible in doing tasks for clients that are related to personal care, housing, meals, study and recreational activities.

Intervention - a series of activities or opportunities designed to address issues and problems experienced by the client. These activities shall be provided to clients in a maximum of one (1) month.

Long-Term Care – a variety of services is provided to help meet both the medical and non-medical needs of clients with [chronic illness](#) or [disability](#) who cannot care for themselves for long periods to his/her family and/or community after undergoing intervention in a facility.

Lost – a category where a client can no longer remember and disclose whereabouts of his/ her family.

Multi-disciplinary Team- Consists of members of different allied services, involved in assessing people, setting goals and making care recommendations and working alongside each other, but functioning independently. Each member undertakes his or her own tasks without explicit regard to the interaction.

Neglected – refers to a senior citizens whose basic needs for survival have been deliberately unattended or inadequately attended to by his/her family.

Palliative Care- The active total care offered to a person and that person's family when it is recognized that the illness is no longer curable, in order to concentrate on the person's quality of life and the alleviation of distressing symptoms. The focus of palliative care is neither to hasten nor postpone death. It provides relief from pain and other distressing symptoms and integrates the psychological and spiritual aspects of care. It offers a support system to help relatives and friends cope during an individual's illness and with their bereavement.

Referral – a process in linking or coordinating a certain case for provision of appropriate services based on the identified needs of the client.

Rehabilitation Team – composed of direct services such as social service, medical, psychological, dietary, homelife and security service who involved in formulating rehabilitation plan based on the identified needs of the client.

Reintegration – the client's return to his/her family and/or community after undergoing intervention in a facility.

Residential- Based Agency - refers to a social welfare /work agency that provide 24 hours residential care services for abandoned, neglected or voluntarily committed children, youth, women, persons with disabilities and older persons, among others.

Senior Citizen – a sixty (60) years old or above and target beneficiary of the center.

Short-Term Care – when support is temporarily provided to clients/individuals who were admitted in the center. It is being provided for client's recovery by giving necessary services inside the center in a short period of time. After the assessment conducted, client may be referred to other agencies/institutions for long term-care or family reintegration/reunification.

Social Case Management Tools – include observation, key informant interviews, eco-maps and genograms, among others, which enable social workers to come up with accurate assessment and intervention plan to match client's needs.

Unattached – a category where a person never had own family and lost communication from his/her family and relative.

Visitor- a person who goes and stay at the center for a certain period of time for reasons of friendship, family or any informal business.

Volunteer - is an individual or group of individuals who can contribute time, service and resources for a “non-profit” cause, in the belief that the assistance rendered would be beneficial to others and satisfy personal needs to help.

CHAPTER I

INTRODUCTION

Between 1980 until 2003, there had been several attempts to get the estimate number of persons with disability in the country. The National Council on the Disability Affairs (NCDA) Office, National Statistics Office (NSO), Department of Health (DOH) and the University of the Philippines-College of Health conducted the surveys. The surveys yielded the disparate and non-comparable results due to different methods used for screening, like inclusion of the functional assessment of the persons with disability.

The Philippine Statistics Authority (PSA) formerly National Statistics Office (NSO) reported that in the 2010 census of the population and housing, out of the 92.1 Million households of the country, 1.443 Million or 1.57 percent had disability.¹ Recently, the Commission on Population (POPCOM) has announced that the projected population of the Philippines as of 2014 is 100 million.² Based on the United Nations projection mentioned that Persons with Disability constitute at least 15% of any country's population, therefore, there are about 15 Million Filipinos with disabilities. The rights of persons with disability are articulated in the 1987 Philippine Constitution as indicated in the Republic Act No. 7277 or the "Magna Carta" of Persons with Disability, as amended by Republic Act No. 9442, among other laws.

Responding to the growing population of persons with disability in the country, the Department of Social Welfare and Development (DSWD) established the Area Vocational Rehabilitation Centers (VRCs) in the country, namely; National Vocational Rehabilitation Center (NVRC) in National Capital Region; Area Vocational Rehabilitation Center I (AVRC) in Region I; Area Vocational Rehabilitation Center II (AVRC II) in Region 7; Area Vocational Rehabilitation Center III (AVRC III) in Region IX; and, Center for the Handicapped (CH) in Cotabato City (FO XII). Said centers are continuously providing vocational rehabilitation programs and services in response to the needs of clients.

In 2007, the Manual of Operation of the Area Vocational Rehabilitation (AVRC) was developed by the Social Technology Bureau as a guide in the delivery of interventions for the clients admitted at the center.

However, in keeping pace with changing needs of the sector, the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) was held and attended by the State Parties around the world following the Convention's general principles. The general principles highlighted the respect for the inherent dignity, individual autonomy and freedom of the persons with disability to make own choice and independence, non-discrimination, full participation in the society, equality of opportunity, accessibility and respect for the capacities of persons with disabilities to preserve their identities.

The State Parties recognized that all persons with disability are equal under all existing laws without discrimination. In compliance of the Philippine Government with the Convention and other International Laws on persons with disability, the

1 <http://web0.psa.gov.ph/content/persons-disability-philippines-results-2010-census>

2 <http://www.popcom7.com/2014/07/>

concepts, programs and interventions of the Area Vocational Rehabilitation Centers for persons with disabilities need to be enhanced, re-aligned and adjusted in response to the current issues and challenges of the persons with disability. Hence, the Manual of Operation of the National Vocational Rehabilitation Center is being revised to make it more beneficial for persons with disability and other vulnerable group.

CHAPTER II

DESCRIPTION OF THE NATIONAL VOCATIONAL REHABILITATION CENTER

A. Brief Description

The National Vocational Rehabilitation Center (NVRC) is a facility of the Department of Social Welfare and Development – National Capital Region which:

1. Provides integrated and coordinated program and services to assist Persons with Disability (PWD) by motivating them to use these services to meet their individual needs.
2. Provides its services through a program of multi-disciplinary collaboration in one setting.
3. Provides PWDs learning environment that at the end of a period of time, they return to their communities as better individuals in terms of making decisions, articulate their ideas, relate to people and improved economic conditions.
4. Provides continuing assessment to come up with realistic Intervention plan responding to individual current needs and progress of PWD trainees.
5. Has an organized administrative structure with clearly defined lines of authority and responsibility for each area of service and function.
6. It serves as a demonstration and resource center for policy formulation and training through the integration of knowledge and skills of different disciplines.
7. It has been establishing network/linkage with Non-Government Organizations (NGOs), Government Organizations (GOs) and various stakeholders towards improving its programs and services for continuity of care to persons with disability.

B. Historical Background

On June 19, 1954, the Republic Act No. 1179, otherwise known as “*Vocational Rehabilitation Act*” was approved to promote the vocational rehabilitation of the blind including other persons with disability and their return to their civil employment. The law provides for the establishment of Office of the Vocational Rehabilitation (OVR) to implement the vocational rehabilitation programs of the Social Welfare Administration Office (now Department of Social Welfare and Development). Sections 7, item 7 and 8 of the law marked the establishment and beginning operation of the sheltered employment outlet under the rehabilitation sheltered workshop for persons with disability and establishment of a Pilot Adjustment and Training Center respectively.

In February 1955, Ms. Helen Keller, the internationally known Deafblind laid the cornerstone at the Barranca, Quezon City. After two years, in February 04, 1957, the Pilot Adjustment and Training Center was then inaugurated. Thereafter, in 1959, the Reorganization Plan 50 was implemented and by virtue of the RA No. 997 series of 1956 defined the organizational functional structure of the OVR office including that of the Vocational Rehabilitation Section at the Regional Office. The Pilot

Adjustment and Training Center subsequently became the Pilot Area of the National Rehabilitation Training Center (known as the National Vocational Rehabilitation Center) partnering with the Rehabilitation Sheltered Workshop as extended services.

Amending the Republic Act 1179, the Republic Act No. 2615, series of 1959 was passed. The RA 2615 provides for the establishment of nine (9) Regional Rehabilitation Training Centers in the Philippines and extended the six (6) month up to a one year period of the Vocational Rehabilitation Training for persons with disabilities. In 1962, the first Regional Rehabilitation Training Center in Region I was established in Barangay Bonuan, Dagupan City. Said center covered clients from the Provinces of Benguet, Mt. Province, Zambales, Tarlac including Cities of Baguio, Dagupan and Olongapo.

In 1964, the second Regional Rehabilitation Training Center was established in Cebu, Region VII. In 1968, the Republic Act No. 5416 was approved. The law mandated to elevate the status of the Social Welfare Administration (SWA) into a Department. With the enactment of the law, OVR became the Bureau which expanded its clientele covering Special Groups or other Vulnerable Sector such as released prisoners, negative hansenites, recovered drug dependents, alcoholics, disadvantaged women, mentally retarded and improved mental patients. The Head of the Bureau was former Director Victor J. Baltazar, known as the “Father of the Philippine Rehabilitation Program”.

In 1973, the Regional Rehabilitation Training Center of Region VII was re-organized which led to the establishment of the Regional Rehabilitation Training Center in Zamboanga City, Region IX, covering clients from the Provinces of Zamboanga Del Sur, Zamboanga Del Norte, Tawi-Tawi, Jolo and Cities of Pagadian, Dapitan, Dipolog, Zamboanga and Basilan.

In August 1974, the Area Vocational Rehabilitation Center II was officially established in Labangon, Cebu City. In November 1974, it marked the activation of the first clientele groups for the start of the vocational rehabilitation. The center catered persons with disability and other special groups from Regions VI, VII and VIII comprising fifteen (15) provinces and twenty (20) cities.

C. Legal Bases

The Philippines is a signatory to the international laws and covenants and enacted national policies that aim to protect and promote the rights and welfare of the Persons with Disability. The following legal bases are based on international and national legal instruments:

International Covenant

1. **The United Nations Convention on the Rights of Persons with Disabilities (UN-CRPD)** which the country ratified in 2008 aims to “ promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons

with disabilities, and to promote respect for their inherent dignity”. This was preceded by the Convention on the Rights of Person with Disabilities Optional Protocol adopted on 13 December 2006 at the UN Headquarters in New York, and opened for signature on 30 March 2007. It is the first comprehensive human rights treaty of the 21st century and is the first human rights convention to be open for signature by the regional integration organizations.

2. **The United Nations General Assembly Resolution 62/139** issued on December 18, 2007 declaring April 2nd of every year starting in 2008 as **World Autism Awareness Day (WAAD)**. The declaration invites UN Member States, relevant organizations, civil society, including non-governmental organizations and the private sector, to observe the WAAD in order to raise public awareness about autism throughout society. The celebration of the Day brings to the world’s attention autism, a pervasive intellectual disorder that affects millions of the human population worldwide and the need to manage this disability.
3. **Incheon Strategy for the Persons with Disability-** The Biwako Millennium Framework for Action for Persons with Disabilities in Asia and the Pacific (1993-2002, Japan) which promote the following core principles:
 - Principles of Inclusive (disability mainstreaming, “twin track approach”)
 - Barrier-free (removal of all kinds of barriers, physical barriers, universal design and barriers of social attitudes)
 - Social model of disability
 - Rights-based – human rights (universal and global) and civil rights (domestic) based

National Laws

1. Republic Act 10070, series of 2010 (Establishment of the Persons with Disability Affairs Office)

An act establishing an Institutional Mechanism to Ensure the Implementation of programs and services for persons with disability in every Province, City and Municipality.

2. Republic Act 9442, An Act Amending Republic Act 7277

Otherwise known as Magna Carta for Disabled Persons and for other purposes and Republic Act 7277 of 1992, entitled “An act providing for the rehabilitation, self-development and self-reliance of persons with disability and their Integration into the mainstream of society and for other purposes.

- a. An act providing for the Rehabilitation, Self-Development and Self-Reliance of Disabled Persons and their integration into the Mainstream of Society and for Other Purposes.
- b. Under Title 2: Rights and Privileges of Disabled Persons,

- c. Section 9: Vocational Rehabilitation
- d. The Department of Social Welfare and Development shall design and implement training programs that will provide disabled persons in the rural areas. In addition, it shall promote cooperation and coordination between the government, non-government organizations and other private entities engaged in the vocational rehabilitation activities. The Department of Labor and Employment shall likewise design and conduct training programs geared towards providing disabled persons with vocational skills for livelihood.
- e. Section 10: Vocational Guidance and Counseling
- f. The Department of Social Welfare and Development shall implement measures providing and evaluating vocational guidance and counseling to enable disabled persons to secure, retain and advance in employment. It shall ensure the availability and training of counselors and others suitably qualified staff responsible for the vocational guidance and counseling of disabled persons.

3. Republic Act 10524, series 2013

An act expanding the positions reserved for employment in government offices of the Persons with Disability.

4. 1987 Philippine Constitution

- a. Article II, Section I: The State recognizes the sanctity of family life and shall protect and strengthen the family as a basic autonomous social institution. It shall equally promote the life of the mother and the life of the unborn.
- b. Article XV of the declaration principles: it stipulates the rights of children to assistance including proper care and nutrition and special protection from all forms of neglect, abuse, cruelty, exploitation and other conditions and prejudicial to their development.
- c. Article XV, Section I: The State recognizes the Filipino Family as the Foundation of the nation. Accordingly, it shall strengthen its solidarity and actively promote its total development.
- d. Article XV, Section III: The right of families or family associations to participate in planning and implementation of policies and programs that affects them.

5. Republic Act No. 5416 of 1968

“An Act Providing for Comprehensive Social Services for Individuals and Groups in Need of Assistance, Creating for this Purpose the Department of Social Welfare. The law elevated the former Social Welfare administration (SWA) into a status of a Department. With the enhancement of the law, the Office of Vocational Rehabilitation (OVR) became a Bureau which expanded the clientele to cover the special groups which include the released prisoners, negative hansenites, recovered drug dependents, alcoholics, and disadvantaged women, mentally retarded and improved mental patients.”

6. Republic Act No. 2615 of 1959

An Act to amend certain sections of the Republic Act No. 1179, entitled “An Act to provide for the promotion of vocational rehabilitation of the blind and other handicapped persons and their return to civil employment and to create a National Council on Rehabilitation. It provides for the establishment of nine (9) Regional Vocational Rehabilitation Training Centers and also extends the six months period of Vocational Rehabilitation Training for the Disabled Trainees to a period of one year.”

7. Republic Act No. 997 of 1956 (Re-organization Plan 50)

“An Act Amended the Republic Act No. 997 of 1956 providing the establishment of the Pilot Rehabilitation Training Center (now NVRC). Section 23, Item No. 2 of Re-organization Plan 50, also provides for the administration of the sheltered workshop under the Pilot Rehabilitation Training Center (now RSW) for the disabled persons. The PRTC has a dual purpose of training clients and production of goods for sale in marketing outlets, provides for the re-organization which defines the organizational functional structure of the Office including that of the Vocational Rehabilitation Sector at the Regional Office.”

8. Republic Act 1179 of 1954

“An Act to Create a Social Security System Providing Sickness, Unemployment, Retirement, Disability and Death Benefits for Employees. It also provides for the promotion of the vocational rehabilitation of the blind and other disabled and their return to civil employment. It further provides for the establishment of the Office of Vocational Rehabilitation (OVR) which is in-charge of implementing the major programs or vocational rehabilitation programs of the former Social Welfare Administration (SWA).”

D. Philosophical Bases

The National Vocational Rehabilitation Center believes in the following philosophies:

- a. Persons with Disability and other Vulnerable Group are not conditions nor diseases but they are individual human being with same rights and privileges in the society. They should live freely as independently as possible. This shall be the concern of everyone in the family, community, government and non-government organizations.
- b. Persons with Disability and other vulnerable group should be described on the basis of their potentials and competencies reflecting their individuality with equality and dignity as human being. The government shall adopt policies ensuring full rehabilitation, development and self-reliance of Persons with Disabilities. Their skills and potentials should be developed to enable them to compete favorably for available opportunities.
- c. Rehabilitation of the Persons with Disability and other vulnerable group shall be the paramount concern of the Government and Private Sectors in order to enhance their capacity to attain a more meaningful, productive and satisfying life. The State

recognizes the roles of the private sectors in promoting welfare and protection of the Persons with Disabilities and other vulnerable group.

- d. The State shall advocate and encourage respect for Persons with Disability and other vulnerable group and shall exert efforts to remove all social, cultural, economic, environmental and attitudinal barriers prejudicial to them.

E. Vision, Mission Goal

Vision

The National Vocational Rehabilitation Center envisions itself as “Center of Excellence” in providing program and services responsive to the growing needs of Persons With Disability and Other Vulnerable Group.

Mission

To capacitate the poor and disadvantaged Persons with Disability and other Vulnerable Groups to be self-sustaining and productive individuals, through collaboration with different stakeholders.

Goals

1. Rehabilitation facility and resource center conducive for rehabilitation and development of PWDs and Other Vulnerable Group
2. Expansion of NVRC program and services for PWDs/Other Vulnerable group and their families to PWDs living in far cities and adjacent provinces.
3. Strengthen collaboration with LGUs and other Intermediaries in handling and implementing program and services to PWDs and Other Vulnerable Group
4. Reinforce the continuum of program and services of NVRC and RSW

Core Values

Nobility – observes the nobility in one’s conduct within their internal and external environment and encourage humility in pooling support from stakeholders.

Vigor - provide dynamic and selfless delivery in the realization of the Organizational Vision with utmost integrity.

Respect – uphold the dignity and worth of Persons with Disability and other Vulnerable groups and their families.

Commitment – takes into account one’s responsibility and assures dedication to one’s obligations and tasks.

F. Target Clientele:

- F.1. Physical Impairment
- F.2. Sensory Impairment
- F.3. Intellectual Impairment
- F.4. Psychosocial Impairment
- F.5. Vulnerable Groups:

- Person affected by leprosy
- Released prisoners
- Recovered drug and alcoholic dependents
- Disadvantaged Women
- Dependents of Persons with Disability within the first degree of consanguinity and affinity
 - *Wife/Husband
 - *Children
 - *Parents
 - *Siblings

G. Eligibility Requirements

NRVC's programs and services may be availed by the Persons with Disability and other Vulnerable Groups who are:

1. 16 years and above
2. Physically and Psychologically fit to undergo training;
3. Willing to undergo the rigors of vocational rehabilitation training; and
4. With Good Moral Character (from school or barangay captain)

Trainees should submit the following requirements for assessment:

1. Recent Social case study report from Local Government Unit or Non-Government Agencies
2. Barangay clearance
3. Certificate of Good Moral Character from School (if available)
4. Medical Certificate (laboratory examination: chest X-ray, complete blood count and Urinalysis)
5. School Records (if available)
6. NSO birth certificate (if available)
7. PWD ID
8. Recent whole body picture(1) 3r size and (2) 1x1 size pictures
9. Recent psychological and Psychiatric records if applicable
10. Released paper of released prisoner, recovered drug dependent & alcoholic dependents.

CHAPTER III

GENERAL POLICIES

1. The category of disabilities used in this Manual of Operation is based on the prescribed four (4) fundamental impairment set by the United Nations Convention on the Rights of Person with Disabilities (UNCRPD) and DSWD:
 - a) Physical impairment
 - b) Sensory impairment
 - c) Psychosocial impairment
 - d) Intellectual impairment
 - e) Other Vulnerable Groups
2. Persons with Disability and other Vulnerable Group shall not be denied access to any available services of the center.
3. Persons with Disability and other vulnerable group shall be provided with a daily gratuity based on assessment of the Social Worker as augmentation expenses to be used for transportation expenses while undergoing rehabilitation training programs and services at the center.
4. On-the-job training and other vocational rehabilitation programs of the center may be extended to the dependents of PWD trainees. A gratuity may be granted to the dependents subject to assessment of the Social Worker and approved by the Rehabilitation Team.
5. The admission of the dependents shall be limited to 10% of the annual target of the center subject to the availability of funds.
6. Graduates of NVRC may avail another training course three years after graduation provided that the first course taken is not the same with the expressed new vocational course. They may avail of gratuity subject to assessment.
7. The center may adopt a standard training module for each rehabilitation training course.
8. The center shall allocate annual budget of at least 30% or higher of the total number of target trainees for starter kits.
9. NVRC shall provide Knowledge, Attitude and Skills while RSW shall generate potential employment opportunities for NVRC graduates based on the continuum program.
10. Any center's personnel who need to take a trainee out of his/her class for other purposes should accomplish a Request Slip stating the purpose and the time the trainee is taken out from class. This slip is initiated by the concerned staff and becomes part of the trainee's record.

CHAPTER IV

PROGRAMS AND SERVICES

The programs and services provided by the National Vocational Rehabilitation Center are developmental in nature. They are directed to draw out and maximize potentials of the Persons with Disability and other Vulnerable Groups towards their rehabilitation and development.

A. SOCIAL ADJUSTEMENT SERVICE (SAS)

The goal of the social adjustment is to help trainees develop their decision-making skills through case management. The willingness and sincerity of trainees to undertake the social and vocational rehabilitation per intervention plan shall be carefully determined and assessed by the social worker and rehabilitation team members. The output of the social adjustment shall be measured by the number of persons with disability and other vulnerable group provided with appropriate social and support services for their adjustment in the work environment.

A.1. Objectives

General

To help the persons with disability and other vulnerable group reach an optimum adjustment to their disability and work towards social integration in their family and community.

Specific

1. To assist trainees recognize problems resulting from disability and other psycho-socio economic issues of other vulnerable group and to help them achieve their social and vocational goal;
2. To assist trainees gain a broader perspective of the rehabilitation programs and services of the center for better quality of life;
3. To increase awareness of trainees on their roles and responsibilities in achieving their social and vocational goal;
4. To enable trainees attain their highest level of social adjustment in preparation for eventual community re-integration;
5. To assist trainees to develop their problem solving capacity and decision making skills.

A.2. Components

There are three (3) methods used in Social Work Profession at the center and these are integrated as key points of entry and tool in the trainees' rehabilitation. The case management utilizes these methods to reach the vocational rehabilitation goal of clients/trainees.

A.2.1. Social Casework

Helping the trainees gain their personal insights on their strengths and weaknesses enabling their personal problems to facilitate adequate social functioning.

A.2.2. Group work

Assisting the group of trainees having common problems to share and maximize opportunities for social interaction and participation resulting to resolution of problems. This is also a venue for trainees to share aspirations and interests to help one another in terms of social adjustment, training and employment.

A.2.3. Community Participation

Working with the trainee's family and community to participate in the rehabilitation process through utilization of available resources. This includes partnership with LGUs, NGOs, POs, and other stakeholders towards economic productivity of trainees.

A.2.4. Other Services

A.2.4.1. Referrals

- i. Medical Assistance – accessing trainees to public and private organizations that shall address their medical needs
- ii. Assistive Devices - accessing trainees to public and private organizations for assistive devices that are not available in the center.
- iii. School Placement - trainees and their dependents who need a vocational training courses not available at the center or if residents are too far from the location of the center, they shall be automatically referred to a regular school or training facility of their choice. Unschooled trainees and their dependents, 16 years old and above whose need is to complete formal education shall be referred to the Alternative Learning System (ALS) Program of DEPED for their basic literacy.
- iv. Auxiliary Service – provision of assistive devices

A.2.4.2. Family Extension Services

Family members of trainees assessed to be in need of support to improve their socio-economic condition shall be afforded with health assistance, capacity building trainings and livelihood assistance.

B. HEALTH AND ALLIED SERVICE

B.1. Health Service

The Health Service is composed of the Medical and Dental Services, both of which provide direct services to trainees, their dependents, staff and patients from the community.

B.1.1. Objectives

General

To lessen or remove the physical and dental impairments and render the fitness of trainees for vocational training and/or engagement in gainful employment.

Specific

1. To formulate a medical and dental evaluation on the functional abilities of trainees of the persons with disabilities and certify their physical, mental and fitness to undergo vocational training.
2. To determine the need for physical and dental restoration service to include assistive devices and dental care needed.

B.1.2. Components

B.1.2.1. Medical Service

i. General Medical Examination

The coverage of general medical examination which shall be provided to each case shall include the following: a) eyes, ears, nose and throat; b) heart and lungs; c) extremities; and d) other organs. It also include laboratory tests such as a) urine examination; b) routine blood examination; c) x-ray; and d) other laboratory tests which shall be requested as deemed necessary.

ii. Medical Specialty Examination

These are examinations by other medical specialists in specific field of medicine such as ophthalmology, ENT and orthopedic specialist.

iii. Medical Evaluation

The Medical Officer makes an evaluation based on the medical examination results to certify the presence of a substantial job handicap of the individual. This medical evaluation includes description of the disability, general health status of the individual, results of laboratory and other specialty examination, complete neuropsychiatric evaluation, recommendation for future medical evaluation, when necessary, services rendered to lessen physical impairment and improve physical condition of the individual. This also includes the evaluation of physical capacities and limitations of the individual with regard to daily activities and job performance.

iv. Community Health Services

The Medical Services also attends to staff and patients from nearby communities. Such services are free of charge to benefit the community in terms of the services mentioned.

B.1.2.2. Dental Service

The Dentist conducts a thorough dental examination. Services afforded to trainees are the following:

- i. Oral examination
- ii. Oral prophylaxis
- iii. Extraction
- iv. Dental filling
- v. Periodic check-up
- vi. Treatment of other oral lesion
- vii. Provision of Denture

B.2. Psychological and Vocational Guidance Service (PVGS)

This service aims to assist the trainees to identify their rehabilitation goals through the assessment and evaluation of their cognitive ability, personality framework and interest.

B.2.1. Objectives

General

To assist trainees to develop their capacity in decision making process to determine their vocational rehabilitation goal.

Specific

1. Assist trainees achieve a realistic appraisal of their potentials and employment capacity, their personal characteristics and other potentials;
2. Help trainees achieve their vocational rehabilitation goals;
3. Assist trainees to develop healthy attitude towards self, others and the environment through structured learning experiences and group interactions.

B.2.2. Components

B.2.2.1. Psychological Testing and Evaluation

This is the administration of battery of tests and the interpretation of these tests as helpful indexes in which to estimate more accurately the individual's suitability for a given occupation as well as personality dynamics.

Tests are administered upon the evaluation of the Psychologist.

- i. Intelligence Tests
 - Raven Standard Progressive Matrices Test
 - Revised Mental Ability Test
- ii. Career Interest Tests
 - Career Inventory Test
- iii. Personality Tests
 - Reading free personality test
 - sacks sentence completion test
 - sills screening test for the blind
 - Vocational Preference Inventory
 - 16 PF

B.2.2.2. Vocational Guidance

This is a process of gathering, interpreting, analyzing and synthesizing data and relating them to occupational requirements and activities. It consists of providing information about suitable work and/or training opportunities which guide trainees determine the type of vocational rehabilitation training courses of their choice suitable with their capacity and potentials

C. REHABILITATION AND VOCATIONAL TRAINING SERVICE

This service provides trainees a menu for practical occupational competency training courses aimed at developing their positive work habits, attitudes and skills necessary to perform a suitable job on a competitive level towards their economic productivity and independence.

This service also provides opportunities for trainees to avail of other vocational skills training programs which are not available in the center. This is considered under cross-enrollment training or school placement program offered by other agencies or organizations.

C.1. Objectives

General

To develop the trainees positive work habits, knowledge, attitude and skills that would lead to economic productivity and independence.

Specific

1. To facilitate learning exercises for trainees to demonstrate their utmost acceptable behavior in daily home living, functional literacy, communication etiquette and ethical standards in workplace;
2. To develop the **basic, common** and **core competencies** of trainees needed in a particular area of work based from current productive **workforce demand**, and entrepreneurial knowledge and skills in **livelihood project** establishment and management;
3. To enhance and update the vocational rehabilitation training curriculum in accordance with current competencies in the work force.

C.2. Components

C.2.1. Phase 1 – Social Rehabilitation Phase

The trainees shall be provided with basic knowledge and skills on functional literacy, daily home living, personality development, improvement of physical functioning and work habits.

The following curriculum in the pre-vocational phase will be undertaken in the center within three (3) months up to five (5) months period upon assessment and recommendation of the Rehabilitation Team Members.

C.2.1.1. Social Rehabilitation curriculum

- i. Functional Literacy
 - Braille
 - Abacus
 - Script writing
 - Orientation and Mobility
 - Adaptive Technology
 - Basic sign language
 - Basic English
 - Computer Literacy
 - Basic arithmetic/mathematics
 - Basic Entrepreneurship
- ii. Personality Development
 - Hygiene and Grooming
 - Physical fitness
 - Values education
 - Social graces
 - Dining etiquette

- Communication arts
- Health Education
- Citizenship

iii. Daily Home Living

- Basic food preparation
- Caring for clothes
- Budgeting money
- Home Making Management
- Getting around the community

iv. Work Habits

- Work place etiquette
- Career professionalism

C.2.2. Phase II – Vocational Training Phase

Vocational training program is designed to develop the positive work attitude, knowledge and skills of clients/trainees on a specific vocational course. The duration of the vocational training program would be from six (6) up to nine (9) months depending on absorptive capacity of clients.

C.2.2.1. Vocational Training Curriculum:

i. Basic Competencies

The clients are taught to participate in the team work activities at the workplace, do a proper communication, practice professionalism, mathematical computation and calculation computer operations, and cleanliness and safety procedures in the workplace.

ii. Common Competencies

The provision of the basic knowledge and skills for clients as a pre-requisite for the vocational training course shall be the paramount consideration in any industry or company. The common competencies included in the curriculum are the use of hand tools, preparation and interpretation of technical drawings, application of quality standards and basic maintenance procedures, among others.

iii. Core Competencies

At this stage, the core knowledge and skills of clients are enhanced along their chosen vocational training course complementing with the existing industry standards of the government. The clients cannot acquire the core competencies without acquiring first

the common competencies. Some of the vocational training courses also require specialized competencies.

The following vocational courses offered by the center can be upgraded or dissolved and new courses can be added based on current workforce market demand.

- Massage therapy
- Basic Computer (Information Communication Technology)
- Computer System and Assembly
- Entrepreneurship (management)
- Dressmaking
- Tailoring
- Cookery
- Beauty care
- Hair dressing
- Housekeeping
- Food and Beverages
- Commercial Cooking
- Electronic Product Assembly & Servicing
- Other short courses (e.g. siomai making, food processing, haircutting, pedicure/manicure, watch repair, electric fan motor rewinding, basic accounting & bookkeeping, etc)

C.2.2.2. Other Vocational Rehabilitation Related Activities:

- Music and Arts (voice and instruments, dancing)
- arts and crafts (painting, drawing, beads making)
- gardening
- Adapted physical education (indoor: dama, domino, chess, scrabble, goal ball, & others; Outdoor: basketball, volleyball, softball, roll ball, physical fitness, participation in the local and national sports events, & others)
- Participation in the PHilSPADA

C.2.3. Phase III - On-the-Job-Training

Persons with disabilities who have acquired the basic occupational and special skills needed in any trade are afforded pre-employment services to prepare them for eventual job placement. Such services which come in the form of On-the-Job Training shall give greater opportunities for enhancing their skills. During OJT, trainees are assessed according to their daily attendance, behavior and attitude, work habits vis-a-vis new acquired skills. The trainees attending OJT are exposed to a simulated industrial setting and need to render a total of at least 160 hours to a maximum of 480 hours with 8 hours every training day. During this time, the emphasis of supervision by the Trainer focuses in production standards, speed and quality of work.

C.2.4. Massage Therapy Review

The Massage Therapy Review Class is treated as another training program aside from the regular massage course offered by the Center in order to adjust with the DOH Committee of Examiners for Massage Therapy prescribed Manual of Reference and

Licensure Performance Protocols, and with the Center's prescribed vocational rehabilitation instructions.

The prescribed training instructions of DOH are abstract content of competencies required in taking the Licensure Examination while the Center training instructions are confided in case management which include the four (4) phases of vocational rehabilitation: Social Rehabilitation, Vocational Training, On-the-Job Training and Job Placement.

The said course is offered to all PWDs and other Vulnerable Group trainees of NVRC qualified for the Massage Review Class based on the assessment conducted by the Social Workers with the members of the Rehabilitation Team (*see Annex B for procedural guidelines*).

C.2.5. Productivity Thrust

Productivity Thrust is provided to trainees when "On-the-Job Training" is not possible for a particular course or trainees. The trainees are also taught positive work habits and attitudes as they are exposed to a simulated industrial setting and have to render a regular attendance of at least eight hours every training day. Likewise, the emphasis is speed and quality in production or service under the direct supervision of the Trainers.

The trainees engaging in the Productivity Thrust shall be given reasonable incentives on their output based on the rate determined by the center which is 70% for Labor and 30% for the Overhead Cost or whichever is the current rate based on guideline. Under this phase, the center shall accept job orders or services or sub-contracts within and outside the center.

D. PLACEMENT SERVICE (PS)

This service is designed towards the trainees' entry or re-entry into productive life for remunerative work suited to their capacities and making the best use of their available competencies. Job placement is the ultimate goal of practical skills development.

D.1. Objectives

General

To ensure economic sufficiency of the trained persons with disabilities and other vulnerable group through selective placement on the right jobs suitable to the competencies and capacities of persons with disabilities in order to achieve gainful employment.

Specific

1. To facilitate placement or referral for gainful employment of PWDs and other vulnerable group to jobs or income producing activities where they are most suited

2. To provide effective employment counseling towards selective placement and occupational adjustments.
3. To conduct educational campaign among employers, groups, labor unions, and in the community to develop employment opportunities for the PWDs and special groups and promote equal opportunities for employment.
4. To conduct industrial survey to determine specific job opportunities and other work operations which can be performed by the PWDs.
5. To conduct follow-up of placed graduates to ensure necessary support and ascertain time quality of placement or employment.
6. To encourage and ensure community participation/ agency coordination in employment programs and employment planning for the PWDs and the special groups.

D.2. Components

D.2.1. Employment Service

The Placement Service maintains three kinds of employment outlets.

D.2.1.1. Open Employment

Is the placement/employment of qualified persons with disabilities and other vulnerable group on competitive industry, commerce, private and public agencies on the same level with the normal labor.

D.2.1.2. Self-Employment

Is the placement of persons with disabilities and other vulnerable group in an income producing projects utilizing the livelihood assistance fund of the center and the Rehabilitation Sheltered Workshop (RSW) including livelihood assistance accessed from Government or Non-Government entities.

Self-employment shall be provided to qualified graduates through the following modes:

i. Starter kit

Qualified graduates who wish to engage in home service instead of open employment shall be provided starter kits. The starter kit package may include tools, utensils, ingredients, uniforms, consumable materials among others. The amount of which shall vary depending on the requirement of the service to be rendered and may range from P1,000.00 to P10,000.00.

ii. Livelihood Project

Qualified graduates who wish to establish a livelihood project shall be afforded with initial capital which shall be in the form of in-kind amounting from Php10,000.00 to Php20,000.00 based on approved Project Proposal.

D.2.1.3. Sheltered Employment

Is the employment of persons with disabilities and other vulnerable group in sheltered workshops due to their special needs which could not place them in competitive industries.

There are two groups of trainees who could be referred for sheltered workshops:

- a. Graduates whose vocational goal is for sheltered workshops because of special needs that they could not be placed in open competitive industries;
- b. Graduates who are for open employment while waiting for actual employment outside and there is a great need to address their economic needs.

D.2.2. Community Relations

D.2.2.1. Coordination with Other Stakeholders

Center's ties up with public and private organization should be strengthened and maintained for purposes of resource generation and the enhancement of placement service delivery.

Coordinating activities with other stakeholders include:

- i. The placement service shall engage the services of public and private organizations such as but not limited to Persons with Disability Affairs Office (PDAO), Department of Labor and Employment (DOLE), Office of Manpower Services, Garment industries, massage industries, general services industries, etc.
- ii. Selective Placement Service may also assist public and private organizations by providing technical assistance on employment and counseling services to their clients.

D.2.2.2. Employment Campaign

Conduct educational programs to develop employment opportunities and to promote full acceptance of disabled workers by employers, labor unions, group and community as a whole. Employers Forum should be undertaken for representatives of employers to acquaint them to the selective placement process, obtain their acceptance of it and interpret the approach and techniques of employment including physical demands analysis and physical capacities appraisal.

E. EXTENSION SERVICE

This service is designed to extend the center's services for residents in Center and Residential Care Facilities (C/RCFs) of DSWD including PWDs and other vulnerable group in communities through collaboration with public and private organizations.

E.1. Objectives

General

To extend the center's services to PWDs and other vulnerable group residents in C/RCFs and communities toward the attainment of their highest level of physical, functional literacy, social and economic sufficiency.

Specific

1. Provide Social and Vocational trainings to PWD and other vulnerable group clients in C/RCFs, public and private organizations for their economic productivity;
2. Provide Technical Assistance to LGUs and other public and private organizations related to rehabilitation of PWDs and other Vulnerable Groups;
3. Establish Research, Documentation and Information System for updated training designs and rehabilitation approaches.

E.2. Components

E.2.1. Social and Vocational Training

All available trainings in the center shall be extended to clients in C/RCFs and communities based on agreed terms and conditions;

E.2.2. Technical Assistance to LGUs and other public and private organizations

Conduct of consultations with LGUs and other public and private organizations is necessary to determine the Technical Assistance to be provided.

Technical Assistance shall be in the form of but not limited to:

E.2.2.1. Capacity Building

- i. PWD Functional Literacy Skills trainings (Sign Language, Braille, ABACUs, Script, Orientation and Mobility, Disability Sensitivity Trauma, Trauma Informed Care, Expanded GAD, etc.)
- ii. Technical Planning and Documentation trainings (local participatory development planning, policy/guidelines formulation, project proposal preparation, feasibility study/business plan preparation, course design preparation, etc.)

E.2.3. Resource Augmentation

Resource augmentation shall be in the form of Gratuities Allowance as described herein to trainees referred by LGUs and other private or public sectors for school placement.

F. NVRC/RSW CONTINUUM SERVICE

This service is the complementing efforts of NVRC and RSW in respond to the needs of trainees who, due to their disabilities, cannot be placed out or difficult to place out in an open and self-employments.

Workshop projects available in RSW are designed for PWDs and other vulnerable group with limited capacities due to their disabilities such as the Persons with Autism, Persons with Intellectual Disability, Persons with Learning Disabilities, Persons with ADHD, and the like.

F.1. Objectives

General

To provide supportive employment to PWDs and other vulnerable group graduates of NVRC.

Specific

1. Provide supportive employment to graduates who, due to their disabilities, cannot be placed out in an open and self-employments;
2. Provide transition employment to graduates who are skilled but no available open employment outlet yet;
3. Provide livelihood assistance to qualified graduates referred to RSW;
4. Provide skills training aligned with the available workshop projects of RSW.

F.2. Components

F.2.1. Sheltered Employment

The provisions in letter c.1. of the Placement Service shall apply for this component.

F.2.2. Transition Employment

The provisions in number 1, letter c.2. of the Placement Service shall apply for this component.

F.2.3. Livelihood Assistance

The provisions in number 1, letter b of the Placement Service shall apply for this component.

F.2.4. Skills training

Skills training for trainees whose rehabilitation goal is for sheltered employment shall be provided with skills training aligned with the available workshop projects of RSW, e.g. sewing bags, making rags, making tables, cabinets, chairs, cleaning air conditioners, cleaning windows, sanitizing earphone, etc.

G. ADMINISTRATIVE SERVICES

It is concerned with the effective operation and management of the center following the existing policies and procedures set by the agency. The Administrative Service is under the supervision of the Training Center Superintendent.

G.1. Objectives

1. To facilitate a systematic and effective delivery of services necessary for rehabilitation of clients and maximum use of center's staff at a minimum cost;
2. To manage effectively and efficiently the center particularly on funding, personnel, property and other services.

G.2. Component

G.2.1. Personnel Management

It designs to raise the level of staff's efficiency, effectiveness and morale. The center's policy and procedure on personnel management shall be in accordance with the existing Civil Service Laws and Regulations. The personnel management also concerns to manage and keep the safety of all records and documents of center's staff including its receipt and transmission procedures.

G.2.1.1. Personnel Standards – Qualification standards of all personnel shall always be nurtured and enhanced through training and capacity building/staff development program with regular funding allotted every year. All personnel policies are implemented in accordance with the Labor Laws and Civil Service Rules and Regulations on the following concerns:

- i. Job classification
- ii. Compensation plan
- iii. Selection and promotion of personnel/workers
- iv. Appointment of personnel/workers
- v. Career-Coaching and Mentoring
- vi. Performance Appraisal Rating
- vii. Daily time records
- viii. Leave credits and applications
- ix. Grievance Machinery

G.2.2. Training Center Superintendent's Authority and Responsibility – This is the vital part in the operation of center which needs to be understood by center's personnel. The Training Center Superintendent shall always update its personnel on day-to-day operations and activities of the center which are as follows:

- i. Orientation of employees on the assigned tasks and duties
- ii. Determination of training requirements
- iii. Provision of administrative and technical support
- iv. Regular conduct of staff development
- v. Work Arrangements at the center

G.2.3. Staff Development Program – is very important component to improve the center's operation, develop/maintain the high level of performance of personnel/workers and increase the level of the technical know-how of personnel on vocational rehabilitation.

G.2.3.1 Staff Development Approach

G.2.3.1.1. Orientation

The orientation with personnel includes programs and services, goals and objectives in the rehabilitation of clients, how the center links and coordinates with other agencies services as well as specific rules and functions of personnel.

G.2.3.1.2. Supervision, consultation and meeting

This is a coaching and learning process where the supervisor helps the supervisee to develop the abilities of staff to do the job effectively.

G.2.3.1.3. Staff meeting

This is a medium for staff development. Its purpose is to clarify center policies and procedures to promote the best performance of staff including professional growth. Issues and gaps can be discussed realistically and find alternatives solutions and recommendation. This is done through:

i. **Lecture and technical learning session**

These are done to keep abreast of new trends in the implementation of programs and services at the center.

ii. **Conferences, workshops and seminars**

Conduct of scholarships and fellowships both in and out of the country are encouraged to foster professional growth.

G.2.4. Financial Management

The financial management systems and procedures shall be strictly implemented in the center in accordance with the COA Rules, Regulations and Procurement law.

G.2.4.1. Property and Supply Management

This covers property control, systematic procurement and allotment of supplies received by the center to ensure safety of center's property. This section also includes management of equipment, supplies and materials including finished products produced by clients. The annual inventory of records of center's equipment shall be regularly conducted.

G.2.4.2. General Services

It shall maintain the safety of clients and staff, properties including maintenance of cleanliness and improvement of facilities. This General Services shall provide a policy on Administrative Service covering the following areas:

- i. Knowledge resource corner
- ii. Security
- iii. Transportation
- iv. building and ground
- v. Evacuation Plan (*See Annex C*)
- vi. maintenance
- vii. liaising
- viii. janitorial

G.2.4.3. Records, Inventory and Reports

It includes management of complete records of personnel to be used for evaluation in the achievement of its goals. Likewise, the different reports of Committees at the center shall be established and maintained in the center if applicable.

G.2.4.4. Different Committees Established at the Center shall include:

- i. Selection and Promotion Committee
- ii. Inspection and Acceptance Committee
- iii. Progressive Disciplining Committee
- iv. Integrity Management Program Committee
- v. Grievance Machinery Committee
- vi. Property Disposal and Awards Committee
- vii. Policy Development and Review Committee
- viii. Gender and Development Committee
- ix. General Upkeep Committee
- x. Disaster Management Committee
- xi. Donation Committee
- xii. Records and Disposal Committee
- xiii. Wellness Committee
- xiv. Character building Committee
- xv. Canvassing Committee
- xvi. Purchasing Committee
- xvii. Monitoring and Evaluation Committee

G.2.4.5. Other Service: Field Work Instruction

Assistance to students who undergo the Field Work Instruction. The purpose of which is to provide the students with a high quality of professional training, exposure and practice through a coordinated academic and agency program subject to the existing DSWD rules and regulations.

CHAPTER V

BUSINESS PROCESS AND REQUIREMENTS

Admission Procedures

A.1. Pre-Admission Phase

A.1.1. The Social Worker shall conduct initial assessment and orientation on the center's program and services including its policies and procedures to the walk-in and referred trainees. This shall determine whether the trainee is for Training, School Placement, Job Placement, Psychological Service or Referral to other public or private organizations.

If a trainee is referred by Local Government Unit (LGU), a pre-admission conference shall be conducted to determine collaborative intervention for the said trainee.

A.1.2. Upon completion of requirements, trainee shall be referred to the Health Services for physical and dental examination.

A.1.3. Based from the result of requested laboratory examination, the Medical Officer conducts physical assessment including functional abilities and medical diagnosis of the trainee. The assessment focuses on the following:

A.1.3.1. General Appearance and mental attitude

- i. Physical
- ii. Ambulation
- iii. Height and weight
- iv. Hearing
- v. Vision
- vi. Grooming and hygiene

A.1.3.2. Cardio-pulmonary exams

- i. Lungs
- ii. Heart
- iii. Lymph nodes
- iv. Blood vessels

A.1.3.3. Vital signs

- i. Blood Pressure
- ii. Pulse rate/heart rate
- iii. Respiratory rate
- iv. Temperature
- v. Oxygen saturation

A.1.3.4. Other physical exams

- i. Eyes

- ii. Ears
- iii. Nose
- iv. Throat
- v. Neck
- vi. Breast
- vii. Abdomen
- viii. hernia
- ix. skin
- x. musculoskeletal
- xi. nervous system
- xii. Varicosities
- xiii. Pelvic examination as the need arises
- xiv. Rectal examination as the need arises

A.1.3.5. Functional Assessment

This is being rated as “weak”, “null” and “adequate” which include:

A.1.3.5.1. Use of upper extremities

- i. Right or left shoulders
Right or left arms
Right or left hands
Fingers or digits – as to touch

A.1.3.5.1. Use of Lower Extremities

- i. Walking
Standing
Sitting
Hurrying
Balancing
Climbing

A.1.4. The trainee shall be referred to the Psychological and Vocational Guidance Service. All pertinent data including intake sheet and medical papers will also be forwarded for reference.

A.1.4.1. The Psychologist shall conduct initial assessment and counseling to gather the following data as basis for Psychological and Vocational Guidance Service intervention planning:

A.1.4.1.1. Mental Status

- i. Attention
- ii. Concentration
- iii. Thought content and process
- iv. Personal grooming & hygiene
- v. Cognitive Ability
- vi. Psycho-social Functioning

A.1.4.1.2. Behavioral Status

A.1.5. The Medical Officer and Psychologist shall certify to the Social Worker if the trainee is fit for training or not. If not fit for training, the trainee will be referred for further medical treatment or psychological intervention.

A.2. Admission Phase

A.2.1. If found to be physically and psychologically fit, trainee shall be admitted.

A.2.2. Social Worker shall prepare Case Summary and other pertinent documents for presentation to the Rehabilitation Team Meeting (RTM) i.e rehabilitation indicator assessment etc.

A.2.3. Social Worker shall conduct initial Rehabilitation Team Meeting after a week upon receipt of the Medical Officer and Psychologist assessment reports. Parents/relatives of PWD and/or referring party shall be invited to attend the Rehabilitation Team Meeting.

A.2.4. Social Worker shall present the Case Summary about the trainee.

A.2.5. Rehabilitation Team shall come up with consolidated intervention plan and conformed by the trainee.

A.2.6. Social Worker shall discuss the consolidated intervention plan including the “Kasunduan” conformed by the trainee and the family members or referring party.

A.2.7. The recommendation if a trainee shall be entitled for provision of gratuity allowance based from the RTM assessment shall also be included in the decision during the initial Rehabilitation Team Meeting (RTM).

A.2.8. The trainee shall be referred to all services to engage him/herself with activities or exercises based on his/her agreed intervention plan and schedule.

A.2.9. Social Workers shall conduct home visitation within two (2) weeks for trainees living within Metro Manila for collateral data gathering essential for case assessment. For non-Metro Manila residence, family assessment report shall be requested from the respective Local Government Units.

Social Rehabilitation and Vocational Training Procedures

B.1. Social Rehabilitation Phase

1. A Social Rehabilitation Schedule shall be prepared by the Training Supervisor indicating the social rehabilitation activities agreed upon by the Rehabilitation Team during the Initial Rehabilitation Team Meeting.

While the Trainee is in the Social Rehabilitation Phase, the interdisciplinary coordination shall include the following:

- 1.1. Social Workers shall conduct home visitation within two (2) weeks for trainees living within Metro Manila for collateral data gathering essential for case assessment. For non-Metro Manila residence, family assessment report shall be requested from the respective Local Government Units.
- 1.2. Social Workers shall provide individual and group work sessions to help trainees adjust to their disabilities;
- 1.3. The Psychological and Vocational Guidance Service shall provide vocational guidance based on gathered information about the trainee's existing vocational experiences:
 - i. Vocational Interest (existing skills, skills training previously attended, etc.)
 - ii. Hobbies
 - iii. Educational Background
 - iv. Attitude towards work
- 1.4. The Training Service shall assess the trainee's level of competencies along home living skills, functional literacy, and hygiene and grooming and work-related behaviors which shall be the bases in providing social rehabilitation training interventions.
- 1.5. The Placement Service shall provide initial counseling relative to employment opportunities and requirements to trainees.
- 1.6. The Dental Service shall conduct dental assessment and evaluation and provide dental evaluation report and intervention plan to the Social Worker.
2. The trainee upon the completion of Social Rehabilitation Phase shall be evaluated to determine level of improvements based on the rehabilitation indicators. Evaluation results shall be presented to the Rehabilitation Team as basis for vocational training or other interventions for the trainee.
3. If found to be for vocational training, the trainee shall be referred for an exploration to 2-3 vocational courses which he/she is interested and has aptitude for and from which to select his/her final vocational course.
4. The trainee stays in each vocational course class in 5 working days.
5. After the vocational course exploration, respective Trainers shall submit their evaluations to the Training Supervisor based from their observations and other data

gathered thru work samples to determine the level of competencies acquired in a particular vocational course.

6. Together with the evaluation and observations of other services, results of vocational course exploration evaluations shall be presented to the Rehabilitation Team for the preparation of Comprehensive Intervention Plan for the trainee. The Comprehensive Intervention Plan is discussed based on the following:
 - a) Aptitude for the course
 - b) Interest
 - c) Trainers' Vocational Course exploration evaluation
 - d) Physical Capacities and Limitations
 - e) Feasibility of employment along the chosen vocational course

B.2. Vocational Training Phase

1. The trainee, upon referral to Training Service, shall be provided with vocational training schedule prepared by the Training Supervisor. In the Vocational Training Schedule of trainees, the intervention plan of all the services shall be incorporated.
2. Trainee shall be referred to his/her chosen vocational course.
3. Each trainee's monthly training progress reports are accomplished by the Trainer handling the course and the same are shared with the Rehabilitation Team.
4. All services shall also present their evaluation reports during regular RTMs base on their intervention plans
5. The Trainer together with the other services shall prepare and submit evaluation report on the readiness of the trainee to undergo On the Job Training.

B.3. Procedure of Training Instruction

B.3.1. Provision for Individual Differences

To meet the varying abilities of trainees, the following practices are followed:

- i. Trainees are permitted to select their own vocational course.
- ii. Unusually capable trainees should be encouraged to undertake specialized course or productivity skills development.
- iii. Each trainee shall be permitted to progress at his/her own course.
- iv. Special attention should be given to Persons with Intellectual Disability (PWIDs).

B.3.2. Course Design

All trainings shall have a course design which provides Trainers the guidelines in managing and facilitating the course and in planning their session plans.

B.3.3. Session Plans

All Trainers shall be required to prepare their session plans. This will be the “blue print” of their daily instructions.

B.3.4. Training Approach and Methodologies

The training approach and methodologies to assimilate the required Knowledge, Attitude, and Skills (KAS) in each course to trainees shall not be limited to lecture, demonstration and observation that measures the level of competencies of trainees. Such approaches and methodologies to adapted shall be guided with the principles of facilitation which is based on experiential and action learning, formation addressed towards the needs and the context, person centered and building the “know how” together. Instructional aids must be considered for effective learning.

B.3.3. Training facilities, Equipment and Tools

Required training facilities, equipment and tools should be provided to each course offered at the Center to conform with TESDA-TVET and DOH training regulations. It should be the responsibility of the respective Trainers to request in accordance with standard protocols for needed training equipment, tools, supplies and materials.

B.3.4. Evaluation

Upon completion of social and vocational training, the trainee with the recommendation of the Trainer and approval of the Rehabilitation Team, graduates. He/she receives either a Certificate of Competency or a Certificate of Attendance.

The basis of evaluation shall be on the dimension of competencies in the Rehabilitation Indicators.

B.3.5. Reports

All Trainers are required to submit the following progress reports of trainees:

- ii. Exploratory Report
- iii. Monthly Progress Report (SR, VT, Massage Review)
- iv. Social Rehabilitation Summary Report
- v. Evaluation Report prior to OJT
- vi. OJT Form
- vii. OJT Monitoring Report
- viii. Final Evaluation Report

B.3.5.1. Certificate of Competency - This is awarded to trainees who have:

- i. Completed the required competencies within the prescribed period of training

- ii. At least obtained a 80 % rating grade
- iii. Regularly attended classes

The certificate of competency features the blocks where the trainees are given scores based on their exhibited work performance ranging from satisfactory to outstanding.

B.3.5.2. Certificate of Attendance - awarded to trainees who have:

- i. Failed to meet the requirements set for the Certificate of Competency
- ii. Capacities limited only to supportive employment.

B.4. Protection Policy

The trainees, recognizing their vulnerability to different risks that violates their basic human rights, the center shall enforce a PWD Protection Policy (*See Annex D*) at all times that seeks to provide a safe and secure environment for the PWDs who participate in our programs and activities.

B.5. Interdisciplinary Coordination

While undergoing training, the rehabilitation Team shall continuously coordinate to effect the realization of the vocational rehabilitation plan of the trainees.

- B.4.1. The Social Workers shall conduct individual and group sessions while trainees are undergoing social and vocational trainings.
- B.4.2. Medical and dental assistance is afforded to the trainee for the duration of his/her stay in the Center. The nature, diagnosis, management, prognosis and disability limitations will be discussed with the client through the RTM.
- B.4.3. The Psychologist shall conduct counseling sessions, including group activities such as value formation, sensitivity training and leadership training while trainees are undergoing rehabilitation and vocational training.
- B.4.4. After the Exploratory Phase the Placement Officer shall discuss the employment plan to the RTM and trainee. These may include the chances of the trainee in job selected, job requirements, employment trends, job opportunities and job analysis among others.

B.6. Rehabilitation and Vocational Training Regulations

Active trainees with or without gratuity allowance shall be required to attend training for a maximum of 8 hours from Monday to Friday for a maximum of 1 year excluding holidays.

1. Attendance

- 1.1. Trainees are expected to report to class on their specified training schedules.

If for the period of training, trainees have been absent for 10 days with or without valid reasons, they are not anymore allowed to be absent without deducting this from their actual gratuity allowance. The Social Worker should be informed accordingly.

Refer to **Annex E** relative to the guidelines in providing gratuity allowance to trainees.

- 1.2. Trainees who incurred tardiness for 3 consecutive days, shall be brought to the attention of the Social Service.
- 1.3. Trainees who are permitted to leave the center officially from 9:00-12:00 are required to return to the Center but trainees permitted from 9:00 am to 3:00 pm shall no longer be required to logout and shall not affect their gratuity allowance.
- 1.4. Postponement of the vocational rehabilitation program of clients shall be determined by rehabilitation team members through case conference on the following valid reasons with corresponding documents.
 - i. Health reasons of the trainee and immediate family member as determined and validated by the Medical Officer
 - ii. Death of an immediate family member and guardian
- 1.5. Trainees are not allowed to change their vocational courses after 3 months.

2. Trainee's Misdemeanor

Generally trainees' unacceptable behaviors during training are referred to the Social Worker by the Trainers for appropriate actions.

Specifically, the acts and omissions of trainees whether they are in the phases of: Social Rehabilitation, Vocational Training or On the Job Training, declared to have been observed to manifest untoward behavior by the Center shall constitute grounds for:

- a. Intervention such as one on one counseling
- b. Community Service
- c. Suspension of gratuity
- d. Suspension of Training
- e. Dismissal/Termination

The Rehabilitation Team shall facilitate the process of managing challenging behavior among trainees, deliberates the case presented and recommend appropriate actions based on the implementing guidelines set hereunder.

2.1. Classification of Untoward Behavior:

a. Grave Offenses:

- i. Acts of lasciviousness
- ii. Sexual Abuse
- iii. Drug pushing/drug using

- iv. Physical violence/assault against co-trainees/staff
- v. Forging of documents

b. Less-grave Offenses:

- i. Absence without permission
- ii. Leaving/loafing the Center premises during training hours (8:00 am to 5:00 pm)
- iii. Vandalism/looting other's property including Center's property
- iv. Dishonesty
- v. Bullying
- vi. Public display of affection within the Center premises
- vii. Stealing
- viii. Quarreling
- ix. Entering the Center under the influence of liquor/alcohol
- x. Not wearing of prescribed uniforms
- xi. Smoking within the premises
- xii. Gambling within the premises
- xiii. Extortion
- xiv. Not participating in center's activities without valid reason
- xv. Slander

2.2. Consequences of Untoward Behavior:

- a. For **grave offenses** committed by trainees are ground for compulsory dismissal/termination. The trainee shall be turned-over to the proper authorities for their appropriate actions.
- b. For **less-offenses**, disciplinary measures shall be observed as set in *Annex F*.

C. Job Placement Procedures

C.1. Pre-Employment Phase

C.1.1. Survey of Job Opportunities

The Placement Officer shall conduct job surveys to locate job opportunities from all available sources in the community.

Industrial survey shall be conducted to identify vacancies or job opportunities for Persons with Disability and other vulnerable group. It shall include the gathering of information about the company and job analysis to determine the jobs matched for PWDs and other vulnerable group.

C.1.2. Pre-Placement Contacts

The placement officer shall conduct dialogue with employers to advocate the programs of rehabilitation and encourage them to employ trained PWDs in accordance with RA 7277.

C.1.3. Job Counseling

Job counseling is integral in the different phases of placement services. The process starts at the initial contact, continue to the training period and extends up to the employment and follow-up to closure of case.

Counseling shall be done by the Placement Officer alone or in coordination with other services to address the employment plan or the job itself.

Pre-employment counseling is also provided in preparation for actual job placement. This is to prepare trainee about the different requirement of the job, specific job duties, physical demands in relation to the individual's disability and employer – employee relations.

C.1.4. Pre-Employment Orientation/Seminar/Workshop

The Placement Officer prior to actual job placement shall provide pre-employment services such as the conduct of pre-employment orientation or seminar workshop to prepare trainees for an income producing activity whether it be an open employment or self-employment. The content of the orientation may include the following:

- Job Application
- Attitudes: employee-employer relations with co-workers
- Filling up of application forms
- Initial employer-worker interview
- Company requirements
- References/ recommendations
- Social Security number
- Tax account number
- Clearance
- LGU requirements
- Health certificate
- License
- Permits
- Wages and other fringe benefits
- Small business management

C.1.5. Self – Employment Assistance

Clients for self-employment shall be assisted technically to income producing projects decided by the trainees. Areas of assistance may be on the following:

- i. Project Proposal
- ii. Procurement of necessary materials and equipment
- iii. Production and Marketing
- iv. Simplified Accounting and Bookkeeping
- v. Basic Business Management Training

C.2. Job Placement Phase

1. The Placement Officer now should match the graduate with the appropriate employment.
2. The Placement officer shall accompany the graduate to the employer. Actual job orientation to the graduate shall be done by the employer along the following aspects:
 - ix. Orientation to the work environment
 - x. Detailed explanation of duties and the job operations involved
 - xi. Ensuring that the company supervisor and co-workers accept the graduate readily and help him/her to settle down in his/her new surroundings and develop his/her full potential.
 - xii. Method of communication between the deaf, co-workers and supervisors (lip reading, sign language, writing demonstration);
 - xiii. Orientation and Mobility instructions to blind graduates on transportation means and routes and within the work area and dangers connected with the work;
 - xiv. Employers may also want to know of special devices or gadgets to render the work of the graduate easier.
 - xv. In every aspect of the cooperation of the Placement Officer and the employer or supervisors on problems of the placed graduate that may arise during employment should be sought.
 - xvi. For a successful adjustment, the Placement Officer shall conduct counseling during this crucial period.

C.3. Job Placement Monitoring and Evaluation

Placement Officer shall conduct monthly monitoring visits or as need arises to determine the work performance of the placed graduate.

The Placement Officer shall present the results of monitoring to the Rehabilitation Team Meeting to determine if goals/ objectives are met.

When placement indicators have been achieved within three (3) months from the date of placement, the graduate and the employer should be informed that the case shall be recommended for closure. The Placement Officer shall submit a placement evaluation report to the SW recommending the closure of the case having achieved the rehabilitation indicators.

The Social Worker shall prepare closing summary report and present to Rehabilitation Team Meeting for closure.

C.4 Job Placement Data Banking

Data Banking is an integral part of a placement service. It is the policy of the center to maintain a record for each trainee that will contain pertinent information about the trainee and the services extended to him/her. All services and action taken for a case shall be recorded in the employment index card of the trainees and must be updated.

Upon recommendation for closure, all employment records of the trainee shall be transferred to central file with the Social Adjustment Service.

Aside from individual folder for trainees, the following records shall be kept in the Placement Service:

- a. Contacts with employers
- b. Industrial survey mode
- c. Job analysis records
- d. Employment Confirmation

C.5. Job Placement Reports

All services shall submit to the Superintendent a monthly narrative report to keep the Superintendent abreast of the work of all the services which shall be used in consolidating the monthly report of the center to be submitted to the Regional Director. Each should indicate clearly progress made and difficulties during the month under review.

Procedures on Discharging Trainees

Using the Rehabilitation Indicators as a tool in determining trainee's well-being, the trainee's case is closed if trainee achieved the maximum state of rehabilitation out of his/her residual personal resources. For clarity on how the case was closed, modes of discharges shall be used.

D.1. Mode of Discharges:

1. Open Employment

Employment of qualified trainees on competitive industry, commerce, private and public agencies having competencies the same with the normal labor.

2. Self-Employment

Placement of trainees in an income producing projects utilizing their own resources and/or with technical and financial assistance from the Government or Non-Government entities.

3. Sheltered Employment

Placement/employment of trainees in sheltered workshops due to their special needs which could not place them in competitive industries.

4. LGU/Family/ Acceptance

Trainee who is not employed at the moment in any scheme but LGU, Family Members committed to take part in helping the trainee look for employment during Case Conference.

5. Others

It is deemed inevitable that there are cases which failed to achieve the maximum state of rehabilitation, hence, the following modes of closing the case are identified:

5.1. Dropped-out

Trainees who voluntarily requested to discontinue their training due to personal reasons.

5.2. Terminated

Trainees who committed violations/grave offenses during the course of rehabilitation as defined in this Manual of Operation.

D.2. Discharge Procedures

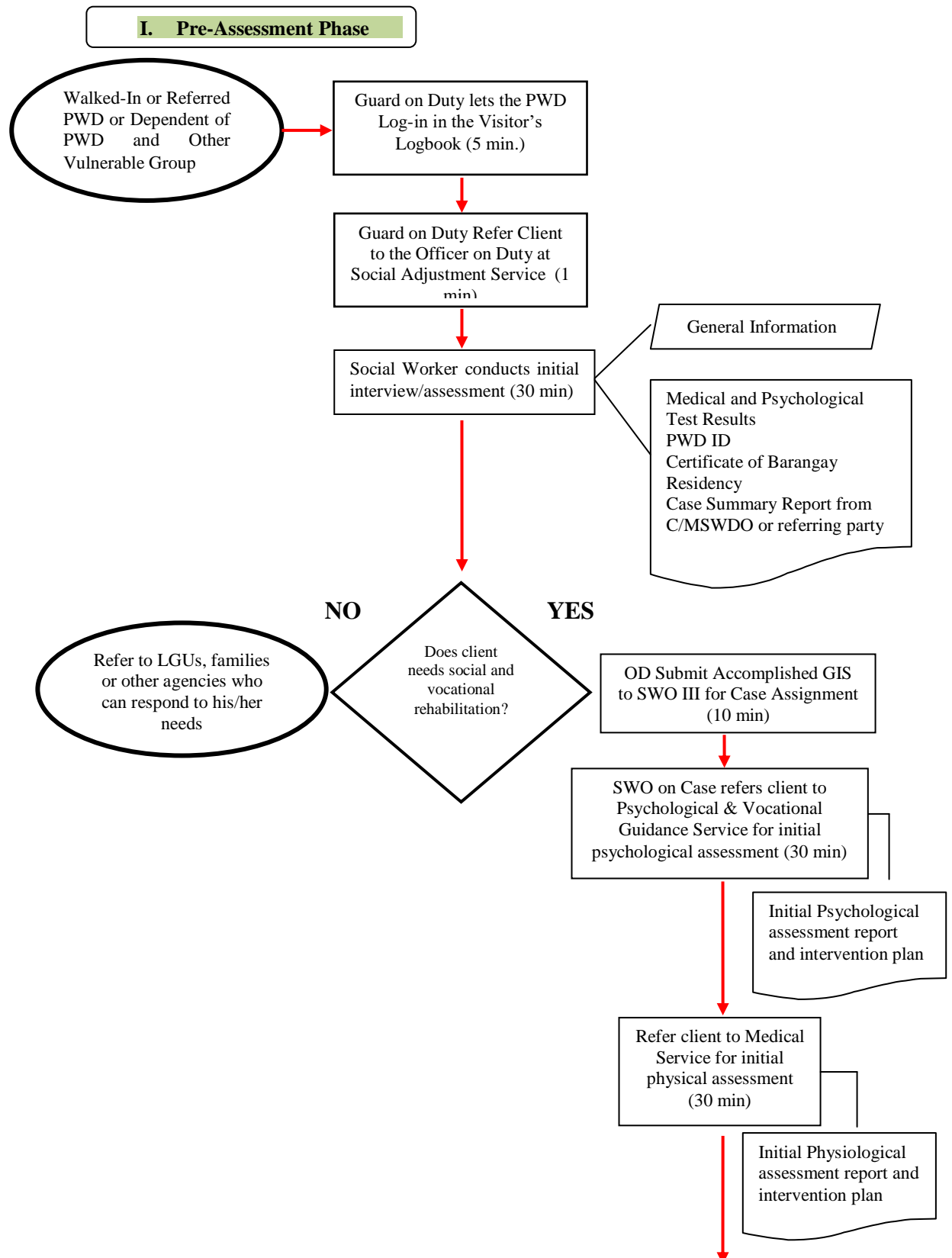
D.2.1. Discharge conference with LGU and PWD family/benefactor shall be conducted for trainees residing within NCR to confirm agreements that indicate after care services.

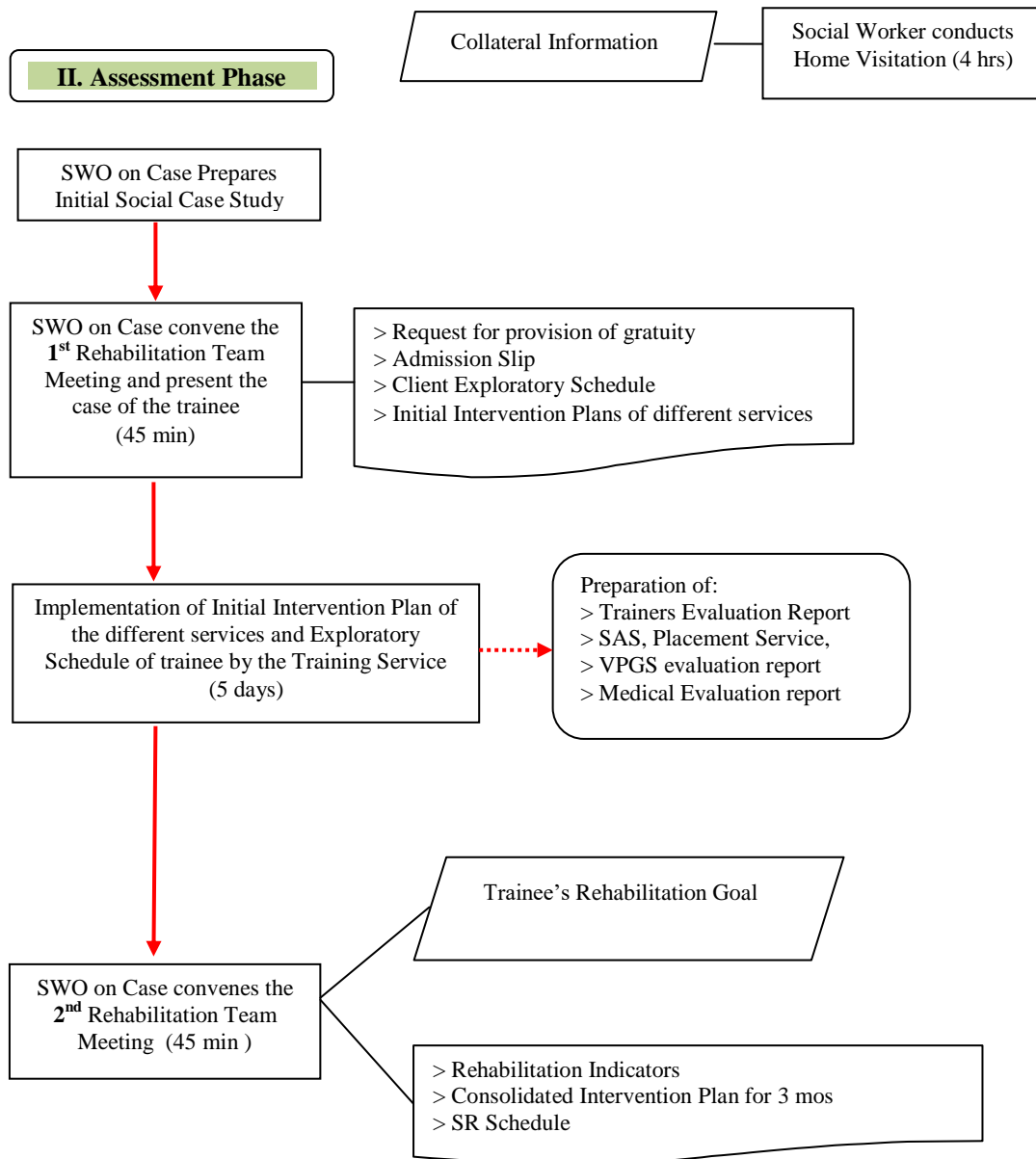
D.2.2. Social Adjustment Service shall send confirmation report on the result of the discharge conference to concerned LGUs and provision of after care services.

D.2.3. For the trainees from other regions, letter shall be sent to LGUs informing and recommending provision of after care services.

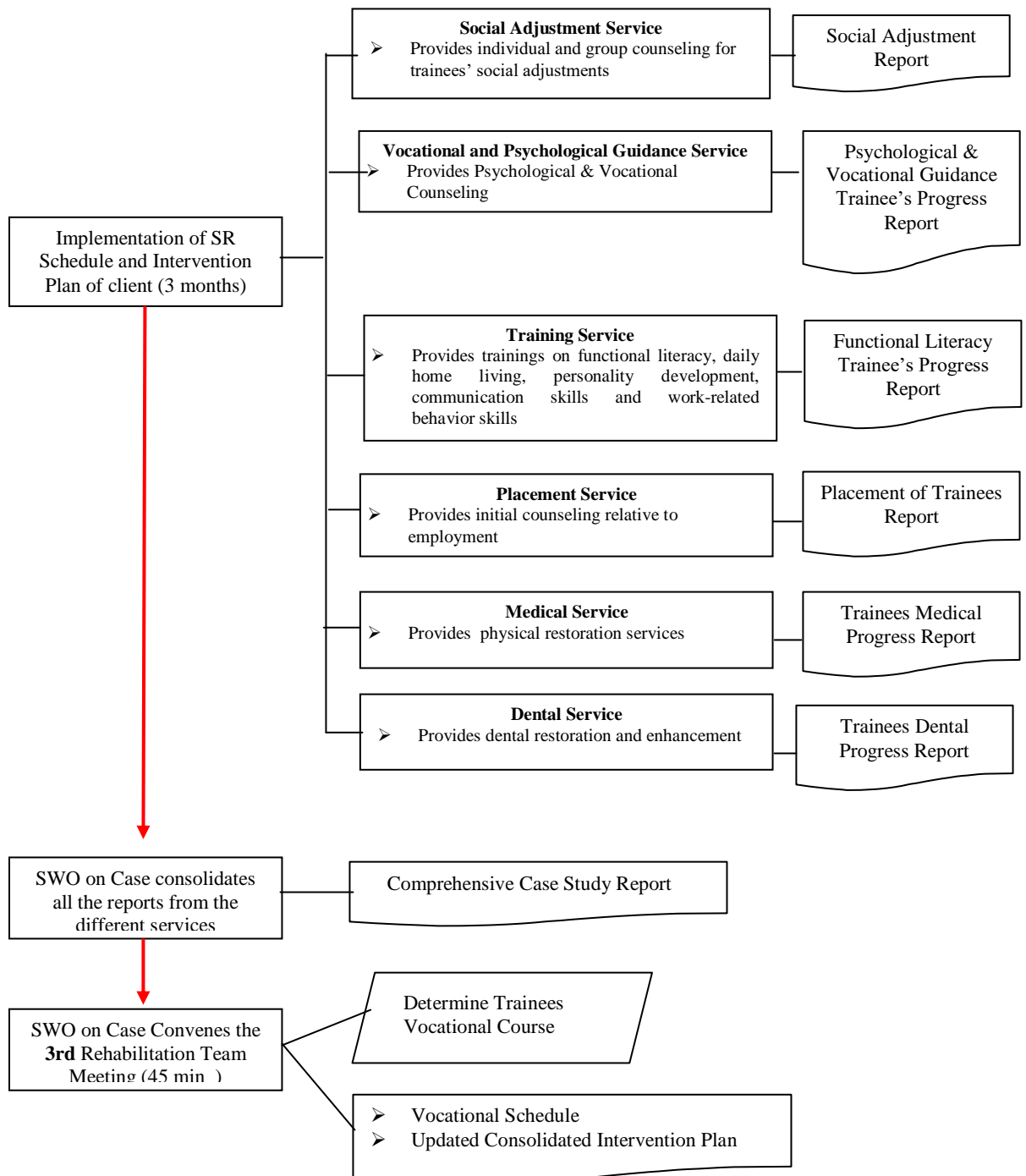
CHAPTER VI

FLOW OF BUSINESS PROCESS AND REQUIREMENTS

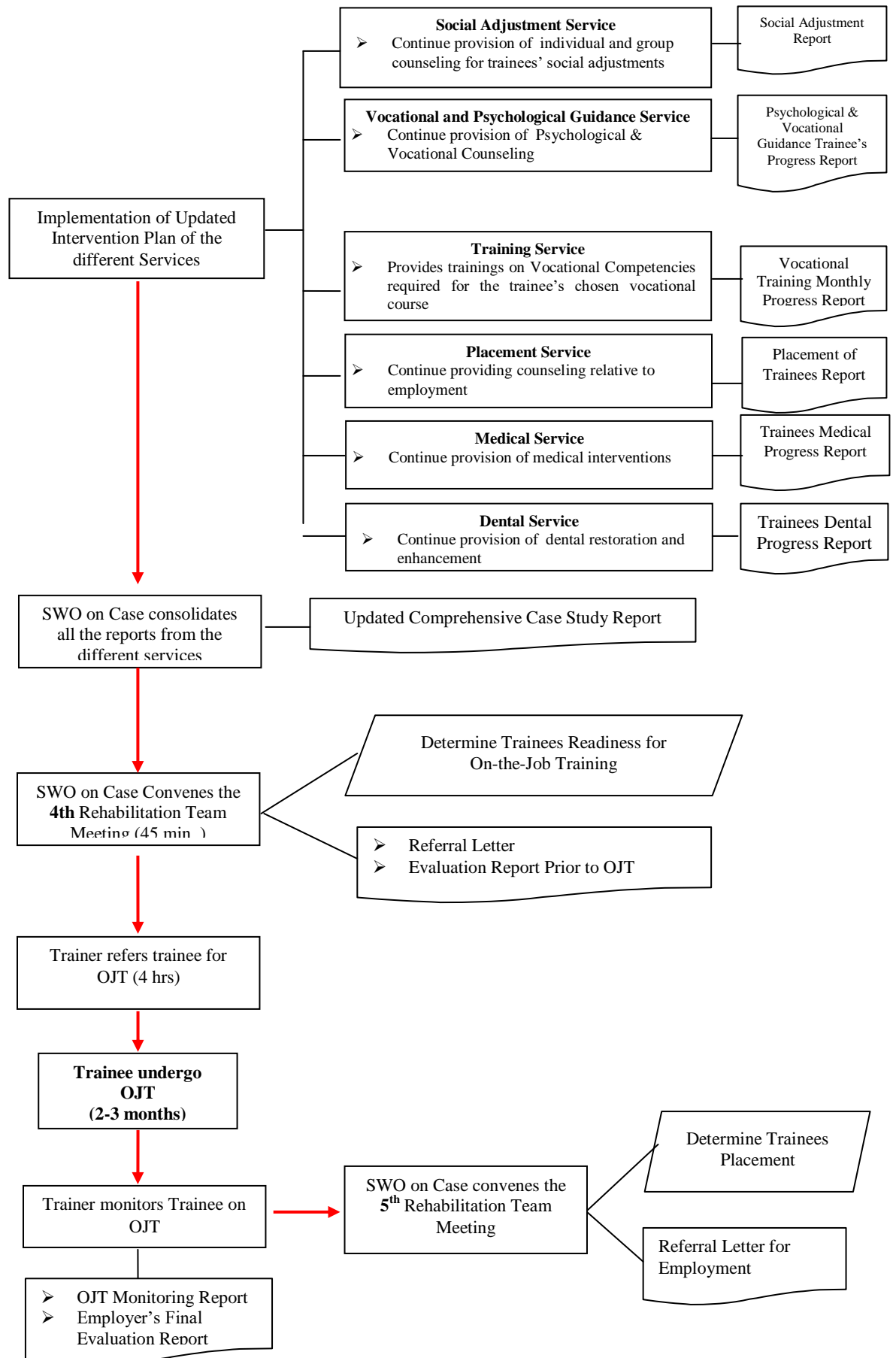




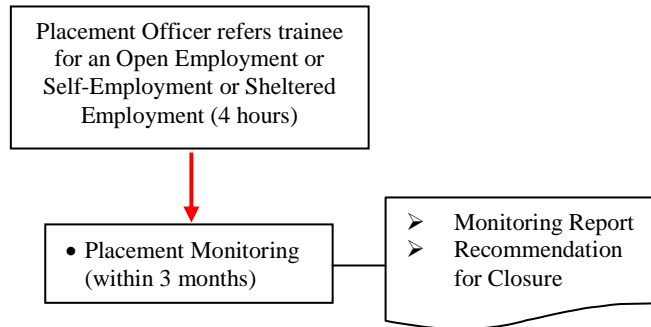
III. Social Rehabilitation Phase (3 months)



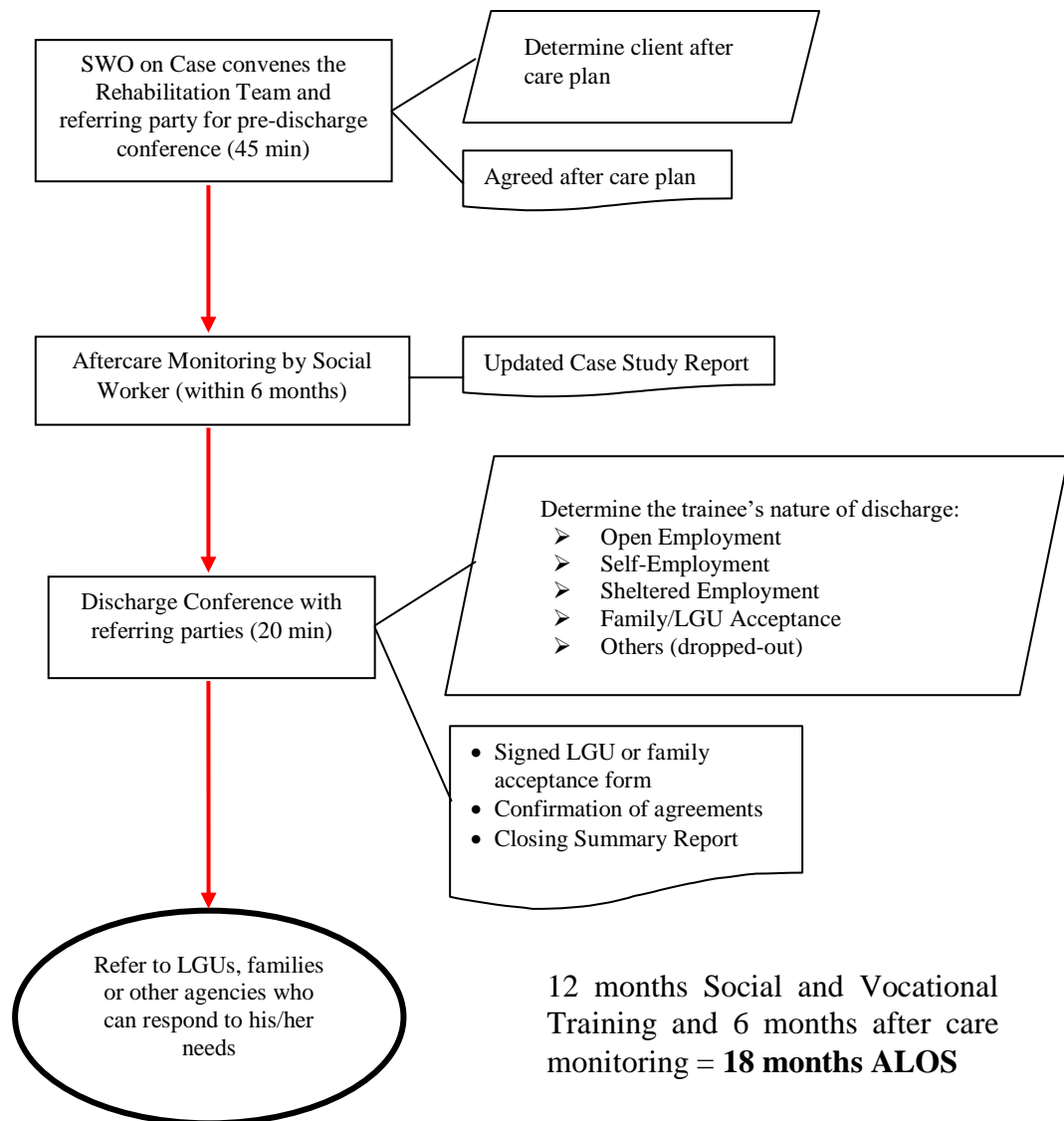
IV. Vocational Rehabilitation Phase (3-9 months)



V. Employment Phase (3 months)



VI. Discharge Phase



CHAPTER VII

REPORTING AND RECORDS MANAGEMENT

A. Importance of Records

Writing and keeping records is an integral part of social development work practice. It is an important tool in facilitating the development processes of the Persons with Disabilities and at the same time a reference tool in monitoring and evaluating the efficiency and effectiveness of the center's program and service delivery.

A.1. For the Workers

It helps the worker to assess and evaluate his/her own performance towards efficiency and effectiveness in facilitating rehabilitation and development processes for PWD and Special Group clients.

It is a reference tool to understand the functioning of PWD and Special Group clients, to define appropriate rehabilitation and development interventions, and to monitor and evaluate their progress as they undergo the different phases of their rehabilitation and development at the Center.

When new worker is assigned to handle the case, the records become useful as a point of orientation and help the new worker to continue the management of the case.

A.2. For the Supervisor

Records enable the Supervisor to give technical inputs in the management of the case during supervisory conferences/meetings.

A.3. For the NVRC Implementing Team (Senior Staff)

It enables the VRC Implementing Team to assess the quality of its services determining whether its services meet the needs of the PWDs and other vulnerable group in line with the Center's VMG and as basis for policy recommendation.

A.4. For other Practitioners

Records serve as reference materials for in-service training and professional education.

B. Records and Reports (See Annex G)

B.1. Client's Rehabilitation and Development Records and Reports

B.1.1. Assessment Reports

Social Adjustment Service

- General Intake Sheet
- Admission Slip
- Case Summary Report
- Initial Assessment of Self, Social and Economic Functioning through the use of Rehabilitation and Development Indicators
- Minutes of Initial Rehabilitation Team Meeting
- Intervention Plan
- "Kasunduan" signed by all concerned parties

Medical Service

- Medical Assessment Summary Report with attached medical testing and laboratory test results and analysis.
- Physical Intervention Plan

Dental Service

- Dental Assessment Summary Report with attached dental check-up and other dental evaluation tools with analysis
- Dental Intervention Plan

Vocational Guidance and Psychological Service

- Initial Vocational Guidance and Psychological Assessment and Evaluation Report with attached test results
- Vocational Guidance and Psychological Intervention Plan

Training Service

- Pre-Test Summary Report
- SR Schedule
- Intervention Plan

Placement Service

- Placement Assessment Report (Assessment on all aspects affecting client's employment during vocational course exploration)

B.1.2. Implementation Reports

Social Adjustment Service

- Narrative Monthly Accomplishment Report
- Quarterly ALOS Report
- Minutes of RTMs
- Monthly Trainee's Progress Report based on Intervention Plan and Rehabilitation and Development Indicators
- Group Work Session documentation reports

Medical Service

- Narrative Monthly Accomplishment Report
- Trainee's Physical Functioning Progress Report (based on Physical Intervention Plan)
- Trainee's Physical Functioning Summary Report (after in-center training)

Dental Service

- Narrative Monthly Accomplishment Report
- Trainee's Dental Progress Report (based on dental intervention plan)
- Trainee's Dental Summary Report (after in-center training)

Vocational Guidance and Psychological Service

- Narrative Monthly Accomplishment Report
- Trainee's Vocational Guidance and Psychological Counseling Progress Report (based on VGPS Intervention Plan)
- Individual and group vocational and psychological guidance summary report
- Trainees VGPS Summary Report (after in-center training)

Training Service

- Monthly Narrative Accomplishment Report
- Monthly Trainee's Training Progress Reports (SR, VOC, OJT)
- Trainee's Training Summary Report (after training)
- SR Trainees Summary Evaluation Report with attached report card
- Vocational Course Exploration Assessment Report
- Vocational Training Schedule

Placement Service

- Records of contacts with employers, industrial surveys made and job analysis records (matching client's ability with the right job)
- Monthly Narrative Accomplishment Report
- Trainee's Placement Progress/Monitoring Reports (based on Trainee's Placement Plan)
- Placement Evaluation Report (after 3 months)
- Client Employment Placement Plan (after SR and Vocational Course Exploration)

B.1.3. Post Implementation Reports

Social Adjustment Service

- Annual Narrative Accomplishment Report
- Minutes of Pre-Discharge/Discharge Conferences
- Trainee's Rehabilitation and Development Closing Summary Report (based on rehabilitation indicators)
- Individual Case Folders with all the reports from other services

C. Other Records and Reports

2.2.1. Security Records and Reports:

- a. A logbook where incidents and unusual happenings inside the Center is recorded.
- b. Individual observation of the beneficiaries a guard had contact with.
- c. Incident Report

2.2.2. Miscellaneous Records:

- a. Client's Logbook
- b. Staff Calendar of Activities
- c. Personnel Records
- d. Budget and other financial records
- e. Records of supplies and equipment

2.2.3. Reports to the Regional Office

- a. Center monthly, quarterly, semestral and annual narrative accomplishment reports for submission to FO
- b. Budget Utilization reports vis-à-vis Work and Financial Plan
- c. Monthly, quarterly, Semestral and annual Committee Reports
- d. Case Management Plan and Implementation Reports
- e. Etc.

CHAPTER VIII

MONITORING AND EVALUATION SYSTEM

The internal monitoring and evaluation of the day-to-day operations of the Center shall be undertaken by the National Vocational Rehabilitation Center Implementing Team headed by the Training Center Superintendent with all the Services' Heads as members.

1. Basis for Monitoring and Evaluating the Efficiency and Effectiveness of National Vocational Rehabilitation Center's Rehabilitation and Development Program and Service:

a. Work and Financial Plan

This is the basis for monitoring and evaluating the efficiency and effectiveness of the NVRC Rehabilitation and Development Program and Services to PWDs and Vulnerable Group trainees.

b. Case Management/Service Plan (Comprehensive Intervention Plan) of trainees

This is the basis for monitoring and evaluating the transformational enhancement and development of trainees towards self-sustained and empowered individuals in a community.

Monitoring and Evaluation Tools

- a. Narrative Accomplishment Reports -These reports are regularly submitted (monthly, quarterly, mid-term and annual reports) by each service. It provides relevant details in determining whether the implementation of the Work and Financial Plan is in the right track or not which shall be the basis of the NVRC Implementing Team evaluation analysis for necessary plan adjustments.
- b. Trainees Monitoring and Evaluation Reports - These reports provide information on the progress or improvements of the trainees during their rehabilitation and development phases, including issues and concerns for appropriate interventions.
- c. Monthly Unit Meeting – is conducted to assess the effectiveness of service delivery for the trainees.
- d. Monthly General Staff Meeting – is conducted to consolidate and evaluate the performance of the Center as a whole including issues and concerns for appropriate management policy action.
- e. Mid-Year Evaluation - This is undertaken every after six (6) months of operation to find out if set objectives are met. It is also a venue to identify and define better strategies and approaches for program and services implementation. This is done with the whole NVRC staff.

- f. Program Implementation Review (PIR) - A management tool in evaluating the efficiency and effectiveness of the delivery of program and services. This is conducted every after one (1) year of operation with the General Staff and representatives from the Field Office. The result shall be the basis for NVRC future development direction.
- g. Rehabilitation Team Meeting – a monitoring mechanism in tracking down the Rehabilitation and Development progress of trainees.
- h. Periodic Home/Community Visits – is done to monitor and evaluate compliance to signed contract by support groups and other stakeholders in the implementation of the trainees’ intervention plan.

CHAPTER IX

STAFFING REQUIREMENT

A. Training Center Superintendent II (TCS II)

3. Supervises management functions such as planning, directing, staffing and controlling of the center operations
4. Administers and implements the general program, vocational training and employment
5. Formulates policies and procedures as they affect the daily operation of the center
6. Maintains physical facilities and equipment
7. Plans and directs office and operational procedures
8. Recommends and assign staff
9. Establishes/monitors performance standards for all services, maintains line of administrative control, consultative relations
10. Coordinates and integrates operations with proper public and private organizations and provides technical assistance on case management
11. Evaluates and recommends efficiency rating of staff
12. Maintains data banking and management

B. Social Welfare Officer III (SWO III)

1. Develops and recommends policies and programs
2. Provides monitoring and technical assistance to the Field Office relative to program implementation and capability building activities
3. Provides monitoring evaluation, counseling and technical assistance to LGU's, NGO's, PO's and clients
4. Provides technical assistance to center staff on case management
5. Executes and implements policies and programs, maintains cooperative and harmonious relationship with other entities and agencies
6. Executes and implements policies and programs, maintains cooperative and harmonious relationship with other entities and agencies

7. Supervises social workers, welfare aides and administrative staff in the performance of their duties, assists in the resource generation and utilization
8. Facilitates allotment and purchase of Social Adjustment office supplies
9. Assigns workloads to ensure equitable and proper distribution to Social Workers and evaluates their performance, models, organizational values, professional work ethic to peers, conduct supervisory conference, (individual, groups, community), reporting and management of office conducts orientation and supervises field placement of social work students for skills development

C. Social Welfare Officer II (SWO II)

1. Conducts interviews, home visits, jail visits, case counseling and case management conferences
2. Gathers collateral information
3. Prepares social case study reports of clients
4. Assesses and recommends qualified clients for SLP in coordination with the Placement Officer
5. Coordinates and negotiates with LGUs, NGOs, Industry Establishments and private individuals on recruitments of trainees and sponsorship for training needs
6. Prepares/submits project proposals, case studies and other reports

D. Dentist II

1. Prepares Work and Financial Plan, Request for Supply, Purchase Request for dental supplies, materials and instruments
2. Prepares dental reports, updates patient records and medicine cards and ledgers
3. Performs/renders dental services to employees and their dependents and to clients
4. Prepares annual reports on dental services done and does other related tasks

E. Medical Officer IV (MO IV)

1. Conducts physical and medical examinations and gives medical service to clients, staff and dependents of the Rehab-complex
2. Formulates medical evaluation of clients both active and graduate regarding the results of the medical check-up
3. Participates as member of rehabilitation team in relation to client's rehabilitation goals
4. Makes necessary medical referrals and laboratory request to appropriate agencies/hospitals
5. Certifies physical fitness of clients
6. Acts as medical adviser to the heads of the complex
7. Plans and directs activities of medical staff, maintains adequate facilities and equipment needed by the medical services
8. Does other related tasks as may be assigned to:
 - a. Sports activities of the center
 - b. Member of the different committees such as disciplinary, recruitment and selection
 - c. Member of disaster team of the center and field office-Saturday group
9. Supervises prosthesis making
10. Supervises prosthesis making

F. Psychologist

1. Administer clinical psychological tests
2. Interprets and evaluates test results
3. Performs/conducts individual group sessions, psychotherapeutic techniques, interviews and counseling
4. Attends case management conferences, workshops, training and staff meetings
5. Coordinates in the formulation of rehabilitation plan of clients
6. Performs other related tasks

G. Placement Officer

1. Conducts employment counseling to trainees
2. Conducts Pre-Employment Seminar to trainees undergoing vocational rehabilitation
3. Conducts Industry Survey to companies and industries and come up with directory of employers
4. Attends Rehabilitation Team Meetings
5. Refers graduates for open employment
6. Assist trainees in the establishment of their small business
7. Monitor job placed graduates (open, self and sheltered employment)
8. Manages/refers clients, networks with the industrial sector (factory, ships, department stores, etc.) for possible absorption of graduates
9. Prepares/submits project proposals and trainees reports
10. Conducts Stakeholders forum
11. Prepares and submits Work and financial Plan
12. Attends seminars, conferences and workshops related to the function

H. Administrative Officer V (AO V)

1. Supervises administrative support staff for property maintenance, transportation, security, janitorial and communication services
2. Provides technical assistance relative to administrative matters
3. Prepares communications, memos, MOAs, contracts, signs/countersign checks, voucher, RIVs, letter orders and proposals
4. Provides monitoring and supervision in the construction of office buildings

I. Administrative Aide IV (AA IV)- Clerk

1. Receives records and releases ROVs, Los, vouchers and letters
2. Classifies, sorts outgoing and incoming correspondence and endorses to immediate supervisors

3. Consolidates RIVs, prepares necessary materials, endorses new/sole/exclusive distributors/manufacturers or authorized dealers
4. Types communications and maintains files and other documents in an orderly and systematic manner

J. Storekeeper I

1. Keeps records of all receipts and issuances, inventories and equipment and other documents relative to supply management and procurement
2. Assists in the procurement and issuances of properties and materials, canvasses, procures supplies and equipment, inspect, classifies, counts and labels incoming supplies and equipment
3. Facilitates shipment of supplies and materials for any need
4. Delivers relief goods, prepares reports of shortages, damages and unserviceable supplies and equipment
5. Prepares the annual inventories of the region, request cash advances for direct purchases, indexes, maintains and upkeeps properties and materials

K. Administrative Aide IV for Finance

1. Manages efficient and effective utilization of center's budget
2. Prepares Work and financial plan and implementation report
3. Prepares payments of cash advances and liquidation reports
4. Prepares monthly and semestral financial utilization report
5. Monitors utilization of fund
6. Prepares payments for reimbursement and replenishment
Performs other tasks on financial management

L. Security Guard

1. Safeguards and protects vocational rehabilitation facilities, properties, cash, equipment, vehicles, supplies and similar items against robbery, theft, pilferage, fire damage and other similar hazards
2. Provides security measures for the protection of the disabled, special group clientele and staff of the center from accidents and/or natural calamities
3. Guards and checks goods loaded or unloaded

4. Guards and protects premises and compound from unlawful entry
5. Takes note of persons and vehicles entering and leaving premises
6. Searches them of prohibited articles and stolen property
7. Accosts suspicious persons and reports unusual happenings and accidents
8. Maintains order within the vicinity
9. Issues gate passes to authorize persons
10. Inspects conditions of buildings to detect needed repairs
11. Reports same of the protection and safety of the disabled and special group clientele
12. Makes safe keep and issue firearms
13. Conducts preliminary investigation of disturbances and infractions of the Center's rules and regulations or serves as personal body-guard to center officials and escorts official to destination

M. Administrative Assistant IV – Driver

1. Transport trainees and staff securely to areas where they are needed
2. Guarantee that trainees and staff are protected and secured
3. Answer visitor's inquiries as brilliantly as could be allowed
4. Ensure timely conveyance of trainees and staff to and from places as instructed by supervisor or the Superintendent
5. Ensure that vehicles are kept perfect and clean at all times by washing both the inside and outside parts of the vehicle
6. Carry out routine checks on vehicles and ensure they are in good condition
7. Recognize electrical and mechanical faults and report to the Administrative Service
8. Report any instance of mishap or accident to the Administrative Service
9. Perform periodic maintenance on vehicles, such as changing batteries and motor oil at appropriate time, as well as refueling the car(s)

10. Report any case of accident, injury or damage of vehicles to the Administrative Service
11. Keep all records, including receipts for vehicle maintenance
12. Keep up a travel log to record areas travelled to, travel time, and work hours
13. Perform some other undertakings like picking up training and office supplies, and running errands
14. Pay tolls and other fundamental vehicle demands
15. Dress professionally and in accordance with company's dress code

N. Manpower Development Officer I (MDO I)

1. Teaches related subjects in preparation for their vocational course
2. Teaches vocational courses to person with disabilities
3. Submits assessment and evaluation reports on specific vocational courses
4. Refers trainees for On-the-Job Training
5. Monitors trainees on On-the-Job Training and submits monitoring report
6. Participates in evaluation of training programs and recommends changes if needed
7. Prepares budget estimates on supplies and materials needed in particular vocational course
8. Attends and participates in seminars, conferences, workshops, RTM and staff meetings
9. Escorts and assist trainees in and out of center's activities

O. Manpower Development Officer II (MDO II)

1. Supervises, directs and coordinates vocational training for the Persons with Disability or those of the other vulnerable group

2. Reviews, evaluates and approves the trainer's lesson plan, instructional aids, adaptive training methods and techniques and improvements
3. Participates in research and demonstration project related to effective vocational instruction
4. Participates in the evaluation of the particular training program area as well as in the formulation of policies, objectives and work plans
5. In coordination with other rehabilitation workers, conducts industrial surveys to observe current trends in industrial plants in order to update the training program
6. Conducts school survey for school placement of trainees whose vocational goals are not met in the vocational rehabilitation facility
7. Complies trainer's report, makes and submit specific reports on specific training program area
8. Prepares budget estimates, acquisition all supplies and other needs of the particular training program areas
9. Attends and participates in conferences, seminars, workshops, staff meetings and community services at the vocational rehabilitation facility
10. May be assigned some teaching load
11. In the absence of the training supervisor, the Manpower Development Officer II shall represent her/his meetings and other responsibilities

P. Manpower Development Officer III or Sr. MDO

1. Directs and supervises all vocational training staff and evaluates performances
2. Participates in the evaluation of the vocational training programs. Helps in the formulation of policies and objectives
3. Prepares Training Service Work and Financial Plan (WFP), and Project Procurement Management Plan (PPMP)
4. Represents the training section in Rehabilitation Team Meetings (RTM) and conferences
5. Coordinates with rehabilitation team members on problems and difficult cases of the trainees

6. Prepares Training Service required narrative accomplishment reports
7. Coordinates with rehabilitation team members on problems and difficult cases of the trainees
8. Other related jobs:
 - a. Supervises classroom activities in case instructors are not around
 - b. Accompanies trainees to out of center activities
 - c. Monitors problematic trainees especially on attendance

Q. Information Officer II

1. Maintains center's data banking
2. Prepares and submits news articles for Website Publication
3. Establishes and maintains web links to LGUs and other stakeholders
4. Prepares and updates NVRC IEC materials
5. Assist in advocacy campaign activities of the center
6. Compile success stories
7. Compile social and vocational modalities

R. Prosthesis Technician

1. Manages prosthesis production and distribution
2. Submits purchase requests for prosthesis production
3. Provides prosthesis orientation and mobility rehabilitation to beneficiaries
4. Prepares and submits status reports
5. Maintains and safeguards prosthesis tools, equipment and materials
6. Serves as Trainer for Prosthesis Course

S. Social Welfare Assistant

1. Assist in interview and assessment of trainees
2. Assist Social Worker in the preparation of Case Study Report
3. Serves as Secretariat during Rehabilitation Team Meeting

4. Assist in the preparation and conduct of group sessions
5. Receives and answers phone calls
6. Maintains Social Adjustment Service logbooks
7. Maintains and safeguards clients folders and SAS data banking

CHAPTER X

PHYSICAL FACILITIES

The Physical facilities of the Center are conforming to the provisions of Batas Pambansa 344 or the Accessibility Law which are as follows:

- a. Office of the Superintendent – Use as the Office of the Center Superintendent and also being used for small meetings and conferences which require privacy.
- b. Administrative Service Offices – Use as office of the Administrative Officer and staff. It includes the following offices:
 - c. Records Room – use for records keeping
 - d. Storage Room – use for stock filing of office and training supplies and goods for physical distribution and logistics within the center
 - e. Maintenance Room – use as room for utility workers and storing of maintenance equipment
 - f. Guard House – use as “barracks” of the security guards and area for the “CCTV” centralized monitoring of the whole rehabilitation complex
 - g. Other Office Areas – these rooms are being used as offices of the different services as follows:
 - Social Adjustment Service (SAS) use as office of the Social Workers and venue for Rehabilitation Team Meetings
 - Placement Service – use as office of the Placement Officers which provides employment to graduates
 - Training Faculty Room – use as office of all Trainers and venue for training counseling
 - h. Medical and Allied Rooms – these are rooms for consulting area for allied health, medical and therapy practitioners as follows:
 - Medical Clinic – use for conducting physical examination of the Medical Officer to PWD clients and community residents
 - Dental Clinic – use for conducting dental examination of the Dentist to PWD trainees
 - Psychological and Vocational Guidance Service – use for conducting psychological examination and counseling to trainees

- i. Training Facilities – designed for lecture instructions and training simulation exercises as follows:
- Computer Training Room – equipped with computer and internet access and serves as work station of trainees
 - Dry Laboratories – use as work stations of the following courses:
 - Consumer Electronics
 - Computer Hardware
 - Massage Therapy
 - Dressmaking
 - Cosmetology
 - Housekeeping
 - Daily Home Living
 - Music Skills
 - Prosthesis
- j. Food Management Kitchen Area – equipped with cooking workstation, food processing area and dining area for trainees’ skills enhancement
- k. Conference Room – use as venue for single event such as General Staff meeting and other small forums and seminars
- l. Multi-Purpose Hall – use to hold public meetings or general assembly meetings of staff and trainees such as “Talakayan”, large activities of the center and other social events
- m. Gym – use for physical fitness of trainees and staff
- n. Mini-Library – use as storage of books and other reference materials which can be used by trainees and Trainers for research and gathering of additional information that can be useful for training