



FIELD OFFICE VII

Area Vocational Rehabilitation Center II

Citizen's Charter Handbook
2023 (2nd Edition)



DSWD-7

*"Gabay at Serbisyo Tungo sa
Isang Maunlad na Pamayanan"*



FIELD OFFICE VII

Area Vocational Rehabilitation Center II

CITIZEN'S CHARTER

2023 (2nd Edition)

I. Mandate:

The DSWD is a national agency mandated to provide assistance to local government units (LGUs), non-government organizations (NGOs), other national government agencies (NGAs), people's organizations (POs) and other members of civil society in effectively implementing programs, projects and services that will alleviate poverty and empower disadvantaged individuals, families and communities for an improved quality of life. It also implements statutory and specialized programs which are directly lodged with the Department and/or not yet devolved to the LGUs (Executive Order No. 221 issued in 2003).

II. Vision:

A center of excellence empowering persons with disabilities as contributors to nation-building.

III. Mission:

To protect and promote the rights and welfare of persons with disabilities toward becoming self-sustaining individuals through the provision of a comprehensive vocational rehabilitation program in coordination and collaboration with stakeholders.

IV. Service Pledge:

We, in the Area Vocational Rehabilitation Center II of the Department of Social Welfare and Development Field Office VII, will respect, protect and promote the rights, dignity and welfare of every person. We provide equal treatment and will not discriminate against any person on the account of age, gender, religion, race, belief, political ideology and disability.

We serve our clients every Monday to Friday starting at eight in the morning to five in the afternoon without noon break. We commit to serve them promptly and with compassion in accordance with our Citizens Charter based on the Ease of Doing Business and Efficient Government Service Delivery Act. We ensure that we inform our clients accurately and in a timely manner of our actions and recommendations to their requested assistance. When there are requests or needs that we cannot respond to, we will endorse these promptly to the appropriate office.

We are polite, helpful and available to the public at all times. We will always have a staff to serve in an unbiased, proper, honest and sincere manner deserving of public trust allowing for greater confidence in public service. We accept any feedback, whether positive or negative, regarding our service, facilities and personnel and consider these in improving our services. We protect and ensure confidentiality of their information.

We abide by the laws of the State particularly those that relate to all persons with disability. We promote greater sensitivity and provide the appropriate courtesies to the persons with disabilities. We commit to increase the public's positive regard and perceptions towards the persons with disabilities and also among persons with disabilities themselves.

All these we pledge for the welfare and in the best interest of all the persons with disabilities that we serve.

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Area Vocational Rehabilitation Center II

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External Services

1. Provision of Assistance to Clients of the Vocational Rehabilitation Centers

Vocational rehabilitation is the key service of the Area Vocational Rehabilitation Center II (AVRC II) and this is provided to Persons with disabilities (PWDs), Women in Especially Difficult Circumstances (WEDC), Children in Need of Special Protection (CNSP), and other special groups aged 16 years and above residing in Regions 6, 7 and 8. This describes the eligibility and processes in availing of the vocational rehabilitation service.

Office or Division:	Area Vocational Rehabilitation Center II DSWD Field Office VII		
Classification:	Highly Technical		
Type of Transaction:	G2C (Government to Client)		
Who may avail:	<ul style="list-style-type: none">• Persons with disabilities (PWDs) 16 years old and above;• Women in especially difficult circumstances (WEDC);• Children in need of special protection (CNSP); and• Other special groups• From Regions 6, 7 and 8		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
PWD Identification Card (1 photocopy)		Local Social Welfare and Development Office or Persons with Disabilities Affairs Office (PDAO)	
LGU Referral and Social Case Study Report with contact details (contact person, address of contact person, mobile/telephone number, email address) (1 original copy)		LGU Social Welfare and Development Office or PDAO	
Medical Certification with diagnostic results: - Complete Blood Count (CBC) - Chest X-ray - Urinalysis (1 original copy)		Medical Certification - from LGU Doctor Diagnostic results – in any preferred Medical Diagnostic Center	
Psychological Records (for people with Intellectual Disability) (1 original copy)		Licensed Psychologist or from the referring institutions	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Expresses interest in availing the vocational rehabilitation service. <i>(Note: A sign language interpreter</i>	1. Conducts initial interview and assessment with the client, parents or guardians, and referring agency, and provides brief orientation on the programs and services of the center.	None	1 Hour	Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>available when necessary)</i>	<p>Accomplishes the intake sheet and submits to supervisor for case assignment.</p> <p><i>If the client is not eligible, do step 2.</i></p> <p><i>If the client is eligible, proceed to step 3.</i></p>			
2. Prepares for referral to other agency	2. Refers the client to another agency if his/her needs are beyond the service capacity of the center.	None	30 Minutes	Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i>
3. Receives the list of requirements	3. Provides a list of requirements for the client's family to comply	None	10 Minutes	Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i>
4. Submits the admission requirements <i>(within 2 weeks from the receipt of list of requirements)</i>	<p>4. Reviews the submitted documents</p> <p><i>If the documents are incomplete, the client/ client's family is advised to submit the lacking documents within 2-3 days.</i></p>	None	30 Minutes	Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i>
5. Submits for physical examination	5. Conducts physical examination and assessment of laboratory test results to determine if the client is fit to undergo the rigors of rehabilitation.	None	30 Minutes	Ms. Catherine Bornel <i>Nurse I</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Submits for initial psychological assessment	6. Conducts initial assessment to determine the psychological functioning.	None	1 Hour	Ms. Pamela Rose Evangelista <i>Psychometrician / AO II</i>
7. Attends pre-admission conference (after 3 days from step 6)	7. Discusses the results of the psychological and medical examinations and the training/ rehabilitation needs of the client and prepares the initial intervention plan	None	30 Minutes	<p><i>Rehabilitation Team:</i></p> <p>Mr. Graeme Ferdinand D. Armezin <i>Training Center Superintendent II</i></p> <p>Ms. Florita Q. Dabon <i>Senior Manpower Development Officer</i></p> <p>Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i></p> <p>Ms. Pamela Rose Evangelista <i>Psychometrician / AO II</i></p> <p>Ms. Catherine Bornel <i>Nurse I</i></p> <p>and</p> <p>Referring Party (i.e. LSWDO, SWDA or NGO)</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Prepares for a home visitation	8. Conducts home visits to gather collateral information as a reference in the case management and preparation of the Social Case Study Report. <i>Note: For clients from far-flung areas, the agency coordinates with the C/MSWDO for the conduct of the home visit and collateral information gathering.</i>	None	1 Day	Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i> or Social Worker LSWDO
9. Attends the admission conference	9. Conducts admission conference and orients the client about the facility, program and services, courses and rules and regulations including accommodations. Accomplishes the admission slip and agreement/Kasunduan.	None	1 Hour	<i>Rehabilitation Team:</i> Mr. Graeme Ferdinand D. Armecin <i>Training Center Superintendent II</i> Ms. Florita Q. Dabon <i>Senior Manpower Development Officer</i> Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i> and Client's Family/Guardian

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				and Referring Party (i.e. LSWDO, SWDA or NGO)
10. Participates in the First Rehabilitation Team meeting	10. Discusses the client's case including collateral information gathered	None	1 Day	<i>Rehabilitation Team:</i> Mr. Graeme Ferdinand D. Armezin <i>Training Center Superintendent II</i> Ms. Florita Q. Dabon <i>Senior Manpower Development Officer</i> Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i> Ms. Pamela Rose Evangelista <i>Psychometrician / AO II</i> and Client's Family/ Guardian and Referring Party (i.e. LSWDO, SWDA or NGO)
11. Participates in the Second Rehabilitation Team meeting	11. Discusses and finalizes the social rehabilitation	None	1 Hour	<i>Rehabilitation Team:</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	goals indicating rehabilitation indicators, plans and schedules.			Mr. Graeme Ferdinand D. Armezin <i>Training Center Superintendent II</i> Ms. Florita Q. Dabon <i>Senior Manpower Development Officer</i> Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i> Ms. Pamela Rose Evangelista <i>Psychometrician / AO II</i>
12. Undertakes Social Rehabilitation Training	12. Facilitates the intensive and extensive instruction along subjects and activities designed to enhance their functional literacy, personality development, independent living and work habits with monthly monitoring of client's behavior and performance.	None	3 Months	Ms. Florita Q. Dabon <i>Senior Manpower Development Officer</i> <i>assisted by the Manpower Development Officers for Social Rehabilitation</i>
13. Participates in Social Rehabilitation	13. Discusses and assesses the results of the Social	None	30 Minutes	<i>Rehabilitation Team:</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Evaluation meeting	<p>Rehabilitation Training and determines the client's readiness for Vocational Rehabilitation Training.</p> <p>Note: <i>If the client is not willing to proceed to Vocational Rehabilitation Training, the agency issues Certificate of Attendance</i></p>			<p>Mr. Graeme Ferdinand D. Armecin <i>Training Center Superintendent II</i></p> <p>Ms. Florita Q. Dabon <i>Senior Manpower Development Officer</i></p> <p>Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i></p> <p><i>assisted by the Manpower Development Officers for Social Rehabilitation</i></p>
14. Participates in the Third Rehabilitation Team meeting	14. Determines and finalizes the client's vocational rehabilitation goals, vocational training course to take, training schedule and other needed requirements.	None	1 Hour	<p><i>Rehabilitation Team:</i></p> <p>Mr. Graeme Ferdinand D. Armecin <i>Training Center Superintendent II</i></p> <p>Ms. Florita Q. Dabon <i>Senior Manpower Development Officer</i></p> <p>Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Ms. Pamela Rose Evangelista <i>Psychometrician / AO II</i> and Client's Family/ Guardian and Referring Party (i.e. LSWDO, SWDA or NGO)
15. Undertakes Vocational Rehabilitation Training	15. Provides a suitable course to the client and monitors the intervention plan of all the services and accomplishes the client's monthly training progress reports for discussion during the Implementation Review (IR). Conducts vocational counseling sessions to clients and updates the Social Case Study Report and intervention plan during the IR.	None	9 Months	<i>Rehabilitation Team:</i> Mr. Graeme Ferdinand D. Armecin <i>Training Center Superintendent II</i> Ms. Florita Q. Dabon <i>Senior Manpower Development Officer</i> Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i> Ms. Pamela Rose Evangelista <i>Psychometrician / AO II</i> <i>assisted by the Manpower Development Officers for</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Vocational Rehabilitation</i>
16. Participates in the Fourth Rehabilitation Team meeting	16. Assesses the results of the vocational rehabilitation training and agrees on plans and schedules for the client's OJT.	None	2 Hours	<i>Rehabilitation Team:</i> Mr. Graeme Ferdinand D. Armechin <i>Training Center Superintendent II</i> Ms. Florita Q. Dabon <i>Senior Manpower Development Officer</i> Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i> <i>assisted by the Manpower Development Officers for Vocational Rehabilitation</i>
17. Requests for further training or other employment options	17. Assists the client and prepares referral letter	None	1 Hour	Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i>
18. Participates in the Fifth Rehabilitation Team meeting	18. Discusses the client's On-the-Job Training (OJT) and finalizes the referral letter and MOA with OJT venue/partner	None	1 Hour	Ms. Florita Q. Dabon <i>Senior Manpower Development Officer</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
19. Undertakes for On-the-Job Training (OJT)	19. Facilitates the client's OJT and conducts monthly monitoring	None	3 Months	Ms. Florita Q. Dabon <i>Senior Manpower Development Officer</i>
20. Participates in the Sixth Rehabilitation Team meeting	20. Discusses the results of the client's OJT and partner's final evaluation report and plans for employment referral	None	45 Minutes	Rehabilitation Team: Mr. Graeme Ferdinand D. Armecin <i>Training Center Superintendent II</i> Ms. Florita Q. Dabon <i>Senior Manpower Development Officer</i> Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i> <i>assisted by the Manpower Development Officers for Vocational Rehabilitation</i>
21. Undertakes a job	21. Recommends the client for employment	None	3 Months	Ms. Florita J. Simbajon <i>Manpower Development Officer I</i>
22. Participates in the Employment Evaluation meeting	22. Submits an evaluation of the client's employment and recommends for case closure if vocational rehabilitation indicators are	None	2 Hours	Rehabilitation Team: Mr. Graeme Ferdinand D. Armecin <i>Training Center Superintendent II</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	achieved and updates the Social Case Study Report.			Ms. Florita Q. Dabon <i>Senior Manpower Development Officer</i> Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i>
23. Participates in the Pre-discharge Conference	23. Conducts a pre-discharge conference and formulate the termination or discharge plan	None	30 Minutes	<i>Rehabilitation Team:</i> Mr. Graeme Ferdinand D. Armecin <i>Training Center Superintendent II</i> Ms. Florita Q. Dabon <i>Senior Manpower Development Officer</i> Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i>
24. Participates in the Discharge Conference	24. Presents the results of the monitoring to the rehabilitation team to determine if the goals/ objectives are met and recommend the closure of the case having achieved the	None	1 Hour	<i>Rehabilitation Team:</i> Mr. Graeme Ferdinand D. Armecin <i>Training Center Superintendent II</i> Ms. Florita Q. Dabon <i>Senior Manpower</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	rehabilitation indicators.			<i>Development Officer</i> Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i> Ms. Pamela Rose Evangelista <i>Psychometrician / AO II</i> and Client's Family/ Guardian and Referring Party (i.e. LSWDO, SWDA or NGO)
25. Answers the Client Satisfaction Measurement Survey	25. Administers the Client Satisfaction Measurement Survey	None	10 Minutes	Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i>
26. Participates in the monitoring visit	26. Social Worker conducts monitoring visits within 3 months after the discharge to determine the status of clients in the family or community. The Social Worker prepares termination/closing summary reports of clients. <i>Remarks: In the context of the pandemic, the</i>	None	3 Months	Ms. Asteria C. Geraldizo <i>Social Welfare Officer II</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>social worker conducts virtual platforms/ teleconferences or other forms of modalities to monitor the status of clients in the family or community.</i>			
TOTAL		None	1 Year, 6 Months, 4 Days and 5 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>The clients can send feedback by filling-up a Client Satisfaction Feedback Form and drop the Form in the designated boxes (Suggestion Box at the Public Assistance Desk/Front Desk)</p> <p>Clients can also send email or contact the center through the telephone numbers mentioned below from Monday to Friday 8:00 AM to 5:00 PM. The clients can also send their feedback through the FB page of the DSWD Field Office VII.</p>
How feedbacks are processed	<p>A designated staff shall open the suggestion box and forward the feedback to the Center Head. The Center Head will assess and analyze the feedback and discuss this to the concerned staff for appropriate action. All feedback will be presented during the monthly staff meeting.</p> <p>For the client feedback requiring agency actions, the client will be contacted for acknowledgement and will be informed of the course of actions to be provided by the Office.</p>
How to file a complaint	<p>Written complaints can be made by filling-up a complaint form provided at the Public Assistance Desk. Upon filling-up the form, this can be dropped at the Suggestion Box located in the Desk. The complainant can also write directly to the Center Head or to the Regional Director.</p> <p>Verbal complaints are also welcome and these are treated with confidentiality. The verbal complaints will be recorded and transcribed by the officer or staff receiving the complaint.</p>
How complaints are processed	<p>For complaints dropped in the suggestion box, a designated staff shall open the suggestion box and forward the complaints to the Center Head. The Center Head will assess and analyze the complaint and discuss this with the center's grievance committee. The committee will conduct validation of the complaint.</p>

	<p>If it concerns the staff, the Center Head will conduct a conference with the concerned staff, his/her supervisor and if known, the person making the complaint for immediate resolution. If unresolved, the center's grievance committee will endorse the complaint to the Field Office's grievance committee.</p>
Contact Information of CCB, PCC and ARTA	<p>CCB: SMS: 0908-881-6565 email@contactcenterngbayan.gov.ph https://contactcenterngbayan.gov.ph/ https://facebook.com/civilservicegovph/ Call: 165 65 P5+VAT per call anywhere in the Philippines via PLDT landlines PCC: pcc@malacanang.gov.ph 8888 ARTA: 8-478-5093 complaints@arta.gov.ph</p>
Contact Information	<p>DSWD Area Vocational Rehabilitation Center II Camomot-Franza Road, Labangon, Cebu City Tel No. +63(32)261-0001, +63(32)261-4021 avrc2.fo7@dswd.gov.ph</p>

List of Office

Office	Address	Contact Information
Protective Services Division (PSD)		
DSWD Area Vocational Rehabilitation Center II	Camomot-Franza Road, Labangon, Cebu City	Tel No. +63(32)261-0001, +63(32)261-4021 avrc2.fo7@dswd.gov.ph