

**SERVICE STANDARD  
QUEZON CITY GOVERNMENT**

**QUEZON CITY ANTI-DRUG ABUSE ADVISORY COUNCIL**

**VISION:** A policy making council tasked with leading efforts to establish and maintain a Drug-Free QC.

**MISSION:** Preventing Drug Abuse Through Education And Advocacy  
Treatment And Rehabilitation Of Drug Dependents  
Establish Linkage With Stake Holders  
(Law Enforcers, Judiciary, Academe, Health Sector, Csos, Policy Makers, National Government Agencies,  
The Community In General)

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**Service Pledge:** To pursue holistic personal and community development, hence, we shall lead the effort to establish and make Quezon City a Drug-Free city through a socially transformed, responsible and productive citizenry.

Type of Front-line Service	Documentary Requirements	Client/Requesting Party	Office/Person Responsible	Steps/Procedure	Forms to Fill-up	Fees	Processing Time
1. Administrative Section	None	<ul style="list-style-type: none"> <li>➤ Walk-in Clients</li> <li>➤ Inter-Department Offices</li> <li>➤ Other Government Offices</li> </ul>	<ul style="list-style-type: none"> <li>• Administrative Officer</li>   <li>• Budget Officer</li>   <li>• Records Officer</li> </ul>	<ol style="list-style-type: none"> <li>1. Receive communications/answer queries, requests and other information</li> <li>2. Handle employees' attendance, locators and payrolls</li> <li>3. Managing office stock, preparing regular reports, expenses and office budgets</li> <li>4. Coordinate, support, monitor, implement projects and programs before, during and after activity</li> <li>5. Keep records, reports correspondence memoranda and other documents</li> </ol>	<p style="text-align: center;">None</p> <p>Office Supplies Request Forms</p>	None	3-5 mins

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			<ul style="list-style-type: none"> <li>• Administrative Assistant Staff</li>   <li>• Liaison Officer</li>   <li>• Frontline/Receiving Clerk</li>   <li>• Administrative Aide (Driver)</li> </ul>	<ol style="list-style-type: none"> <li>6. Performs routine clerical and organizational chart. Organize files, draft messages, schedule appointments and support other staff.</li> <li>7. Prepare correspondences, memoranda, referrals and other documents signed by the City Vice Mayor</li> <li>8. Coordinates multiple activities of many different agencies or companies</li> <li>9. Assist walk-in clients prior to the inquiries regarding the processes for treatment and rehabilitation.</li> <li>10. Provide secure and timely driving services to transport passengers and goods perform occasional handyman jobs inside the Office.</li> </ol>	<p>Vehicle Request Forms</p>	<p>None</p> <p>None</p>	<p><b>3 mins</b></p>

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<p><b>2. Intake and Referral Section</b></p>	<ul style="list-style-type: none"> <li>• Certification of Drug Dependency Evaluation of DOH Accredited Physician recommend for counseling.</li> </ul>	<ul style="list-style-type: none"> <li>- Referral from Schools</li> <li>- Referral from QCDTRC-Tahanan</li> </ul>	<ul style="list-style-type: none"> <li>• Psychometrician</li> <li>• Social Worker</li> <li>• Medical Doctor and DOH Accredited Physician</li> </ul>	<ol style="list-style-type: none"> <li>1. Registration</li> <li>2. Interview of Petitioner//Patient by Intake Officer on Social Case Study.</li> <li>3. Mental and Drug Dependency Evaluation of DOH Accredited Physicians <ul style="list-style-type: none"> <li>➤ Recommending for; <ol style="list-style-type: none"> <li>1. Treatment and Rehabilitation</li> <li>2. Psychiatric ^Treatment</li> <li>3. Counseling</li> </ol> </li> </ul> </li> <li>4. Conduct Assessment <ul style="list-style-type: none"> <li>• Psychological Testing <ul style="list-style-type: none"> <li>- Intelligence Test</li> <li>- Personality Test</li> <li>- Projective</li> </ul> </li> <li>• Comprehensive Psychological and Motivational Interview</li> </ul> </li> <li>5. Assessment Conclusion <ol style="list-style-type: none"> <li>a. Prepare individualized progress report</li> <li>b. Facilitate all activities of the Counseling group. Update individual.</li> <li>c. Update individual evaluation sheet of the counselee and parents.</li> </ol> </li> </ol>	<p>Pre-admission Form</p>	<p>None</p>	<p>2 hours</p>

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<p><b>a. Special Drug Education Center and Out-Patient/ Counselling</b></p>			<ul style="list-style-type: none"> <li>• Psychologist</li>   <li>• Medical Doctor</li> </ul>	<ul style="list-style-type: none"> <li>• Suspected drug users will surrender themselves to the barangay</li> <li>• QC-IDAPS Administrator will profile or gather data through the QC-IDAPS</li> <li>• Drug Dependency Evaluation will be carried out by DOH Accredited Physicians to determine the level of addiction of the drug surrender</li> <li>• Community Based Treatment and Care Services</li> </ul> <p>M-W-F: Clinical Services</p> <p>T-TH-Sat: Sustainability Program</p> <p>Sunday: Spiritual Upliftment</p> <ul style="list-style-type: none"> <li>• Psychological test will be administered to determine the behavioral patterns, personality</li> </ul>	<ul style="list-style-type: none"> <li>• Clients' Background Information Form</li> </ul>	None	<p>Six (6) months session</p> <p>2-3 mims</p>

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<b>b. Community-Based Treatment Program</b>	IDAPS Forms	Drug Surrenderers/Barangay	QC-IDAPS Administrator	and intelligence level of the surrenderers <ul style="list-style-type: none"> <li>• Drug surrenderers will undergo 12 counselling sessions using the Katatagan Kontra Droga sa Komunidad Manual</li> <li>• Drug surrenderers will be issued a Certificate of Completion by the DOH Accredited Physician during the Graduation Rites</li> </ul>	IDAPS Form	None	10-15 mins
	Certificate of Mental and Drug Dependency Evaluation		DOH Accredited Physician		DDE Form	None	5-15 mins

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<b>3. Technical/Training Research Section</b>	Gather information and reports from office activities	<ul style="list-style-type: none"> <li>➤ Walk-in clients</li> <li>➤ 142 Barangays</li> <li>➤ Inter-Department Offices</li> <li>➤ Other Government Offices</li> <li>➤ QC Schools ( Public and Private)</li> </ul>	Special Operation	<ul style="list-style-type: none"> <li>• Collate reports from different office activities and make the necessary documentation for office records</li> <li>• Responsible for creating and implementing training programs</li> <li>• In-charge of doing the minutes of the Council meetings</li> <li>• Make brochures/IEC Materials</li> </ul>	None	2 hours	
			Legal Assistant	<ul style="list-style-type: none"> <li>• Gather clippings about drug related news affecting Q.C.</li> <li>• Receive copy furnished of Court orders for rehabilitation of clients</li> </ul>	Newspapers/Internet  None		1 hour  1 min

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<p><b>4. Preventive Education Section</b></p>	<p>Letter of Request</p>	<ul style="list-style-type: none"> <li>➤ Schools</li> <li>➤ Barangay</li> <li>➤ Youth Organization</li> <li>➤ National Government Organization</li> <li>➤ Private Organization</li> <li>➤ National Government Offices</li> <li>➤ TODA officials and members</li> </ul>	<ul style="list-style-type: none"> <li>• Administrative Officer</li> <li>• DAPE Facilitators</li> </ul>	<ol style="list-style-type: none"> <li>1. Receive request</li> <li>2. Plot the schedule of seminars to the different sector concerned</li> <li>3. Coordinate the schedule</li> <li>4. Confirm the schedule request</li> <li>5. Facilitate/conduct seminars, workshops, trainings, for a, dialogues and assemblies on illegal drugs</li> <li>6. Inform, disseminate and raise awareness on ill effects of drug abuse</li> </ol>	<ul style="list-style-type: none"> <li>• Attendance Sheet</li> <li>• Barkada Kontra Droga Membership Form</li> </ul>	<p>None</p>	<p>3-5 mins 2-3 hours</p>



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a. Drug Test	Letter of Request	<ul style="list-style-type: none"> <li>➤ Employees of QC Hall</li> <li>➤ Barangay Officials and Staff</li> <li>➤ TODA Officials and Members</li> </ul>	QCADAAC Staff -Drug Testing Laboratory duly accredited by the Department of Health	<ul style="list-style-type: none"> <li>• Receives letter of request for drug testing.</li> <li>• Coordinates with the Department of Health (DOH) and immediately transmit the letter made by respective barangay and QC Hall Offices/departments for their request of mandatory of random drug testing;</li> <li>• Coordinate to the above mentioned office for confirmation of the scheduled time and date of drug test that have been approve by the</li> </ul>	-Drug Test Form issued by testing laboratory duly accredited by the Department of Health  -Attendance Form	None	5 hours

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				<p>DOH and in order to insure the necessary preparations and materials to be used on the said scheduled date.</p> <ul style="list-style-type: none"> <li>• Assist the DOH for mandatory or random drug testing to be conducted in every barangay, and other QC Hall offices/Departments.</li> <li>• Follow up and pick up DT results and confirmatory test (for positive sample).</li> <li>• Forward the copy of DT results to the City Vice Mayor and then personally handed/ release the said document to respective Barangay Captains/Heads of Offices/Departments</li> </ul>			

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<b>b. Integrated Drug Abuse Profiling System (IDAPS)</b>	Q.C.IDAPS Forms DDE Forms	142 Barangays	<ul style="list-style-type: none"> <li>• Q.C.IDAPS Administrator</li> <li>• Administrative Assistant</li> <li>• Technical Assistant</li> </ul>	<ul style="list-style-type: none"> <li>• Profiling or data Gathering</li> <li>• Compilation of Information</li> </ul>	Q.C.IDAPS Forms DDE Forms	None	30 mins

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<p><b>5. Special Operations Section</b></p>	<p>Request Letter</p>	<p>Upon Request of 142 barangay and other concerned agencies</p>	<p>Special Operations Group (QCADAAC Employees)</p>	<ul style="list-style-type: none"> <li>• To conduct Reach-Out Operation and Oplan Sagip Anghel as requested by different barangay and other concerned agencies.</li> <li>• Conduct a final briefing with the task force for proper handling of minors during actual operations.</li> <li>• Coordinate to TAHANAN and Bahay Pangarap for proper disposition and indorsement of minors who found using rugby, solvent and other volatile substance.</li> </ul>	<p>None</p>	<p>None</p>	<p>3 days before Operation</p>

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				<ul style="list-style-type: none"> <li>• Rendered proper and legal advice to walk-in clients regarding their pending drug cases and explain to them the plea bargaining and rehabilitation program under the provisions of R.A. 9165.</li> <li>• To conduct Massive Operation with DSWD-NCR as lead agency, MMDA, DPWH, PNP and Q.C Task Force.</li> <li>• To conduct Special Operation with PDEA upon request and thru their program Sagip Batang Solvent to the cluster barangay with the assistance of the task force.</li> </ul>			