

Department of Social Welfare and Development
National Capital Region

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

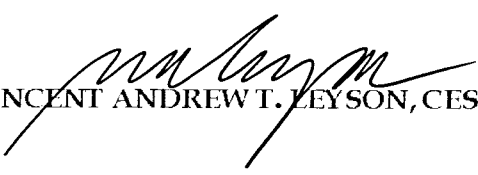
FROM : THE REGIONAL DIRECTOR

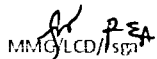
SUBJECT : Business Process and Requirements Analysis (BPRA) and Process Flow Chart
of Sanctuary Center on Case Management

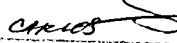
DATE : July 11, 2018

This is to share with you the approved BPRA and Process Flow Chart of Sanctuary Center on Case Management as per result of the Technical Assistance Session on the Preparation of Business Process and Requirements Analysis and Process Flow Chart held on March 6, 2018 at NVRC.

For your information and guidance.


VINCENT ANDREW T. LEYSON, CESO IV


MMG/LCD/PSA

RECEIVED
RECORDS MANAGEMENT SECTION
Received by: 
Date/Time: 7-13-18
PJ

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
National Capital Region
BUSINESS PROCESS AND REQUIREMENTS ANALYSIS
SANCTUARY CENTER

Minimum Deliverable: CASE MANAGEMENT

[A] PROCESSES					[B] REQUIREMENTS					[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency		
PRE-ADMISSION										
1	Receiving of initial information through telephone, email and others	SCs AOD/ EOD duties	15 minutes	Reviewed documents	SCs Manual of Operation Guidelines on referral system	n/a	Telephone/ paper/ pen	Assessment of referrals	Incomplete requirements especially medical requirements affects admission of clients	
2	If it did not fall under the Center's client category. Advice referring party to refer case to appropriate center/ agency	SCs AOD/ EOD duties	2 minutes	Accomplished Referral Slip		n/a	Referral Slip	Assessment of referrals —		
3	If it falls under the Center's client category, Recording of referral	SCs AOD/ EOD duties	10 minutes	Recorded clients data	SCs Manual of Operation	n/a	Pen/ EOD logbook	Recordings		
4	Reviewing and assessing of documentary requirements from Referring Party	AOD/ EOD	30 minutes		SCs Manual of Operation	Flier/ brochure Checklist of requirements	Paper/ logbook Pen	Assessment of referrals	Incomplete requirements Referring party has no temporary holding area	
	a. If complete, proceed to step no.									



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[1]	[2]	[A] PROCESSES			[B] REQUIREMENTS				[10] Remarks
		[3]	[4]	[5]	[6]	[7]	[8]	[9]	
No.	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infra	Competency	
	b. If not, proceed to step no.5								
5	Advice/Request referring party to complete the needed requirements	SCs AOD/ EOD	10 minutes	List of requirements	SCs Manual of Operation	n/a	n/a	communication	
6	Provide orientation on admission requirements and procedure to the referring party	SCs AOD/ EOD	10 minutes	Provided orientation to the referring party on admission procedure and documentarily requirements	SCs Manual of Operation	n/a	n/a	Communication	
7	Set schedule of pre-admission conference	SCs AOD/ EOD Social workers	5 minutes	Schedule of Pre-admission Conference	SCs Manual of Operation	n/a	n/a		Scheduled pre-admission conference (every Tuesday/ Thursday)
8	Conduct of pre-admission conference	Center Head SWO III SCs Rehabilitation Team Members	2 hours	Pre-admission conference conducted with proceedings/ minutes of conference with agreements	SCs Manual of Operation	MS Word (minutes/ proceedings)		documentation Coordination Collaboration	Non-social workers are being sent to attend the pre-admission conference hence, cannot give appropriate information



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9	If not qualified for admission, refer case to appropriate center/ institution/ medical facility	SCs AOD/ EOD SWO II SWO III Center Head	10 minutes	Referral Slip	SCs Manual of Operation				
10	Preparing and submission Minutes of the Meeting	SWO III/II	1 hour	Draft Minutes of the Meeting prepared	Manual of Operation	MS Word	Pen, computer, printer	Technical Writing	
11	Review of initial Minutes of the Meeting	SWO III	20 minutes	Minutes of the Meeting with inputs and direction	Case Management Guidelines		Pen	Supervisory Skills	
12	Enhancement of Minutes of the Meeting incorporating inputs and direction.	SWO II	30 minutes	Revised Minutes of the Meeting	Case Management Guidelines	MS Word	Pen, computer, printer	Technical Writing	
13	Final Review of Minutes of the Meeting	SWO III	15 minutes	Minutes of the Meeting with initials	Case Management Guidelines		Pen	Supervisory Skills	
14	Approval of Minutes of the Meeting	Center Head	5 minutes	Minutes of the Meeting approved	Case Management Guidelines		Pen	Administrative Skills	
15	Facilitate admission of client in the center		5 minutes	Completed admission requirements	SCs Manual of Operation		Telephone/ fax		Failure to comply with the agreements earlier agreed
ADMISSION									



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1	Received of client with the requirements facilitate admission client in the Center	EOD/AOD Security guard	30 minutes to 1 hour	Completed referral documents	SCs Manual of Operation		Forms/ Paper/ pen/ Xerox machine	Interviewing skills	Referred case is not manageable during admission needs further referral/ admission to NCMH
2	Conduct intake interview and completing admission forms	SCs AOD/ EOD duties	1 Hour	Completed admission slip, routine slip, intake sheet, Turn-over of client's important documents (B.C., Money, Other pertinent identification card).	SC Manual of Operation		Admission Forms/ Routine Slips/Pen	Basic Interviewing Skills	The client referred cannot provide a decent information at the time of admission
3	Inventory of belongings and safekeeping	Houseparent I/ II	30 minutes	Inventory of belongings are listed.	SC Manual of Operation		Pen, Paper, logbook	Communication skills, Inventory	Items that needs to be disposed are disposed properly and explained to the clients
4	Endorse client to Medical Service for Initial Physical Examination	AOD/ EOD duties	5 minutes	Accomplished Inter-referral Slip	SC Manual of Operation		Pen, Inter-referral Slip	Coordination	
5	Endorse client to Psychological Service for Initial Psychological Assessment	AOD/ EOD duties	5 minutes	Accomplished Inter-referral Slip	SC Manual of Operation		Pen, Inter-referral Slip	Coordination	



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6	Orientation on the Center's policy and rules	AOD/ EOD duties/ Houseparent I /II	30 minutes	The client is oriented on the center and the services we provide.	SC Manual of Operation		Copy of Manual of Operation	Communication skills, Facilitation Skills	If the client is unresponsive at the time of orientation, it will be set for another time.
7	Placement of client to admission dorm	SCs AOD/ EOD duties	15 minutes	Accomplished Inter-referral Slip	SC Manual of Operation		Pen, Inter-referral Slip		The client will be placed in the admission Dorm and be provided her basic needs
ASSESSMENT AND DIAGNOSIS OF THE CASE PHASE									
1	Assigning of case to Social Worker/ receiving of case for action	SWO III	10 MINUTES	Caseload of Social worker	Manual of Operation	MS Word/ Excel	Inter-referral slip	Documentation	Within 24 hours upon admission.
									For Weekends, the initial data comes from the admission form.
	Conduct Interview and initial assessment of immediate needs of client	SWO II	30 minutes	Accomplished General Intake Sheet (GIS)	Manual of Operation		GIS Form	Interview and assessment	
	Preparing and submission SCSR for client	SWO II	1 hour	Draft Social Case Study Report prepared	Manual of Operation	MS Word	Pen, computer, printer	Technical Writing	

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	Review of initial SCSR	SWO III	20 minutes	Social Case Study Report with inputs and direction	Case Management Guidelines		Pen	Supervisory Skills	Within 1 hour upon receipt of document
	Enhancement of SCSR incorporating inputs and direction.	SWO II	30 minutes	Revised Social Case Study Report	Case Management Guidelines	MS Word	Pen, computer, printer	Technical Writing	
	Final Review of SCSR	SWO III	15 minutes	Social Case Study Report with initials	Case Management Guidelines		Pen	Supervisory skills	
	Approval of Social Case Study Report	Center Head	10 minutes	Approved Social Case Study Report	Case Management Guidelines		Pen	Administrative Skills	
INTERVENTION PLAN PHASE									
	Prepare notice of Rehabilitation Team Meeting (RTM) to Members	SWO III	5 minutes	Notice of RTM Prepared	Manual of Operation	MS Word	Computed, Printer, Paper	Technical Writing Skills	
	Disseminate notice of RTM to its Member	Administrative Aide IV	3 minutes	Notice of RTM Disseminated through a receiving copy			Pen, Folder	Administrative Skills	
	Conduct of Rehabilitation Team Meeting to come up with consolidated intervention plan	Rehabilitation Team members	1 hour per case	Intervention Plan prepared	Manual of Operation		Pen, Initial Assessment per service unit	Assessment skills, technical writing skills, administrative and decision making skills	
	Preparation of consolidated intervention plan	SWO II, members of the Rehabilitation Team	1 hour	Accomplished intervention plan and minutes of RTM	Manual of Operation	MS Word	Computer/Printer/Paper	Documentation Skills	The intervention plan for the clients will be prepared by the SWO II and the



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									minutes of meeting can be prepared by members of the Rehabilitation Team to be submitted within 5 working days after the meeting.
	Forward documents to AAIV for submission to SWO III	Documenter/SWO-II	5 minutes	Intervention and minutes of RTM submitted			Paper, logbook	Clerical Work	
	Review and provide inputs/comments on the submitted Intervention Plan	SWO III	30 minutes	Minutes of RTM and Intervention Plan reviewed with inputs and other directives	Manual of Operation/ CASE Management guidelines		Pen	Technical Skills	
	For Submission for AA IV Minutes of RTM and Intervention Plan reviewed with inputs and other directives	SWO III	5 minutes	Minutes of RTM and Intervention Plan reviewed with inputs and other directives	Manual of Operation/ CASE Management guidelines		Paper/Folder	Clerical Skills	
	Approval of the Manual of Minutes of RTM and Individual Intervention Plan.	Center Head	15 minutes	Manual of Minutes of RTM and Intervention Plan approved	Manual of Operation/ CASE Management guidelines		Pen	Administrative Skills	



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	If Approved, Dissemination of approved rehabilitation/ intervention plans to RT members for implementation	Social worker- on- case/ SWO III Rehabilitation Team members	15 minutes	Approved Rehabilitation/ intervention plans	Manual of Operation	MS Word	Bond paper/ envelope/	Documentation Coordination/ collaboration	
	If not, enhancement or additional directive for the individual Intervention Plan	Social worker- on- case							
Implementation of Intervention Plan Phase									
1	Referral and Access to Government Services	Social Service	20 minutes	Acquisition of PWD and Senior Citizens ID/Philhealth/A ccess to Medical Social Service of Rizal Medical Center	RA 7277/ RA 7432		Referral Letter/Computer i, Printer, Photopaper	Coordination Skills	Renewal of PWD and Senior Citizen registration occurs every 3 yeears. While access to RMC Medical Social Service occurs as need arises
2	Group Work Activity / group sessions	Social Service	1 hour	Documentation of Activity	Manual of Operation	MS Word	Computer, Paper, Pen	Facilitation and Documentation Skills	Group Work activity is held 2x a month
3	Cottage Monitoring	Social Service	30 minutes	Documentation of Activity	Manual of Operation	MS Word	Computer, Paper, Pen	Facilitation and Documentation Skills	Cottage Monitoring occurs 2x a month with focus on client behavior, condition of cottage facility and



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4	Conduct of Talkkayan	Social Service	2 hours	Documentation of Activity	Manual of Operation	MS Word	Computer, Paper, Pen	Facilitation and Documentation Skills	Occurs once a month for general concerns of clients, new rules to be implemented at the center and advocacy programs
MONITORING AND EVALUATION PHASE									
1	Review / Assessment of Intervention Plan using Rehabilitation Indicator	Social Service	30 minutes	Rehabilitation Indicator accomplished	Manual of Operation		Rehab. Indicator Form	Assessment and evaluation Skills	
	Prepare notice of Rehabilitation Team Meeting (RTM) to Members	SWO III	5 minutes	Notice of RTM Prepared	Manual of Operation	MS Word	Computed, Printer, Paper	Technical Writing Skills	
	Disseminate notice of RTM to its Member	Administrative Aide IV	10 minutes	Notice of RTM Disseminated through a receiving copy			Pen, Folder	Administrative Skills	
	Conduct of Pre-Discharge	Social Worker and Rehabilitation team	1 hour	Pre-discharge conference	Manual of Operation	MS Word	Telephone/ cellphone Bond	Documentation	Attendance of LGU Social



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	Evaluation and conference.	members and concerned LGU			SCs case Management Flow		paper/ pen Photo copy Computer		Worker depends on their availability. For cases, discharged in provinces, - pre-discharge conferences are made in the nearest DSWD Field Office
	Preparation of minutes of meeting of pre-discharge conference	SWO II, members of the Rehabilitation Team	1 hour	Minutes of RTM	Manual of Operation	MS Word	Computer/Printer/Paper	Documentation Skills	The intervention plan for the clients will be prepared by the SWO II and the minutes of meeting can be prepared by members of the Rehabilitation Team to be submitted within 5 working days after the meeting.
	Forward documents to AAV for submission to SWO III	Documenter/SWO-II	5 minutes	Minutes of RTM submitted			Paper, Logbook	Clerical Work	



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	For review of Minutes of RTM of pre-discharge conference	SWO III	30 minutes	Minutes of RTM reviewed with inputs and other directives	Manual of Operation/ CASE Management guidelines		Pen	Technical Skills	
	Forward Minutes of RTM to AA IV	SWO III	5 minutes	Minutes of RTM submitted	Manual of Operation/ CASE Management guidelines		Paper/Folder	Clerical Skills	
	Approval of the Minutes of RTM of pre-discharge conference	Center Head	15 minutes	Minutes of RTM of pre-discharge conference approved	Manual of Operation/ CASE Management guidelines		Pen	Administrative Skills	
	Clients for discharge: a)Returned to Family b) Transfer to other Facility c) Custodial Care	Social Worker and members of the Rehabilitation Team		Discharge conference with family, and concerned LGUs, FOS or RCF receiving the client	Manual of Operation SCs case Management Flow		Vehicle/ bus/ carbus SO Paper/ pen/ Fund	Endorsement and coordination	Conduct of case Conference with Receiving Office of DSWD or C/MSWDO
									Clients with no identified families are considered for custodial care.



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	Preparation and signing discharge clearance	Social Worker and members of RT	15 minutes	Signed Discharge paper	Manual of Operation		Discharge Form, Pen	Technical Skills and Administrative Skills	
	If Returned to Family:				SCs case Management Flow				
a.1.	-Coordinate with LGU Social Worker on the actual date of discharge	Social Worker LGU Social Worker	10 minutes	Schedule of discharge	Manual of Operation		Pen, paper, telephone	Coordination	
a.2	Conduct of Discharge Conference	Social Worker	1 hour	Agreements of After Care	Manual of Operation	Microsoft Word	Pen, paper, printer, computer	Assessment skills, technical writing skills, administrative and decision making skills	Discharge conference was conducted at the Local DSWD attended by LGU SW, client's family/relative or with other community officials
a.3	Assist client on signing of KASUNDUAN	Social Worker	15 minutes	Signed Kasunduan	Manual of Operation		Kasunduan Form, Pen		



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a.4	Actual conduct of discharge of client to Family	Social Worker	15 minutes	Signed Discharge Form and Kasunduan	Manual of Operation		Kasunduan Form/Discharge Form, Pen		Actual discharge is conducted with the presence of LGU Social Worker Community Officials Client's Family/ Relatives. In the event that the client will be re-admitted at the Center, re-evaluation of the case will be made with the receiving LGU or with the family.
b.1)	If transferred to other facility/s: -Coordinate with Center Social Worker on discharge of client; request for requirements; and schedule for pre-admission conference	Social Worker Center Social Worker	10 minutes	Schedule of discharge/transfer	Manual of Operation		Pen, paper, telephone	Coordination	



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b.2)	Consolidation of required Documents by the receiving Center	Social Worker	30 minutes	Complete Documents for the transfer of client to other facility/s	Manual of Operation/ guidelines for referral to DSWD-RCF		Paper, Folder/Envelope	clerical	The requirements for transfer are prepared within two week after the coordination with the receiving center
b.3)	Submission of required document and attend Pre-admission Conference	Social Worker with other members of Rehabilitation Team	2 hours	Document are submitted and Pre-admission Conference was attended with the receiving center	Manual of Operation/ guidelines for referral to DSWD-RCF		Pen, Paper	Administrative, assessment and evaluation skills	
b.4)	Transfer of client to other facility	Social Worker	2 hours	Discharge Form signed by the receiving center	Manual of Operation/ guidelines for referral to DSWD-RCF		Pen, Discharge Form		
b.5	Preparation of Closing Summary	Social Worker	30 minutes	Closing Summary report	Manual of Operation	MS Word	Computer, Printer, Paper	Technical Writing	
b.6	Approval of Closing Summary	Center Head	15 minutes	Closing Summary Report is approved	Manual of Operation	MS Word	Pen	Administrative Skills	



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c.1	If the client is for Custodial Care: Continuous provision of Service	Social Worker and Rehabilitation Team for SC			Manual of Operation				Developing self-help and semi-independent skills either for home wage placement, employment and monitoring. For clients diagnosed with profound mental illness, they will be provided basic skills.
POST-RESIDENTIAL PHASE									
1	Prepare Letter of Request for Alter Care Service	Social Worker	20 Minutes	Alter Care Request Letter Prepared	Manual of Operation	MS Word	Computer, Paper, Printer	Technical Writing	The agreements reached during pre-admission Conference with the LGU will be formalized and be officially endorsed



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2	Approval of After Care letter	Center Head	10 minutes	After Care letter Approved	Manual of Operation		Pen	Administrative Skills	After care letter is templated
3	IF Approved, Sending of After Care Request letter to LGU where client was discharged If not approved, enhancement of After Care Request Letter	Social Worker	5 minutes	After care request letter sent through mail/e-mail	Manual of Operation	Internet	Mailing envelope, computer, internet connection	Clerical Skills, computer literacy	
4	Receipt of after care report by LGU	LGU Social Worker	5 minutes	After care letter received		Internet	Mail/computer, internet	Clerical Skills, computer literacy	The time line for receipt of After care service request varies from the time of submission and the receipt of the LGU
5	Preparation of Closing Summary	Social Worker	30 minutes	Closing Summary report	Manual of Operation	MS Word	Computer, Printer, Paper	Technical Writing	

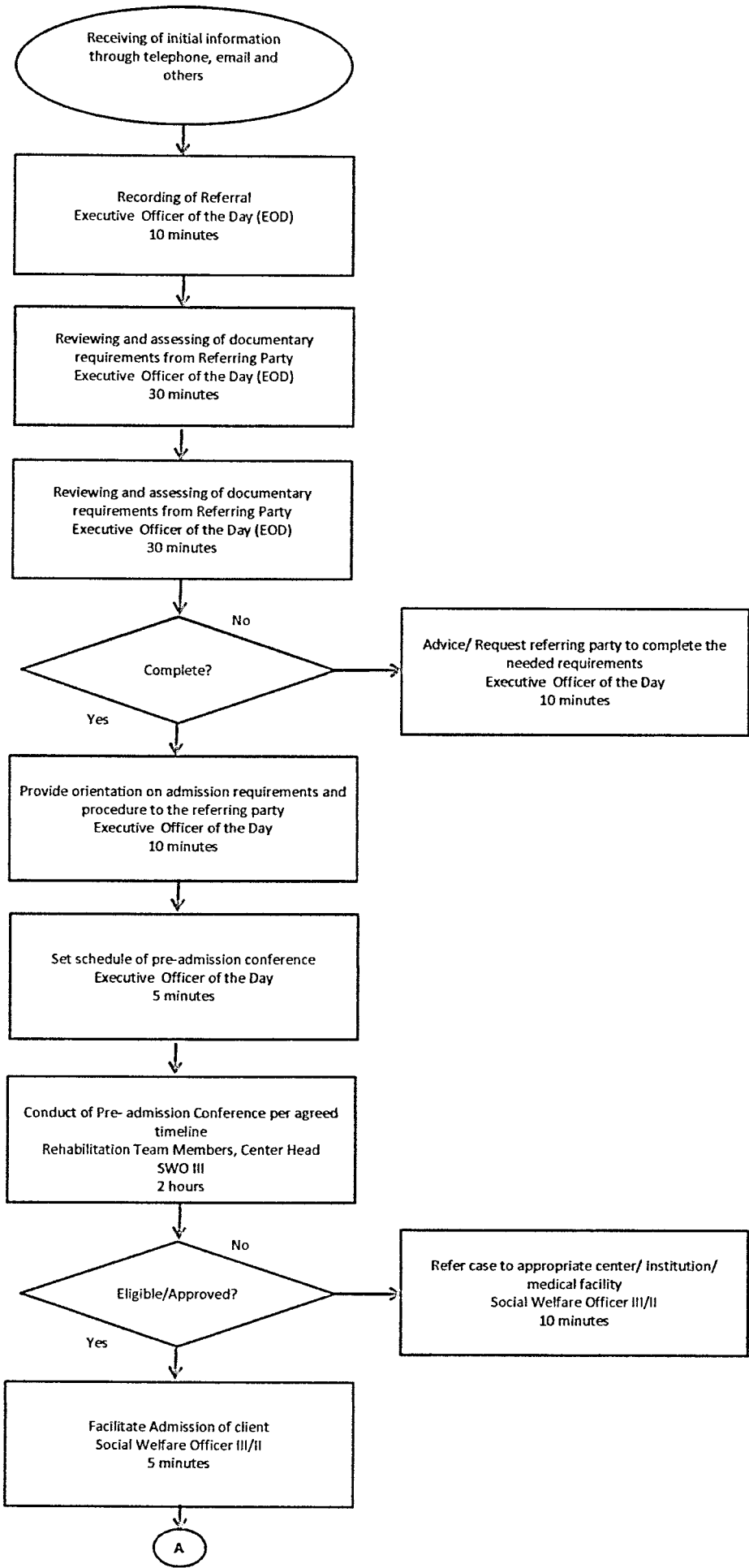


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6	Approval of Closing Summary	Center Head	15 minutes	Closing Summary Report is approved	Manual of Operation	MS Word	Pen	Administrative Skills	
Fill-up Instructions for [A] Processes: [1] Indicate the sequential number assigned to the task to emphasize procedure. [2] Indicate the detailed description of the task/action performed by the responsible person. [3] Indicate the full name and position of the responsible person who performs the task. [4] Indicate the actual or average time consumed to complete the task/action. [5] Indicate the detailed description of the product or result attained after completing the task.									

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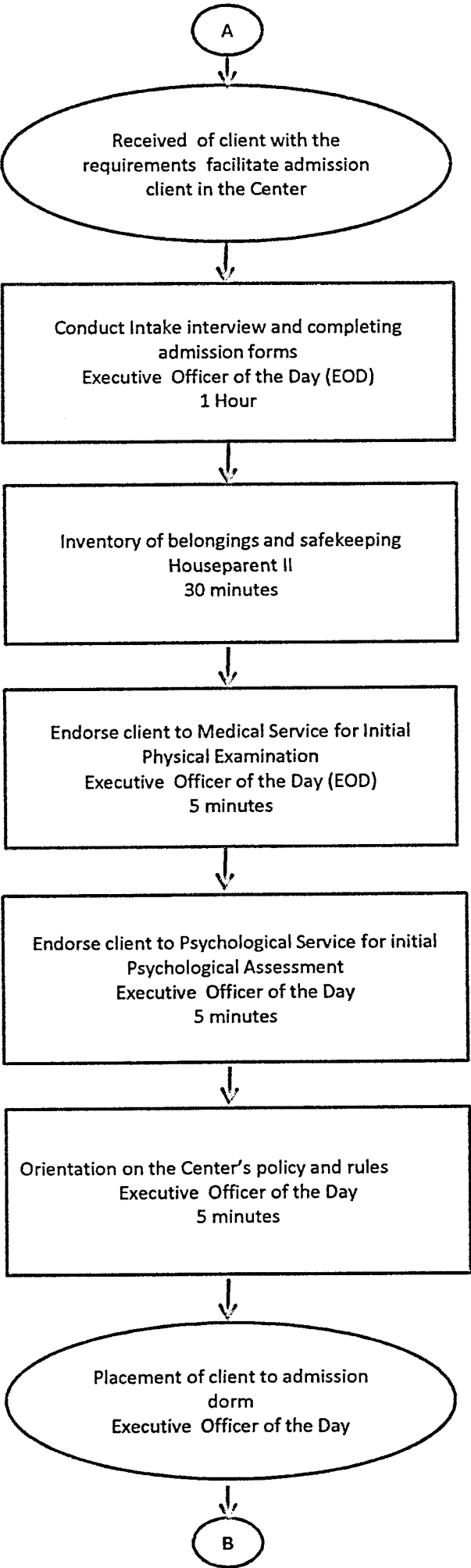
PROCESS FLOW CHART OF CASE MANAGEMENT ON PRE-ADMISSION PHASE



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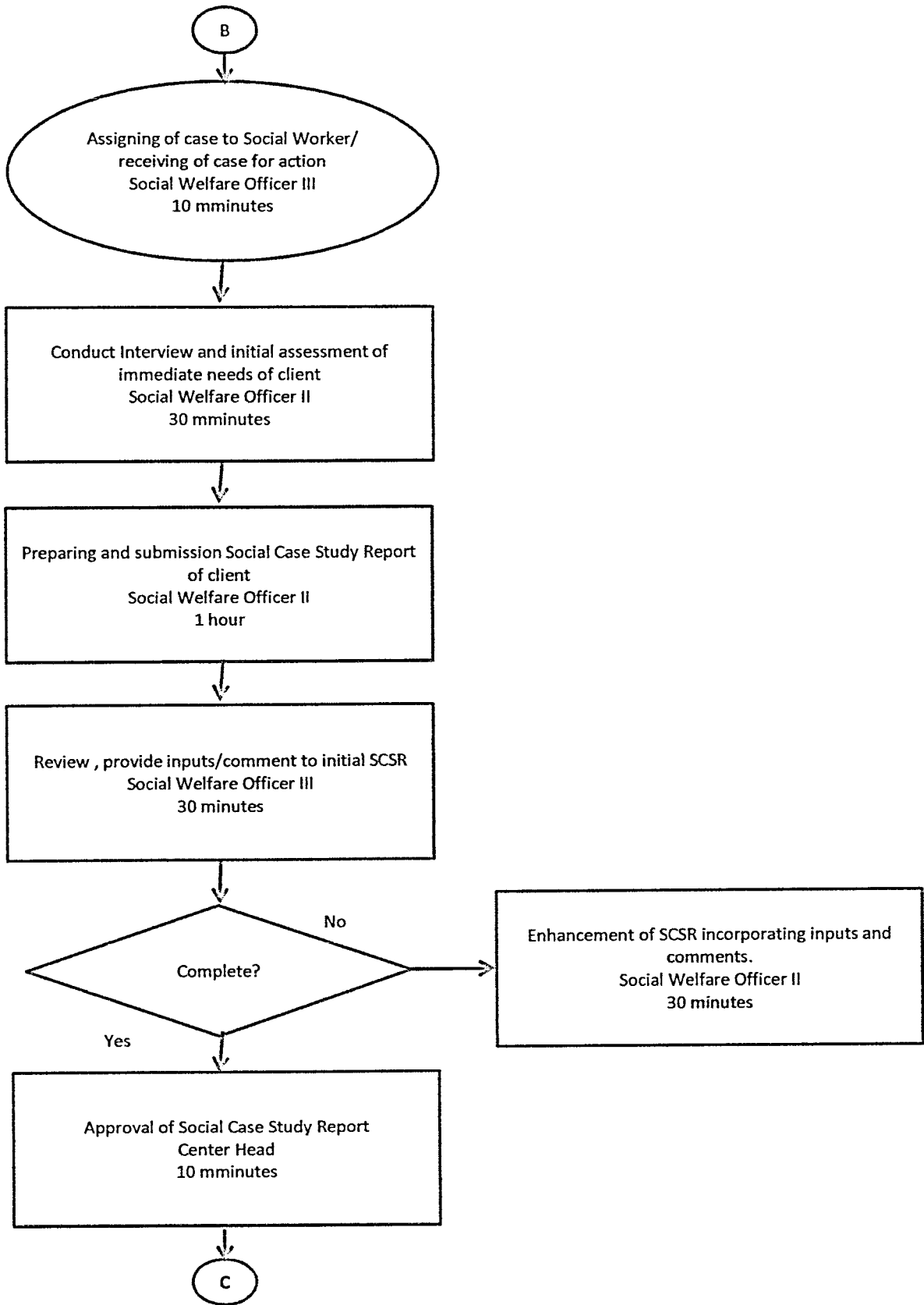
PROCESS FLOW CHART OF CASE MANAGEMENT ON ADMISSION PHASE



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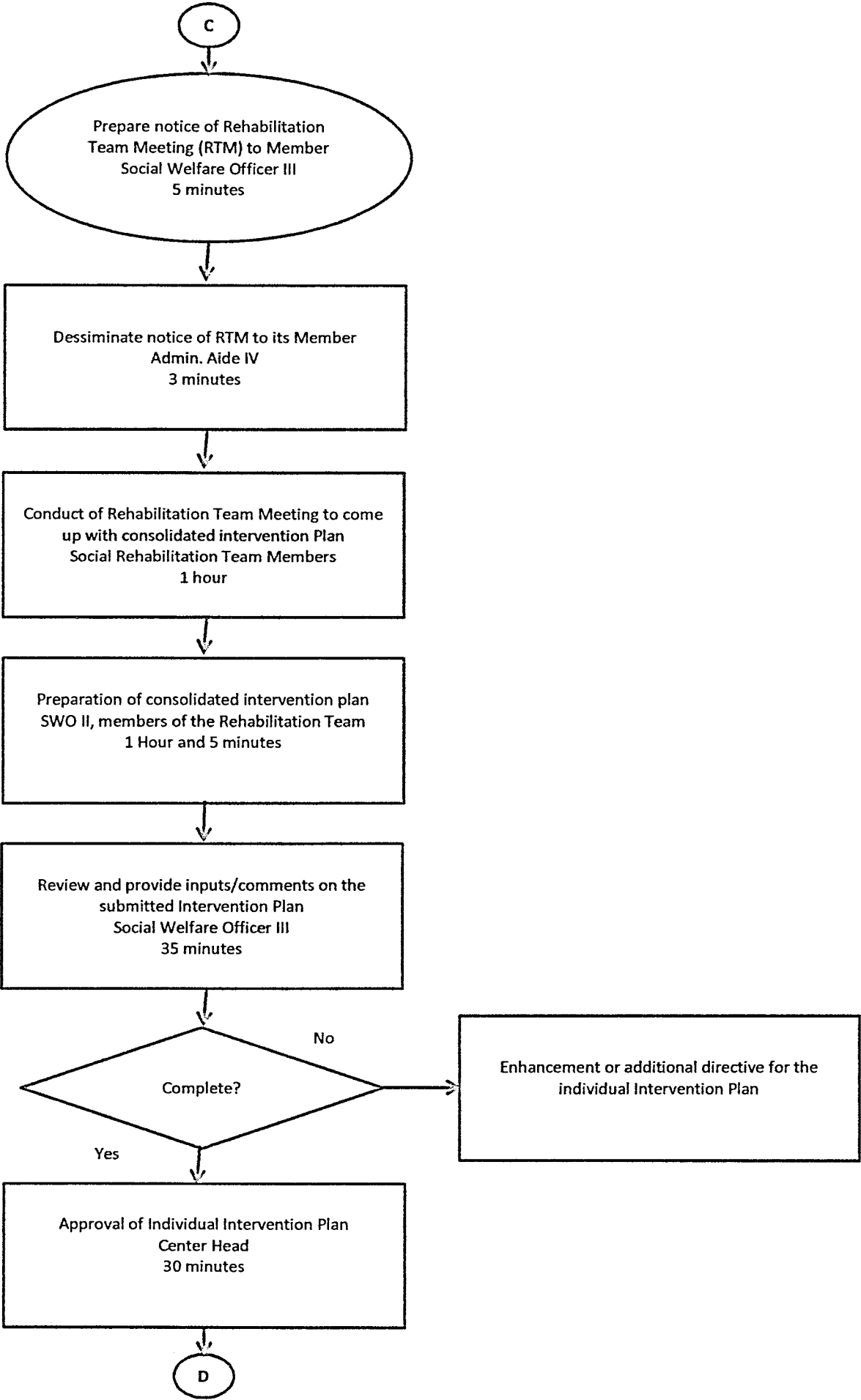
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PROCESS FLOW CHART OF CASE MANAGEMENT ON ASSESSMENT AND DIAGNOSIS OF THE CASE PHASE



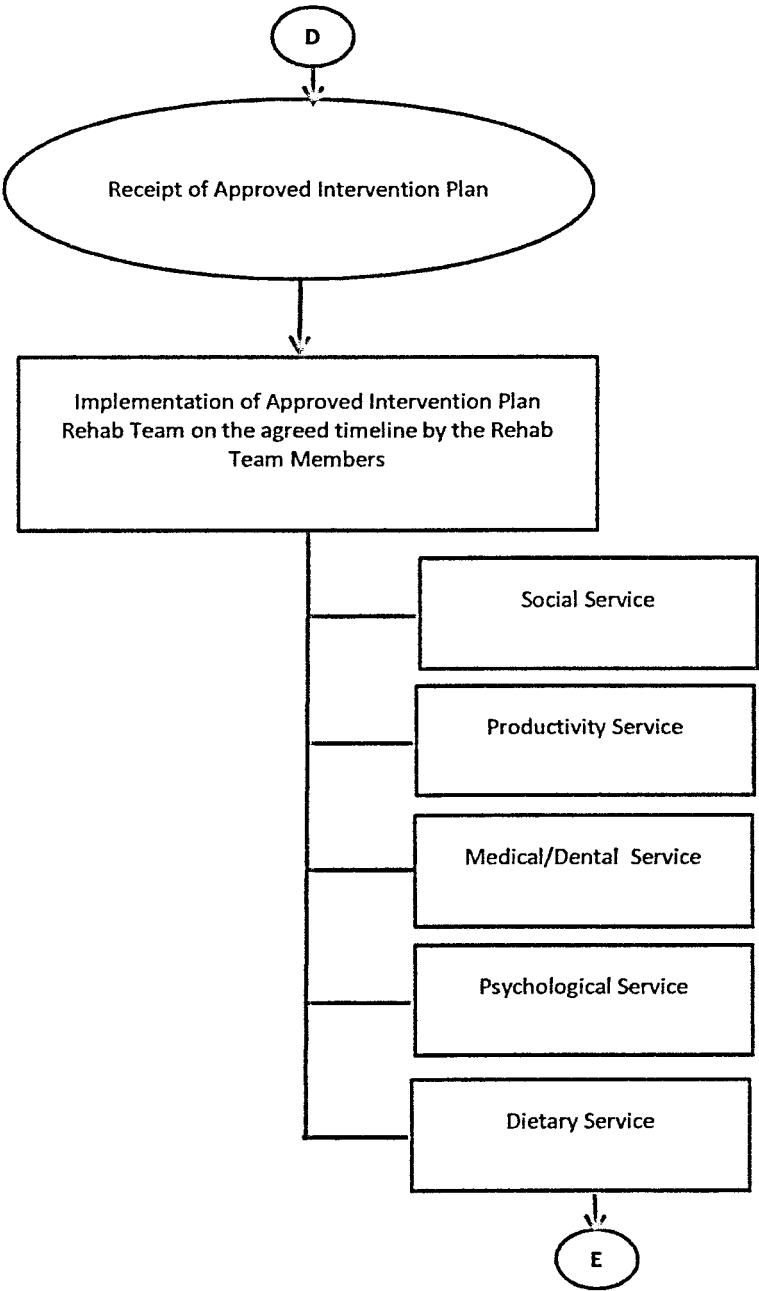
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PROCESS FLOW CHART OF CASE MANAGEMENT ON INTERVENTION PLANNING PHASE



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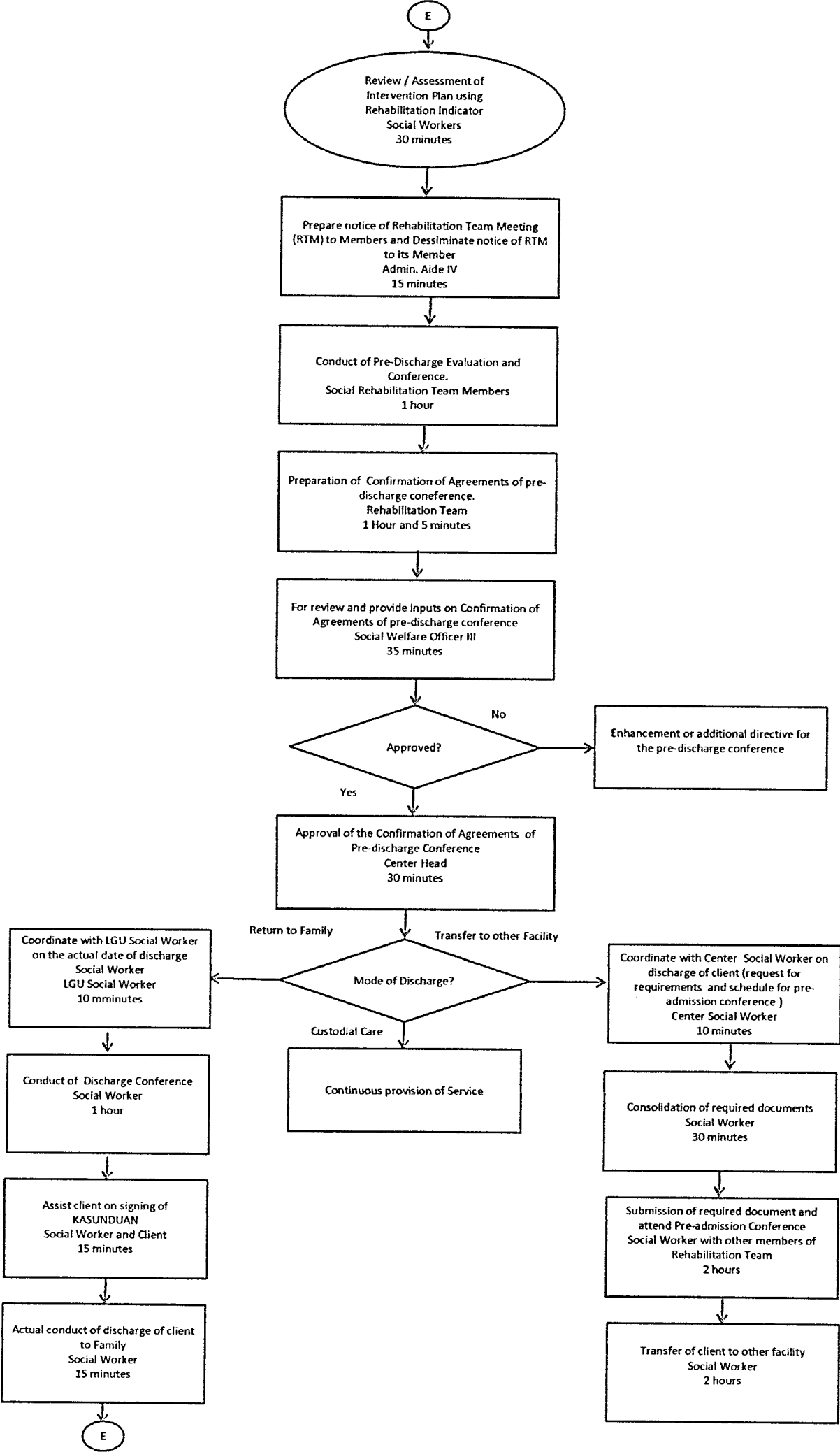
PROCESS FLOW CHART OF CASE MANAGEMENT ON IMPLEMENTATION OF MULTI-DISCIPLINARY INTERVENTION PLAN PHASE



Note: With Separate BPRA and Flow Chart for each Services

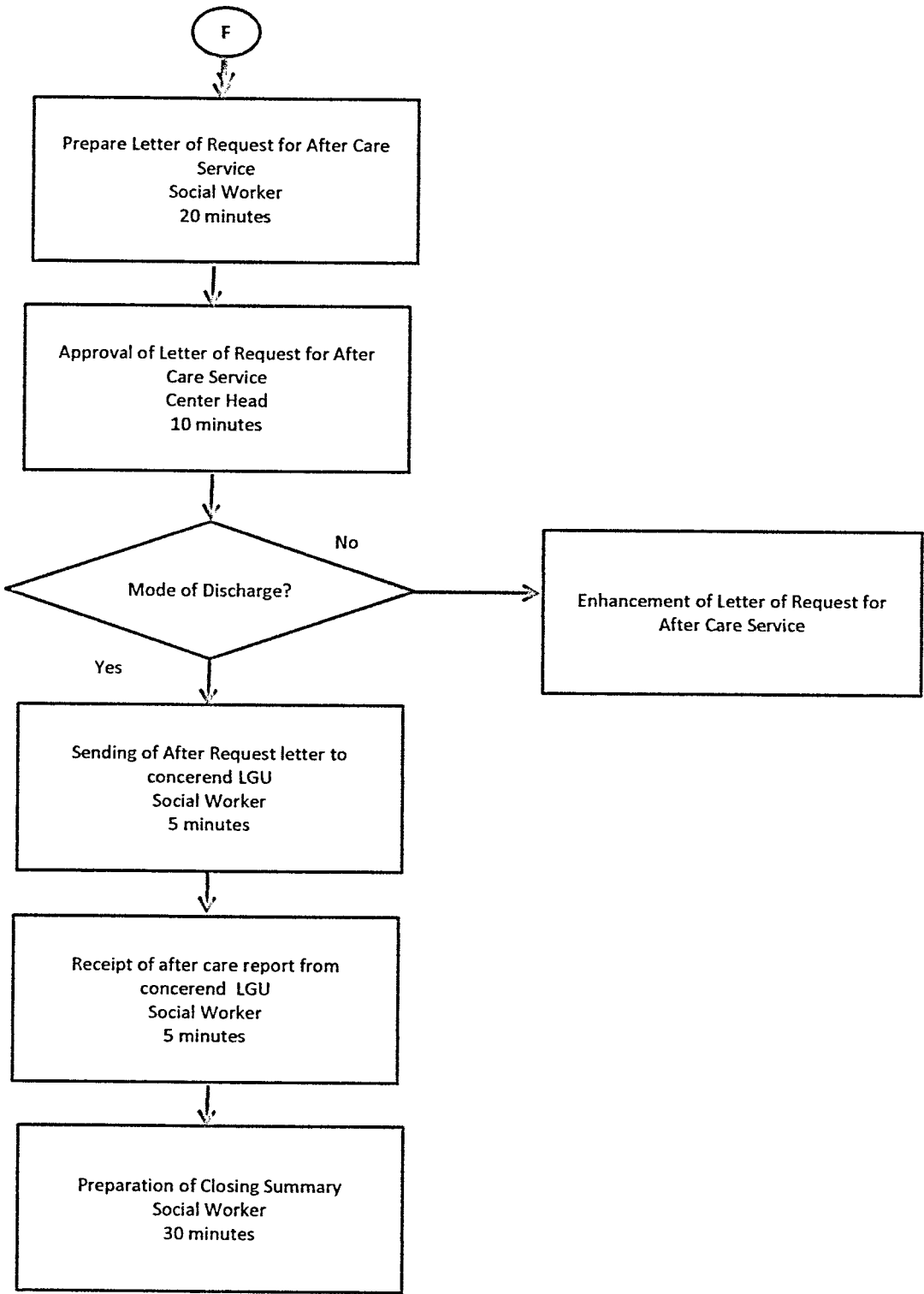
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PROCESS FLOW CHART OF CASE MANAGEMENT ON MONITORING AND EVALAUTION PHASE



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PROCESS FLOW CHART OF CASE MANAGEMENT ON IMPLEMENTATION OF POST RESIDENTIAL PHASE



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National Capital Region
SANCTUARY CENTER

BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: INITIAL PSYCHOLOGICAL ASSESSMENT

[A] PROCESSES					[B] REQUIREMENTS				[10] Remarks
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	
No	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Infrastructure	Competency	
1	Received referral from Case Manager/Social Worker on case with necessary routine slip stating reason for referral	Psychologist	5 mins	Signed Referral Slip indicating date of release of results	Manual of Operations, MC2 s. 2008	None	Logbook, pen, referral slip	None	Within 3 days upon admission
2	Schedule the conduct of initial interview/IPA	Psychologist	5 mins	Schedule of interview & testing	Manual of Operations	None	Pen, referral slip	Time Management Skills	
3	Fetch client in assigned dorm and inform house parent on duty	Psychologist	10 mins	None	Manual of Operations	None	Call slip, pen	Communication skills	Duration may extend if client is bedridden/ hostile/uncooperative
4	Conduct initial interview and Psych examination with client	Psychologist	1 hour	Mini-mental state exam, interview notes	MC 2 s. 2008	None	IPA form, pen, case folder	Interviewing skills	Exclusive of client's physiological needs (i.e. urinating, hunger & others)
5	Escort client back to cottage	Psychologist	10 minutes	None	Manual of Operations	None	Call slip, pen	Communication skills	Duration may extend if client is bedridden/ hostile/uncooperative
6	Interview from houseparent/social	Psychologist	30 minutes	Information/Interview	Resolution #11	None	Paper, pen	Interviewing skills	Per staff within week of referral date

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[A] PROCESSES					[B] REQUIREMENTS				[10] Remarks
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	
No	Task	Responsible Person	Time Frame	Output	Policy	Application	Material/Instrument	Competency	
	I worker handling the case of the client if needed			notes					
7	Analysis, Consolidation or Synthesis of Data from Interview & Test	Psychologist	1 hour	Consolidated Data for IPA	PAP Code of Ethics, PRBP Reso 11, Gender Responsive Case Management	None	Paper, running notes, pen	Assessment skills	The process may or may not involve use of clinical references such as the DSM 5, Kaplan & Saddocks' Synopsis
8	Report writing/encoding	Psychologist	2 hours	IPA Report	Manual of Operations	MS Word	Computer, printer, paper, stapler	Assessment and Report Writing Skills	within week of referral date
9	Submit the Initial Psychological Assessment to RCF Head furnished copy to referring social worker.	Psychologist	5 minutes	IPA Report signed by RCF Head and date of submission stamped and signed	Manual of Operations	None	Logbook, pen, paper clip, stamp pad	None	Logbook indicating date of submission to administrative service, type of document, name of client.
10	Acceptance of signed report and entry into the	Psychologist	5 minutes	Report included in the logbook	Manual of Operations	None	Logbook, pen, signed IPA report	Organization skills	hours within week of referral date

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[A] PROCESSES					[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	
	logbook of initial psych reports			of IPA reports with client's name and date of report					

BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: **PSYCHOLOGICAL REPORT**

[A] PROCESSES					[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	
1	Referral from Case Manager/Social Worker on case with necessary referral slip stating reason for referral and Social Case Study Report (SCSR)	Psychologist	5 minutes	None	Manual of Operations	None	Logbook, pen, referral slip, social case study report	None	

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2	Schedule the conduct of psychological testing and clinical interview	Psychologist	5 minutes	Schedule	Manual of Operations	None	Pen, referral slip	Time management skills	
3	Fetch client in assigned dorm and inform house parent on duty	Psychologist	10 minutes	None	Manual of Operations	None	Call slip, pen	None	
4	Administer psychological tests	Psychologist	2 hours	Accomplished questionnaires or answer sheets	PRC Reso 11 MC 2 s. 2008	None	Test materials, questionnaires, pens, pencils	Interviewing skills, test administration skills	To consider the kind of testing (i.e. IQ-SB5, WAIS, etc); some tests take 3 days observation period (PIP)
5	Escort client back to dorm	Psychologist	10 minutes	None	Manual of Operations	None	Call slip, pen	None	Per session (1-4 sessions) 3-5 days/person
6	Scoring, interpretation, analysis & consolidation of the psychological tests administered	Psychologist	2 hours	Filled out scoring sheets	None	None	Questionnaires, scoring sheets, pencils, pens,	Comprehension skills, computation skills	3-5 days/person days after completion of all sessions

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7	Conduct collateral information from allied services handling the case of the client if needed	Psychologist	30 minutes	Interview notes	None	None	Paper, pen	Interviewing skills	per staff within week of referral date
8	Synthesize the psychological test results, behavioral observation, collateral information & psychological intervention plan	Psychologist	3 hours	None	RA 10029	None	Paper, pen	Analytical skills, Test interpretation skills, Background on relevant psychological principles	
9	Prepare the comprehensive psychological assessment report	Psychologist	2 hours	Psychological Report	Manual of Operations	MS Word	Computer, printer, paper, staples	Assessment and Report Writing Skills	Consider initial/final drafts in timelines
10	Submit the Psychological Report to RCF Head furnished copy to referring social worker.	Psychologist	5 minutes	Psychological Report signed by RCF Head and date of submission stamped and signed	Manual of Operations	None	Logbook, pen, paper clip, stamp pad	None	After completion of assessment If client is for intervention the process for counseling follows. Counseling or intervention yields an individual

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			of submission to administrative service, type of document, name of client					session report. If not, the psychological evaluation ends here.
10	Acceptance of signed report and entry into the logbook of initial psych reports	Psychologist	5 mins	Report included in the logbook of IPA reports with client's name and date of report	Manual of Operations	None	Logbook, pen, signed Psych report	Organization skills
								Within 30 days of date of referral

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BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: **INDIVIDUAL SESSION REPORT**

[A] PROCESSES					[B] REQUIREMENTS				[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
1	Referral from Case Manager/Social Worker on case with necessary referral slip stating reason for referral and Social Case Study Report (SCSR)	Psychologist	5 minutes	None	Manual of Operations	None	Logbook, pen, referral slip	None	
2	Schedule the conduct of counseling/intervention session	Psychologist	5 minutes	Schedule	Manual of Operations	None	Pen, referral slip	Time Management skills	Possible waiting time between scheduling of interview and actual interview
3	Fetch client in assigned dorm and inform house parent on duty	Psychologist	10 minutes	None	Manual of Operations	None	Call slip, pen	None	
4	Conduct counseling/intervention session with client (1 st session) 1. Rapport (15 mins)	Psychologist	2 hours	Interview notes	MC 2 s. 2008	None	Paper for writing notes, pen, case folder, counseling or therapy tools	Interviewing skills, counseling techniques, empathy skills	Per session (1-4 sessions per case depending on nature

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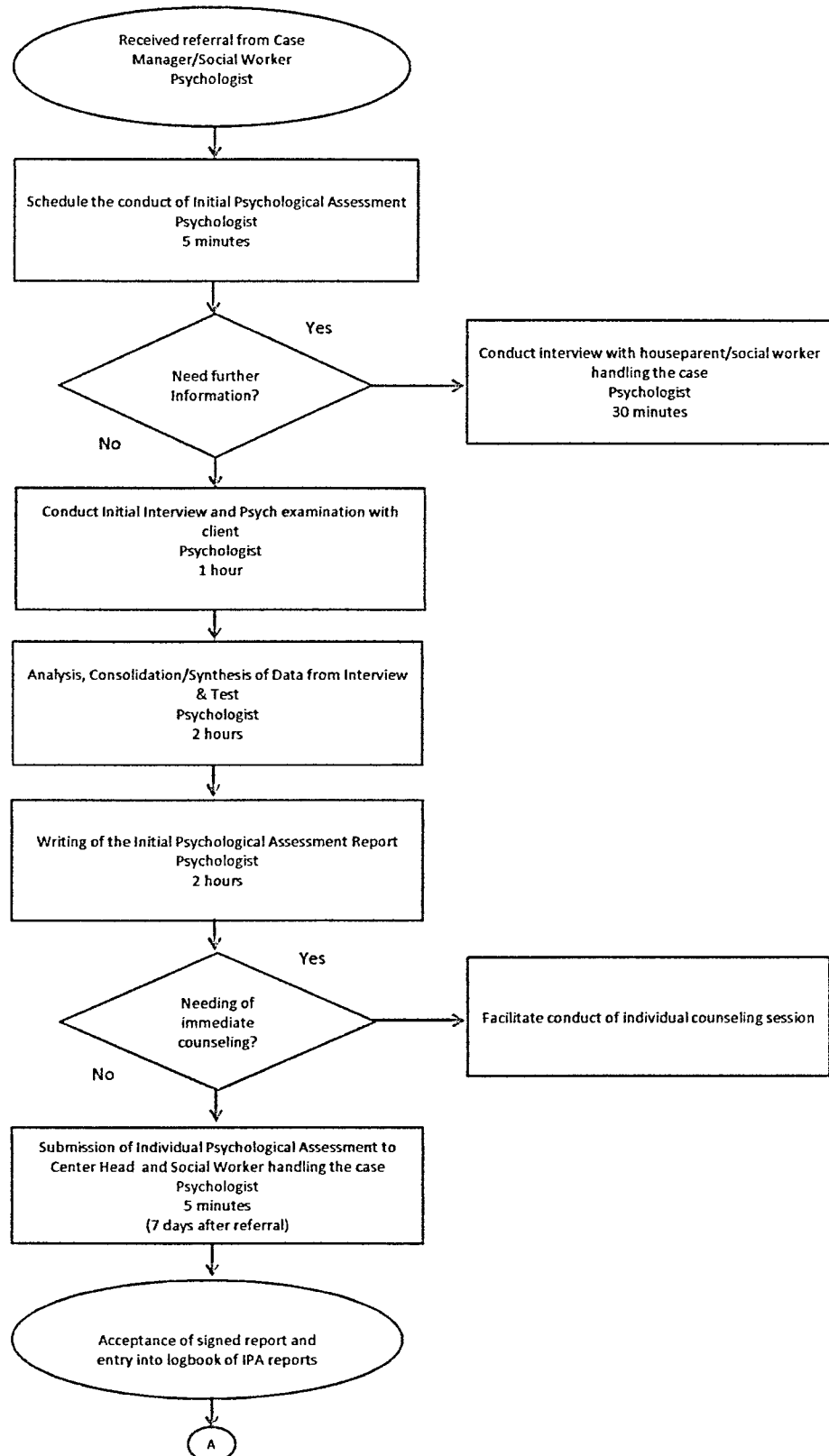
		[A] PROCESSES			[B] REQUIREMENTS				[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
	Establishment 2. Problem Identification (30 mins) 3. Setting of counseling guidelines (15 mins) (2 nd – 6 th session) 1. Recap of previous session (15 mins) 2. Counseling Proper (30 mins-1 hour) 3. Recap (15 mins)								of the case)
5	Escort client back to dorm	Psychologist	5 minutes	None	Manual of Operations	None	Call slip, pen	None	
6	Prepare the individual session report	Psychologist	45 minutes	Individual session report	Manual of Operations	MS Word	Computer, printer, paper, staples	Report Writing Skills	
7	Submit the Individual Session Report to referring social worker.	Psychologist	5 minutes	Individual Session Report signed by RCF Head	Manual of Operations	None	Logbook, pen, paper clip, stamp pad	None	Within 7 days of the date of last session with

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[A] PROCESSES					[B] REQUIREMENTS				[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
				and date of submission stamped and signed Logbook indicating date of submission to administrative service, type of document, name of client					client

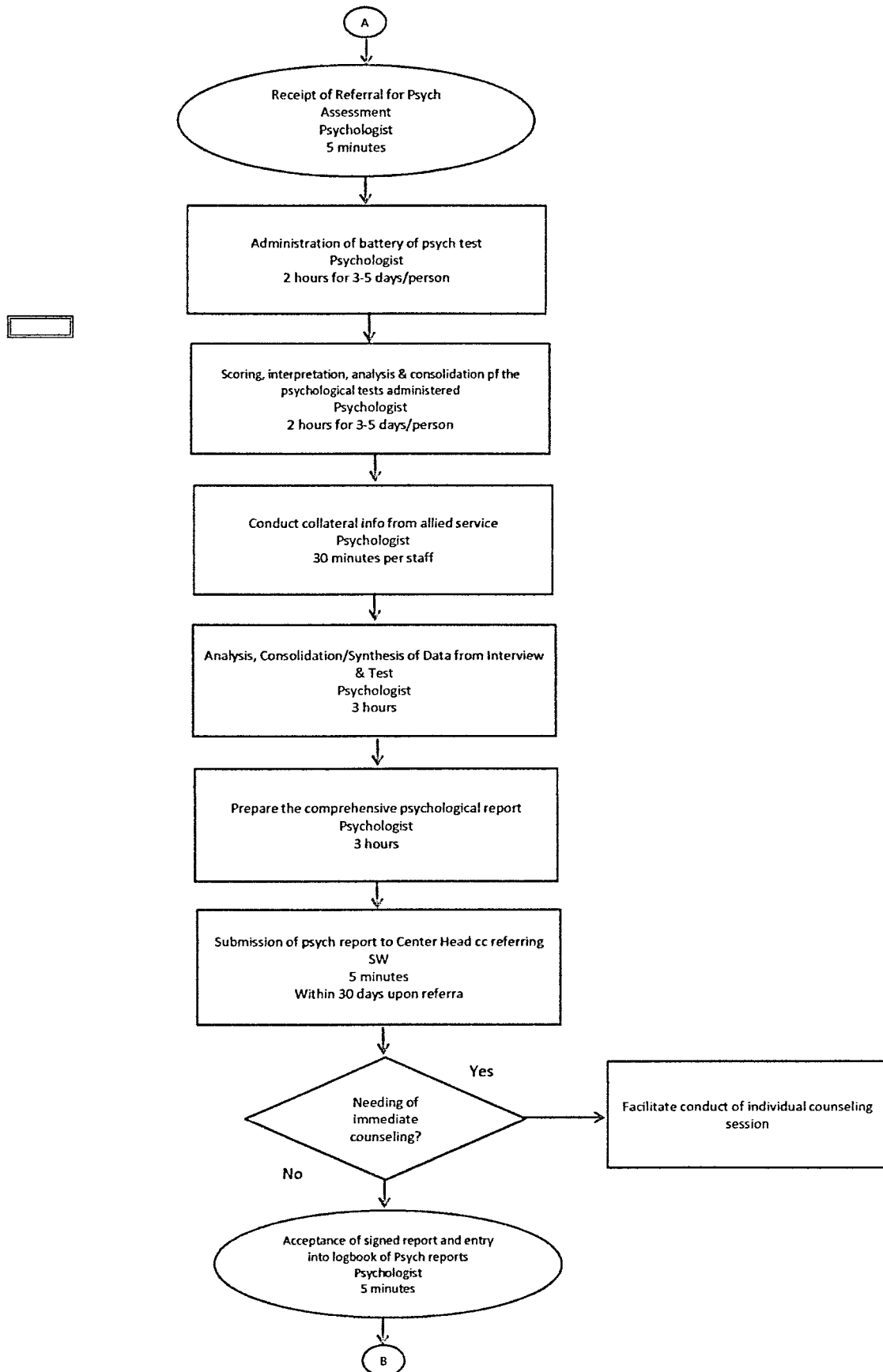
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Psychological Service Process Flow
A. Initial Psychological Assessment



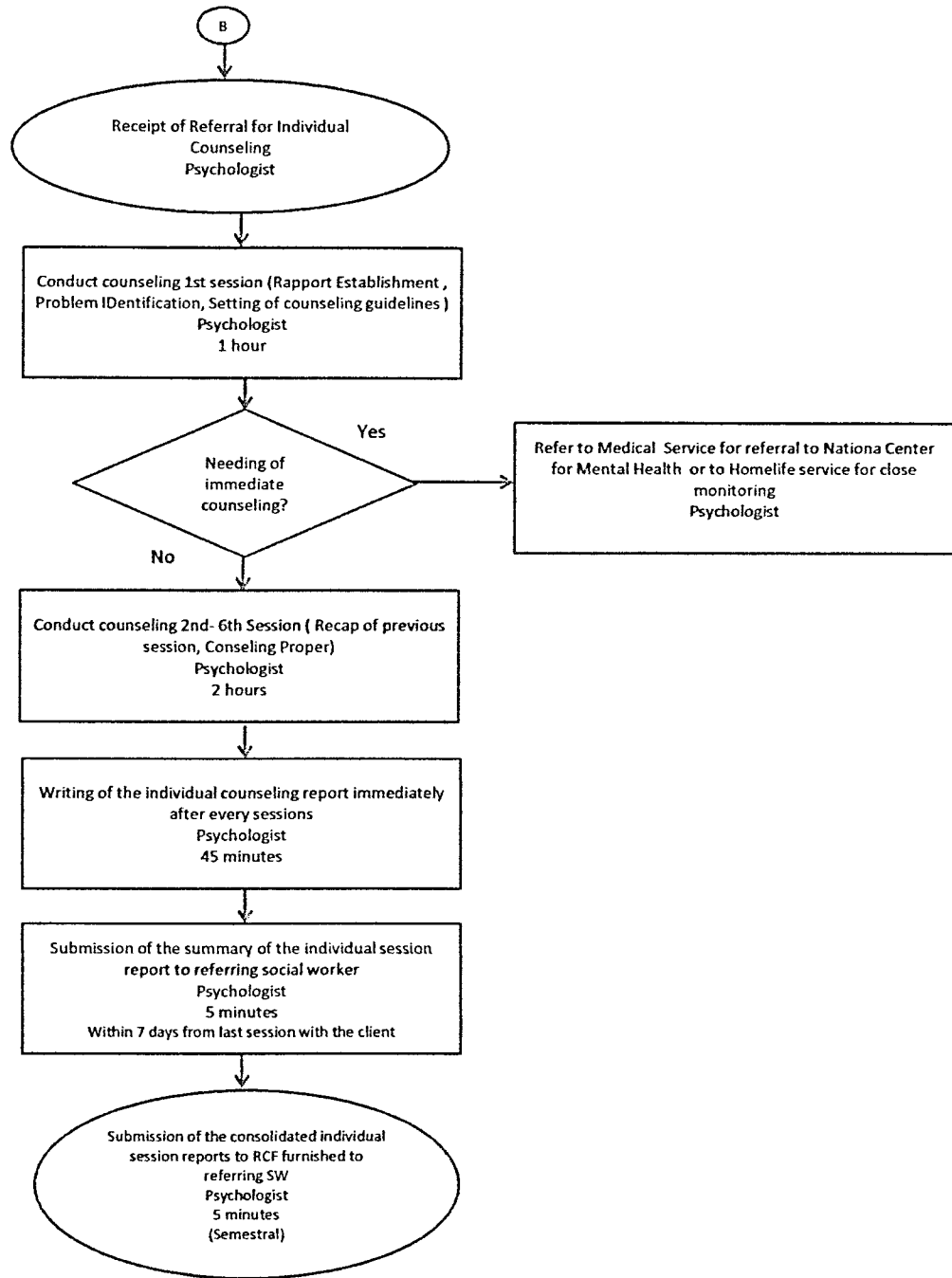
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Psychological Service Process Flow
B. Psychological Assessment Report



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Psychological Service Process Flow
C. Individual Psychological Counseling





BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: DIETARY ASSESSMENT AND PLANNING

[A] PROCESSES					[B] REQUIREMENTS				[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
INTERVENTION PHASE									
1	Coordinate with Homelife Service for the conduct of Dietary Assessment of resident	Nutritionist-Dietitian I Houseparent III Houseparent-on-duty	5 minutes	Coordination of Homelife service			Paper/ Pen	Communication Skills	
2	Weighting of resident	Nutritionist-Dietitian I	3 minutes	Weight of the resident			Paper/ Pen/ Weighing Scale	Precision and accuracy in reading the output in the weighing scale	
3	Assessment/computation of Nutritional Status of resident	Nutritionist-Dietitian I	3 minutes	Nutritional Status of Resident		MS Office Excel	Calculator/ Pen/ Paper	Knowledge in computing nutritional status	
4	If the resident falls under malnourished (over/under) category, they will undergo dietary assessment for therapeutic diet	Nutritionist-Dietitian I	5 minutes	Schedule resident for dietary assessment			Paper/ Pen	Assessment of nutritional status	
5	If under normal category, resident will be given regular diet.								
5	Computation of Dietary Prescription	Nutritionist-Dietitian I	10 minutes	Dietary Prescription (Diet Rx Calories CgtPgtG)			Pen/ Paper/ Calculator/ Diet Manual	Knowledge in Diet Therapy	
6	Conversion of Dietary Prescription into Food	Nutritionist-Dietitian I	20 minutes	Food Exchanges			Pen/ Paper/ Calculator/ Diet Manual/ FNRI	Knowledge in Diet Therapy	



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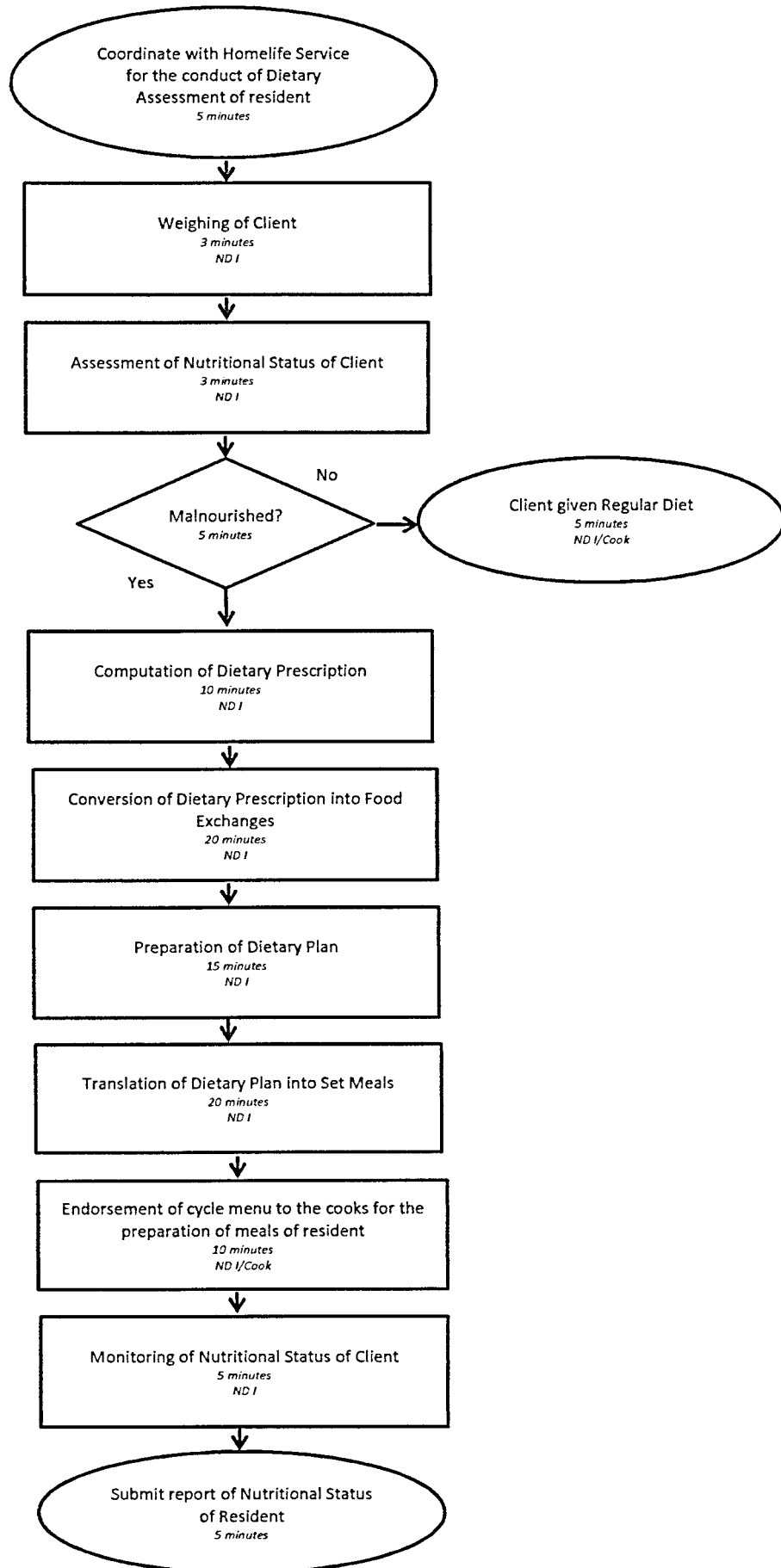
[A] PROCESSES					[B] REQUIREMENTS				[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
	Exchanges						Food Exchange List		
7	Preparation of Dietary Plan	Nutritionist-Dietitian I	15 minutes	Dietary Plan		MS Office Word	Pen/ Paper/ Diet Manual	Knowledge in Diet Therapy	
8	Translation of Dietary Plan into Set Meals	Nutritionist-Dietitian I	20 minutes	Set Meals		MS Office Word	Pen/ Paper/ Calculator/ Diet Manual/ FNRI Food Exchange List	Knowledge in Diet Therapy	
9	Endorsement of Cycle Menu to Cook for the preparation of meals of resident	Nutritionist-Dietitian I Cooks	10 minutes	Meals			Raw Ingredients/ Cooking Utensils	Cooking Skills	
10	Monitoring of Nutritional Status of Resident	Nutritionist-Dietitian I	5 minutes	Nutritional Status of Resident			Pen/ Paper	Assessment of nutritional status	Will take three (3) months to monitor to observe significant change
11	Submit report of the Nutritional Status of Resident to the Head Social Worker/ Officer-in-Charge	Nutritionist-Dietitian I	5 minutes	Report of Nutritional Status of Resident		MS Office Word	Pen/ Paper/ Calculator	Assessment of nutritional status	
Fill-up instructions for [A] Processes: [1] Indicate the sequential number assigned to the task to emphasize procedure. [2] Indicate the detailed description of the task/action performed by the responsible person. [3] Indicate the full name and position of the responsible person who performs the task. [4] Indicate the actual or average time consumed to complete the					Fill-up Instructions for [B] Requirements: [6] Indicate the title of the policy, rules or regulation that govern the process and performance of task and/or indicate necessary enhancements to improve the policy, rules or regulations. [7] Indicate the title of the application necessary to support the efficient performance of task and/or indicate necessary enhancements to improve the current application. [8] Indicate the hardware and services necessary to support the effective				



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[A] PROCESSES					[B] REQUIREMENTS				[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
task/action. [5] Indicate the detailed description of the product or result attained after completing the task..					performance of task and/or indicate the necessary enhancements to improve the existing hardware and services. [9] Indicate the knowledge, skills and attitude that the responsible person must possess to effectively perform the task and/or additional KAS that must be acquired by the responsible person. [10] To be filled by the analyst to indicate action or additional information needed.				

SANCTUARY CENTER - DIETARY SERVICE FLOW





BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Productivity Service

Pre-Training		[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	
PRE-ENROLLMENT									
1	Coordinate with members of the rehabilitation team.	MDO -I and members of the rehabilitation team	10 minutes	Gathered information about the client	SC s Manual of Operation		pen, paper	Assessment skills for the client	Activities aligned with suggestion/recom mendations by rehab team.
	Identification of new trainees to enrollment	MDO -I and members of the rehabilitation team	4 hours	RTM-new trainees identified	SC s Manual of Operation		Computer, Printer, Pen Paper	Facilitating and Assessment skills	The RTM determines who can participate and level of client's capability. Enrollees are identified every 6 months
	If yes, General Orientation of trainees	MDO-I	2 hours	minutes of orientation	SC s Manual of Operation		pen,projector , attendance logbook	Facilitating, Coordinating Teaching skills	Orientation phase and determine client's interest to pursue productivity training course.
	Identification of materials to be used for the project	MDO-I	1 hour	1 project proposal to purchase row	SC s Manual of		Computer, Paper, Pen, Telephone	Marketing skills	



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Pre-Training		[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
	for the trainees			materials	Operation				Time management/Punctuality
	Marketing of Utensils/ingredients	MDO -1	3 hours	available raw materials for training	SC s Manual of Operation		pen, paper, attendance logbook	Facilitating skills Teaching skills Coordinating	
	Actual Training: Basic Social Skills	MDO -1 Psyche	1 hour	Documentation of training /lecture	SC s Manual of Operation		Laptop, Projector, printer, paper, sound system	Facilitating skills Teaching skills Coordinating	
	Train clients on:								
	1.) Basic Sewing skills	MDO –1	3 hours/	Documentation of client progress on the behavior and performance while on training	SC s Manual of Operation		Manila paper, ruler, scissor, screw driver, needle, sewing machine, thread, etc.	Teaching skills Facilitating skills Coordinating Monitoring Evaluation skills	Saturday – Wednesday
	2.) Bread making and Cooking	MDO –1	3 hours/	documentation report of client participation and performance	SC s Manual of Operation		Commercial oven, burner cooking gas/oven, kitchen utensils, ingredients, paper, pen,	Teaching skills coordinating skills facilitating skills Monitoring Evaluation skills	Saturday & Sunday
		Baker/Volunteer Trainer	6 hours/	train client in bread making and actual				Teaching skills evaluation skills	Saturday- Wednesday



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Pre-Training		[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	
	3.) Productivity Store Operation	MDO - I	1 hour	documentation of sales, marketing, and selling	SC s Manual of Operation		newsprint/ paper available for sale	documentation monitoring and mentoring	Saturday and Sunday
	4.) Soap and Perfume Making	MDO - I	3 hours	Documentation of client progress on the behavior and performance while on training	SC s Manual of Operation		Caustic soda, vegetables oil, scent, silicon mold, etc.	Teaching skills Facilitating skills coordinating skills monitoring and evaluation	
	5.) Urban Gardening /Farming	MDO - I	6 hours	Documentation of client progress on the behavior and performance while on training	SC s Manual of Operation		Garden tools/ pail, rake, plastic hose, etc.	Technical/ Teaching skills Coordinating skills Facilitating skills	
2	Facilitate or Conduct Training/ Lecture to selected resident of SC	MDO - I Trainee/Volunteer	3 hours	documentation of training facilitated/minutes of training	SC s Manual of Operation	Powerpoint presentation MS Word	laptop/projector/pen, printer, snacks	technical writing skills Facilitating skills documentation skills	Trainings include bio-data fill up, job interview and orientation on RA 7277



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[A] PROCESS					[B] REQUIREMENTS				[10] Remarks
[1] Pre-Training	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
3	Conduct Productivity Meeting with Resident	MDO -1 AOD, social worker	2 hours	Documentation minutes of client's meeting	SCs Manual of Operation	Powerpoint presentation MS Word	Laptop/projector/attendance logbook/pen, printer	issues and concern addressed to resident and their concern for the training.	Discuss issues and concern with recommendation for improvement.
1	Post- Training: Evaluate client's progress in training	MDO -1 members of rehabilitation team	4 hours	Documentation of progress report of client	Productivity Training Guidelines	MS Word	pen, paper, computer, printer, attendance	documentation facilitating skills	Rehabilitation team assessed client's participation to continue vocational skills training, for transfer to other training needs.
2	Coordination/linkage with other agency (SC products)	MDO -1	6 hours	Documentation report	SCs Manual of Operation	MS Word	computer, printer, paper, pen	documentation skills coordinating facilitating making skills	Tepping of resource/linkages will be made at this time
3	Prepare accomplishment report	MDO I	3 hours	12 Monthly Reports 1 annual report	SCs Manual of Operation	MS Word	computer, printer, paper, pen	Documentation and Technical Writing Skills	
Fill-up instructions for [A] Processes: [1] Indicate the sequential number assigned to the task to emphasize procedure. [2] Indicate the detailed description of the task/action performed by the responsible person. [3] Indicate the full name and position of the responsible person who performs the task. [4] Indicate the actual or average time consumed to complete the task/action. [5] Indicate the detailed description of the product or result attained after completing the task.									

SANCTUARY CENTER - PRODUCTIVITY SERVICE FLOW CHART

