



QC KABAHAGI CENTER FOR CHILDREN WITH DISABILITIES

**CITIZEN'S CHARTER HANDBOOK
2024 (1st Edition)**



FOREWORD

The Quezon City Center for Children with Disabilities (Kabahagi Center) is committed to providing comprehensive and accessible services to children with disabilities and their families. The Kabahagi Center is more than just a facility--- it is a community where children with disabilities are given the opportunities to reach their full potential. Our services encompass a wide range of areas, including health, education, livelihood, social support, and empowerment. We strive to provide holistic care that addresses the unique needs of each child with disability, empowering them to live fulfilling lives.

In line with Section 6 of Republic Act 11032, known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", we present this Citizen's Charter to outline our services, standards, and commitment to transparency and accountability. This charter serves as a guide for our clients, stakeholders, and the general public, ensuring that they are fully informed about the services we offer, our operating procedures, and the mechanisms for seeking assistance.

As we move forward into Fiscal Year 2024, let this Citizen's Charter serve as a guide for our citizens to the myriad of services available at the Kabahagi Center. It is a reflection of our dedication to serve with compassion, excellence, and integrity. We encourage our clients and stakeholders to actively participate in the monitoring and evaluation of our services. Your feedback is invaluable in helping us improve our programs and ensure that we are meeting the needs of the community.

Together, let us work towards a future where all children with disabilities in Quezon City have access to the support and opportunities they need to thrive.

KAREN S. SAGUN

Director, QC Kabahagi Center for Children with Disabilities

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AGENCY PROFILE

I. MANDATE

The Quezon City Kabahagi Center for Children with Disabilities (QC Kabahagi Center) is established as a pivotal institution in Quezon City, Philippines, dedicated to upholding and safeguarding the rights and well-being of children with disabilities. Enshrined in various international conventions, national legislations, and local ordinances, the QC Kabahagi Center operates with the mission of ensuring inclusivity, accessibility, and comprehensive support for children with disabilities and their families.

Legal Framework:

- **U.N. Convention on the Rights of the Child:** The QC Kabahagi Center is guided by the principles set forth in the U.N. Convention on the Rights of the Child, recognizing the inherent dignity and rights of every child, including those with disabilities.
- **Philippine Constitution and National Laws:** Mandates from the Philippine Constitution, such as Article 13, Section 11, emphasize the State's commitment to comprehensive health development, ensuring the availability of essential goods and services to all citizens, including persons with disabilities. Additionally, laws such as R.A. 7277 (Magna Carta for Disabled Persons) and R.A. 7160 (Local Government Code of 1991) outline the rights and entitlements of persons with disabilities and the responsibilities of government agencies in providing social welfare services.
- **Local Ordinances:** Ordinances such as SP-1915, S-2009 (Special Children's Ordinance of Quezon City) and SP-2180, S-2012 (Quezon City Children's Code of 2012) underscore the commitment of Quezon City to provide accessible educational, rehabilitation, and health services for children with disabilities.

Objectives:

- **Comprehensive Support Services:** The QC Kabahagi Center aims to provide a range of support services tailored to the specific needs of children with disabilities, encompassing education, healthcare, rehabilitation, and social welfare.

- **Early Intervention and Detection:** Emphasizing the importance of early intervention, the center endeavors to detect disabilities at an early stage and provide timely support to facilitate the optimal development of children with disabilities.
- **Inclusive Education:** Ensuring access to quality education for all, the QC Kabahagi Center advocates for inclusive educational practices, promoting an environment where children with disabilities can thrive alongside their peers.
- **Capacity Building:** Through training programs and advocacy initiatives, the center seeks to empower families, caregivers, and communities to better support children with disabilities and promote inclusivity and acceptance.

Functions:

- **Service Delivery:** The QC Kabahagi Center provides a range of direct services, including therapy sessions, educational support, assistive technology provision, and counseling, tailored to meet the individual needs of children with disabilities.
- **Advocacy and Awareness:** The center engages in advocacy efforts to promote the rights and inclusion of children with disabilities, raising awareness within the community and advocating for policy changes to enhance support systems.
- **Collaboration and Coordination:** Collaborating with government agencies, non-governmental organizations, and community stakeholders, the center fosters a coordinated approach to service provision, maximizing resources and expertise to benefit children with disabilities.
- **Research and Development:** Through research initiatives and program evaluation, the QC Kabahagi Center continuously strives to enhance the effectiveness of its services, adapting to evolving needs and best practices in the field of disability rights and support.

In alignment with international conventions, national laws, and local ordinances, the Quezon City Kabahagi Center for Children with Disabilities is committed to championing the rights, well-being, and full participation of children with disabilities in Quezon City. Through its comprehensive approach to service delivery, advocacy, and collaboration, the center endeavors to create a more inclusive and supportive environment where every child, regardless of ability, has the opportunity to thrive and reach their full potential.



II. VISION

The **Quezon City Kabahagi Center for Children with Disabilities** envisions a city that is inclusive, sustainable, empowering, and participatory where Children with Disabilities have equal access to opportunities, rights, and privileges.

III. MISSION

The **Quezon City Center for Children with Disabilities** recognizes the rights of all children through its commitment in improving their quality of life through creation of equal access to health, education, livelihood, and social opportunities.

IV. SERVICE PLEDGE

Quezon City Kabahagi Center for Children with Disability is committed to upholding the rights of children with disabilities. We shall provide quality and prompt delivery of service specific to the disability needs of the children. We shall ensure that qualified staff is available to provide supportive services. We shall strengthen advocacy for an inclusive society where children with disabilities may develop their full potential. We shall strengthen our advocacy efforts towards the development of policies and practices that are for and by the Children with Disability and their families. We are dedicated to forging partnerships with relevant stakeholders to make health services available to more children.

V. QUALITY POLICY

We, the public servants and instrumentalities of the Quezon City Government, are committed to provide quality services in the fields of human and social services, economic development, environment and climate change adaption, infrastructure and institutional development, compliant to statutory and regulatory mandates, anchored on the principles of good governance and administration, ensuring continual improvement and innovation in its quality management system for the upliftment in the lives of its citizenry.

“Matatag, Mapagkakatiwalaan, at Maasahang Pamunuan”



VI. QC KABAHAGI SERVICES

1. REGISTRATION PROCESSING

Registration in QC Kabahagi is a streamlined process designed to ensure easy access to community services and resources. Residents can register in-person, providing essential information to facilitate their engagement with various programs and initiatives. Through registration, individuals become active participants in community activities, fostering a sense of belonging and collaboration within the Quezon City community.

Office or Division:	Administrative Support Unit
Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Children with Disabilities residing in Quezon City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
QC Kabahagi Center Application Form	QC Kabahagi Center for Children with Disabilities
Barangay Indigency for Medical Assistance	Citizen
2x2 Picture	Citizen
QC ID [Parent (required) and Child]	Citizen
Doctor's Assessment (if available)	Citizen
Other Supporting Medical Exhibits	Citizen

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Ask the guard for information about the assigned assessment room	1.1.	Security Guard on Duty requires the Client to sign the log book before instructing to proceeding to the front desk	none	2 minutes	Security Guard On Duty

2.	Pass the registration related documents for the application to the front desk officer	2.1.	Receive all the documents related to the application	none	10 minutes	Front Desk Officer
		2.2.	Attach the requirement slip and check all the submitted documents			
3.	Listen and receive the evaluation for the documents	3.1.	Provide an evaluation on the submitted documents <ul style="list-style-type: none"> If everything is complete, inquire if the client has already filled out the QC Kabahagi Center Application form. If yes, proceed to Step 4; otherwise proceed to Step 5. If any documents are missing, return the compiled documents along with the attached requirement slip. Identify the missing documents and agree on a timeline for their return [END OF REGISTRATION PROCESS] 	none	3 minutes	Front Desk Officer
4.	Answer the QC Kabahagi Center Application form	4.1.	Provide the QC Kabahagi Center Application form	none	20-30 minutes <i>(depending on how much time the client needs to answer the form)</i>	Front Desk Officer
		4.2.	Help the client answer the application form			
5.	Submit the filled-up QC Kabahagi Center Application form	5.1.	Verify the completeness and evaluate the clients' information <ul style="list-style-type: none"> If all fields are complete and accurate, accept the application form and proceed to Step 6. If any fields are missing answers or contain incorrect information, return the application form. Explain which fields need to be completed or corrected before resubmission. Repeat Step 4.2. 	none	5 minutes	Front Desk Officer

6.	Receive the schedule for the social worker interview	6.1.	Provide a schedule stub and a list of items to bring on the day of the interview	none	5 minutes	Front Desk Officer
TOTAL				NONE	55 minutes <i>(process is heavily reliant on client's ability to answer the application form)</i>	

2. APPLICATION STATUS INQUIRY

To inquire about application status, applicants can visit the designated inquiry area or contact the registration office. They will need to provide their application reference number or personal details for identification. Staff will then check the status of the application in the system and provide the applicant with the relevant information. This process can be done onsite or thru call or message.

Office or Division:	Administrative Support Unit
Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Quezon City Citizen with Pending Application in QC Kabahagi Center

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Supporting QC Kabahagi Center Application Information	Citizen
Resource Material	QC Kabahagi Center for Children with Disabilities

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Onsite Inquiry						
1.	Ask the guard for information about the assigned assessment room	1.1.	Security Guard on Duty requires the Client to sign the log book before instructing to proceeding to the front desk	none	2 minutes	Security Guard On Duty
2.	Approach the front desk and provide the name of the child for whom the application status is being requested.	2.1.	Check the database to ascertain application status	none	8 minutes	Front Desk Officer

3.	Wait for the verification of the front desk officer	3.1.	Confirm the application status through the relevant unit to determine the estimated processing time			
4.	Receive information regarding the application status	4.1.	Explain the current status of the application	none	5 minutes	Front Desk Officer
		4.2.	Verify if the provided contact information is up to date <ul style="list-style-type: none"> • If unchanged, remind the client to keep their line available for potential communication from the Mobilization Focal of QC Kabahagi. • If different, update the contact information in the database and remind the client to keep their line available for potential communication from the Mobilization Focal of QC Kabahagi. 			
TOTAL				NONE	15 minutes	

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>B. Call or Messenger Inquiry</i>						
1.	Contact QC Kabahagi through landline or via FB Messenger	1.1.	Inquire about the purpose of communication	none	2 minutes	Front Desk Officer
2.	Provide the name of the child for whom the application status is being requested.	2.1.	Check the database to ascertain application status	none	8 minutes	Front Desk Officer
3.	Wait for the verification of the front desk officer	3.1.	Confirm the application status through the relevant unit to determine the estimated processing time			

4.	Receive information regarding the application status	4.1.	Explain the current status of the application	none	5 minutes	Front Desk Officer
		4.2.	Verify if the provided contact information is up to date <ul style="list-style-type: none"> • If unchanged, remind the client to keep their line available for potential communication from the Mobilization Focal of QC Kabahagi. • If different, update the contact information in the database and remind the client to keep their line available for potential communication from the Mobilization Focal of QC Kabahagi. 			
TOTAL				NONE	15 minutes	

3. SERVICES INQUIRIES

For QC Kabahagi services inquiries, individuals can either visit the center in person, call the hotline, or access the online portal. Trained staff promptly assist with inquiries, providing information on available services, eligibility criteria, and application procedures. Additionally, online resources such as FAQs and downloadable forms are accessible for further assistance.

Office or Division:	Administrative Support Unit
Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Quezon City Citizen with Pending Application in QC Kabahagi Center

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Supporting QC Kabahagi Center Application Information	Citizen
Resource Material	QC Kabahagi Center for Children with Disabilities

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Onsite Inquiry						
1.	Ask the guard for information about the assigned assessment room	1.1.	Security Guard on Duty requires the Client to sign the log book before instructing to proceeding to the front desk	none	5 minutes	Security Guard On Duty
2.	Approach the front desk and provide details of the question	2.1.	Evaluate the inquiry of the client <ul style="list-style-type: none"> If service-related, provide the detailed view of the process including the requirements If for other matters, call on the appropriate QC Kabahagi focal that can potentially answer the question 	none	5-10 minutes <i>(depending on the availability of the focal person)</i>	Front Desk Officer, Focal Person

3.	Listen to the answer on the inquiry	3.1.	Answer the inquiry of the client	none	5-10 minutes <i>(depending on the type of question)</i>	Front Desk Officer, Focal Person
		3.2.	Provide the client with QC Kabahagi Information and Education Campaign (IEC) Material			
TOTAL				NONE	15 minutes	

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Call or Messenger Inquiry						
1.	Contact QC Kabahagi through landline or via FB Messenger	1.1.	Inquire about the purpose of communication	none	5 minutes	Front Desk Officer
2.	Provide details of the question	2.1.	Evaluate the inquiry of the client <ul style="list-style-type: none"> If service-related, provide the detailed view of the process including the requirements If for other matters, call on the appropriate QC Kabahagi focal that can potentially answer the question 	none	5-10 minutes <i>(depending on the availability of the focal person)</i>	Front Desk Officer, Focal Person
3.	Listen to the answer on the inquiry	3.1.	Answer the inquiry of the client	none	5-10 minutes <i>(depending on the type of question)</i>	Front Desk Officer, Focal Person
		3.2.	Provide the client with QC Kabahagi Information and Education Campaign (IEC) Material			
TOTAL				NONE	15 minutes	

4. DATA REQUEST (FOR RESEARCH)

Data of QC Kabahagi can be requested for research purposes. Individuals can submit their inquiries either in person or via email. Upon receipt, trained staff members facilitate the process, ensuring adherence to data privacy protocols and providing requested information promptly to support research endeavors. Additionally, detailed guidelines outlining the procedures and requirements for data access are available to assist researchers throughout the request process.

Office or Division:	Administrative Support Unit
Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Quezon City Citizen with Pending Application in QC Kabahagi Center

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	Citizen
Research Proposal	Citizen

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit a letter detailing the purpose of the request and coverage of data use (can be physical letter or email)	1.1.	Receive the letter of request	none	5 minutes	Front Desk Officer

2.	Wait for the evaluation of the request	2.1.	<p>Evaluate the request of the client relative to its endorsement, purpose, and ethicality</p> <ul style="list-style-type: none"> If allowable, provide the necessary supplemental information or evidence as requested through a formal letter. Proceed to Step 3. If rejected, provide the reasoning through a formal letter [END OF PROCESS] 	none	2 days	Admin Officer, Director
3.	Pass the supplemental information or evidence requested by Kabahagi	3.1.	Evaluate the submitted supplemental information or evidence	none	5 days	Director
4.	Wait for the approval	4.1.	Send a letter of response regarding the approval for data request	none	3 days	Admin Officer
		4.2.	Provide additional instruction or limitation regarding the data gathering			
5.	Conduct data gathering	5.1.	Assist in data gathering (if needed)	none	<i>Depending on the data to be gathered</i>	Admin Staff
6.	Submit the research conducted	6.1.	Receive the copy of research	none	<i>Depending on when the manuscript will be finished</i>	Admin Officer
TOTAL				NONE	10 days <i>(excluding the time for data gathering and submission of the research)</i>	

5. DOCUMENT REQUEST

Documents for referral, school requirement, and for other legal purposes in line with the services that QC Kabahagi provides can be requested. Individuals must inquire in person. Trained staff members handle the requests, ensuring compliance with relevant regulations and promptly releasing the requested documents to the authorized recipients. Additionally, clear instructions and procedures are provided to guide individuals through the document release process efficiently.

Office or Division:	Administrative Support Unit
Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Quezon City Citizen with Pending Application in QC Kabahagi Center

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Supporting Documents for Request	Citizen
Document Request Form	QC Kabahagi Center for Children with Disabilities

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Ask the guard for information about the assigned assessment room	1.1.	Security Guard on Duty requires the Client to sign the log book before instructing to proceeding to the front desk	none	2 minutes	Security Guard On Duty

2.	Approach the front desk and provide details of the request and, if available, submit supporting documents	2.1.	<p>Evaluate the inquiry of the client</p> <ul style="list-style-type: none"> If the request is valid and has supporting documents, provide a Document Request Form (DRF). Proceed to Step 3 If the request is invalid and or has incomplete supporting documents, return the submitted supporting documents and explain the reason of rejection of request [END OF REGISTRATION PROCESS] 	none	5-10 minutes <i>(depending on the availability of the focal person)</i>	Front Desk Officer
3.	Answer the DRF	3.1.	Help the client answer the application form	none	5-10 minutes <i>(depending on the ability of the client to fill in DRF)</i>	Front Desk Officer
4.	Submit the filled-up DRF	4.1.	<p>Verify the completeness and evaluate the clients' information</p> <ul style="list-style-type: none"> If all fields are complete and accurate, accept the application form and proceed to Step 4.2. If any fields are missing answers or contain incorrect information, return the application form. Explain which fields need to be completed or corrected before resubmission. Repeat Step 3. 	none	5 minutes	Front Desk Officer
		4.2.	Attach the submitted supporting documents to the DRF and give to the designated person			
5.	Wait for the processing of requested document	5.1.	Attend to the client's requested document	none	30 minutes	Administrative Staff
6.	Receive the requested document	6.1.	Let the client sign on the document release logbook	none	3 minutes	Front Desk Officer
		6.2.	Give the requested document			
TOTAL				NONE	60 minutes	

6. SOCIAL WORKER INTAKE INTERVIEW

The first step after submitting the requirements is the intake interview with the social worker. During this interview, the social worker conducts a comprehensive assessment, gathering relevant information to understand the client's needs and circumstances. Subsequently, the social worker collaborates with the client to develop an appropriate plan of action or refer them to relevant services.

Office or Division:	Social and Empowerment Unit
Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Quezon City Citizen with Pending Application in QC Kabahagi Center

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form	QC Kabahagi Center for Children with Disabilities
Barangay Indigency	Citizen
QC ID of Parent/Guardian	Citizen
PWD ID of the Child	Citizen
Doctor's Assessment (if available)	Citizen

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1.	Ask the guard for information about and present the interview schedule evidence (e.g., stub or message)	1.1.	<p>Security Guard on Duty requires the Client to sign the log book before instructing</p> <ul style="list-style-type: none"> If the client arrived 1 hour early than the schedule, instruct to wait in the main lobby (1st floor) for the mean time until 30 minutes prior the schedule. If the client arrived prior the schedule, instruct to proceed to the interview room queuing area If the client arrived on a different or without a schedule, explain to return on the right schedule [END OF REGISTRATION PROCESS] 	none	5 minutes <i>(excluding added waiting time for those who came early)</i>	Security Guard On Duty, Front Desk Officer
2.	Wait for social worker in the queuing area	2.1.	Prepare materials and area for the interview	none	5 minutes	Social Worker
3.	Proceed to the intake interview room	3.1.	<p>Conducts the intake interview and records the information of the client and the family</p> <ul style="list-style-type: none"> If the parents became overwhelmed due to the circumstances they are facing, conducts individual counseling 	none	1 hour	Social Worker
		3.2.	<p>Explain the additional requirements relative to the interview and provide the guidelines on how to submit it <i>(based on the preferred communication line of the client)</i></p>			
		3.3.	Verify if all instructions were clear			
4.	Exit the interview room	4.1.	Assist the parent towards the exit	None	5 minutes	Social Worker
TOTAL				NONE	1 hour & 15 minutes <i>(excluding added waiting time for those who came early)</i>	

7. REQUEST FOR CASE SUMMARY AND REFERRAL TO OTHER INSTITUTIONS

Case summary and Referral of the on-going and queued applicants can be requested in QC Kabahagi Center. Trained staff members manage these requests, ensuring confidentiality and accuracy in compiling the case summary, and facilitating referrals to appropriate institutions or agencies as needed. Clear communication channels and guidance are provided to assist individuals throughout the process of obtaining the necessary documentation and referrals.

Office or Division:	Social and Empowerment Unit
Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Quezon City Citizen with Pending Application in QC Kabahagi Center

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
QC Kabahagi Referral Slip	QC Kabahagi Center for Children with Disabilities
Case Summary Report	Citizen

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1.	Ask the guard for information about and case summary and referral from the social worker	1.1.	<p>Security Guard on Duty requires the Client to sign the log book before instructing</p> <ul style="list-style-type: none"> If the social worker does not have on going intake interview, instruct to proceed directly to the interview room If the client arrived but the social worker has ongoing intake interview, instruct to proceed to the interview room queuing area If the social worker is not available or in field work, explain to return on the different schedule [END OF REGISTRATION PROCESS] 	none	5 minutes <i>(excluding added waiting time for those who came early)</i>	Security Guard On Duty, Front Desk Officer
2.	Mention the required document from the social worker	2.1.	Prepare materials and area for the interview	none	5 minutes	Social Worker
3.	Participate in the short assessment relative to the requested document	3.1.	Conducts the quick interview for data gathering	none	30 minutes	Social Worker
		3.2.	Write the case summary report			
		3.2.	Provide schedule on the pick-up of the hardcopy of requested documents			
		3.4.	Verify if all instructions were clear			
4.	Wait for the call from social worker for the pickup of the requested documents	4.1.	Complete all the required information and print requested document	none	1 week	Social Worker
TOTAL				NONE	40 minutes <i>(excluding the waiting time for the release of the requested document)</i>	

8. ASSISTIVE DEVICE PROVISION

a. Wheelchair Service Assessment and Provision

Wheelchair Assessment is done to determine the most appropriate wheelchair type and its features through interviews, physical examination, and measurement of relevant body segments.

Office or Division:	Health Unit
Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Children with Disabilities residing in Quezon City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Assistive device referral from Rehabilitation Doctor	QC Kabahagi Center for Children with Disabilities
Assessment Bench	QC Kabahagi Center for Children with Disabilities
New wheelchair	QC Kabahagi Center for Children with Disabilities
Assistive device expendable materials	QC Kabahagi Center for Children with Disabilities
Materials as advised by staff therapist	Citizen

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Confirm the schedule and timeslot via phone call	1.1.	Discuss clientele and assessment provision	none	5 minutes	Administrative Staff, Staff therapist
2.	Wait for staff therapist in waiting area before the session begins	2.1.	Prepare materials and area for assessment	none	15 minutes	Staff Therapist

3.	Go inside with staff therapist to proceed with assessment.	3.1.	Assist the client and caregiver from the waiting room to the play area	none	5 minutes	Staff Therapist
4.	Answer assessment interview questions related to the child	4.1.	Administer wheelchair assessment interview	none	10 minutes	Staff Therapist
5.	Observe assessment procedures carried out on the child	5.1.	Perform tone management and hip and pelvis screening with child in supine	none	45 minutes	Staff Therapist
		5.2.	Transfer child to assessment bench and document unsupported seating			
		5.3.	Perform and document hand simulation			
		5.4.	Perform anthropometric measurements			
6.	Collaborate with staff therapist and approve proposed wheelchair specifications	6.1.	Explain assessment results	none	10 minutes	Staff Therapist
		6.2.	Present proposed wheelchair specifications			
7.	Exit from the play area	7.1.	Assist the child and the caregiver towards the exit	none	5 minutes	Staff Therapist
8.	Wait for availability of wheelchair	8.1.	Commence wheelchair requisition process	none	6-8 months <i>(depending on availability of wheelchairs)</i>	Staff Therapist
		8.2.	Perform product preparation once wheelchairs arrive			
		8.3.	Set fitting schedule once wheelchairs become available			Administrative Staff
		8.4.	Inform caregivers of fitting schedule			

TOTAL	NONE	95 minutes <i>(excluding the waiting time for the availability of wheelchair)</i>	
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b. Wheelchair Fitting

Fitting is the process of ensuring that the acquired wheelchair and its features/ supportive devices appropriately meet the needs of the child by considering the child’s current skills, impairments and measurements. The children are transferred to the chairs after manual adjustments to evaluate if the wheelchair is appropriately fit to the child through a fitting checklist. The wheelchair shall be delivered if the chair passed the fitting check.

Office or Division:	Health Unit
Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Children with Disabilities residing in Quezon City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Assistive device referral from Rehabilitation Doctor	QC Kabahagi Center for Children with Disabilities
Assessment Bench	QC Kabahagi Center for Children with Disabilities
New wheelchair	QC Kabahagi Center for Children with Disabilities
Assistive device expendable materials	QC Kabahagi Center for Children with Disabilities
Materials as advised by staff therapist	Citizen

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1.	Confirm attendance and timeslot for wheelchair fitting	1.1.	Call caregivers regarding schedule of wheelchair fitting	none	5 minutes	Administrative staff
2.	Wait for staff therapist in waiting area before the session begins	2.1.	Prepare wheelchair, materials, and area for fitting	none	15 minutes	Staff Therapist
3.	Go inside with staff therapist to proceed with assessment.	3.1.	Assist the client and caregiver from the waiting room to the play area	none	5 minutes	Staff Therapist
4.	Observe fitting procedures	4.1.	Transfer the child in and out (Ask the caregiver for assistance if necessary)	none	3-4 hours	Staff Therapist
		4.2.	Perform necessary adjustments on wheelchair to provide appropriate support			
		4.3.	Fabricate postural support device if necessary			
		4.4.	Administer fitting checklist			
5.	Attend to user training lecture	5.1.	Conduct user training lecture	none	30 minutes	Staff Therapist
6.	Walk around the park with child seated on wheelchair	6.1.	Reorganize fitting area		20 minutes	Staff Therapist
		6.2.	Dispose litter			
7.	Return to staff therapist for seating posture review	7.1.	Recheck child's posture on wheelchair after walking around	none	20-45 minutes <i>(depending on for readjustment)</i>	Staff Therapist
		7.2.	Perform necessary adjustments on wheelchair if necessary			
		7.3.	Fabricate postural support devices if necessary			
		7.4.	Readminister fitting checklist			
8.	Collaborate on schedule of wheelchair follow up	8.1.	Discuss and set wheelchair follow up schedule	none	5 minutes	Staff Therapist

9.	Exit fitting area	9.1	Assist the child and the caregiver towards the exit	none	2 minutes	Staff Therapist
10.	Wait for wheelchair follow up	10.1	Arrange logistics for wheelchair follow up schedule	none	1-3 months <i>(depending on child's needs)</i>	Administrative Staff, Staff Therapist
TOTAL				NONE	5 hours <i>(excluding the waiting time for the wheelchair follow up)</i>	

c. Wheelchair Follow Up

Follow-up is done regularly after delivery of chairs to ensure if the wheelchair is still appropriate for the child. The fitting check shall be re-administered and manual adjustments shall be made upon determining issues of the fit.

Office or Division:	Health Unit
Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Children with Disabilities residing in Quezon City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Assistive device referral from Rehabilitation Doctor	QC Kabahagi Center for Children with Disabilities
Assessment Bench	QC Kabahagi Center for Children with Disabilities
Assistive device expendable materials	QC Kabahagi Center for Children with Disabilities
Existing wheelchair	Citizen
Materials as advised by staff therapist	Citizen

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Confirm attendance and timeslot for wheelchair follow up	1.1.	Call caregivers reagrding schedule of wheelchair follow up	none	5 minutes	Administrative staff
2.	Bring existing wheelchair and wait for staff therapist in waiting area before the session begins	2.1.	Prepare materials and area for follow up	none	15 minutes	Staff Therapist
3.	Go inside with staff therapist to proceed with assessment.	3.1.	Assist the client and caregiver from the waiting room to the play area	none	5 minutes	Staff Therapist
4.	Answer follow up interview questions related to the child	4.1.	Administer wheelchair follow up interview	none	10 minutes	Staff Therapist
5.	Wait inside play area while follow up procedures are carried out on the child. Transfer child in and out of wheelchair upon request of therapist	5.1.	Administer wheelchair safe and ready checklist	none	3-4 hours <i>(depending on adjustments needed for wheelchair)</i>	Staff Therapist
		5.2.	Administer fitting and pressure relief checklist			
		5.3.	Identify necessary adjustments to be done on wheelchair			
		5.4.	Transfer child to assessment bench and take anthropometric measurements if necessary			
		5.5.	Perform necessary adjustments and repairs on chair			
		5.6.	Administer fitting checklist			
6.	Walk around the park with child seated on wheelchair	6.1.	Reorganize follow up area	none	20 minutes	Staff Therapist

		6.2.	Dispose litter			
7.	Return to staff therapist for seating posture review	7.1.	Recheck child's posture on wheelchair after walking around	none	20-45 minutes <i>(depending on for readjustment)</i>	Staff Therapist
		7.2.	Perform necessary adjustments on wheelchair if necessary			
		7.3.	Fabricate postural support devices if necessary			
		7.4.	Readminister fitting checklist			
8.	Collaborate on schedule of wheelchair follow up	8.1	Discuss and set wheelchair follow up schedule	none	5 minutes	Staff Therapist
9.	Exit fitting area	9.1	Assist the child and the caregiver towards the exit	none	2 minutes	Staff Therapist
10.	Wait for wheelchair follow up	10.1	Arrange logistics for wheelchair follow up schedule	none	1-3 months <i>(depending on child's needs)</i>	Administrative Staff, Staff Therapist
TOTAL				NONE	5 hours & 45 minutes <i>(excluding the waiting time for the wheelchair follow up)</i>	

d. Orthotic Assessment and Casting

Orthotic assessment and casting involve a comprehensive evaluation process aimed at determining the most suitable orthotic device and its specifications for an individual. This assessment typically involves several steps, including interviews, physical examination, and the casting of relevant body segments.

Office or Division:	Health Unit
Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Children with Disabilities residing in Quezon City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Assistive device referral from Rehabilitation Doctor	QC Kabahagi Center for Children with Disabilities
Assessment Bench	QC Kabahagi Center for Children with Disabilities
Power and manual tools	QC Kabahagi Center for Children with Disabilities
Casting materials	QC Kabahagi Center for Children with Disabilities
New orthosis	QC Kabahagi Center for Children with Disabilities
Assistive device expendable materials	QC Kabahagi Center for Children with Disabilities
Materials as advised by staff therapist	Citizen

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Confirm the schedule and timeslot for online assessment via phone call	1.1.	Discuss clientele and assessment provision.	none	5 minutes	Administrative Staff, Staff therapist
2.	Perform online assessment and interview.	2.1.	Perform subjective assessment about the child's medical and orthotic device history.	none	30-45 minutes	Staff Orthotist
3.	Confirm the schedule and timeslot for onsite objective assessment and casting.	3.1.	Discuss about what to anticipate from the forthcoming onsite procedure.	none	5 minutes	Administrative Staff, Staff Orthotist

4.	Wait for staff Orthotist in waiting area before the procedure begins.	4.1.	Prepare materials and area.	none	15 minutes	Staff Orthotist
5.	Go to the assessment area with staff Orthotist.	5.1.	Assist the client and caregiver from the waiting room to the assessment area.	none	5 minutes	Staff Orthotist
6.	Accomplish consent form for orthotic provision and for taking photos/videos of the child.	6.1.	Explain the consent form to the caregiver.	none	5 minutes	Staff Orthotist
7.	Observe objective assessment.	7.1.	Check for the child's range of motion, skin condition, body position and posture.	none	1-2 hours	Staff Orthotist, Clinical Supervisor
		7.2.	Observe alignment during standing and walking.			
		7.3.	Take necessary photos and videos.			
		7.4.	Formulate appropriate orthotic prescription and casting angle.			
8.	Collaborate with staff Orthotist and approve proposed prescription.	8.1.	Explain assessment results.	none	15 minutes	Staff Orthotist, Clinical Supervisor
		8.2.	Present proposed prescription and casting angle.			
9.	Observe casting procedure	9.1.	Take necessary measurements.	none	45-60 minutes	Staff Orthotist, Clinical Supervisor
		9.2.	Wrap the skin in protective film.			
		9.3.	Mark the body prominences and trigger points (if present).			
		9.4.	Practice hand positioning.			

		9.5.	Perform casting.			
		9.6.	Remove the cast.			
		9.7.	Clean the child and the casting area.			
10.	Collaborate with staff Orthotist about the fitting schedule and things to bring.	10.1.	Inform the caregivers about the things to bring on fitting day.	none	10 minutes	Staff Orthotist, Clinical Supervisor
		10.2.	Inform caregivers of fitting schedule.			
11.	Exit from the center.	11.1.	Assist the child and the caregiver towards the exit.	none	2 minutes	Staff Orthotist
12.	Wait for availability of the orthosis.	12.1.	Start cast rectification and fabrication in the workshop.	none	2 weeks	Staff Therapist, Administrative Staff
		12.2.	Finish the orthosis.			
		12.3.	Prepare the tools needed for fitting.			
		12.4.	Set fitting schedule.			
TOTAL				NONE	4 hours & 45 minutes <i>(excluding the waiting time for the availability of orthosis)</i>	

e. Orthotic Fitting and Delivery

Orthotic fitting and delivery process involves thorough assessment of the individual's needs, including their physical condition and measurements, followed by manual adjustments to the device to ensure proper alignment and functionality. After adjustments, the individual is assisted in wearing the orthotic device, and its effectiveness is evaluated through a checklist assessing factors such as comfort, stability, and alignment. If the device meets the necessary criteria and effectively addresses the individual's needs, it is then delivered for regular use, accompanied by instructions on proper wear and maintenance, as well as ongoing support as needed.

Office or Division:	Health Unit
Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Children with Disabilities residing in Quezon City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Assistive device referral from Rehabilitation Doctor	QC Kabahagi Center for Children with Disabilities
Assessment Bench	QC Kabahagi Center for Children with Disabilities
Power and manual tools	QC Kabahagi Center for Children with Disabilities
Casting materials	QC Kabahagi Center for Children with Disabilities
New orthosis	QC Kabahagi Center for Children with Disabilities
Assistive device expendable materials	QC Kabahagi Center for Children with Disabilities
Materials as advised by staff therapist	Citizen

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Confirm attendance and timeslot for orthotic fitting.	1.1.	Call caregivers regarding the schedule of fitting.	none	5 minutes	Administrative Staff, Staff therapist
2.	Wait for staff Orthotist in waiting area before the procedure begins.	2.1.	Prepare orthosis, tools and area for fitting.	none	15 minutes	Staff Orthotist, Clinical Supervisor
3.	Go to the fitting area with staff Orthotist.	3.1.	Assist the client and caregiver from the waiting room to the fitting area.	none	5 minutes	Staff Orthotist
4.	Observe fitting process.	4.1.	Don the client's socks.	none	1-2 hours	Staff Orthotist, Clinical Supervisor

		4.2.	Don the orthosis.			
		4.3.	Mark the areas that may need adjustment (trimlines, bony prominences, strap placement).			
		4.4.	Perform necessary adjustments to provide good fitting.			
		4.5.	Administer fitting checklist.			
5.	Observe orthosis alignment process.	5.1.	Perform standing and walking assessment with the orthosis.	none	30 minutes	Staff Orthotist, Clinical Supervisor
		5.2.	Observe alignment.			
		5.3.	Perform necessary adjustments.			
6.	Demonstrate on how to properly wear and remove the orthosis.	6.1.	Teach the caregiver on how to properly don and doff the orthosis.	none	10-20 minutes	Staff Orthotist, Clinical Supervisor
		6.2.	Explain the correction points applied by the orthosis, and the minimal redness expected on the skin.			
		6.3.	Explain the dos and dont's of the orthosis.			
7.	Collaborate on orthosis wearing schedule.	7.1.	Explain the wearing schedule of the orthosis.	none	10 minutes	Staff Orthotist, Clinical Supervisor
		7.2.	Explain on how to check for abnormal pressure points and when to contact for adjustment.			
8.	Collaborate on follow up schedule.	8.1.	Discuss and set follow up schedule.	none	5 minutes	Staff Orthotist, Clinical Supervisor
9.	Sign orthosis check out/delivery form.	9.1.	Explain device check out/delivery form to the caregiver.	none	5 minutes	Staff Orthotist, Clinical Supervisor

10.	Exit fitting area	10.1.	Assist the child and the caregiver towards the exit	none	2 minutes	Staff Orthotist, Clinical Supervisor
11.	Wait for orthosis follow up	11.1.	Arrange schedule for follow up.	none	3-4 weeks <i>(depending on child's needs)</i>	Administrative Staff, Staff Orthotist
TOTAL				NONE	3 hours & 30 minutes <i>(excluding the waiting time for orthosis follow up)</i>	

f. Orthotic Follow Up

Orthotic follow-up is process of monitoring and adjusting orthotic devices to ensure they continue to meet the needs of the individual. Similar to the chair follow-up described, orthotic follow-up involves regular assessments post-delivery of the orthotic device to ensure its ongoing appropriateness and effectiveness.

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Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Children with Disabilities residing in Quezon City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Assistive device referral from Rehabilitation Doctor	QC Kabahagi Center for Children with Disabilities
Assessment Bench	QC Kabahagi Center for Children with Disabilities
Power and manual tools	QC Kabahagi Center for Children with Disabilities
Casting materials	QC Kabahagi Center for Children with Disabilities
Assistive device expendable materials	QC Kabahagi Center for Children with Disabilities

Existing orthosis	Citizen
Materials as advised by staff therapist	Citizen

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Confirm attendance and timeslot for follow up.	1.1.	Call caregivers regarding the schedule of follow up.	none	5 minutes	Administrative staff
2.	Bring the existing orthosis and wait for the staff Orthotist in waiting area.	2.1.	Prepare the necessary tools, materials, and area.	none	15 minutes	Staff Orthotist, Clinical Supervisor
3.	Go to the follow up area with staff Orthotist.	3.1.	Assist the client and caregiver from the waiting room to the follow up area.	none	5 minutes	Staff Orthotist
4.	Answer follow up interview questions related to the child and the brace.	4.1.	Administer follow up interview.	none	10 minutes	Staff Orthotist, Clinical Supervisor
5.	Observe follow up procedures.	5.1.	Identify necessary adjustments to be done on orthosis.	none	30-60 minutes	Staff Orthotist, Clinical Supervisor
		5.2.	Perform necessary adjustments and repairs.			
6.	Collaborate on schedule of next follow up.	6.1.	Perform standing and walking assessment with the orthosis.	none	5 minutes	Staff Orthotist, Clinical Supervisor
7.	Exit from the follow up area.	7.1.	Observe alignment.	none	2 minutes	Staff Orthotist, Clinical Supervisor
8.	Wait for next follow up schedule.	8.1.	Perform necessary adjustments.	none	3-6 months <i>(depending on child's needs)</i>	Staff Orthotist, Clinical Supervisor

	TOTAL	NONE	1 hour & 40 minutes <i>(excluding the waiting time for orthosis follow up)</i>	
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9. HEARING ASSESSMENT

a. Intake Ear Examination

Hearing assessment ear examination typically involves a comprehensive evaluation of the external ear canal and tympanic membrane using an otoscope. During this examination, the healthcare provider visually inspects the ear canal for any abnormalities such as blockages, inflammation, or earwax buildup. They then carefully examine the tympanic membrane to assess its color, transparency, and integrity. This examination helps identify any issues affecting the structures of the ear that could impact hearing function, informing further diagnostic and treatment decisions.

Office or Division:	Health Unit
Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Children with Disabilities residing in Quezon City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
QC Kabahagi Referral Slip	QC Kabahagi Center for Children with Disabilities

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Wait for QC Kabahagi to call for Hearing Assessment appointment	1.1.	Develop a schedule database and contact the client for their appointment for a hearing assessment.	none	2 - 3 months <i>(depends on number of Interns)</i>	Administrative Assistant
2.	Ask the guard for information about the assigned assessment room	2.1.	Security Guard on Duty requires the Client to sign the Attendance Sheet before proceeding to the assigned	none	2 minutes	Security Guard On Duty

			room			
3.	Fill In the Audiologic Assessment and Consent Form	3.1.	Discusses and hands over the Audiologic Assessment Record and Consent Forms for completion by the client	none	5 minutes	Administrative Assistant
4.	Completed forms are submitted for review and verification	4.1.	Reviews completed forms to confirm that all necessary information has been provided	none	2 minutes	Administrative Assistant
5.	Participate in Initial Intake Interview	5.1.	Conducts Initial Intake Interview and records the information on the client record	none	15 minutes	Audiologist
6.	Facilitate ear examination of the client	6.1.	Performs physical examination through palpation and otoscopic examination	none	10 minutes	Audiologist
TOTAL				NONE	34 minutes <i>(excluding the initial waiting time for the appointment call)</i>	

b. ENT Assessment (for Clients with abnormal otoscopic findings)

ENT assessment, for clients with abnormal otoscopic findings, involves a detailed evaluation by an Ear, Nose, and Throat (ENT) specialist to further investigate any abnormalities detected during the otoscopic examination. This assessment may include additional diagnostic procedures such as audiometric testing, tympanometry, or imaging studies to better understand the underlying cause of the abnormal findings and determine appropriate treatment or management strategies. The ENT assessment aims to provide a comprehensive understanding of the client's ear health and address any issues affecting their hearing or overall well-being.

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Classification:	Complex
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Who may avail:	Children with Disabilities residing in Quezon City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
QC Kabahagi Referral Slip	QC Kabahagi Center for Children with Disabilities

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Wait for QC Kabahagi to call for ENT appointment	1.1.	Develop a schedule database and contact the client for their appointment for a hearing assessment.	none	2 - 3 months <i>(depends on number of Volunteer ENT Physicians)</i>	Administrative Assistant
2.	Ask the guard for information about the assigned consultation room	2.1.	Guard requires the Client to sign the Attendance Sheet before proceeding to the assigned room	none	2 minutes	Security Guard On Duty
3.	Fill In the ENT Assessment and Consent Form	3.1.	ENT Consultation and Consent Form is discussed and handed to the client for completion	none	5 minutes	Administrative Assistant
4.	Completed forms are submitted for review and verification	4.1.	Review the forms to confirm that all necessary information has been provided	none	2 minutes	Administrative Assistant
5.	Assist in the examination and management of the client	5.1.	Performs consultation of the client and required management	none	30 minutes	ENT Physician
6.	Comply with ENT Physician's Prescription / Recommendation, and / or Clearance	6.1.	Provides medical recommendation and/or ENT Clearance for hearing assessment	none	15 minutes	ENT Physician

7.	Wait for QC Kabahagi to call for Hearing Assessment appointment	7.1	Develop a schedule database and contact the client for their appointment for a hearing assessment.	none	2 - 3 months <i>(depends on number of Interns)</i>	Administrative Assistant
8.	Participate in the Hearing Assessment of the Client	8.1	Develop and perform client-specific hearing assessment test battery	none	45 minutes	Audiologist
9.	Comply with the Audiologist's Recommendations / Referrals, and / or Clearance	9.1	Provides results and counsels clients about recommendations/referrals	none	15 minutes	Audiologist
TOTAL				NONE	2 hours <i>(excluding the waiting time for the appointment call)</i>	

c. Objective Auditory Brainstem Response Assessment (for Clients who are unable to tolerate Behavioral Hearing Assessment)

Objective Auditory Brainstem Response (ABR) assessment is utilized for clients who are unable to tolerate Behavioral Hearing Assessment. This neurodiagnostic test measures the electrical activity in response to sound stimuli, providing information about the integrity of the auditory pathway from the ear to the brainstem. During the assessment, electrodes are placed on the scalp, and the client is presented with auditory stimuli such as clicks or tones. The responses generated by the auditory nerve and brainstem are recorded and analyzed. Objective ABR assessment is particularly valuable for infants, young children, or individuals with developmental or cognitive impairments who may not be able to participate in traditional behavioral hearing tests. It offers an objective measure of hearing sensitivity and helps in diagnosing hearing loss or auditory pathway abnormalities.

Office or Division:	Health Unit
Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Children with Disabilities residing in Quezon City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
QC Kabahagi Referral Slip	QC Kabahagi Center for Children with Disabilities

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Wait for QC Kabahagi to call for Objective (Auditory Brainstem Response) Assessment	1.1.	Develop a schedule database and contact the client for their appointment for objective (auditory brainstem response) assessment.	none	2 - 3 months <i>(depends on availability of loan equipment and Interns)</i>	Administrative Assistant
2.	Ask the guard for information about the assigned assessment room	2.1.	Guard requires the Client to sign the Attendance Sheet before proceeding to the assigned room	none	2 minutes	Security Guard On Duty
3.	Fill In the Objective Assessment and Consent Form	3.1.	Objective Assessment and Consent Form is discussed and handed to the client for completion	none	5 minutes	Administrative Assistant
4.	Completed forms are submitted for review and verification	4.1.	Review the forms to confirm that all necessary information has been provided	none	2 minutes	Administrative Assistant
5.	Assist in putting the client to natural sleep	5.1.	Prepares the test area to allow the patient to sleep comfortably	none	30 minutes	Audiologist
6.	Participate in securing the client while being prepared for testing	6.1.	Provides medical recommendation and/or ENT Clearance for hearing assessment	none	15 minutes	Audiologist
7.	Monitors the client while sleeping and undergoing the test	7.1	Performs objective (auditory brainstem response) assessment on the client	none	90 minutes	Audiologist
8.	Comply with the Audiologist's Recommendations / Referrals,	8.1	Provides results and counsels clients about recommendations/referrals	none	15 minutes	Audiologist

	and / or Clearance				
TOTAL			NONE	2 hours & 40 minutes <i>(excluding the waiting time for the appointment call)</i>	

10. DEVELOPMENTAL / REHABILITATION ASSESSMENT

Developmental Assessments is a systematic evaluation of skills and milestones that the child achieved to determine if the child has a developmental delay or a medical/developmental condition that is causing different types of disability during the child's growth. This assessment is done so that the child can be referred as early as possible to appropriate services (PT, OT, SLP, Audiology, Psychology, SPED etc.) to address the child's difficulties and disabilities. Take note that this process can be done onsite and online.

Office or Division:	Health Unit
Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Children with Disabilities residing in Quezon City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
QC Kabahagi Referral Slip	QC Kabahagi Center for Children with Disabilities

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Onsite Assessment						
1.	Wait for QC Kabahagi to call for Objective (Auditory Brainstem Response) Assessment	1.1.	Develop a schedule database and contact the client for their appointment for a Developmental Pediatrician / Rehabilitation Medicine consultation.	none	12-24 months <i>(depends on waitlist)</i>	Administrative Assistant
2.	Ask the guard for information about the assigned assessment room	2.1.	Guard requires the Client to sign the Attendance Sheet before proceeding to the assigned consultation room	none	5 minutes	Security Guard On Duty

3.	Fill In the Objective Assessment and Consent Form	3.1.	Discusses and hands over the Developmental Assessment Record and Consent Forms for completion by the client	none	5 minutes	Administrative Assistant
4.	Completed forms are submitted for review and verification	4.1.	Reviews completed forms to confirm that all necessary information has been provided	none	5 minutes	Administrative Assistant
5.	Participate in Developmental Pediatrician / Rehabilitation Medicine consultation	5.1.	Conducts Developmental/Rehabilitation Assessment and records the information on the client record	none	45 minutes	Developmental Pediatrician / Rehabilitation Medicine
6.	Comply with the Developmental Pediatrician / Rehabilitation Medicine Recommendations / Referrals, and / or Clearance	6.1.	Provides results and counsels clients about recommendations/referrals	none	2 weeks	Developmental Pediatrician / Rehabilitation Medicine
TOTAL				NONE	60 minutes <i>(excluding the waiting time for the appointment call and release of results)</i>	

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Online Assessment						
1.	Wait for QC Kabahagi to call for Objective (Auditory Brainstem Response) Assessment	1.1.	Develop a schedule database and contact the client for their appointment for a Developmental Pediatrician / Rehabilitation Medicine consultation.	none	12-24 months <i>(depends on waitlist)</i>	Administrative Assistant
2.	Fill In the Online Client Developmental Assessment / Intake Form and Consent Form	2.1.	Discusses and hands over the Developmental Assessment Record and Consent Forms for completion	none	5 minutes	Administrative Assistant

			by the client			
3.	Completed online forms are submitted, for review and verification	3.1.	Reviews completed forms to confirm that all necessary information has been provided	none	5 minutes	Administrative Assistant
4.	Login using the recommended Online Meeting Platform	4.1.	Monitor online status / connection of client and Developmental Pediatrician / Rehabilitation Medicine	none	5 minutes	Administrative Assistant
5.	Participate in Developmental Pediatrician / Rehabilitation Medicine consultation	5.1.	Conducts Developmental/Rehabilitation Assessment and records the information on the client record	none	45 minutes	Developmental Pediatrician / Rehabilitation Medicine
6.	Comply with the Developmental Pediatrician / Rehabilitation Medicine Recommendations / Referrals, and / or Clearance	6.1.	Provides results and counsels clients about recommendations/referrals	none	2 weeks	Developmental Pediatrician / Rehabilitation Medicine
TOTAL				NONE	60 minutes <i>(excluding the waiting time for the appointment call and release of results)</i>	

11. FLEXICOACHING

Flexicoaching is a 10-session Physical, Occupational, or Speech Therapy Caregiver Coaching program aiming to teach parents and caregivers about therapeutic strategies, techniques and interventions that they could continue at home. It consists of (Session 1) evaluation, (Session 2) goal-setting, (Session 3 - Session 9) caregiver coaching sessions, and (Session 10) post-evaluation sessions that can be conducted via different means: Face to Face, Online, or Asynchronously via Group Chat. Home Instruction Programs, which is a document summarizing interventions, reminders and recommendations, will be provided to those who shall complete the program. Take note that this process can be done onsite and online.

Office or Division:	Health Unit
Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Children with Disabilities residing in Quezon City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Developmental or Rehabilitation Assessment	QC Kabahagi Center for Children with Disabilities
Therapy Materials	QC Kabahagi Center for Children with Disabilities
Materials as advised by staff therapist	Citizen
Flexicoaching Consent Form	QC Kabahagi Center for Children with Disabilities
Video/Picture/Audio Outputs (Feedback Sessions)	Citizen

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Receive instructions about Services from physician	1.1.	Referral to flexicoaching service	none	5 minutes	Developmental Pediatrician or Rehabilitation Doctor
		1.2.	Add the child to Flexicoaching Service Waitlist			
2.	Wait for flexicoaching scheduling call	2.1.	Confirm if the client is in the waitlist and is supposed to be deked for the month	none	2 - 12 months <i>(depending on waitlist)</i>	Health Unit Admin
3.	Choose appointment schedule for flexicoaching	3.1.	Coordinate with Health Unit Staff about monthly session schedules	none	30 minutes	Health Unit Admin
		3.2.	Call the client			
		3.3.	Inform the client about the schedule of sessions (pre-set calendar) for the month and mode of delivery per session (onsite, online and feedback sessions)			
		3.4.	Choose schedule from Set A or B			
		3.5.	Inform the caregiver about the schedule of orientation			
4.	Wait for orientation schedule	4.1	Coordinate confirmation of attendance	none	2 weeks <i>(depending on waitlist)</i>	Health Unit Admin
5.	Attend Orientation	5.1	Orient the client's family about guidelines and policies of the program	none	1.5 hours	Health Unit Head/Staff

6.	Wait for flexicoaching confirmation from staff therapist	6.1	Orient Staff therapist on Service Delivery Process		1 week	
		6.2	Assign staff therapist to respective clients after orientation procedures			
		6.3	Create online GC via FB Messenger			
7.	Confirm schedule and platform of flexicoaching with staff therapist	7.1.	Send message regarding schedule (via screenshot of calendar) and platform confirmation and reminders prior to first session	none	15 minutes <i>(after creation of GC)</i>	Staff Therapist
		7.2.	If onsite, A.1; if online, A.2			
TOTAL				NONE	2 hours & 20 minutes <i>(excluding the schedule waiting time)</i>	

a. 1st Session - Evaluation [Onsite / Online]

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.1. Onsite Evaluation						
1.	Confirm the schedule and timeslot via Messenger	1.1.	Discuss clientele and evaluation procedures with staff therapist	none	10 minutes <i>(1-24 hours if waiting time is included)</i>	Staff Therapist
		1.2.	Send message to remind schedule and wait for confirmation for the session			
		1.3.	If onsite attendance is confirmed , proceed to A.1.2.; If confirmed but cannot attend onsite , proceed			

			to A.2 (Online)			
		1.4.	<p>If attendance was not confirmed, Call caregiver via messenger to confirm attendance.</p> <ul style="list-style-type: none"> • If responsive but can attend onsite, proceed with A.1.2 • If responsive but cannot attend onsite, proceed with A.2 (Online) • If responsive but cannot attend the session or will not proceed with the program, client will be dropped (unexcused) or rescheduled (excused) and shall be informed accordingly [END OF COACHING PROCESS] 			
		1.5.	<p>If unresponsive, after 3 calls on messenger and 3 calls on personal number, notify admin to contact caregiver.</p> <ul style="list-style-type: none"> • If responsive but can attend onsite, proceed with A.1.2 • If responsive but cannot attend onsite, proceed with A.2 (Online) • If responsive but cannot attend the session or will not proceed with the program, client will be dropped (unexcused) or rescheduled (excused) [END OF COACHING PROCESS] • If still unresponsive, but is present onsite proceed with A.1.2 • If unresponsive, the client will be dropped and shall be informed accordingly [END OF COACHING PROCESS] 			
2.	Go to center	2.1.	Allow the parent to come inside	none	5 minutes	Security Officer, Front Desk Officer

		2.2.	Provide attendance sheet at the front desk			
		2.3.	Assist the caregiver and child to the waiting area			
3.	Wait for the staff therapist in the waiting area before the session begins	3.1.	Prepare materials and area for the session	none	15 minutes <i>(before the session schedule)</i>	Staff Therapist
4.	Go inside with the staff therapist to proceed with the evaluation session.	4.1.	Confirm the presence and identity of the caregiver and client <ul style="list-style-type: none"> If caregiver is present, proceed to A.1.4 If caregiver is absent in the area, revert to A.1.1 Step 	none	5-15 minutes <i>(depending on child's behavior)</i>	Staff Therapist
		4.2.	Assist the client and caregiver from the waiting room to the play area			
5.	Accomplish consent form about the guidelines of the Flexicoaching	5.1.	Give the link to consent form; caregiver will answer the consent form (use personal device if necessary)	none	10 minutes	Staff Therapist
		5.2.	Clarify parts of the form if necessary			
6.	Answer interview questions related to the child (Subjective Interview) and accomplish assessment tool	6.1.	Ask relevant questions for the caregiver to assess the child's skills	none	15 minutes	Staff Therapist
		6.2.	Conduct Adapted Canadian Occupational Performance Measure (Outcome Measure Tool)			
7.	Observe assessment activities for the child (Objective Assessment)	7.1.	Provide activities to assess child's skills	none	30 minutes	Staff Therapist

8.	Collaborate with the staff therapist; receive instructions for next sessions	8.1.	Explain evaluation results	none	5 minutes	Staff Therapist
		8.2.	Give further instructions (additional follow-up assessment activities at home & next schedule)			
9.	Exit from the play area	9.1.	Assist the child and the caregiver towards the exit	none	5 minutes	Staff Therapist
10.	Wait for Goal Setting Session	10.1	Document the initial evaluation session	none	1-7 days <i>(depending on the plotted schedule)</i>	Staff Therapist
		10.2	Revise and draft possible goals upon discussion after evaluation sessions			
TOTAL				NONE	1 hour & 45 minutes <i>(excluding the waiting time from scheduling)</i>	

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.2. Online Evaluation						
1.	Wait for the reminders in Messenger with the assigned timeslot (reminders, schedule, link)	1.1.	Send reminders of schedule, things to bring via Messenger	none	5 minutes <i>(upon confirmation)</i>	Staff Therapist
2.	Join the video call with the staff therapist	2.1.	Prepare materials and area for the online session	none	5 minutes <i>(depending on the connectivity)</i>	Staff Therapist

		2.2.	<p>Initiate the call via messenger with the caregivers</p> <ul style="list-style-type: none"> If responsive (after 3 attempts of calls on messenger), proceed to A.2.3 			
		2.3.	<p>If unresponsive, call on personal number; If responsive, initiate call via messenger and proceed with A.2.3</p>			
		2.4.	<p>If still unresponsive (after 3 attempts of calls on personal number, notify admin to contact caregiver)</p> <ul style="list-style-type: none"> If responsive to admin, call caregiver via messenger and proceed with A.2.3 4 If responsive to admin but cannot attend the session or will not proceed with the program, client will be dropped (unexcused) or rescheduled (excused) and shall be informed accordingly [END OF COACHING PROCESS] If unresponsive to admin, the client will be dropped and shall be informed accordingly [END OF COACHING PROCESS] 			
3.	Accomplish consent form about the guidelines and policies of the Flexicoaching	3.1.	Give the link to consent form; caregiver will answer the consent form	none	5 minutes	Staff Therapist
		3.2.	Clarify parts of the consent form if necessary			
4.	Answer interview questions and provide COPM scores	4.1.	Ask relevant questions for the caregiver to assess the child's skills	none	15 minutes	Staff Therapist

		4.2.	Conduct Adapted Canadian Occupational Performance Measure (Outcome Measure Tool)			
5.	Perform different activities advised by the staff therapist with the child at home	5.1.	Provide activities to assess child's skills	none	30 minutes	Staff Therapist
6.	Collaborate with the staff therapist; receive instructions for next sessions	6.1.	Explain evaluation results	none	10 minutes	Staff Therapist
		6.2.	Give further instructions (additional follow-up assessment activities at home & next schedule)			
7.	End the video call	7.1.	Exit the video call	none	5 minutes	Staff Therapist
8.	Wait for Goal Setting Session	8.1	Document the initial evaluation session	none	1-7 days <i>(depending on the plotted schedule)</i>	Staff Therapist
		8.2	Revise and draft possible goals upon discussion after evaluation sessions			
TOTAL				NONE	1 hour & 15 minutes <i>(excluding possible delays due to internet connectivity and waiting time from scheduling)</i>	

b. 2nd Session - Goal Setting [Onsite / Online]

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B.1. Onsite Goal Setting						
1.	Confirm the schedule and	1.1.	Discuss clientele	none	10 minutes	Staff Therapist

	timeslot via Messenger		and evaluation procedures with staff therapist		(1-24 hours if waiting time is included)	
		1.2.	Send message to remind schedule and wait for confirmation for the session			
		1.3.	If onsite attendance is confirmed , proceed to B.1.2.; If confirmed but cannot attend onsite , proceed to B.2 (Online)			
		1.4.	<p>If attendance was not confirmed, Call caregiver via messenger to confirm attendance.</p> <ul style="list-style-type: none"> • If responsive but can attend onsite, proceed with B.1.2 • If responsive but cannot attend onsite, proceed with B.2 (Online) • If responsive but cannot attend the session or will not proceed with the program, client will be dropped (unexcused) or rescheduled (excused) and shall be informed accordingly [END OF COACHING PROCESS] 			
		1.5.	<p>If unresponsive, after 3 calls on messenger and 3 calls on personal number, notify admin to contact caregiver.</p> <ul style="list-style-type: none"> • If responsive but can attend onsite, proceed with B.1.2 • If responsive but cannot attend onsite, proceed with B.2 (Online) • If responsive but cannot attend the session or will not proceed with the program, client will be dropped (unexcused) 			

			<p>or rescheduled (excused) [END OF COACHING PROCESS]</p> <ul style="list-style-type: none"> If still unresponsive, but is present onsite proceed with B.1.2 If unresponsive, the client will be dropped and shall be informed accordingly [END OF COACHING PROCESS] 			
2.	Go to center	2.1.	Allow the parent to come inside	none	5 minutes	Security Officer, Front Desk Officer
		2.2.	Provide attendance sheet at the front desk			
		2.3.	Assist the caregiver and child to the waiting area			
3.	Wait for the staff therapist in the waiting area before the session begins	3.1.	Prepare materials and area for the session	none	15 minutes <i>(before the session schedule)</i>	Staff Therapist
4.	Go inside with the staff therapist to proceed with the evaluation session.	4.1.	<p>Confirm the presence and identity of the caregiver and client</p> <ul style="list-style-type: none"> If caregiver is present, proceed to B.1.4 If caregiver is absent in the area, revert to B.1.1 Step 4 	none	5-15 minutes <i>(depending on child's behavior)</i>	Staff Therapist
		4.2.	Assist the client and caregiver from the waiting room to the play area			
5.	Collaborate with the staff therapist to come up with goal progression (5 levels Goal Attainment Scale) based on the prioritized goals mentioned last evaluation session	5.1.	Document list of specific goals (with established parameters) that the client would want to set based on the prioritized goals	none	30 minutes	Staff Therapist
		5.2.	Present sample drafts of suggested			

			progression of goals via Goal Attainment Scale			
		5.3.	Finalize the details of the Goal Attainment Scale upon discussion with the caregiver			
6.	Note interventions taught to progress with the set goals for the child (Caregiver Education)	6.1.	Provide caregiver education for the caregivers	none	10 minutes	Staff Therapist
7.	Practice skills needed with the provided activities by the staff therapist	7.1.	Explain the activity's purpose, steps, and manner of instructions	none	10 minutes	Staff Therapist
		7.2.	Demonstrate activities to address skills of the child			
		7.3.	Guide the caregivers in performing the activity			
8.	Collaborate with the staff therapist; receive instructions for next sessions	8.1.	Summarize the session (goals and caregiver education)	none	5 minutes	Staff Therapist
		8.2.	Give further instructions (additional follow-up assessment activities at home & next schedule)			
9.	Exit from the play area	9.1.	Assist the child and the caregiver towards the exit	none	5 minutes	Staff Therapist
10.	Wait for next session	10.1	Prepare activity plans for the coaching sessions	none	1-4 days <i>(since the goal setting session)</i>	Staff Therapist
		10.2	Review activity plans			
		10.3	Revise activity plans as necessary			
11.	Wait for the submission of	11.1	Document session via Caregiver	none	2 days	Staff Therapist

	finalized goals (Goal Attainment Scale) and Session 3		Coaching Notes Document (under Session 2: Goal Setting)		<i>(since the goal setting session)</i>	
		11.2	Include revised goals in the Initial Evaluation Document			
		11.3	Send the finalized goals via screenshot in the Group chat			
TOTAL				NONE	1 hour & 45 minutes <i>(excluding the waiting time for the scheduling and results)</i>	

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B.2. Online Goal Setting						
1.	Wait for the reminders in Messenger with the assigned timeslot (reminders, schedule, link)	1.1.	Send reminders of schedule, things to bring via Messenger	none	3 minutes <i>(upon confirmation)</i>	Staff Therapist
2.	Join the video call with the staff therapist	2.1.	Prepare materials and area for the online session	none	5 -15 minutes <i>(depending on the responsiveness of the caregiver)</i>	Staff Therapist
		2.2.	Initiate the call via messenger with the caregivers <ul style="list-style-type: none"> If responsive (after 3 attempts of calls on messenger), proceed to B.2.3 			
		2.3.	If unresponsive , call on personal number; If responsive , initiate call via messenger and proceed with B.2.3			

		2.4.	<p>If still unresponsive (after 3 attempts of calls on personal number, notify admin to contact caregiver)</p> <ul style="list-style-type: none"> • If responsive to admin, call caregiver via messenger and proceed with B.2.3 4 • If responsive to admin but cannot attend the session or will not proceed with the program, client will be dropped (unexcused) or rescheduled (excused) and shall be informed accordingly [END OF COACHING PROCESS] • If unresponsive to admin, the client will be dropped and shall be informed accordingly [END OF COACHING PROCESS] 			
3.	Collaborate with the staff therapist to come up with GAS goals based on the COPM goals mentioned last evaluation session	3.1.	Document list of specific goals (with established parameters) that the client would want to set based on the prioritized goals	none	30 minutes	Staff Therapist
		3.2.	Provide sample drafts of suggested progression of goals via Goal Attainment Scale if the caregiver is having difficulty setting goals			
		3.3.	Finalize the details of the Goal Attainment Scale after discussion with the caregivers			
4.	Note interventions taught by the staff therapist to progress with the set goals for the child (Caregiver Education)	4.1.	Provide caregiver education for the caregivers	none	10 minutes	Staff Therapist

5.	Practice skills needed with the provided activities by the staff therapist	5.1.	Explain the activity's purpose, steps, and manner of instructions	none	10 minutes	Staff Therapist
		5.2.	Demonstrate activities to address skills of the child			
		5.3.	Guide the parent in demonstrating the activity			
6.	Collaborate with the staff therapist regarding the activities to follow through at home	6.1.	Summarize the session (goals and caregiver education)	none	5 minutes	Staff Therapist
		6.2.	Give further instructions (additional follow-up assessment activities at home & details for the next session based on the set schedule) <ul style="list-style-type: none"> • If next session is a coaching session, proceed to C1 • If next session is a feedback session, proceed to C5 			
7.	End the video call	7.1.	Exit from the call	none	2 minutes	Staff Therapist
8.	Wait for next session	8.1.	Prepare activity plans for the coaching sessions	none	1-4 days <i>(since the goal setting session)</i>	Staff Therapist
		8.2.	Review activity plans			
		8.3.	Revise activity plans as necessary			
9.	Wait for the submission of finalized goals (Goal Attainment Scale) and Session 3	9.1.	Document session via Caregiver Coaching Notes Document (under Session 2: Goal Setting)	none	2 days <i>(since the goal setting session)</i>	Staff Therapist
		9.2.	Include revised goals in the Initial Evaluation Document			

		9.3.	Send the finalized goals via screenshot in the Group chat			
TOTAL			NONE	1 hour & 15 minutes <i>(excluding possible delays due to internet connectivity and waiting time from scheduling)</i>		

c. 3rd - 9th Session - Coaching [Onsite / Online]

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
C.1. Onsite Therapist-led Coaching Session						
1.	Confirm the schedule and timeslot via Messenger	1.1.	Monitor attendance and check if eligible for next session <ul style="list-style-type: none"> If the child incurred 3 excused absences, 2 unexcused absences, or a total of 4 absences, the client will be dropped [END OF COACHING PROCESS] 	none	10 minutes <i>(1-24 hours if waiting time is included)</i>	Staff Therapist
		1.2.	If not dropped and eligible to continue sessions, send message to remind schedule and wait for confirmation for the session.			
		1.3.	If onsite attendance is confirmed , proceed to C.1.2.; If confirmed but cannot attend onsite , proceed to C.2 (Online)			
		1.4.	If attendance was not confirmed , Call caregiver via messenger to			

			<p>confirm attendance.</p> <ul style="list-style-type: none"> • If responsive but can attend onsite, proceed with C.1.2 • If responsive but cannot attend onsite, proceed with C.2 (Online) • If responsive but cannot attend the session or will not proceed with the program, client will be dropped (unexcused) or rescheduled (excused) and shall be informed accordingly [END OF COACHING PROCESS] 			
		1.5.	<p>If unresponsive, after 3 calls on messenger and 3 calls on personal number, notify admin to contact caregiver.</p> <ul style="list-style-type: none"> • If responsive but can attend onsite, proceed with C.1.2 • If responsive but cannot attend onsite, proceed with C.2 (Online) • If responsive but cannot attend the session or will not proceed with the program, client will be dropped (unexcused) or rescheduled (excused) [END OF COACHING PROCESS] • If still unresponsive, but is present onsite proceed with C.1.2 • If unresponsive, the client will be dropped and shall be informed accordingly [END OF COACHING PROCESS] 			
		1.6.	If marked as absent; note if unexcused or excused			
2.	Go to center	2.1.	Allow the parent to come inside	none	5 minutes	Security Officer, Front Desk Officer

		2.2.	Provide attendance sheet at the front desk			
		2.3.	Assist the caregiver and child to the waiting area			
3.	Wait for the staff therapist in the waiting area before the session begins	3.1.	Prepare materials and area for the session	none	15 minutes <i>(before the session schedule)</i>	Staff Therapist
4.	Go inside with the staff therapist to proceed with the evaluation session.	4.1.	Confirm the presence and identity of the caregiver and client <ul style="list-style-type: none"> If caregiver is present, proceed to C.1.4 If caregiver is absent in the area, revert to C.1.1 Step 4 	none	5-15 minutes <i>(depending on child's behavior)</i>	Staff Therapist
		4.2.	Assist the client and caregiver from the waiting room to the play area			
5.	Update the staff therapist about the status of the child at home	5.1.	Ask questions to monitor performance of the child at home since the last session	none	5 minutes	Staff Therapist
6.	Observe interventions performed or demonstrated by the staff therapist (Caregiver Education)	6.1.	Perform activities that will address the difficulties of the child	none	25 minutes	Staff Therapist
7.	Practice skills needed with the provided activities by the staff therapist	7.1.	Explain the activity's purpose, steps, and manner of instructions	none	15 minutes	Staff Therapist
		7.2.	Demonstrate activities to address skills of the child			
		7.3.	Guide the caregivers in performing the activity			
8.	Re-evaluate and score achievement of goals (Goal	8.1.	Provide a copy of previous GAS Goals	none	5 minutes	Staff Therapist

	Attainment Scale) for the current session.					
		8.2.	Ask the current status of the child relative to the goals set.			
9.	Collaborate with the staff therapist regarding the activities to follow through at home	9.1	Summarize the session	none	5 minutes	Staff Therapist
		9.2	Provide a list of activities and reminders to do at home			
		9.3	Inform the client about next session (based on the set schedule) <ul style="list-style-type: none"> • If next session is a therapist-led coaching session, proceed to C1 • If next session is a caregiver-led coaching session, proceed to C3 • If next session is a feedback session, proceed to C5 			
10.	Exit from the play area	10.1.	Assist the child and the caregiver towards the exit	none	5 minutes	Staff Therapist
11.	Wait for next coaching session	11.1	Document coaching session via Caregiver Coaching Notes Document	none	1-5 days <i>(since the goal setting session)</i>	Staff Therapist
		11.2	Prepare activity plans for the next coaching session			
		11.3	Review activity plan			
		11.4	Revise activity plans as necessary			
TOTAL				NONE	1 hour & 45 minutes <i>(excluding the waiting time for the scheduling and results)</i>	

CLIENT STEPS		AGENCY ACTIONS		FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
C.2. Online Therapist-led Coaching Session						
1.	Wait for the reminders in Messenger with the assigned timeslot (reminders, schedule, link)	1.1.	Send reminders of schedule, things to bring via Messenger	none	3 minutes <i>(upon confirmation)</i>	Staff Therapist
2.	Join the video call with the staff therapist	2.1.	Prepare materials and area for the online session	none	5 -15 minutes <i>(depending on the responsiveness of the caregiver)</i>	Staff Therapist
		2.2.	Initiate the call via messenger with the caregivers <ul style="list-style-type: none"> If responsive (after 3 attempts of calls on messenger), proceed to C.2.3 If responsive but cannot attend online, proceed with C5.2 (Feedback Session) 			
		2.3.	If unresponsive after 3 attempts of calls on messenger , call on personal number <ul style="list-style-type: none"> If responsive, initiate call via messenger and proceed with C.2.3 			

		2.4.	<p>If still unresponsive (after 3 attempts of calls on personal number, notify admin to contact caregiver)</p> <ul style="list-style-type: none"> • If responsive to admin, call caregiver via messenger and proceed with C.2.3 • If responsive to admin but cannot attend the session, proceed with C.5.2 (Feedback Session) • If responsive to admin but will not proceed with the program, client will be dropped (unexcused) or rescheduled (excused) [END OF COACHING PROCESS] • If unresponsive to admin, the client will be dropped [END OF COACHING PROCESS] 			
3.	Update the staff therapist about the status of the child at home	3.1.	Ask questions to monitor performance of the child at home since the last session	none	5 minutes	Staff Therapist
4.	Collaborate with the staff therapist to perform activities at home with the child.	4.1.	Explain the activity's purpose, steps, and manner of instructions	none	15 minutes	Staff Therapist
		4.2.	Ask the caregiver for feedback if there would be adjustments to the activity plan			
5.	Perform interventions instructed by the staff therapist (Caregiver Education)	5.1.	Perform activities at home that will address listed goals	none	30 minutes	Staff Therapist
		5.2.	Provide immediate or delayed feedback as necessary			

6.	Re-evaluate achievement of goals	6.1.	Provide a copy of previous GAS Goals	none	5 minutes	Staff Therapist
			Ask the current status of the child relative to the goals set.			
7.	Collaborate with the staff therapist regarding the activities to follow through at home	7.1.	Summarize the session	none	5 minutes	Staff Therapist
		7.2.	Provide a list of activities and reminders to do at home			
		7.3.	Inform the client about next session (based on the set schedule) <ul style="list-style-type: none"> • If next session is a therapist-led coaching session, proceed to C1 • If next session is a caregiver-led coaching session, proceed to C3 • If next session is a feedback session, proceed to C5 			
8.	End the video call	8.1.	Exit from the call	none	2 minutes	Staff Therapist
9.	Wait for next coaching session	9.1.	Document coaching session via Caregiver Coaching Notes Document	none	1-5 days <i>(since the goal setting session)</i>	Staff Therapist
		9.2.	Prepare activity plans for the next coaching session			
		9.3.	Review activity plan			
		9.4.	Revise activity plans as necessary			
TOTAL				NONE	1 hour & 20 minutes <i>(excluding possible delays due to internet connectivity and waiting time from scheduling)</i>	

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
C.3. Onsite Caregiver-led Coaching Session						
1.	Confirm the schedule and timeslot via Messenger	1.1.	Monitor attendance and check if eligible for next session <ul style="list-style-type: none"> If the child incurred 3 excused absences, 2 unexcused absences, or a total of 4 absences, the client will be dropped [END OF COACHING PROCESS] 	none	10 minutes <i>(1-24 hours if waiting time is included)</i>	Staff Therapist
		1.2.	If not dropped and eligible to continue sessions, send message to remind schedule and wait for confirmation for the session.			
		1.3.	If onsite attendance is confirmed , proceed to C.3.2.; If confirmed but cannot attend onsite , proceed to C.4 (Online)			
		1.4.	If attendance was not confirmed , Call caregiver via messenger to confirm attendance. <ul style="list-style-type: none"> If responsive but can attend onsite, proceed with C.3.2 If responsive but cannot attend onsite, proceed with C.4 (Online) If responsive but cannot attend the session in any service delivery mode, the client will be marked as absent for the session (note if excused/unexcused) If responsive but will not proceed 			

			with the program, client will be dropped (unexcused) or rescheduled (excused) [END OF COACHING PROCESS]			
		1.5.	<p>If unresponsive, after 3 calls on messenger and 3 calls on personal number, notify admin to contact caregiver.</p> <ul style="list-style-type: none"> • If responsive but can attend onsite, proceed with C.3.2 • If responsive but cannot attend onsite, proceed with C.4 (Online) • If responsive but cannot attend the session in any service delivery mode, client will be marked as absent • If responsive but will not proceed with the program, client will be dropped (unexcused) or rescheduled (excused) [END OF COACHING PROCESS] • If still unresponsive, but is present onsite proceed with C3.2 • If unresponsive, the client will be marked as absent 			
		1.6.	If marked as absent; note if unexcused or excused			
2.	Go to center	2.1.	Allow the parent to come inside	none	5 minutes	Security Officer, Front Desk Officer
		2.2.	Provide attendance sheet at the front desk			
		2.3.	Assist the caregiver and child to the waiting area			
3.	Wait for the staff therapist in the waiting area before the session	3.1.	Prepare materials and area for the session	none	15 minutes <i>(before the session schedule)</i>	Staff Therapist

	begins					
4.	Go inside with the staff therapist to proceed with the evaluation session.	4.1.	<p>Confirm the presence and identity of the caregiver and client</p> <ul style="list-style-type: none"> If caregiver is present, proceed to C.3.4 If caregiver is absent in the area, revert to C.3.1 Step 4 	none	5-15 minutes <i>(depending on child's behavior)</i>	Staff Therapist
		4.2.	Assist the client and caregiver from the waiting room to the play area			
5.	Update the staff therapist about the status of the child at home	5.1.	Ask questions to monitor performance of the child at home since the last session	none	5 minutes	Staff Therapist
6.	Collaborate with the staff therapist to plan activities with the child.	6.1.	Collaborate with the caregiver to develop an activity plan for the session based on the child's current skills	none	25 minutes	Staff Therapist
		6.2.	Ask the caregiver for feedback if there would be adjustments to the activity plan			
7.	Perform interventions from the developed activity plan with the guidance of the staff therapist	7.1.	Facilitate provision of activities that will address the difficulties of the child	none	15 minutes	Staff Therapist
		7.2.	Provide feedback to the caregiver			
8.	Re-evaluate and score achievement of goals (Goal Attainment Scale) for the current session.	8.1.	Provide a copy of previous GAS Goals	none	5 minutes	Staff Therapist
		8.2.	Ask the current status of the child relative to the goals set.			
9.	Collaborate with the staff	9.1.	Summarize the session	none	5 minutes	Staff Therapist

	therapist regarding the activities to follow through at home					
		9.2.	Provide a list of activities and reminders to do at home			
		9.3.	<p>Inform the client about next session (based on the set schedule)</p> <ul style="list-style-type: none"> If next session is a therapist-led coaching session, proceed to C1 If next session is a caregiver-led coaching session, proceed to C3 <p>If next session is a feedback session, proceed to C5</p>			
10.	Exit from the play area	10.1.	Assist the child and the caregiver towards the exit	none	3 minutes	Staff Therapist
11.	Wait for next coaching session	11.1.	Document coaching session via Caregiver Coaching Notes Document	none	1-5 days <i>(since the goal setting session)</i>	Staff Therapist
		11.2.	<p>Prepare activity plans for the next coaching session</p> <ul style="list-style-type: none"> If current session is Session 9, prepare for post-evaluation session If next session is a coaching session or a feedback session, plan for next intervention session. 			
		11.3.	Review activity plan			
		11.4.	Revise activity plans as necessary			
TOTAL				NONE	1 hour & 20 minutes <i>(excluding the waiting time for the scheduling and results)</i>	

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
C.4. Online Caregiver-led Coaching Session						
1.	Wait for the reminders in Messenger with the assigned timeslot (reminders, schedule, link)	1.1.	Send reminders of schedule, things to bring via Messenger	none	3 minutes <i>(upon confirmation)</i>	Staff Therapist
2.	Join the video call with the staff therapist	2.1.	Prepare materials and area for the online session	none	5 -15 minutes <i>(depending on the responsiveness of the caregiver)</i>	Staff Therapist
		2.2.	Initiate the call via messenger with the caregivers <ul style="list-style-type: none"> If responsive (after 3 attempts of calls on messenger), proceed to C.2.3 If responsive but cannot attend online, proceed with C5.2 (Feedback Session) 			
		2.3.	If unresponsive after 3 attempts of calls on messenger , call on personal number <ul style="list-style-type: none"> If responsive, initiate call via messenger and proceed with C.4.3 			

		2.4.	<p>If still unresponsive (after 3 attempts of calls on personal number, notify admin to contact caregiver)</p> <ul style="list-style-type: none"> • If responsive to admin, call caregiver via messenger and proceed with C.4.3 • If responsive to admin but cannot attend the session, proceed with C.5.2 (Feedback Session) • If responsive to admin but will not proceed with the program, client will be dropped (unexcused) or rescheduled (excused) [END OF COACHING PROCESS] • If unresponsive to admin, the client will be dropped [END OF COACHING PROCESS] 			
3.	Update the staff therapist about the status of the child at home	3.1.	Ask questions to monitor performance of the child at home since the last session	none	5 minutes	Staff Therapist
4.	Collaborate with the staff therapist to perform activities at home with the child.	4.1.	Explain the activity's purpose, steps, and manner of instructions	none	15 minutes	Staff Therapist
		4.2.	Ask the caregiver for feedback if there would be adjustments to the activity plan			
5.	Perform interventions instructed by the staff therapist (Caregiver Education)	5.1.	Perform activities at home that will address listed goals	none	30 minutes	Staff Therapist
		5.2.	Provide immediate or delayed feedback as necessary			

6.	Re-evaluate achievement of goals	6.1.	Provide a copy of previous GAS Goals	none	5 minutes	Staff Therapist
			Ask the current status of the child relative to the goals set.			
7.	Collaborate with the staff therapist regarding the activities to follow through at home	7.1.	Summarize the session	none	5 minutes	Staff Therapist
		7.2.	Provide a list of activities and reminders to do at home			
		7.3.	Inform the client about next session (based on the set schedule) <ul style="list-style-type: none"> • If next session is a therapist-led coaching session, proceed to C1 • If next session is a caregiver-led coaching session, proceed to C3 • If next session is a feedback session, proceed to C5 			
8.	End the video call	8.1.	Exit from the call	none	2 minutes	Staff Therapist
9.	Wait for next coaching session	9.1.	Document coaching session via Caregiver Coaching Notes Document	none	1-5 days <i>(since the goal setting session)</i>	Staff Therapist
		9.2.	Prepare activity plans for the next coaching session			
		9.3.	Review activity plan			
		9.4.	Revise activity plans as necessary			
TOTAL				NONE	1 hour & 20 minutes <i>(excluding possible delays due to internet connectivity and waiting time from scheduling)</i>	

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
C.5. Feedback Sessions (Asynchronous)						
1.	Confirm attendance to session	1.1.	Monitor attendance and check if eligible for next session <ul style="list-style-type: none"> If the child incurred 3 excused absences, 2 unexcused absences, or a total of 4 absences, the client will be dropped [END OF COACHING PROCESS] 	none	5 minutes <i>(1-24 hours if waiting time is included)</i>	Staff Therapist
		1.2.	Remind the parent about the schedule of the session			
2.	Wait for instructions for the activities that will be done for feedback sessions	2.1.	Send a list of activities with corresponding instructions	none	15 minutes <i>(since start of scheduled period)</i>	Staff Therapist
		2.2.	Provide video/photo/audio aids as necessary			
		2.3.	Instruct the caregiver to submit by 4:00 PM within the day			
3.	Provide video, pictures, and/or written documentation of the performance of activities at home	3.1.	If able to submit, review submitted outputs of the caregiver	none	8 hours	Staff Therapist
		3.2.	If unable to submit outputs within the day, deadlines will be extended only up to 3 days (deadline must not exceed session 10)			
		3.3.	If unable to submit after 3 days, mark as absent (note if excused or unexcused)			
4.	Wait for the feedback of the	4.1.	Provide written feedback about	none	1 day	Staff Therapist

	activities		performance of the child and the caregiver			
		4.2.	Provide additional video/photo/audio feedback as necessary			
5.	Re-evaluate and score achievement of goals	5.1.	Provide a copy of previous GAS Goals	none	5 minutes	Staff Therapist
		5.2.	Ask the current status of the child relative to the goals set.			
6.	Collaborate with the staff therapist regarding the activities to follow through at home	6.1.	Summarize the session	none	5 minutes	Staff Therapist
		6.2.	Provide a list of activities and reminders to do at home			
		6.3.	<p>Inform the client about next session (based on the set schedule)</p> <ul style="list-style-type: none"> • If next session is a therapist-led coaching session, proceed to C1 • If next session is a caregiver-led coaching session, proceed to C3 • If next session is a feedback session, proceed to C5 			
7.	Wait for next coaching session	7.1.	Document coaching session via Caregiver Coaching Notes Document	none	1-5 days <i>(since the goal setting session)</i>	Staff Therapist
		7.2.	<p>Prepare activity plans for the next coaching session</p> <ul style="list-style-type: none"> • If current session is Session 9, prepare for post-evaluation session • If next session is a coaching session or a feedback session, plan for next intervention session. 			

		7.3.	Review activity plan			
		7.4.	Revise activity plans as necessary			
TOTAL				NONE	30 minutes <i>(excluding the waiting time for the submissions)</i>	

d. 10th Session - Post Evaluation [Onsite / Online]

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
D.1. Onsite Post Evaluation Session						
1.	Confirm the schedule and timeslot via Messenger	1.1.	Monitor attendance and check if eligible for next session <ul style="list-style-type: none"> If the child incurred 3 excused absences, 2 unexcused absences, or a total of 4 absences, the client will be dropped [END OF COACHING PROCESS] 	none	10 minutes <i>(1-24 hours if waiting time is included)</i>	Staff Therapist
		1.2.	If not dropped and eligible to continue sessions, send message to remind schedule and wait for confirmation for the session.			
		1.3.	If onsite attendance is confirmed , proceed to D.1.2.; If confirmed but cannot attend onsite , proceed to D.2 (Online)			
		1.4.	If attendance was not confirmed , Call caregiver via messenger to confirm attendance. <ul style="list-style-type: none"> If responsive but can attend onsite, proceed with D.1.2 			

			<ul style="list-style-type: none"> If responsive but cannot attend onsite, proceed with D.2 (Online) 			
		1.5.	<p>If unresponsive, after 3 calls on messenger and 3 calls on personal number, notify admin to contact caregiver.</p> <ul style="list-style-type: none"> If responsive but can attend onsite, proceed with D.1.2 If responsive but cannot attend onsite, proceed with D.2 (Online) If still unresponsive, but is present onsite proceed with D.1.2 If unresponsive within the day, the client will be marked as absent 			
2.	Go to center	2.1.	Allow the parent to come inside	none	5 minutes	Security Officer, Front Desk Officer
		2.2.	Provide attendance sheet at the front desk			
		2.3.	Assist the caregiver and child to the waiting area			
3.	Wait for the staff therapist in the waiting area before the session begins	3.1.	Prepare materials and area for the session	none	15 minutes <i>(before the session schedule)</i>	Staff Therapist
4.	Go inside with the staff therapist to proceed with the evaluation session.	4.1.	<p>Confirm the presence and identity of the caregiver and client</p> <ul style="list-style-type: none"> If caregiver is present, proceed to D.1.4 If caregiver is absent in the area, revert to D.1.1 Step 4 	none	5-15 minutes <i>(depending on child's behavior)</i>	Staff Therapist
		4.2.	Assist the client and caregiver from the waiting room to the play area			
5.	Re-evaluate goals through	5.1.	Discuss the progress of the child and	none	15 minutes	Staff Therapist

	scoring of Session 10 COPM and GAS scores		the caregiver			
		5.2.	Conduct COPM/GAS Scoring			
6.	Collaborate about the Home Instruction Program of the child	6.1.	Present and discuss the Home Instruction Program (HIP)	none	15 minutes	Staff Therapist
		6.2.	Ask the caregiver for clarifications and feedback on the HIP			
7.	Participate in small group reflection activity	7.1.	Facilitate reflection activity about the experiences of the caregivers throughout the program	none	20 minutes	Staff Therapist
		7.2.	Provide speakers to share about their own experiences			
		7.3.	Invite caregivers to join local organizations			
8.	Receive Certificate of Completion	8.1.	Award certificate of completion	none	3 minutes	Staff Therapist
9.	Exit from the play area	9.1.	Assist the child and the caregiver towards the exit	none	2 minutes	Staff Therapist
TOTAL				NONE	1 hour & 40 minutes <i>(excluding the waiting time for the scheduling and results)</i>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
D.2. Online Post Evaluation Session				

1.	Wait for the reminders in Messenger with the assigned timeslot (reminders, schedule, link)	1.1.	Send reminders of schedule, things to bring via Messenger	none	5 minutes <i>(upon confirmation)</i>	Staff Therapist
2.	Join the video call with the staff therapist	2.1.	Prepare materials and area for the online session	none	5 -15 minutes <i>(depending on the responsiveness of the caregiver)</i>	Staff Therapist
		2.2.	<p>Initiate the call via messenger with the caregivers</p> <ul style="list-style-type: none"> • If responsive proceed to D.2.3 • If responsive but cannot attend online, gather COPM and GAS scores via groupchat within the day • If unable to send COPM and GAS Scores within the day, the client will be dropped and shall be informed accordingly [END OF COACHING PROCESS] 			
		2.3.	<p>If unresponsive after 3 attempts of calls on messenger, call on personal number</p> <ul style="list-style-type: none"> • If responsive, initiate call via messenger and proceed with D.2.3 			

		2.4.	<p>If still unresponsive (after 3 attempts of calls on personal number, notify admin to contact caregiver)</p> <ul style="list-style-type: none"> • If responsive to admin, call caregiver via messenger and proceed with D.2.3 • If responsive to admin but cannot attend the session, revert back to D2.2 Step 2b 4c. If unresponsive to admin within the day, the client will be dropped and shall be informed accordingly [END OF COACHING PROCESS] 			
5.	Re-evaluate goals through scoring of Session 10 COPM and GAS scores	5.1.	Discuss the progress of the child and the caregiver	none	15 minutes	Staff Therapist
		5.2.	Conduct COPM/GAS Scoring			
6.	Collaborate about the Home Instruction Program of the child	6.1.	Present and discuss the Home Instruction Program (HIP)	none	15 minutes	Staff Therapist
		6.2.	Ask the caregiver for clarifications and feedback on the HIP			
7.	Participate in small group reflection activity	7.1.	Facilitate reflection activity about the experiences of the caregivers throughout the program	none	20 minutes	Staff Therapist
		7.2.	Provide speakers to share about their own experiences			
		7.3.	Invite caregivers to join local organizations			
8.	Receive Certificate of Completion	8.1.	Award certificate of completion	none	3 minutes	Staff Therapist
9.	Exit from the play area	9.1.	End call	none	2 minutes	Staff Therapist

TOTAL	NONE	1 hour & 15 minutes <i>(excluding possible delays due to internet connectivity and waiting time from scheduling)</i>	
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e. Submission of Reports

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Wait for official reports (IE, Notes, Post Evaluation) and Home Instruction Programs	1.1.	Document proceedings of all sessions (Session 1-10)	none	60 days	Staff Therapist
		1.2.	Draft Home Instruction Programs			
		1.3.	Review Reports, Home Instruction Programs and its Appendices			
		1.4.	Revise Reports, Home Instruction Programs and its Appendices			
		1.5.	Sign and File Reports and Home Instruction Programs			
		1.6.	Send Reports, Home Instruction Programs and Appendices to caregiver via Messenger			
2.	Acknowledge receipt and confirm that sent files are accessible	2.1.	If accessible, end of program	none	2 days	Staff Therapist
			If inaccessible, provide alternative digital and non digital means of accessing documents			
			Verify accessibility of documents			

			Assist with process of accessing the documents			
			TOTAL	NONE	62 days <i>(excluding possible delays due to internet connectivity and waiting time from scheduling)</i>	

12. FLEXICOACHING FOLLOW UP

The follow-up activity for the Flexicoaching program involves ensuring continuity and reinforcement of the therapeutic strategies and techniques taught during the sessions. This process begins with a thorough review of the Home Instruction Program provided to participants upon completion of the 10-session program. The therapist guides caregivers in troubleshooting issues, refining techniques, and adapting interventions to better suit the individual needs of the child or patient. Additionally, the follow-up session allows for the setting of new goals or modifications to existing ones based on progress made since the completion of the program. Ultimately, the goal of the follow-up activity is to empower caregivers with ongoing support and resources to continue fostering the development and well-being of their loved ones outside of the therapy setting.

Office or Division:	Health Unit
Classification:	Complex
Type of Transaction:	G2C Government-to-citizen
Who may avail:	Children with Disabilities residing in Quezon City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Finished 10-session Flexicoaching Session	QC Kabahagi Center for Children with Disabilities
Accomplished Follow up Screening Form	QC Kabahagi Center for Children with Disabilities
Accomplished Follow up Consent Form	QC Kabahagi Center for Children with Disabilities
Previous Flexicoaching Documents	Citizen / QC Kabahagi Center for Children with Disabilities

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Wait and receive flexicoaching scheduling call	1.1.	Coordinate with Health Unit Staff about follow-up appointment slots	none	5 minutes <i>(after 1 year since last coaching)</i>	Health unit Admin, Staff Therapist

		1.2.	Confirm if the client is in the waitlist and is supposed to be decked for the month			
		1.3.	Orient Staff therapist on Flexicoaching Follow up Process			
		1.4.	Assign staff therapist to respective clients			
2.	Choose and confirm appointment schedule for flexicoaching	2.1.	Call the client	none	30 minutes	Health unit Admin
		2.2.	Inform the client about purpose of follow up, appointment slots, and mode of delivery per session (onsite, online and feedback sessions)			
		2.3.	Choose from available appointments			
		2.4.	Inform the caregiver about what to bring during the follow-up session			
3.	Go to center	3.1.	Allow the parent to come inside	none	5 minutes	Security Officer, Front Desk Officer
		3.2.	Provide attendance sheet at the front desk			
		3.3.	Assist the caregiver and child to the waiting area			
4.	Wait for the staff therapist in the waiting area before the session begins	4.1.	Prepare materials and area for the session	none	15 minutes <i>(before the session schedule)</i>	Staff Therapist
5.	Go inside with the staff therapist to proceed with the evaluation session.	5.1.	Confirm the presence and identity of the caregiver and client <ul style="list-style-type: none"> If caregiver is present, proceed to 1.5 	none	5-15 minutes <i>(depending on child's behavior)</i>	Staff Therapist

			<ul style="list-style-type: none"> If caregiver is absent in the area, revert to 1.1 			
		5.2.	Assist the client and caregiver from the waiting room to the play area			
6.	Accomplish consent form about the guidelines of the Flexicoaching	6.1.	Give the link to consent form; caregiver will answer the consent form (use personal device if necessary)	none	10 minutes	Staff Therapist
		6.2.	Clarify parts of the form if necessary			
7.	Update the therapist about the current status of the child's skills	7.1.	Ask questions to monitor performance of the child at home	none	10 minutes	Staff Therapist, Volunteer Therapist
8.	Observe follow-up assessment procedures	8.1.	Conduct objective assessment procedures relevant for the case of the client	none	20 minutes	Staff Therapist, Volunteer Therapist
9.	Accomplish follow-up screening form	9.1.	Facilitate and assist answering of follow up screening form	none	10 minutes	Staff Therapist, Volunteer Therapist
		9.2.	Ask for Updated COPM Scores			
10.	Take note reminders and techniques during Home Instruction Program Provision	10.1.	Provide reminders and interventions	none	15 minutes	Staff Therapist, Volunteer Therapist
		10.2.	Demonstrate skills on how to perform activities at home			
		10.3.	List down possible brochures via HIP/Brochure Checklist (based on available brochures)			
11.	Get the home programs from the designated HIP Brochure Station	11.1.	Based on the checklist, get the chosen brochures	none	5 minutes	Health Unit Admin, Admin Assistants, Volunteers
		11.2.	Put the brochures on the envelope			

12.	Exit upon getting the home program	12.1.	Usher the parents outside the center	none	5 minutes	Admin Assistant
TOTAL				NONE	2 hours & 25 minutes <i>(excluding the schedule waiting time)</i>	

