

**Department of Social Welfare and Development
National Capital Region**

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

FROM : **THE REGIONAL DIRECTOR**

SUBJECT : **Business Process and Requirements Analysis (BPRA) and Process Flow Chart
of Nayon ng Kabataan on Case Management**

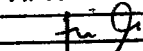
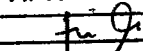

DATE : **April 17, 2018**

This is to share with you the approved BPRA and Process Flow Chart of Nayon ng Kabataan on Case Management as per result of the Technical Assistance Session on the Preparation of Business Process and Requirements Analysis and Process Flow Chart held on February 20, 2018 at Nayon ng Kabataan and inputs/comments of Social Welfare Specialist for Youth.

For your information and guidance.

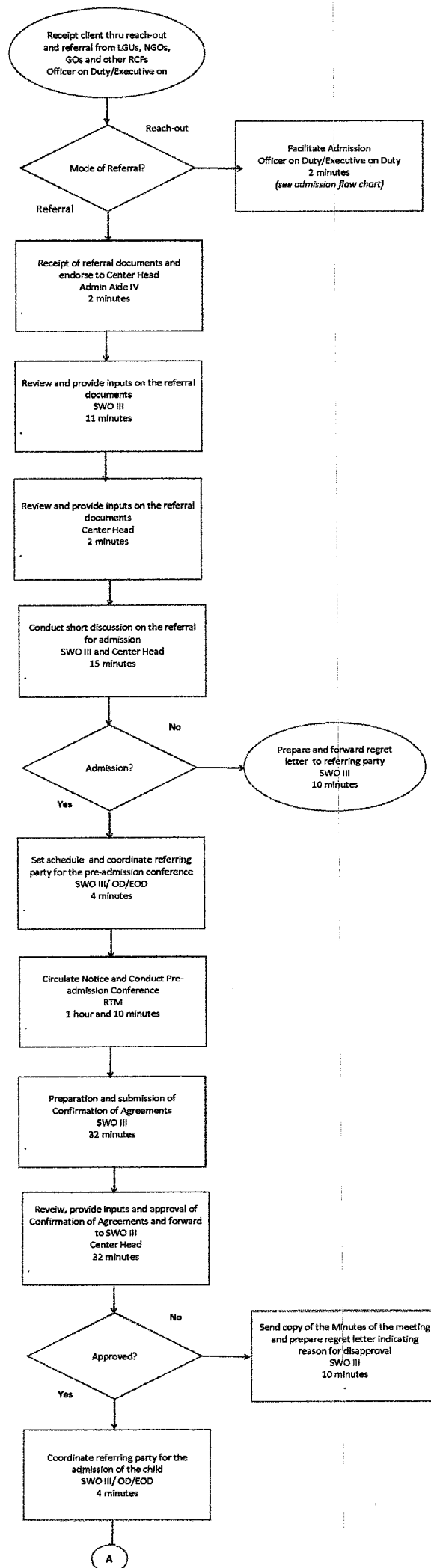

VINCENT ANDREW T. LEYSON


MM/MMG/ES

DSWD-NCR
RECORDS MANAGEMENT SECTION
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Received by: 
Date/Time:  

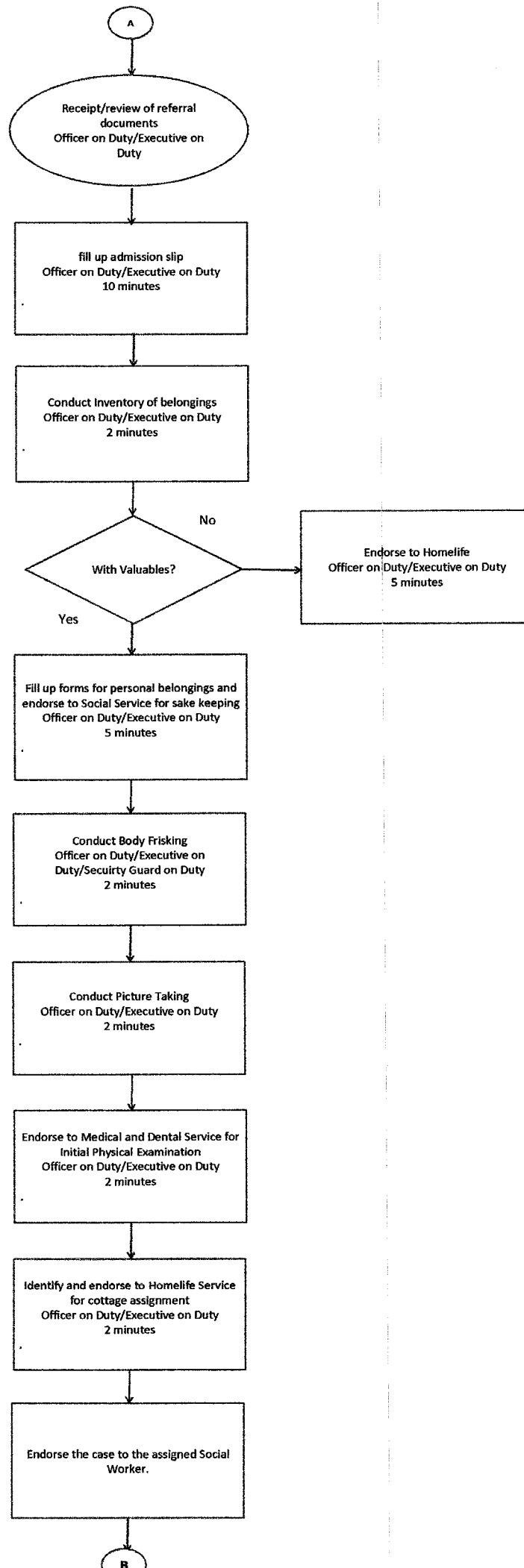
DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
NATIONAL CAPITAL REGION
NATONG KABATAAN

PROCESS FLOW CHART ON PRE-ADMISSION PHASE



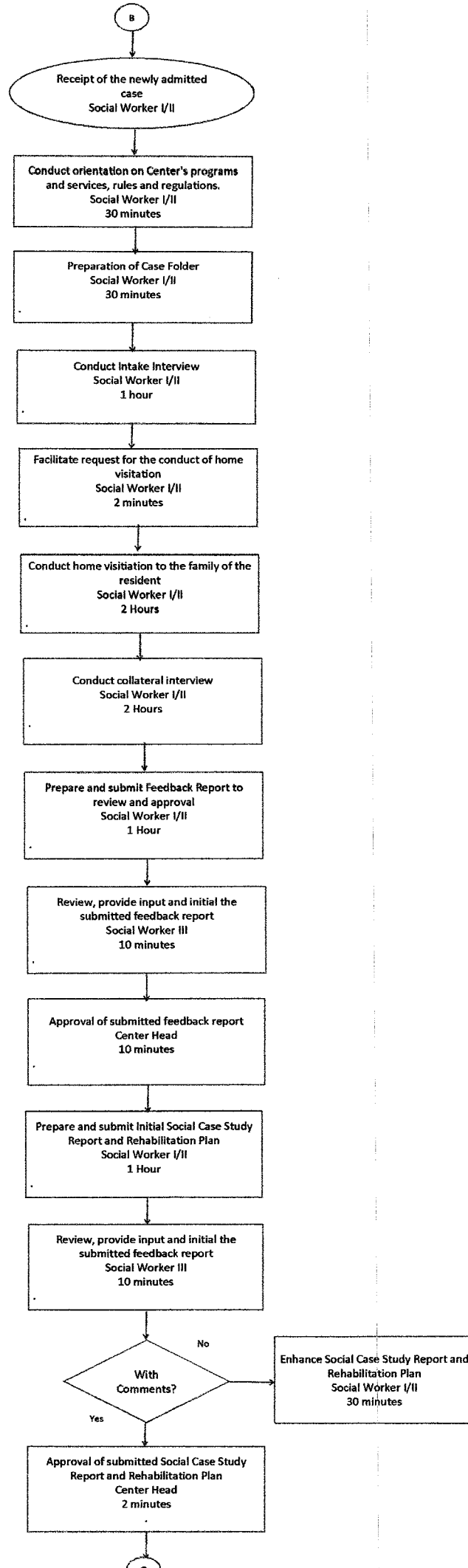
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NATIONAL CAPITAL REGION
NAYON NG KABATAAN

PROCESS FLOW CHART ON ADMISSION PHASE



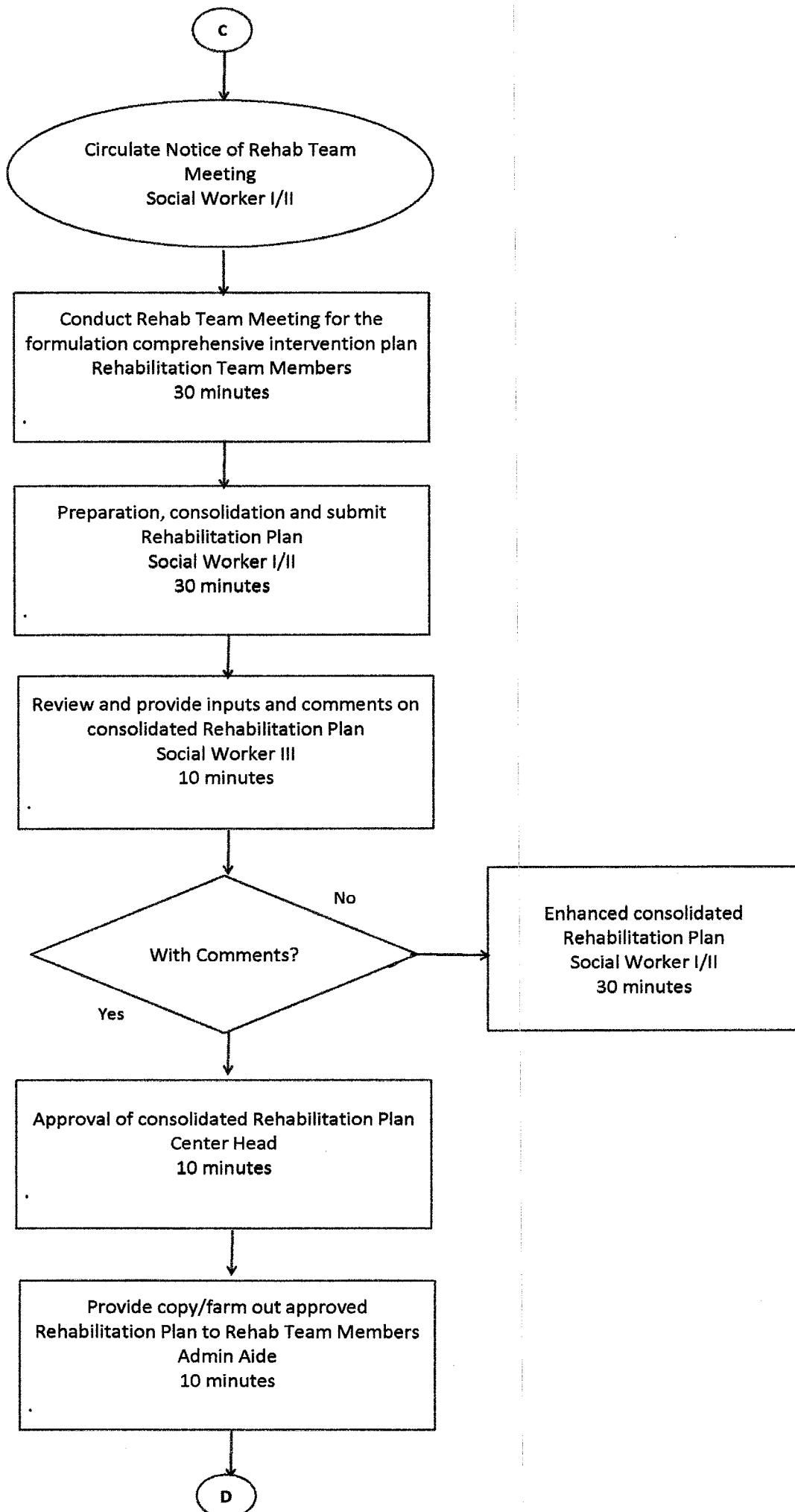
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NAYDN NG KABATAAN

PROCESS FLOW CHART ON ASSESSMENT AND DIAGNOSIS PHASE



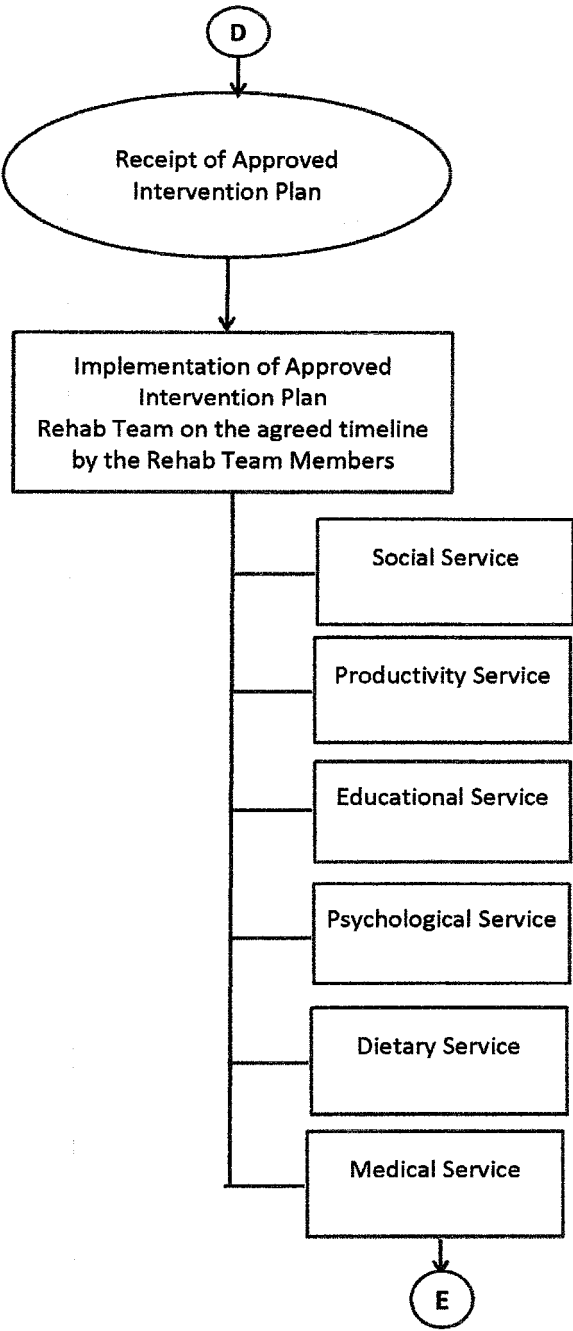
DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
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NAYON NG KABATAAN

PROCESS FLOW CHART ON INTERVENTION PLANNING PHASE



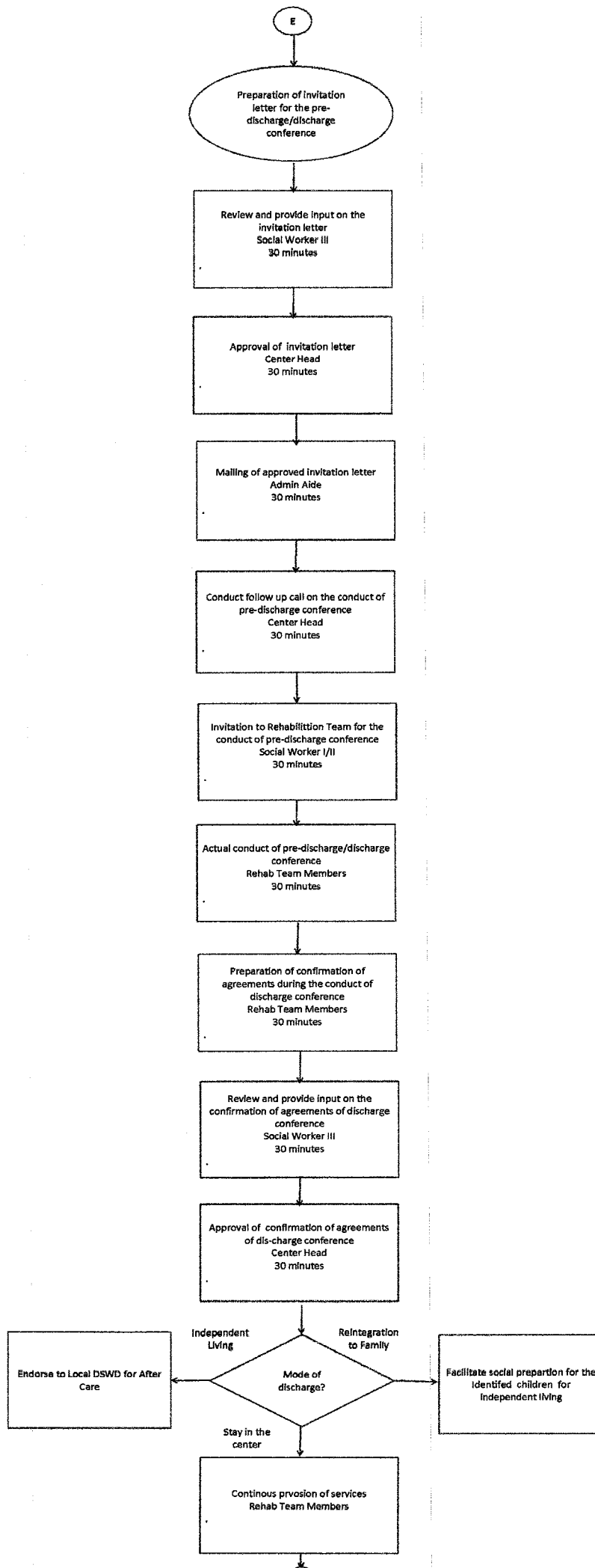
DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
NATIONAL CAPITAL REGION
NAYON NG KABATAAN

PROCESS FLOW CHART ON IMPEMETATION OF MULTI-DISCIPLINARY INTERVENTION PLAN PHASE



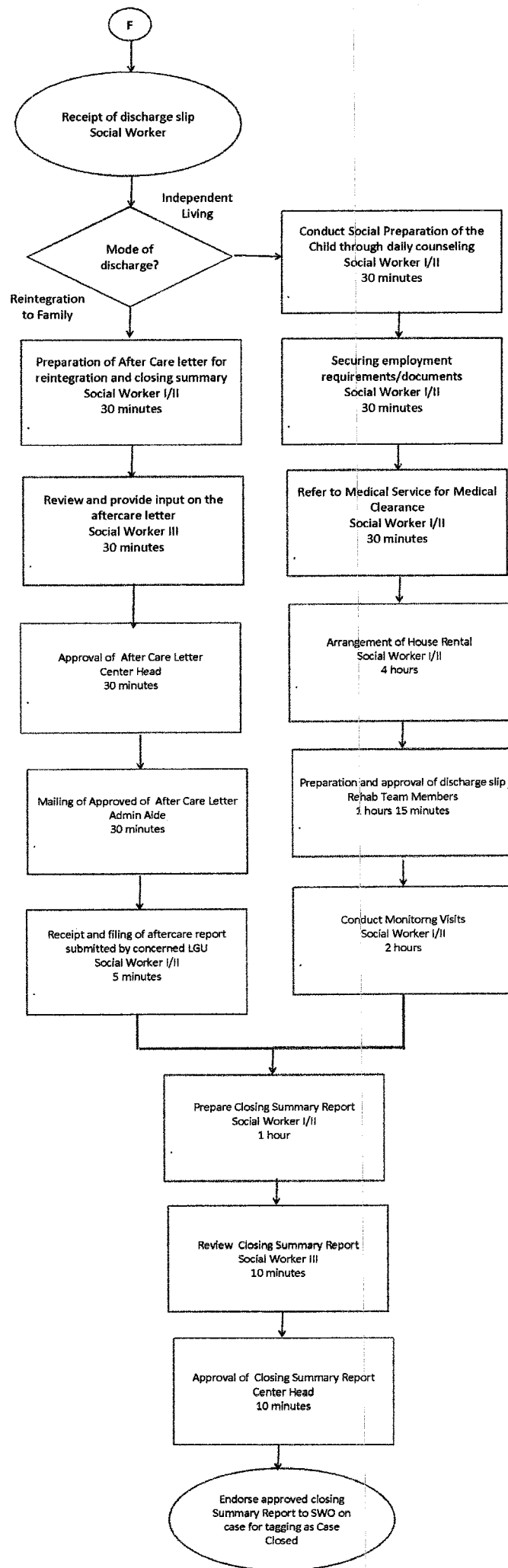
Note: With Separate BPRA and Flow Chart for each Services

PROCESS FLOW CHART ON IMPLEMENTATION OF MONITORING AND EVALUATION PHASE



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
NATIONAL CAPITAL REGION
NAYON NG KABATAAN

PROCESS FLOW CHART ON POST-RESIDENTIAL PHASE



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
NATIONAL CAPITAL REGION
NAYON NG KABATAAN
BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

MINIMUM DELIVERABLE : CASE MANAGEMENT

[A] PROCESS					[B] REQUIREMENTS					[10]Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency		
[A] PROCESS										
1	Receipt client thru reach-out and referral from LGUs, NGOs, GOs and other RCFs	Officer on Duty/Executive on Duty	2 minutes	Referral Docs		none		Customer Service		
2	Mode of referral, if Reach Out, Conduct interview and fill up admission slip.	Officer on Duty/Executive on Duty	10 minutes	Accomplished admission slip	MOO	none	Admission Slip Form, paper	Interviewing skills, documentation	9 copies of admission slip	
2.1	Facilitate Admission of the client (see BRPA for Admission)	Officer on Duty/Executive on Duty	5 minutes	Accomplished Safekeeping Form and acknowledgement receipt of belongings	MOO	none	Safekeeping Form and acknowledgement receipt of belongings, pen	Inventory/recording/insp ection	Priority for admission are those children living outside Metro Manila	
3	If referral, receipt of referral documents and endorse to Center Head	Admin Aide	2 minutes	Referral letter, Blotter, Case Summary/SCSR, Medical Records	Manual of Operation; RAO 144 series of 2011: Guidelines on Referral Clients between DSWD-NCR and LGUs in Metro Manila	none	Record Book, pen	Recordings		
3.1	Review and provide inputs on the referral documents	SWO	10 minutes	Direction on the referral	MOO; AO 15 series of 2012 revised Standards on RCF	none	pen	Assessment, decision making		
3.2	Return the referral documents to the Admin for Endorsement to the Social Service	Admin Aide	1 minute	Referral letter, SCSR	MOO; AO 15 series of 2012 revised Standards on RCF	none	pen	Recordings		
3.3	Forward the referral documents to the SWO III	Admin Aide	1 minute	Referral letter, SCSR	MOO; AO 15 series of 2012 revised Standards on RCF	none	pen, record book	Recordings		
3.4	Review the documents with inputs of the Center Head	Center Head	5 minutes	Referral letter, SCSR	MOO; AO 15 series of 2012 revised Standards on RCF	none	pen	Assessment		
3.5	Conduct short discussion on the referral	Center Head & SWO III	15 minutes	Referral documents	MOO; AO 15 series of 2012 revised Standards on RCF	none		Decision Making		
3.5	For Admission? If No, Forward regret Letter to referring party	SWO III	10 minutes	Draft letter forwarded to the Center Head for review/correction	Manual of Operation	Microsoft word	Computer, printer, paper, pen			

[A] PROCESS					[B] REQUIREMENTS					[10]Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency		
	If yes, Set schedule for pre-admission conference	SWO III	1 minute	letter	Manual of Operation	none	paper, record book			
3.6	Coordinate referring party on the set schedule of pre-admission	Officer on Duty/Executive on Duty	3 minutes	Set Schedule	Manual of Operation	none	telephone			
3.7	Circulate Notice of Pre-Admission Conference to RTM	Officer on Duty/Executive on Duty	10 minutes	Receipt of Notice of Pre-Admission	Manual of Operation	none	Pen, paper	Coordination		
3.8	Conduct pre-admission conference	RTM	1 hour	Confirmation of Agreements	Manual of Operation	none	Copy of referral documents	Facilitation, Assessment, decision making		
3.9	Preparation of Confirmation of Agreement	SWO III/ documentor	30 minutes	Draft Confirmation of Agreements	Manual of Operation	Microsoft word	Printer, Computer, Paper, Pen	Technical Writing		
4	Submit the Minutes to the Admin for review of the Center Head	SWO III	2 minutes	Draft Confirmation of Agreements	Manual of Operation	Microsoft word	Computer, printer, paper, pen	Technical writing		
4.1	Forward the Minutes to the Center Head	Admin Aide	1 minute	Minutes forwarded to the Center Head for review and comments	Manual of Operation	none	pen, record book			
4.2	Review and provide inputs and comments	Center Head	10 minutes	Confirmation of Agreements with inputs	Manual of Operation	none	pen			
4.3	Return the Minutes to the Admin	Admin Aide	1 minute	Confirmation of Agreements with inputs	Manual of Operation	none	pen, record book			
4.4	Forward the Minutes to the Social Service	Admin Aide	1 minute		Manual of Operation	none	pen, record book			
4.5	If not approved, Revise and send copy of the Minutes of the meeting and prepare regret letter indicating reason for disapproval	SWO III	10 minutes	Revised the Minutes	Manual of Operation	Microsoft word	Computer, printer, paper, pen			
4.6	If approved, Coordinate referring party for the admission of the child	Officer on Duty/Executive on Duty/SWO		Set Schedule	Manual of Operation	none	telephone	Coordination		
ADMISSION PHASE										
1	Receipt/review of referral documents	OD/EOD	3 minutes	Referral letter, SCSR	MOO, AO 15 series of 2012 revised Standards on RCF	none	Paper, pen			
2	Fill-up the Admission Slip	OD/EOD	10 minutes	Admission slip was accomplished		none	paper, pen			
3	Conduct Inventory of belongings	Officer on Duty/Executive on Duty	5 minutes	Accomplished Safekeeping Form and	MOO	none	Safekeeping Form and acknowledgement	Inventory/recording/inspection		

[A] PROCESS				[B] REQUIREMENTS					[10]Remarks
[1]No.	[2]Task	[3]Responsible Person	[4]Time Frame	[5]Output	[6]Policy	[7]Application	[8]Material/Infra	[9]Competency	
	with Valuables? If yes, Fill up forms for personal belongings and endorse to Social Service for safe keeping. If No, endorse to Homelife			acknowledgement receipt of belongings			receipt of belongings, pen		
4	Conduct body frisking	Officer on Duty/Executive on Duty/Guard on Duty	2 minutes	Confiscated valuables	MOO	none	Safekeeping Form	Inspection	
5	Picture Taking	Officer on Duty/Executive on Duty	2 minutes	Photo	MOO	none	Camera	Awareness on the physical appearance of the child upon admission ¹	
5	Endorse to Medical and Dental Service for Initial Physical Examination	Officer on Duty/Executive on Duty	2 minutes	Accomplished admission slip	MOO	none	Admission Slip Form, paper, pen	Coordination	
6	Receipt of the child from Medical Service	Officer on Duty/Executive on Duty	2 minutes	Accomplished admission slip with medical Initial findings	MOO	none	Admission Slip Form, paper, pen		
7	Identify and endorse to Homelife Service for cottage assignment	Officer on Duty/Executive on Duty	2 minutes	Accomplished admission slip	MOO	none	Admission Slip Form, paper, pen	Coordination	
8	Endorse the case to the assigned Social Worker	SWO III	2 minutes	SCSR, referral letter, admission slip endorsed to the assigned social worker	Manual of operation	none	pen		
ANNEX D: PROCESS OF THE CASE									
1	Receipt of the newly admitted case	Social Worker	2 minutes	SCSR, referral letter, admission slip	Manual of Operation(MOO)	None	Pen		
2	Conduct orientation on Center's programs and services, rules and regulations.	Social Worker /II	30 minutes	Oriented on center's programs and services	MOO	none	Copy of approved guidelines, brochure	Facilitation	
3	Preparation of Case Folder	Social Worker /II	30 minutes	Assigned Case Folder	MOO	none	Folder, Fastener, referral documents, label earmarks	Creativity, filing, awareness on the standard content of case folder	
4	Conduct Intake Interview	Social Worker /II	1 hour	Accomplished Intake Form and Initial Finding Form	MOO	none	General Intake Form and Initial Finding Form, pen	Interviewing skills, documentation	
5	Facilitate request for the conduct of home visitation	Social Worker /II	2 minutes	Accomplished Travel Request, RSO	MOO	none	Computer, Printer, TR Form, pen	Compliance to Center Policy	
6	Conduct home visitation to the family of the resident	Social Worker /II	2 hours	Gathered data, certificate of appearance, copy of pertinent documents	MOO	none	Pen, notebook, camera	Interviewing skills, documentation	

[A] PROCESS				[B] REQUIREMENTS					[10] Remarks
[11] No.	[12] Task	[13] Responsible Person	[14] Time Frame	[15] Output	[16] Policy	[17] Application	[18] Material/Infra	[19] Competency	
7	Conduct collateral interview	Social Worker I/II	2 hours	Gathered data, certificate of appearance, copy of pertinent documents	MOO	none	Pen, notebook, camera	Interviewing skills, documentation	
8	Preparation of Feedback Report	Social Worker I/II	1 hour	Draft Feedback Report	MOO	none	Computer, Printer, TR Form, pen	Technical Writing	
9	Submit the Feedback Report to the Admin for review of the Supervising Social Worker	SWO III	2 minutes	Draft Feedback report	MOO	Microsoft word	Computer, printer, paper, pen	Technical writing	
10	Forward the Feedback Report to SWO III	Admin Aide	1 minute	Tracked Feedback Report	MOO	none	pen, record book	Clerical Skills	
11	Review and provide inputs and comments on Feedback Report	SWO III	10 minutes	Feedback Report with inputs	MOO	none	pen	Clerical Skills	
12	Return the Feedback Report with comments/inputs to Admin	Admin Aide	1 minute	Tracked Feedback Report	MOO	none	pen, record book	Clerical Skills	
13	Forward the Feedback Report to the Center Head	Admin Aide	1 minute	Minutes forwarded to the Center Head for review and comments	MOO	none	pen, record book	Clerical Skills	
14	Approval of Feedback Report	Center Head	10 minutes	Feedback Report with inputs	MOO	none	pen		
15	Return the Feedback Report to the Admin	Admin Aide	1 minute	Feedback Report with inputs	MOO	none	pen, record book		
16	Forward the Feedback Report to SWO III	Admin Aide	1 minute	Tracked Feedback Report	MOO	none	pen, record book		
17	Endorse Feedback report with comments/inputs of SWO III and Center Head to assigned SW	SWO III	1 minute	Feedback Report with inputs for RTM or other direction	MOO	none	pen, record book		
18	Preparation of Initial Social Case Study Report and Rehabilitation Plan	Social Worker I/II	1 hour	Initial Social Case Study Report and Rehabilitation Plan	MOO	none	Computer, Printer, TR Form, pen	Technical Writing	
19	Submit the Initial Social Case Study Report (SCSR) and Rehabilitation Plan to the Social Welfare Officer III	Social Worker I/II	2 minutes	Initial Social Case Study Report and Rehabilitation Plan	Manual of Operation	Microsoft word	Computer, printer, paper, pen	Technical writing	
20	Review and provide inputs and comments on Initial (SCSR) and Rehabilitation Plan	Social Worker Officer III	10 minutes	Initial Social Case Study Report and Rehabilitation Plan	Manual of Operation	none	pen		

[A] PROCESS					[B] REQUIREMENTS					[10]Remarks
[1]No.	[2]Task	[3]Responsible Person	[4]Time Frame	[5]Output	[6]Policy	[7]Application	[8]Material/Infra	[9]Competency		
21	Endorse Initial Social Case Study Report and Rehabilitation Plan with comments/inputs to Admin	Social Worker Officer III	1 minutes	Tracked Feedback Report	Manual of Operation					
22	Forward the Initial Social Case Study Report and Rehabilitation Plan to the Center Head	Admin Aide	1 minute	Minutes forwarded to the Center Head for review and comments	Manual of Operation	none	pen, record book			
23	Approval of Initial Social Case Study Report and Rehabilitation Plan	Center Head	10 minutes	Feedback Report with inputs	Manual of Operation	none	pen			
24	Return the Initial Social Case Study Report and Rehabilitation Plan to the Admin	Admin Aide	1 minute	Feedback Report with inputs	Manual of Operation	none	pen, record book			
25	Endorse to SWO I/II/III for filing and scheduling of Rehab Team Meeting	Admin Aide	1 minute	Tracked Feedback Report	MOO	none	pen, record book			
INTERVENTION PHASE										
1	Circulate Notice of Rehab Team Meeting	SWO I/II	10 minutes	Receipt of Notice of Pre-Admission		none	Pen, paper	Coordination		
2	Conduct Rehab Team Meeting for the formulation of intervention plan	Rehabilitation Team Members	30 minutes	Draft Rehabilitation Plan and Minutes of the Meeting	MOO	none	Copy of referral documents	Facilitation, Assessment, decision making		
3	Preparation and consolidation of Rehabilitation Plan and Minutes of the Meeting	SWO / documentor	30 minutes	Draft Rehabilitation Plan and Minutes of the Meeting	MOO	Microsoft word	Printer, Computer, Paper, Pen	Technical Writing		
4	Submit the consolidated Rehabilitation Plan to the Admin for review of the Supervising Social Worker	SWO / documentor	2 minutes	Draft Feedback report	Manual of Operation	Microsoft word	Computer, printer, paper, pen	Clerical Skills		
5	Forward the consolidated Rehabilitation Plan to SWO III	Admin Aide	1 minute	Tracked Feedback Report	MOO	none	pen, record book	Clerical Skills		
6	Review and provide inputs and comments on consolidated Rehabilitation Plan	SWO III	10 minutes	Feedback Report with inputs	MOO	none	pen	Supervisory Skills		
7	Return the consolidated Rehabilitation Plan with comments/inputs to Admin	SWO III	1 minute	Tracked Feedback Report	MOO	none	pen, record book	Clerical Skills		

[A] PROCESS					[B] REQUIREMENTS					[10]Remarks
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]		
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency		
8	Forward the consolidated Rehabilitation Plan to the Center Head	Admin Aide	1 minute	Minutes forwarded to the Center Head for review and comments	MOO	none	pen, record book	Clerical Skills		
9	Approval of consolidated Rehabilitation Plan	Center Head	10 minutes	Feedback Report with inputs	MOO	none	pen	Administrative Skills		
10	Return the consolidated Rehabilitation Plan to the Admin	Center Head	1 minute	Feedback Report with inputs	MOO	none	pen, record book	Clerical Skills		
11	Provide copy/farm out approved Rehabilitation Plan to Rehab Team Members	Admin Aide	1 minute	Tracked Feedback Report	MOO	none	pen, record book	Clerical Skills		
IMPLEMENTATION OF MULTISYSTEMIC INTERVENTION PLAN PHASE										
1	Implementation of Approved Rehabilitation Plan	Social Worker I/II	30 minutes	Copy of Approved Rehabilitation Plan	MOO	MS Word	Computer, Printer, Pen, paper	Assessment	Ensure monthly submission of progress report from Medical, Education, Productivity, Dietary, Psychological and Homelife.	
2.1	If family address is known to the child, Prepare letter of request for Parental Capability Assessment Report (PCAR) to Local DSWD.	Social Worker I/II	30 minutes	Draft Letter for PCAR	MOO	MS Word	Computer, Printer, Pen, paper	Technical Writing		
2.1.1	Review and provide inputs and comments on request letter	Social Worker Officer III	10 minutes	Initial Social Case Study Report and Rehabilitation Plan	MOO	none	pen	Supervisory Skills		
2.1.2	Approval of request letter	Center Head	5 minutes	Approved letter	MOO	none	pen	Administrative Skills		
2.1.3	Sending of request letter for the Parental Capability Assessment Report (PCAR)	Admin Aide	10 minutes	Transmittal of Sent Letter	MOO	None	Computer, Wifi, pen	Computer Literacy	LBC, Email	
2.1.4	Receipt of Parental Capability Assessment Report from Local DSWD	Social Worker I/II	5 minutes	Copy of PCAR	MOO	None	pen	Clerical Skills		
2.1.5	Prepare Acknowledgement letter on the submitted PCAR.	Social Worker I/II	5 minutes	Acknowledgement letter	MOO	MS Word	Computer, Printer, Pen, paper	Technical Writing		
2.1.6	Forward the acknowledgement letter to the SWO III for review.	SWO I/II	1 minute	Tracked document	MOO		Logbook, pen	Clerical Skills		
2.1.7	Review and approval of Acknowledgement letter.	SWO III	10 minutes	Signed acknowledgement letter	MOO	none	pen	Supervisory Skills		

[A] PROCESS					[B] REQUIREMENTS					[10]Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency		
2.1.8	Send the approved acknowledgement Letter with schedule of Pre-Discharge Conference to M/CSWDO.	Admin Aide	10 minutes	Transmittal of Sent Letter	MOO	None	Computer, Wifi, pen	Computer Literacy	LBC, Email	
2.2	If address is unknown and no family was located (13 years old and below), Facilitate CDCLAA Dossier with complete documents. (Refer to CDCLAA Process Flow)	Social Worker I/II	2 months	CDCLAA Dossier	MOO					
2.3	If address is unknown and no family was located (14 years old and above), referral resident to Productivity Service for skills Training for possible independent living (See process flow on Skills Training)	Social Worker I/II	10 minutes	Referral Letter	MOO	None	Inter-referral slip, pen	Coordination		
CONDUCTING PRE-CONFERENCE										
1	Preparation of invitation letter for the pre-discharge/discharge conference	SWO I/II	30 minutes	Draft invitation letter	MOO	MS Word	Computer, Printer, Pen, paper	Technical Writing		
2	Forward to Admin Office for tracking of document	SWO I/II	2 mins	Endorsement, invitation letter	MOO		Paper, pen, stamp	Coordination		
3	Endorse to Social Worker III for review and additional inputs	Admin Aide	2 mins	Endorsement, invitation letter	MOO		Paper, pen, stamp	Coordination		
4	Review and provide input on the invitation letter	Social Worker III	30 mins	Draft invitation letter	MOO			Technical and Supervision Skills		
5	Forward to Admin Office for tracking of document	SWO I/II	2 mins	Endorsement, invitation letter	MOO		Paper, pen, stamp	Coordination		
6	Endorse to Head Social Worker for approval of document	Admin Aide	2 mins	Endorsement, invitation letter	MOO		Paper, pen, stamp	Coordination		
7	Approval of invitation letter	Head Social Worker	2 mins	Approved invitation letter	MOO		pen	Administrative Skills		
8	Forward to Admin Office for tracking of document	Head Social Worker	2 mins	Endorsement, document receipt	MOO		Paper, pen, stamp	Clerical Skills		
9	Mailing of approve invitation letter	Admin Aide	30 mins	Mailed letter	MOO		Paper, pen, stamp	Clerical Skills, Computer Literacy		
10	Conduct follow up call to LGU.	SWO I/II	5 mins	Set Schedule of pre-discharge conference	MOO		Telephone	Coordination		

[A] PROCESS					[B] REQUIREMENTS				[10]Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
11	Invitation to Rehab team on the scheduled pre-discharge conference	SWO I/II	30 mins	Set Schedule of pre-discharge conference	MOO		schedule	Coordination	
12	Actual conduct of pre-discharge conference	Rehab Team, LGU SW	1hour	Minutes of the meeting/confirmation of Confirmation of Agreements	MOO		SCSR, PCAR, Computer, paper, printer	Facilitation, decision making, assessment	
13	Preparation of Confirmation of Agreements	SWO I/II	30 minutes		MOO	MS Word	Computer, paper, printer	Technical Writing	
14	Forward the Confirmation of Agreements	Admin Aide	1 minute	Tracked Feedback Report	MOO	none	pen, record book	Clerical Skills	
15	Review and provide inputs and comments on consolidated Rehabilitation Plan	SWO III	10 minutes	Feedback Report with inputs	MOO	none	pen	Supervisory Skills	
16	Return the Confirmation of Agreements with comments/Inputs to Admin	SWO III	1 minute	Tracked Feedback Report	MOO	none	pen, record book	Clerical Skills	
17	Forward the Confirmation of Agreements to the Center Head	Admin Aide	1 minute	Minutes forwarded to the Center Head for review and comments	MOO	none	pen, record book	Clerical Skills	
18	Approval of Confirmation of Agreements	Center Head	10 minutes	Feedback Report with inputs	MOO	none	pen	Administrative Skills	
	Mode of Discharge, Reintegration to Family or independent living or continuous provision of service	SWO I/II	30 mins	Confirmation of Agreements	MOO		schedule	Coordination	
	Independent Living								
1	Receipt of discharge slip	Social Worker	2 mins	Cop of approved discharge slip	MOO	none	Pen	Clerical Skills	
2.1	If for Reintegration to Family, Preparation of After Care letter for reintegration and closing summary	Social Worker	30 mins	Draft after care letter	MOO	Microsoft Office	Pen, Paper, bondpaper, computer, printer	Technical Writing	
2.1.1	Forward to Admin Office for tracking of document	Social Worker	2 mins	Draft aftercare letter	MOO		Paper, pen, stamp	Coordination	
2.1.2	Endorse to Social Worker III for review and additional inputs	Admin Aide	2 mins	Endorsed Draft after care letter	MOO		Paper, pen, stamp	Coordination	
2.1.3	Review and provide input on the aftercare letter	Social Worker III	30 mins	Draft after care letter	MOO		pen	Technical and Supervision Skills	

[A] PROCESS					[B] REQUIREMENTS					[10]Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency		
2.1.4	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement after care letter	MOO		Paper, pen, stamp	Coordination		
2.1.5	Endorse to Social Worker for enhancement of aftercare letter	Admin Aide	2 mins	Endorsed Draft after care letter	MOO		Paper, pen, stamp	Coordination		
2.1.6	Enhancement of aftercare letter	Social Worker	30 mins	Enhanced after care letter	MOO	Microsoft Word	computer, printer	Technical Writing		
2.1.7	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, document receipt	MOO		Paper, pen, stamp	Coordination		
2.1.8	Endorse to Social Worker III for signature as reviewed	Admin Aide	2 mins	Reviewed after care letter	MOO		Paper, pen, stamp	Coordination		
2.1.9	Forward to Admin Office for tracking of document	Social Worker	2 mins	Endorsement, after care letter	MOO		Paper, pen, stamp	Coordination		
2.1.10	Endorse to Head Social Worker for approval of document	Admin Aide	2 mins	Endorsement, after care letter	MOO		Paper, pen, stamp	Coordination		
2.1.11	Approval of After Care letter	Head Social Worker	2 mins	Approved after care letter	MOO		pen	Administrative Skills		
2.1.12	Forward to Admin Office for tracking of document	Head Social Worker	2 mins	Endorsement, document receipt	MOO		Paper, pen, stamp	Coordination		
2.1.13	Mailing of approve aftercare letter to concerned LGU	Admin Aide	30 mins	Mailed letter	MOO		Paper, pen, stamp	Coordination	(email, registered mail)	
2.1.14	Receipt and filing of aftercare report submitted by concerned LGU as reference.	Social Worker	5 mins	After care report	MOO		printer			
2.2	If for Independent Living, Social preparation for the identified children for independent living	SWO I/II	2 hours	Travel Request Documentation, certificate of appearance	MOO		Pen, notebook, camera	Documentation/recording	6 months to 1 year monitoring visit	
2.2.1	Securing employment requirements/documents	SWO I/II	2 days	Police and NBI Clearance, SSS, TIN, Pag-ibig and Philhealth	MOO					
2.2.2	Referral to Medical Service for Medical Clearance	SWO I/II	2 days	Medical Clearance	MOO		computer, printer	coordination	Two days timeline due to securing employment requirements	
2.2.3	Arrangement of house rental	SWO I/II	1 day	Acknowledgement Receipt	MOO			coordination		
2.2.4	Preparation of discharge slip	Social Worker	5 mins	Discharge slip	MOO		Discharge slip, pen, paper, printer, computer	Computer literacy		
2.2.5	Refer the child to all Units for clearance	Social Worker	1 hour	Discharge slip	MOO		Discharge slip, pen, paper,	Coordination, decision making		
2.2.6	Approval of discharge slip	HSW	5 mins	Approved discharge slip	MOO		Discharge slip, pen, paper,			

[A] PROCESS					[B] REQUIREMENTS					[10]Remarks
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]		
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency		
2.2.7	Endorse discharge slip to the guard on duty	Social Worker	2 mins	Turned over discharge slip	MOO	none	Pen, paper, camera	coordination	6 months to 1 year monitoring visit	
2.2.8	Conduct of Monitoring visit	SWO I/II	2 hours	Travel Request Documentation, certificate of appearance	MOO	none				
2.2.9	Forward the Feedback Report to SWO III	Admin Aide	1 minute	Tracked Feedback Report	MOO	none	pen, record book	Clerical Skills		
2.2.10	Review and provide inputs and comments on Feedback Report	Center Head	10 minutes	Feedback Report with inputs	MOO	none	pen	Administrative Skills		
2.2.11	Return the Feedback Report with comments/Inputs to Admin		Admin Aide	1 minute	MOO	none	pen, record book	Clerical Skills		
2.2.12	Forward the Feedback Report to the Center Head	Admin Aide	1 minute	Minutes forwarded to the Center Head for review and comments	MOO	none	pen, record book	Clerical Skills		
2.2.13	Review and provide inputs and comments on Feedback Report	Center Head	10 minutes	Feedback Report with inputs	MOO	none	pen	Supervisory Skills		
2.2.14	Return the Feedback Report to the Admin	Admin Aide	1 minute	Feedback Report with inputs	MOO	none	pen, record book	Clerical Skills		
2.2.15	Forward the Feedback Report to SWO III	Admin Aide	1 minute	Tracked Feedback Report	MOO	none	pen, record book	Clerical Skills		
2.2.16	Endorse Feedback report with comments/inputs of SWO III and Center Head to assigned SW	SWO III	1 minute	Feedback Report with inputs for RTM or other direction	MOO	none	pen, record book	Clerical Skills		
3	Prepare closing summary report	Social Worker	1 hour	Closing Summary	MOO	MS WORD	computer, printer	Assessment		
4	Submit the Closing Summary Report to the Social Welfare Officer III	Social Worker I/II	2 minutes	Closing Summary	Manual of Operation	Microsoft word	Computer, printer, paper, pen	Technical writing		
5	Review and provide inputs and comments on Closing Summary Report	Social Worker Officer III	10 minutes	Closing Summary	Manual of Operation	none	pen	Supervisory Skills		
6	Endorse Closing Summary Report with comments/Inputs to Admin	Social Worker Officer III	1 minutes	Tracked Closing Summary	Manual of Operation			Clerical Skills		
7	Forward the Closing Report to the Center Head	Admin Aide	1 minute	Closing Summary to the Center Head for review and comments	Manual of Operation	none	pen, record book	Clerical Skills		
8	Approval of Closing Summary Report and Rehabilitation Plan	Center Head	10 minutes	Closing Summary with inputs	Manual of Operation	none	pen	Administrative Skills		
9	Return the Closing Summary to the Admin	Admin Aide	1 minute	Closing Summary with inputs	Manual of Operation	none	pen, record book	Clerical Skills		

[A] PROCESS					[B] REQUIREMENTS				[10]Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
10	Endorse to SWO I/II/III for filing	Admin Aide	1 minute	Tracked closing Summary	MOO	none	pen, record book	Clerical Skills	