

PROVISION OF ASSISTANCE TO CLIENTS OF THE VOCATIONAL REHABILITATION CENTERS

Document History

Rev. No.	DRRRF No.	Description of Change	Originator	Date Originated/ Revised
00	DRRRF-2021-233	Initial Release	Program Management Bureau	December 14, 2021
01	DRRRF-2022-144	First Revision	Program Management Bureau	March 11, 2022
02	DRRRF-2022-47	Inclusion of the ISO 9001:2015 Certification Mark	Program Management Bureau	September 30, 2022

REVIEW AND APPROVAL

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1.0 Purpose:

To provide a guideline and procedure on the provision of assistance to clients of Vocational Rehabilitation Centers to ensure that clients receive all the services needed in a timely and appropriate manner.

2.0 Scope:

This procedure applies to the management of clients' cases in the DSWD Center Facilities managed by DSWD Field Offices i.e., National/ Area Vocational Rehabilitation Centers, Rehabilitation Sheltered Workshop and Center for the Handicapped.

3.0 Associated Reference/s:

- 3.1 Republic Act 7277 series of 1991, known as the Magna Carta for Disabled Persons
- 3.2 "Magna Carta for the Disabled Persons and its "IRR" of the RA 7277
- 3.3 Republic Act No. 11036 series of 2017, known as the "Mental Health Law"
- 3.4 Republic Act No. 11032 series of 2018, known as the "Ease of Doing Business (EODB) and Efficient Government Service Delivery Act"
- 3.5 Republic Act No. 1179 series of 1954, known as Vocational Rehabilitation Act
- 3.6 Administrative Order Number 16 series of 2005 or the "Standards for Center Based Services"
- 3.7 Administrative Order Number 59 series of 2003 of the Guidelines for the Implementation of the Auxiliary Social Services for Persons with Disabilities
- 3.8 Administrative Order Number 7 series of 2004 or the Guidelines for the Implementation of the Sheltered Workshop for Persons with Disabilities and Older Persons
- 3.9 Administrative Order Number 05 series of 2005 or the Guidelines in the Implementation of the Enriched Training Curriculum of the Vocational Rehabilitation Centers
- 3.10 AVRC Manual of Operation approved in 2007.
- 3.11 Approved MOOs of the NVRC, RSW, AVRCs 1, 2 & 3 and Center for the Handicapped.

4.0 Definition of Terms:

TERM	DEFINITION
Center-based Services/Non-Residential Services	Services rendered in facilities referred to as "centers" on a daily basis or during part of the day, addressing immediate crisis or developmental concerns of an individual, group or family. Clients of these facilities have families to return to after each



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	segment of the brief treatment or after undergoing developmental activities.
Disability	Any restriction or lack of ability resulting from impairment to perform an ability in the manner or within the range considered normal for a human being.
Persons with Disabilities	Refers to those suffering from restriction of different abilities, as a result of mental, physical, or sensory impairment in performing an activity in the manner within range considered normal for human beings. Among others are the following; <ul style="list-style-type: none">• Persons with visual disability• Persons with speech disability• Persons with physical disability• Persons with learning disability• Persons with psychosocial and behavioral disability• Other types of disabilities as cited in RA No. 7277
Vulnerable Groups	Refers to individuals and groups who are non-persons with disabilities needing strategies to reduce vulnerabilities by decreasing exposure to risks and increasing their adaptive capacities such as their employable skills which equipped them for their eventual reintegration to the communities and for the improvement of the well-being of their families.
Impairment	Is any loss, diminution or aberration of psychological, physiological or anatomical structure of functions (RA 7277)
Handicap	Refers to a disadvantaged for a given individual, resulting from an impairment of a disability, that limits or prevents the function of activity, that is considered normal given the age and sex of the individual (RA 7277)
Rehabilitation	Refers to the recovery of the basic right as a human being to move within the mainstream of society and engage in gainful and meaningful employment.
Rehabilitation Team	Refers to the multidisciplinary team of the center who formulates and implements the agreed intervention plan of trainees.
Vocational Rehabilitation	Refers to a program to develop the competencies and potentials of persons with disabilities and other vulnerable groups to enable them to compete favorably for available productive and remunerative employment opportunities in the labor market.
Employment	Refers to the use of acquired social and vocational skills for open, self-employment and sheltered employment.



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Sheltered Employment	Refers to the provision of supportive employment for persons with disabilities aged 16 and above who are unable to enter in the open employment, temporarily or permanently through workshops providing special facilities, income producing projects or homework schemes with the aim of giving them opportunity to earn a living and enabling them to acquire a working capacity required in an open employment.
Self-Employment	Refers to the employment whereby the person's ability is able to engage in a business of his/her own. It is the placement of persons with disability in income producing projects utilizing the starter kits and/or livelihood assistance fund from the vocational rehabilitation centers including assistance from Government Agencies, Non-Government Organizations and other entities.
Auxiliary Social Service	Refers to the assistive devices needed by trainees to improve their functionalities and mobilities such as but not limited to hearing aids, white cane, crutches, wheelchair, and prosthetic devices.
Open Employment	Refers to the employment in competitive industrial, commercial, private and public agencies on the same level as non-disabled.
Social Work Helping Process	Refers to the progressive transaction between the professional social worker and the client, consisting of a series of problem-solving activities aimed at assisting people to regain equilibrium and achieve the highest level of physical, mental, social and economic sufficiency.
Social Services	These services are aimed to help the persons with disabilities and other vulnerable groups to reach their optimum adjustment to their disabilities and work towards social integration in their family and community.
Case Manager	Links clients on needed resources that exist in complex service delivery networks and orchestrates delivery in a timely manner. The case manager is a Social Worker
Client	Refers to a person with disability availing of the vocational rehabilitation programs and services at the National Vocational Rehabilitation Center (NCR), Rehabilitation Sheltered Workshop (NCR) and Area Vocational Rehabilitation Centers (FOs I, VII, IX) and Center for the Handicapped (FO XII) to develop knowledge, attitude and skills to uplift living condition.



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5.0 Procedure

FLOWCHART	PROCEDURE DETAILS	RESPONSIBLE PERSON	INTERFACE DOCUMENT	TURN AROUND TIME
<pre>graph TD; START([START]) --> WALK-IN[WALK-IN/ REFERRAL/ OUTREACHED];</pre>	<p>I. Pre-Admission Phase</p> <p>Clients admitted in the Vocational Rehabilitation Centers are either walk-in, outreached or referral from the Local Government Unit (LGU), National Government Agencies, Non-Government Organizations and other entities.</p> <p>The Social Worker conducts initial interview and assessment with client, parent, guardian or referring party to determine eligibility to receive services or assistance in the center.</p> <p><i>Remarks: In the new normal, online registration virtual platforms/ teleconference or other forms of modalities are done in conducting an interview with client, family or referring agency in compliance with safety and health protocols.</i></p>	Social Worker		1-2 hours



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<p>IS CLIENT ELIGIBLE?</p> <p>NO</p> <p>YES</p>	<p>The social worker accomplishes the intake sheet and submits to the Supervising Social Worker for case assignment.</p> <p>The social worker provides a list of documentary requirements. for compliance of the client's family.</p>	<p>Social Worker Supervising Social Worker</p>	<p>Accomplished General Intake Sheet</p>	<p>10-15 minutes</p>
<p>REFERS CLIENTS TO OTHER AGENCY</p> <p>END</p>	<p>If not, the social worker refers the client to LGU, families and other agencies who can respond to his/her needs.</p>	<p>Social Worker</p>	<p>Referral Letter</p>	<p>30 minutes</p>
<p>CONDUCTS PHYSICAL EXAMINATION</p>	<p>The social worker refers the client to the Medical Officer for physical examination. Should the Medical Officer request for laboratory tests, the client shall be given one day to comply with the required tests.</p>	<p>Social Worker, Medical Officer, Client</p>	<p>Medical Certificate/ Report</p>	<p>30 minutes</p>
<p>CONDUCTS INITIAL PSYCHOLOGICAL ASSESSMENT</p>	<p>If a client is assessed to be physically fit, the social worker refers the client to the Vocational Guidance and Psychological Services for the initial assessment to determine his/ her psychological functioning.</p>	<p>Social Worker Psychologist/ Psychometric ian</p>	<p>Initial Assessment Report/ Initial Psychological Assessment Report, Initial Intervention Plan</p>	<p>1-2 hours</p>



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	The social worker and the rehabilitation team prepare the initial intervention plan.			
CONDUCTS DATA GATHERING AND PREPARATION OF SOCIAL CASE STUDY REPORT	<p>The social Worker conducts home visit to the clients to gather collateral information as basis in the preparation of the Social Case Study Report</p> <p>For the clients from far flung provinces, cities, municipalities/ areas, the social worker coordinates and requests assistance from the C/MSWDO for the conduct of the home visit to the client to gather information.</p> <p>The social worker prepares the social case study report</p>	Social Worker (VRC)/ Social Worker (LGU)	Social case study report/ Feedback report from LGU (if necessary), Request Letter to LGU	45 days
ORIENTS CLIENT ON CENTERS PROGRAMS AND SERVICES	<p>II. Admission Phase</p> <p>The social worker orients the client about the facility, its programs and services, exploratory courses, schedules, rules and regulations including the accommodation procedures of clients (if necessary) with client's conformity.</p> <p>The Social Worker accomplishes Admission Slip.</p>	Social Worker, Client	Signed Agreement, (Kasunduan) Accomplished Admission Slip, Minutes of Admission Conference	1 hour



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CONDUCTS 1 ST REHABILITATION TEAM MEETING	<p>The rehabilitation team conducts the 1st Rehabilitation Team Meeting. The client's case is presented and discussed including the information from the client and from the collateral information gathered.</p> <p>The discussion includes details on the exploratory training (2-3 courses within five days per course), results of the psychological assessment, evaluation of the social rehabilitation courses and the intervention plan of different services.</p>	Rehabilitation team	Minutes of the meeting	4 hours
CONDUCTS 2 ND REHABILITATION TEAM MEETING	The social worker calls for the second rehabilitation team meeting to discuss and finalize the social rehabilitation goals of clients (indicating rehabilitation indicators, plans and social rehabilitation schedules within 2-3 months).	Social Worker, Rehabilitation Team	Minutes of the meeting, Consolidated rehabilitation goal Rehabilitation Indicators Social Rehabilitation Schedules	1-2 hour
CLIENTS ATTENDS SOCIAL REHABILITATION TRAINING	<p>III. Social Rehabilitation Phase</p> <p>The client attends the social rehabilitation training for two to three months on functional literacy, independent</p>	Vocational Training Instructor, Social Worker, Client	Social Rehabilitation Schedule/ Report Updated Rehabilitation/ Intervention Plan	2-3 months



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	living, personality development, physical functioning, work adjustment, etc.			
	<p>The Social Adjustment Service, Vocational and Psychological Guidance Service, Training Service, Medical and Dental Service, etc. provide appropriate programs and services needed by the client.</p> <p>The Social Worker prepares and consolidates all reports from different services.</p> <p>The Social Worker updates the Social Case Study Reports and Intervention Plan of the client per results of monitoring and evaluation done while attending the social rehabilitation.</p>	SAS, VPGS, Training, Medical and Dental Services	SAS report VPGS report Client's report Medical & Dental report, etc. Updated Social Case Study Report, Updated rehabilitation/ Intervention Plan	
CONDUCTS EVALUATION CONFERENCE	The Social Worker convenes a rehabilitation team for an evaluation conference to discuss and assess the results of Social Rehabilitation Training and determine the client's readiness for vocational rehabilitation training.	Social Worker, Vocational Training Members, Rehabilitation Team	Evaluation report	45 mins



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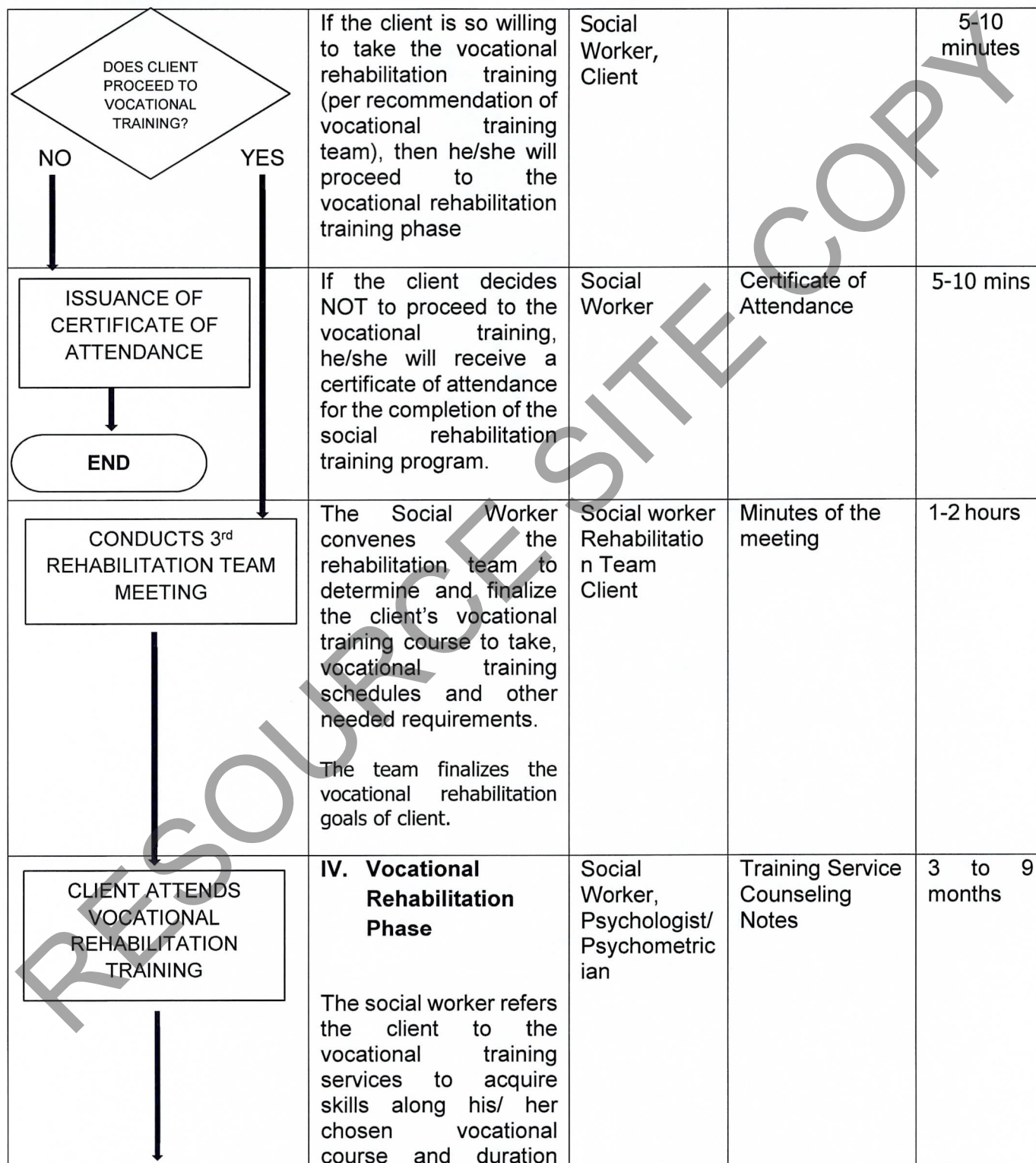
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	<p>period from three up to nine months.</p> <p>The psychologist/psychometrician conducts vocational counseling sessions to the client for guidance.</p>			
<div>MONITORS PROGRESS OF CLIENT</div>	<p>The rehabilitation team monitors and submits progress reports within a 3-9 months' period providing feedback on significant effects/benefits of the vocational rehabilitation attended by clients.</p> <p>The Social Worker consolidates all reports from different services that elicit the effect of the intervention/rehabilitation/ training program conducted.</p> <p>The social worker updates the Social Case Study Report and intervention plan per results of monitoring and evaluation during the vocational rehabilitation phase.</p>	<p>Social Worker, Rehabilitation Team, Trainers SAS Service VPGS Service</p>	<p>Individual feedback report from SAS Service VPGS Service Vocational Monthly Progress Report/ Feedback Report/ Activity Report/ Process Recording, Updated Social Case Study Report, Updated Rehabilitation/ Intervention Plan</p>	
<div>CONDUCTS 4TH REHABILITATION TEAM MEETING</div>	<p>The social worker with the rehabilitation team assesses the results of the vocational rehabilitation training program of the client.</p> <p>If the vocational rehabilitation training is successful, thereafter the rehabilitation team</p>	<p>Social Worker, Rehabilitation Team</p>	<p>Evaluation report of client, Minutes of meeting</p>	<p>2-3 hours</p>



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↓	will discuss and agree on plans and schedules for the OJT of the client.			
REFERS CLIENT	If the client wants to take other options or proposals for further training/ employment, then the rehabilitation team will assist him/her on the matter. Social Worker prepares referral letter to the concerned parties.	Social Worker/ Rehabilitation team	Referral letter	1 hour
CONDUCTS 5 TH REHABILITATION TEAM MEETING	The Social Worker calls the rehabilitation team meeting to discuss the conduct of the On-the-Job (OJT) Training of clients for two-three months. The rehabilitation team discusses/ finalizes the referral letter and MOA/ MOU with employers.	Social Worker, Placement Officer, Rehabilitation Team	Minutes of the meeting	2-3 hours
PREPARES MOA/ MOU AND REFERRAL LETTER	The social worker prepares the referral letter and MOA/ MOU with employers.	Social Worker	Referral Letter/ Memorandum of Agreement or Memorandum of Understanding with Employer(s)	1 hours
THE CLIENT UNDERGOES ON-THE-JOB TRAINING	V. On-the-Job Training Phase The client attends the OJT based on recommendation of the rehabilitation team. Clients attending OJT are being monitored on	Social Worker Placement Officer Client Employer	Monthly Feedback/ Monitoring report/ Evaluation Report from the Employer	2-3 months



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	<p>matters such as attendance, behavior, work attitude and work habit.</p> <p>The social worker prepares a monthly feedback report.</p> <p>The employer submits an evaluation report based on the performance of the client.</p>			
↓				
CONDUCTS 6 TH REHABILITATION TEAM MEETING	<p>The Social Worker convenes the rehabilitation team to discuss the results of the OJT of the client based on the employer's final evaluation report.</p> <p>If OJT assessment is positive/ favorable, the trainee will be referred either to school or job placement.</p>	Social Worker, Rehabilitation Team Client Employer	Minutes of the meeting	45 mins.
↓				
JOB PLACEMENT	<p>VI. Job Placement Phase</p> <p>The Placement Officer refers clients to open employment, self-employment or sheltered employment within three months.</p>	Social Worker, Placement Officer, Client	Referral letter to employer, Monitoring report, Assessment and recommendation report	3 months
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EVALUATION	<p>The Placement Officer submits an evaluation on program implementation citing effects/ benefits to the</p>	Placement Officer, Rehabilitation Team, Employer	Evaluation report, Updated social case study report	1 day



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	<p>social worker and members of the Rehabilitation Team recommending for the closure of the case having achieved the vocational rehabilitation indicators.</p> <p>When job placement indicators have been achieved within three (3) months from the date of actual job placement, the graduate and the employer are formally informed on recommendation for the closure of the case</p> <p>The Placement Officer and Rehabilitation team identify gaps to enhance the provision of the vocational rehabilitation programs and services. Feedback reports from clients after undertaking the vocational rehabilitation training program are elicited and responded.</p> <p>The social worker prepares an updated social case study report.</p>			
CONDUCTS PRE-DISCHARGE CONFERENCE	VII. Discharge Phase The social worker conducts a pre-discharge conference	Social Worker, Client, Family Member,	Minutes of meeting, After care plan, Discharge/Termination plan	1-2 hours



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	<p>with the rehabilitation team involving the family member, referring party and LGU to discuss the nature of discharge and after care plan of the client within three-six months.</p> <p>The nature of discharge includes but is not limited to open employment, self-employment, sheltered employment, independent living, family, employer, LGU acceptance, dropped out or terminated.</p> <p>The discharge/termination plan is formulated with the client and other stakeholders prior to actual termination.</p>	Referring Party/LGU		
CONDUCTS DISCHARGE CONFERENCE	The Social worker calls for the final discharged conference with family members and the referring party to finalize the discharged plan.	Rehabilitation team Referring party/ LGU	Minutes of Meeting, Discharge Slip,	1-2 hours
ADMINISTER CLIENT SATISFACTION SURVEY	To determine if the client is satisfied with the programs and services provided, the client administers a satisfaction survey either online or personal fill-in the form.	Social Worker, Client	Accomplished Client Satisfaction Survey Form	10 minutes



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	<p>This will serve as a venue to improve the services offered by the Vocational Rehabilitation Centers to clients.</p> <p><i>Remarks: In the context of the pandemic, filling up the satisfaction survey can be done either through email or personal filling-out of survey or other modalities, whichever is applicable to the client.</i></p>			
<div>CONDUCTS MONITORING VISIT</div> <div>END</div>	<p>VIII. Post Discharge</p> <p>Social Worker conducts monitoring visits to clients within 3 to 6 months after the discharge to determine the status of clients in the family or community.</p> <p>The Social Worker prepares termination/closing summary reports of clients.</p> <p><i>Remarks: In the context of the pandemic, the social worker conducts virtual platforms/teleconferences or other forms of modalities to monitor the status of clients in the family or community.</i></p>	<p>Social Worker</p>	<p>Monitoring report, Termination/ Closing summary report</p> <p>Total turnaround time: 18 months maximum until job placement phase when availed</p>	<p>3-6 months</p>