



QUEZON CITY CENTER FOR CHILDREN WITH DISABILITIES

**CITIZEN'S CHARTER
HANDBOOK**

2025 (1st Edition)



QC KABAHAGI CENTER FOR CHILDREN WITH DISABILITIES

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 healthcare, education, livelihood, and social welfare.
- **Early Detection and Intervention:** 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 disability diagnosis, therapy sessions, assistive technology provision and monitoring, 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 for children with disabilities

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

Administrative Unit

Client Application

1. APPLICATION PROCESSING

Application 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.

(Ang aplikasyon sa QC Kabahagi ay isang pinadali at maayos na proseso na naglalayong tiyakin ang madaling pag-access sa mga serbisyong pangkomunidad at iba't ibang mapagkukunan. Maaaring magparehistro nang personal ang mga residente, kung saan sila ay magbibigay ng mahahalagang impormasyon upang mapadali ang kanilang pakikilahok sa iba't ibang programa at inisyatiba. Sa pamamagitan ng pagpaparehistro, nagiging aktibong kalahok ang bawat indibidwal sa mga gawain ng komunidad, na nagtataguyod ng pakikibahagi at pagtutulungan sa loob ng Quezon City.)

Office or Division:	Administrative Support Unit (ASU)
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
1. QC Kabahagi Center Application Form	QC Kabahagi Center for Children with Disabilities
2. Barangay Indigency for Medical Assistance	Citizen
3. 2x2 Picture	Citizen
4. QC ID [Parent (required) and Child]	Citizen
5. Doctor's Assessment (if available)	Citizen
6. Other Supporting Medical Exhibits	Citizen

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

A. Onsite Application (via QC E-Services)				
1. Ask the guard for information about application	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 application requirements to the front desk officer	2. Receive all the documents related to the application	none	2 minutes	Front Desk Officer (ASU)
3. Receive the feedback regarding evaluation of the documents	3. Evaluate the submitted documents and provide feedback	none	10 minutes	Front Desk Officer (ASU)
	3.1. Verify the completeness and evaluate the clients' information: If all fields are complete and accurate , accept the application form and proceed to Step 4. 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 4.1.			

4. Answer the QC Kabahagi Center Application form	4. Provide the device accessing QC Kabahagi Center Application form	none	20 minutes	Front Desk Officer (ASU)
	4.1. If needed, help the client answer the application form			
5. Submit the filled-up QC Kabahagi Center Application form and Receive the Kabahagi ID Number for status update inquiries	5. Verify the completeness and evaluate the clients' information: If all fields are complete and accurate , accept the application form, tag the application as Accepted , and proceed to Step 6.; If any fields are missing answers or contain incorrect information, return the application form. Leave remarks in the Application Review indicating the reason of rejection and change the status to Reject .	none	5 minutes	Front Desk Officer (ASU)
6. Receive the schedule for the social worker interview	6. Update the Client application status with the date of interview and a list of reminders for the interview	none	1 minute	Front Desk Officer (ASU)
TOTAL		NONE	45 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Offsite Application E-Services Application (via QC E-Services)				
1. Access QC E-Services Website	1. Maintenance and updating of QC E-Services Website	none	2 minutes	IT Personnel
2. Login to QC E-Services Account	2. Maintenance and updating of QC E-Services Website	none	3 minutes	IT Personnel
3. Navigate and Access Kabahagi Application in E-Services	3. Maintenance and updating of QC E-Services Website	none	2 minutes	IT Personnel
4. Click on "Apply Now"	4. Maintenance and updating of QC E-Services Website	none	1 minute	IT Personnel
5. Answer the QC Kabahagi Center Application form	5. Maintenance and updating of QC E-Services Website	none	20 minutes	IT Personnel

6. Submit the filled-up QC Kabahagi Center Application form and Receive the Kabahagi ID Number for status update inquiries	6. Verify the completeness and evaluate the clients' information: If all fields are complete and accurate , accept the application form, tag the application as Accepted , and proceed to Step 7.; If any fields are missing answers or contain incorrect information, return the application form. Leave remarks in the Application Review indicating the reason of rejection and change the status to Reject .	none	5 minutes	Front Desk Officer
7. Receive the schedule for the social worker interview	7. Update the Client application status with the date of interview and a list of reminders for the interview	none	2 minute	Front Desk Officer
TOTAL		NONE	35 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
C. Field Application (Manual) (LAKBAY SERBISYO)				

1. Ask the Kabahagi Field Personnel for information about application	1. Discuss the application requirements to the client	none	3 minutes	Kabahagi Field Personnel
2. Pass the application requirements to the Kabahagi Field Personnel	2. Receive all the documents related to the application	none	2 minutes	Kabahagi Field Personnel
	2.1. Attach the requirement slip and check all the submitted documents			

3. Receive the feedback regarding evaluation of the documents	3. Evaluate the submitted documents and provide feedback Verify the completeness and evaluate the clients' information: If all fields are complete and accurate , accept the application form and proceed to Step 4.; 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	10 minutes	Kabahagi Field Personnel
4. Answer the QC Kabahagi Center Application form	4. Provide the QC Kabahagi Center Application form	none	20 minutes	Kabahagi Field Personnel
	4.1. Help the client answer the application form			

5. Submit the filled-up QC Kabahagi Center Application form	5. Verify the completeness and evaluate the clients' information; 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 4.1.	none	5 minutes	Kabahagi Field Personnel
6. Receive the schedule for the social worker interview	6. Provide a schedule stub and a list of items to bring on the day of the interview	none	5 minutes	Kabahagi Field Personnel
TOTAL		NONE	45 minutes	

Administrative Unit

Client Application

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 application status inquiry.	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. Check the database to ascertain application status	none	3 minutes	Front Desk Officer
3. Wait for the verification of the front desk officer	3. Confirm the application status through the relevant unit to determine the estimated processing time	none	2 minutes	Front Desk Officer
4. Receive information regarding the application status	4. Explain the current status of the application	none	3 minutes	Front Desk Officer
	4.1. Verify if the provided contact information is up to date: 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	10 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. 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. Check the database to ascertain application status	none	3 minutes	Front Desk Officer
3. Wait for the verification of the front desk officer	3. Confirm the application status through the relevant unit to determine the estimated processing time	none	2 minutes	Front Desk Officer
4. Receive information regarding the application status	4. Explain the current status of the application	none	5 minutes	Front Desk Officer

	4.1. Verify if the provided contact information is up to date: 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
C. E-Services Inquiry				
1. Access QC E-Services Website	1. Maintenance and updating of QC E-Services Website	none	2 minutes	IT Personnel
2. Login to QC E-Services Account	2. Maintenance and updating of QC E-Services Website	none	3 minutes	IT Personnel
3. Navigate and Access Kabahagi Application in E-Services	3. Maintenance and updating of QC E-Services Website	none	2 minutes	IT Personnel
4. Click on "Application Status"	4. Maintenance and updating of QC E-Services Website	none	1 minute	IT Personnel

5. Input Kabahagi ID Number	5. Maintenance and updating of QC E-Services Website	none	1 minute	IT Personnel
6. Receive information regarding the application status	6. Maintenance and updating of QC E-Services Website	none	1 minute	IT Personnel
TOTAL		NONE	10 minutes	

Administrative Unit

Client Inquiries

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 services	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. Evaluate the inquiry of the client: 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 minutes	Front Desk Officer, Unit Focal Person
3. Listen to the answer on the inquiry	3. Answer the inquiry of the client	none	5 minutes	Front Desk Officer, Focal Person
	3.1. 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. Inquire about the purpose of communication	none	5 minutes	Front Desk Officer

2. Provide details of the question	2. Evaluate the inquiry of the client: 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 minutes	Front Desk Officer, Focal Person
3. Listen to the answer on the inquiry	3. Answer the inquiry of the client	none	5 minutes	Front Desk Officer, Focal Person
	3.1. Provide the client with QC Kabahagi Information and Education Campaign (IEC) Material			
TOTAL		NONE	15 minutes	

Administrative Unit

Client Inquiries

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
Ethics Approval	Citizen
Data Gathering Tool	Citizen
Informed Consent Form	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. Receive the letter of request	none	5 minutes	Front Desk Officer

2. Wait for the evaluation of the request	2. Evaluate the request of the client relative to its endorsement, purpose, and ethicality: If allowable , provide the necessary supplemental information or evidence as requested through a formal letter. ; If rejected , provide the reasoning through a formal letter	none	2 days	Admin Officer, Director
3. Receive request evaluation	3. Send letter of request response	none	5 minutes	Admin Staff
TOTAL		NONE	2 days and 10 minutes	

Administrative Unit

Client Request

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 or through the online communication channels of Kabahagi. 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. Security Guard on Duty requires the Client to sign the log book before instructing to proceed to the front desk	none	2 minutes	Security Guard On Duty

<p>2. Approach the front desk and provide details of the request and, if available, submit supporting documents</p>	<p>2. Evaluate the inquiry of the client: 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 DOCUMENT REQUEST PROCESS]</p>	<p>none</p>	<p>10 minutes</p>	<p>Front Desk Officer</p>
<p>3. Answer the Document Request Form</p>	<p>3. Help the client answer the application form</p>	<p>none</p>	<p>10 minutes</p>	<p>Front Desk Officer</p>

4. Submit the filled-up Document Request Form	4. Verify the completeness and evaluate the clients' information: If all fields are complete and accurate , accept the application form and proceed to Step 4.1.; 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
	4.1. Attach the submitted supporting documents to the Document Request Form and give to the designated person			
5. Wait for the processing of the requested document	5. Attend to the client's requested document	none	30 minutes	Administrative Staff
6. Receive the requested document	6. Let the client sign on the document release logbook	none	3 minutes	Front Desk Officer
	6.1. Give the requested document			
TOTAL		NONE	1 hour	

Social and Empowerment Unit

Client Interview

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

1. Ask the guard for information and present the interview schedule (e.g., stub or message)	1. Security Guard on Duty requires the Client to sign the log book before instructing: If the client arrives more than 30 mins earlier than scheduled, instruct to wait in the main lobby (1 st floor) for the meantime until 5 minutes prior to the schedule.; If the client arrived prior to 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 INTAKE INTERVIEW PROCESS]	none	5 minutes	Security Guard On Duty, Front Desk Officer
2. Wait for the social worker in the queuing area	2. Prepare materials and area for the interview	none	3 minutes	Social Worker
3. Proceed to the intake interview room	3. Conducts the intake interview and records the information of the client and the family: If the parents become overwhelmed due to the circumstances they are facing, conduct individual counseling	none	1 hour	Social Worker

	3.1. 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>)			
	3.2. Verify if all instructions were clear			
4. Exit the interview room	4. Thank the client for cooperation and assist the parent towards the exit	None	2 minutes	Social Worker
TOTAL		NONE	1 hour & 10 minutes	

Social and Empowerment Unit

Client Request

7. REQUEST FOR CASE SUMMARY AND REFERRAL TO OTHER INSTITUTIONS, OFFICES, OR DEPARTMENTS

Case summary and Referral of the ongoing 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. Security Guard on Duty requires the Client to sign the log book before instructing: If the social worker does not have ongoing intake interview , instruct to proceed directly to the interview room; If the client arrives 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 fieldwork, explain to return on the different schedule [END OF REQUEST]	none	5 minutes	Security Guard On Duty, Front Desk Officer
2. Mention the required document from the social worker	2. Prepare materials and area for the interview	none	5 minutes	Social Worker
3. Participate in the short assessment relative to the requested document	3. Conducts the quick interview for data gathering	none	20 minutes	Social Worker
	3.1. Write the case summary report			

	3.2. Provide schedule for the pick-up of the hardcopy of requested documents			
	3.3. Verify if all instructions were clear			
4. Wait for the call from the social worker for the pickup of the requested documents	4. Complete all the required information and print requested document	none	5 days	Social Worker
TOTAL		NONE	5 days and 30 minutes	

Health Unit

Device Provision

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 time slot via phone call	1. Discuss clientele and assessment provision	none	5 minutes	Administrative Staff, Staff therapist
2. Wait for staff therapist in the lobby before the session begins	2. Prepare materials and area for assessment	none	5 minutes	Staff Therapist

3. Go inside the designated area with a staff therapist to proceed with assessment.	3. Assist the client and caregiver from the waiting room to the designated area	none	5 minutes	Staff Therapist
4. Answer assessment interview questions related to the child	4. Administer wheelchair assessment interview	none	10 minutes	Staff Therapist
5. Observe assessment procedures carried out on the child and assist the therapist if possible	5. Perform tone management and hip and pelvis screening with child in supine	none	45 minutes	Staff Therapist
	5.1. Transfer child to assessment bench and document unsupported seating			
	5.2. Perform and document hand simulation			
	5.3. Perform anthropometric measurements			
6. Collaborate with staff therapist and approve proposed wheelchair specifications	6. Explain assessment results	none	10 minutes	Staff Therapist
	6.1. Present proposed wheelchair specifications			

7. Exit from the play area	7. Assist the child and the caregiver towards the exit	none	5 minutes	Staff Therapist
8. Wait for the availability of wheelchair	8. Commence wheelchair requisition process	none	5 minutes	Staff Therapist
	8.1. Perform product preparation once wheelchairs arrive			
	8.2. Set fitting schedule once wheelchairs become available			Administrative Staff
	8.3. Inform caregivers of fitting schedule			
TOTAL		NONE	1 hour and 20 minutes	

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
1. Confirm attendance and time slot for a wheelchair fitting	1. Call caregivers regarding schedule of wheelchair fitting	none	5 minutes	Administrative staff
2. Wait for staff therapist in the lobby before the session begins	2. Prepare wheelchair, materials, and area for fitting	none	5 minutes	Staff Therapist
3. Go inside the designated area with the staff therapist to proceed with assessment.	3. Assist the client and caregiver from the waiting room to the designated area	none	5 minutes	Staff Therapist
4. Observe fitting procedures and assist the therapist	4. Transfer the child in and out (Ask the caregiver for assistance if necessary)	none	3 hours	Staff Therapist
	4.1. Perform necessary adjustments on wheelchair to provide appropriate support			
	4.2. Fabricate postural support device if necessary			
	4.3. Administer fitting checklist			
5. Attend to user training lecture	5. Conduct user training lecture	none	30 minutes	Staff Therapist

6. Walk around the available space within the center, with child seated on wheelchair	6. Reorganize fitting area		15 minutes	Staff Therapist
	6.1. Dispose litter			
7. Return to staff therapist for seating posture review	7. Recheck child's posture on wheelchair after walking around	none	30 minutes	Staff Therapist
	7.1. Perform necessary adjustments on wheelchair if necessary			
	7.2. Fabricate postural support devices if necessary			
	7.3. Readminister fitting checklist			
8. Collaborate on schedule of wheelchair follow-up	8. Discuss and set wheelchair follow-up schedule	none	5 minutes	Staff Therapist
9. Exit fitting area	9. Assist the child and the caregiver towards the exit	none	2 minutes	Staff Therapist
TOTAL		NONE	4 hours and 35 minutes	

c. Wheelchair Follow-Up

Follow-up is done regularly after delivery of chairs to ensure that 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 time slot for wheelchair follow-up	1. Call caregivers regarding schedule of wheelchair follow-up	none	5 minutes	Administrative staff
2. Bring existing wheelchair and wait for staff therapist in the lobby before the session begins	2. Instruct client and caregiver to prepare for contingencies and prepare materials and designated area for follow-up	none	5 minutes	Staff Therapist
3. Go inside with the staff therapist to proceed with assessment.	3. 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. Administer wheelchair follow-up interview	none	10 minutes	Staff Therapist
5. Wait inside the designated area while follow-up procedures are carried out on the child. Transfer child in and out of wheelchair upon request of therapist	5. Administer wheelchair safe and ready checklist	none	4 hours <i>(depending on adjustments needed for wheelchair)</i>	Staff Therapist
	5.1. Administer fitting and pressure relief checklist			
	5.2. Identify necessary adjustments to be done on wheelchair			
	5.3. Transfer child to assessment bench and take anthropometric measurements if necessary			
	5.4. Perform necessary adjustments and repairs on chair			
	5.5. Administer fitting checklist			
6. Walk around the park with child seated on wheelchair	6. Reorganize follow-up area	none	20 minutes	Staff Therapist
	6.1. Dispose litter			

7. Return to staff therapist for seating posture review	7. Recheck child's posture on wheelchair after walking around	none	30 minutes (depending on for readjustment)	Staff Therapist
	7.1. Perform necessary adjustments on wheelchair if necessary			
	7.2. Fabricate postural support devices if necessary			
	7.3. Readminister fitting checklist			
8. Collaborate on schedule of wheelchair follow-up	8. Discuss and set wheelchair follow-up schedule	none	3 minutes	Staff Therapist
9. Exit fitting area	9. Assist the child and the caregiver towards the exit	none	2 minutes	Staff Therapist
TOTAL		NONE	4 hours & 20 minutes	

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 time slot for online assessment via phone call	1. Discuss clientele and assessment provision.	none	5 minutes	Administrative Staff, Staff therapist
2. Perform online assessment and interview.	2. Perform subjective assessment about the child's medical and orthotic device history.	none	30 minutes	Staff Orthotist
3. Confirm the schedule and time slot for onsite objective assessment and casting.	3. Discuss about what to anticipate from the forthcoming onsite procedure.	none	5 minutes	Administrative Staff, Staff Orthotist
4. Wait for the staff Orthotist in the waiting area before the procedure begins.	4. Prepare materials and area.	none	15 minutes	Staff Orthotist

5. Go to the assessment area with staff Orthotist	5. 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. Explain the consent form to the caregiver.	none	5 minutes	Staff Orthotist
7. Observe objective assessment.	7. Check for the child's range of motion, skin condition, body position and posture.	none	1 hour	Staff Orthotist
	7.1. Observe alignment during standing and walking.			
	7.2. Take necessary photos and videos.			
	7.3. Formulate appropriate orthotic prescription and casting angle.			
8. Observe casting procedure and assist the staff orthotist	8. Take necessary measurements.	none	45 minutes	Staff Orthotist,
	8.1. Wrap the skin in protective film.			

	8.2. Mark the body prominences and trigger points (if present).			
	8.3. Practice hand positioning.			
	8.4. Perform casting.			
	8.5. Remove the cast.			
	8.6. Clean the child and the casting area.			
9. Collaborate with the staff Orthotist about the fitting schedule and things to bring.	9. Inform the caregivers about the things to bring on a fitting day.	none	8 minutes	Staff Orthotist
	9.1. Inform caregivers of fitting schedules.			
10. Exit from the center.	10. Assist the child and the caregiver towards the exit.	none	2 minutes	Staff Orthotist
TOTAL		NONE	2 hours and 45 minutes	

e. Orthotic Fitting and Delivery

Orthotic fitting and delivery process involves a 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. Call caregivers regarding the schedule of fitting.	none	5 minutes	Administrative Staff, Staff therapist
2. Wait for staff Orthotist in the lobby before the procedure begins.	2. Prepare orthosis, tools and area for fitting.	none	15 minutes	Staff Orthotist
3. Go to the fitting area with staff Orthotist.	3. Assist the client and caregiver from the waiting room to the fitting area.	none	5 minutes	Staff Orthotist
4. Observe fitting process and	4. Don the client's socks.	none	1 hour	Staff Orthotist

assist the orthotist.				
	4.1. Don the orthosis.			
	4.2. Mark the areas that may need adjustment (trimlines, bony prominences, strap placement).			
	4.3. Perform necessary adjustments to provide good fitting.			
	4.4. Administer fitting checklist.			
5. Observe orthosis alignment process and assist when necessary.	5. Perform standing and walking assessment with the orthosis.	none	30 minutes	Staff Orthotist
	5.1. Observe alignment.			
	5.2. Perform necessary adjustments.			
6. Demonstrate how to properly wear and remove the orthosis.	6. Teach the caregiver how to properly don and doff the orthosis.	none	15 minutes	Staff Orthotist
	6.1. Explain the correction points applied by the orthosis, and the minimal redness expected on the skin.			
	6.2. Explain the dos			

	and don'ts of the orthosis.			
7. Collaborate on orthosis wearing schedule.	7. Explain the wearing schedule of the orthosis.	none	10 minutes	Staff Orthotist
	7.1. Explain how to check for abnormal pressure points and when to contact for adjustment.			
8. Collaborate on follow-up schedule.	8. Discuss and set follow-up schedule.	none	5 minutes	Staff Orthotist
9. Sign orthosis check out/delivery form.	9. Explain device check out/delivery form to the caregiver.	none	3 minutes	Staff Orthotist
10. Exit fitting area	10. Assist the child and the caregiver towards the exit	none	2 minutes	Staff Orthotist
TOTAL		NONE	2 hours & 30 minutes	

f. Orthotic Follow-up

Orthotic follow-up is the 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.

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
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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. 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. Prepare the necessary tools, materials, and area.	none	15 minutes	Staff Orthotist
3. Go to the follow-up area with staff Orthotist.	3. 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. Administer follow-up interview.	none	10 minutes	Staff Orthotist
5. Observe follow-up procedures and assist when necessary	5. Identify necessary adjustments to be done on orthosis.	none	1 hour	Staff Orthotist

	5.1. Perform necessary adjustments and repairs.			
6. Collaborate on schedule of next follow-up.	6. Perform standing and walking assessment with the orthosis.	none	3 minutes	Staff Orthotist
7. Exit from the follow-up area.	7. Observe alignment.	none	2 minutes	Staff Orthotist
TOTAL		NONE	1 hour & 40 minutes	

Health Unit

Client Assessment

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. Develop a schedule database and contact the client for their appointment for a hearing assessment.	none	5 minutes	Administrative Staff
2. Ask the guard for information about the assigned assessment room	2. 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. Discusses and hands over the Audiologic Assessment Record and Consent Forms for completion by the client	none	5 minutes	Administrative Staff
4. Completed forms are submitted for review and verification	4. Reviews completed forms to confirm that all necessary information has been provided	none	2 minutes	Administrative Staff
5. Participate in Initial Intake Interview	5. Conducts Initial Intake Interview and records the information on the client record	none	15 minutes	Audiologist / ENT Physician
6. Facilitate ear examination of the client	6. Performs physical examination through palpation and otoscopic examination	none	10 minutes	ENT Physician
TOTAL		NONE	39 minutes	

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.

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 ENT appointment	1. Develop a schedule database and contact the client for their appointment for a hearing assessment.	none	5 minutes	Administrative Staff
2. Ask the guard for information about the assigned consultation room	2. 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. ENT Consultation and Consent Form is discussed and handed to the client for completion	none	5 minutes	Administrative Staff
4. Completed forms are submitted for review and verification	4. Review the forms to confirm that all necessary information has been provided	none	2 minutes	Administrative Staff
5. Assist in the examination and management of the client	5. Performs consultation of the client and required management	none	30 minutes	ENT Physician
6. Comply with ENT Physician's Prescription /	6. Provides medical recommendation and/or ENT Clearance for	none	15 minutes	ENT Physician

Recommendation, and / or Clearance	hearing assessment			
7. Wait for QC Kabahagi to call for Hearing Assessment appointment	7. Develop a schedule database and contact the client for their appointment for a hearing assessment.	none	5 minutes	Administrative Staff
8. Participate in the Hearing Assessment of the Client	8. 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. Provides results and counsels clients about recommendations/referrals	none	15 minutes	Audiologist
TOTAL		NON E	2 hours and 10 minutes	

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. Develop a schedule database and contact the client for their appointment for objective (auditory brainstem response) assessment.	none	5 minutes	Administrative Staff
2. Ask the guard for information about the assigned assessment room	2. 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. Objective Assessment and Consent Form is discussed and handed to the client for completion	none	5 minutes	Administrative Staff
4. Completed forms are submitted for review and verification	4. Review the forms to confirm that all necessary information has been provided	none	2 minutes	Administrative Staff
5. Assist in putting the client to natural sleep	5. 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. Provides medical recommendation and/or ENT Clearance for hearing assessment	none	15 minutes	Audiologist
7. Monitors the client while	7. Performs objective (auditory brainstem	none	90 minutes	Audiologist

sleeping and undergoing the test	response) assessment on the client			
8. Comply with the Audiologist's Recommendations / Referrals, and / or Clearance	8. Provides results and counsels clients about recommendations/referrals	none	15 minutes	Audiologist
TOTAL		NON E	2 hours & 50 minutes	

Health Unit

Client Assessment

10. DEVELOPMENTAL / REHABILITATION ASSESSMENT

Developmental or Rehabilitation Assessment 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. 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	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Onsite Assessment				
1. Wait for QC Kabahagi to call for schedule of Assessment	1. Develop a schedule database and contact the client for their appointment for a Developmental Pediatrician / Rehabilitation Medicine consultation.	none	5 minutes	Administrative Staff

2. Ask the guard for information about the assigned assessment room	2. 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. Discusses and hands over the Developmental Assessment Record and Consent Forms for completion by the client	none	5 minutes	Administrative Staff
4. Completed forms are submitted for review and verification	4. Reviews completed forms to confirm that all necessary information has been provided	none	5 minutes	Administrative Staff
5. Participate in Developmental Pediatrician / Rehabilitation Medicine consultation	5. Conducts Developmental/Rehabilitation Assessment and records the information on the client record	none	45 minutes	Developmental Pediatrician / Rehabilitation Physician
6. Comply with the Developmental Pediatrician / Rehabilitation Medicine Recommendations / Referrals, and / or Clearance	6. Provides results and counsels clients about recommendations/referrals	none	2 weeks	Developmental Pediatrician / Rehabilitation Physician
TOTAL		NONE	1 hour and 5 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Online Assessment				
1. Wait for QC	1. Develop a schedule	none	5 minutes	Administrative

Kabahagi to call for Objective (Auditory Brainstem Response) Assessment	database and contact the client for their appointment for a Developmental Pediatrician / Rehabilitation Medicine consultation.			Staff
2. Fill In the Online Client Developmental Assessment / Intake Form and Consent Form	2. Discusses and hands over the Developmental Assessment Record and Consent Forms for completion by the client	none	5 minutes	Administrative Staff
3. Completed online forms are submitted, for review and verification	3. Reviews completed forms to confirm that all necessary information has been provided	none	5 minutes	Administrative Staff
4. Login using the recommended Online Meeting Platform	4. Monitor online status / connection of client and Developmental Pediatrician / Rehabilitation Medicine	none	5 minutes	Administrative Staff
5. Participate in Developmental Pediatrician / Rehabilitation Medicine consultation	5. Conducts Developmental/Rehabilitation Assessment and records the information on the client record	none	45 minutes	Developmental Pediatrician / Rehabilitation Physician
6. Comply with the Developmental Pediatrician / Rehabilitation Medicine Recommendations / Referrals, and / or Clearance	6. Provides results and counsels clients about recommendations/referrals	none	2 weeks	Developmental Pediatrician / Rehabilitation Physician
TOTAL		NON E	1 hour and 5 minutes	

Health Unit

Client Therapy

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. Referral to flexicoaching service	none	5 minutes	Developmental Pediatrician or Rehabilitation Physician
	1.1. Add the child to Flexicoaching Service Waitlist			
2. Check on flexicoaching schedule in QC E-Services or wait for flexicoaching scheduling call	2. Confirm if the client is in the waitlist and is supposed to be decked for the month	none	5 minutes	Health Unit Admin
3. Choose appointment schedule for flexicoaching	3. Coordinate with Health Unit Staff about monthly session schedules	none	30 minutes	Health Unit Admin
	3.1. Call the client			
	3.2. 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)			
	3.3. Choose schedule from Set A or B			
	3.4. Inform the caregiver about the schedule of orientation			

4. Wait for orientation schedule	4. Coordinate confirmation of attendance	none	5 minutes	Health Unit Admin
5. Attend Orientation	5. 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. Orient Staff therapist on Service Delivery Process		5 minutes	
	6.1 Assign staff therapist to respective clients after orientation procedures			
	6.2 Create online GC via FB Messenger			
7. Confirm schedule and platform of flexicoaching with staff therapist	7. Send message regarding schedule (via screenshot of calendar) and platform confirmation and reminders prior to first session	none	15 minutes	Staff Therapist
	7. If onsite, A.1; if online, A.2			
TOTAL		NONE	2 hours & 10 minutes	

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

CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.1. Onsite Evaluation				
1. Confirm the	1. Discuss clientele	none	10 minutes	Staff

schedule and timeslot via Messenger and or QC E-Services	and evaluation procedures with staff therapist			Therapist
	1.1. Send message to remind schedule and wait for confirmation for the session			
	1.2. If onsite attendance is confirmed , proceed to A.1.2.; If confirmed but cannot attend onsite , proceed to A.2 (Online)			
	1.3. If attendance was not confirmed , Call caregiver via messenger to confirm attendance: 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]			
	1.4. If unresponsive , after 3 calls on messenger and 3 calls on personal number, notify admin to contact caregiver: If responsive but can attend onsite , proceed with A.1.2 ;			

	<p>If responsive but cannot attend onsite, proceed with A.2 (Online);</p> <p>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;</p> <p>If unresponsive, the client will be dropped and shall be informed accordingly [END OF COACHING PROCESS]</p>			
2. Go to center	2. Allow the parent to come inside	none	10 minutes	Security guard on duty, Front Desk Officer
	2.1. Provide attendance sheet at the front desk			
	2.2. Assist the caregiver and child to the waiting area			
3. Wait for the staff therapist in the waiting area before the session begins	3. Prepare materials and area for the session	none	15 minutes	Staff Therapist
4. Go inside with the staff therapist to proceed with the evaluation	4. Confirm the presence and identity of the caregiver and client: If caregiver is present , proceed to A.1.4; If caregiver is absent in the area, revert to A.1.1 Step	none	15 minutes	Staff Therapist

session.				
	4.1. Assist the client and caregiver from the waiting room to the play area			
5. Accomplish consent form about the guidelines of the Flexicoaching	5. Give the link to consent form; caregiver will answer the consent form (use personal device if necessary)	none	10 minutes	Staff Therapist
	5.1. Clarify parts of the form if necessary			
6. Answer interview questions related to the child (Subjective Interview) and accomplish assessment tool	6. Ask relevant questions for the caregiver to assess the child's skills	none	15 minutes	Staff Therapist
	6.1. Conduct Adapted Canadian Occupational Performance Measure (Outcome Measure Tool)			
7. Observe assessment activities for the child (Objective Assessment)	7. Provide activities to assess child's skills	none	30 minutes	Staff Therapist
8. Collaborate with the staff therapist; receive	8. Explain evaluation results	none	5 minutes	Staff Therapist

instructions for next sessions				
	8.1. Give further instructions (additional follow-up assessment activities at home & next schedule)			
9. Exit from the play area	9. Assist the child and the caregiver towards the exit	none	5 minutes	Staff Therapist
10 Wait for Goal Setting Session	10. Document the initial evaluation session	none	5 minutes	Staff Therapist
	10.1 Revise and draft possible goals upon discussion after evaluation sessions			
TOTAL		NON E	2 hours	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.2. Online Evaluation				
1. Wait for the reminders in Messenger and or QC E-Services with the assigned timeslot (reminders, schedule, link)	1. Send reminders of schedule, things to bring via Messenger and QC E-Services	none	5 minutes	Staff Therapist
2. Join the video call with the staff therapist	2. Prepare materials and area for the online session	none	5 minutes	Staff Therapist

	<p>2.1. Initiate the call via messenger with the caregivers: If responsive (after 3 attempts of calls on messenger), proceed to A.2.3</p>			
	<p>2.2. If unresponsive, call on personal number; If responsive, initiate call via messenger and proceed with A.2.3</p>			

	<p>2.3. If still unresponsive (after 3 attempts of calls on personal number, notify admin to contact caregiver): 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]</p>			
<p>3. Accomplish consent form about the guidelines and policies of the Flexicoaching</p>	<p>3. Give the link to consent form; caregiver will answer the consent form</p>	<p>none</p>	<p>5 minutes</p>	<p>Staff Therapist</p>

	3.1. Clarify parts of the consent form if necessary			
4. Answer interview questions and provide COPM scores	4. Ask relevant questions for the caregiver to assess the child's skills	none	15 minutes	Staff Therapist
	4.1. Conduct Adapted Canadian Occupational Performance Measure (Outcome Measure Tool)			
5. Perform different activities advised by the staff therapist with the child at home	5. Provide activities to assess child's skills	none	30 minutes	Staff Therapist
6. Collaborate with the staff therapist; receive instructions for next sessions	6. Explain evaluation results	none	10 minutes	Staff Therapist
	6.1. Give further instructions (additional follow-up assessment activities at home & next schedule)			
7. End the video call	7. Exit the video call	none	5 minutes	Staff Therapist
8. Wait for Goal Setting Session	8. Document the initial evaluation session	none	5 minutes	Staff Therapist

	8.1 Revise and draft possible goals upon discussion after evaluation sessions			
TOTAL		NONE	1 hour & 20 minutes	

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

CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE
B.1. Onsite Goal Setting				
1. Confirm the schedule and timeslot via Messenger and or QC E-Services	1. Discuss clientele and evaluation procedures with staff therapist	none	10 minutes	Staff Therapist
	1.1. Send message to remind schedule and wait for confirmation for the session			
	1.2. If onsite attendance is confirmed , proceed to B.1.2.; If confirmed but cannot attend onsite , proceed to B.2 (Online)			
	1.3. If attendance was not confirmed , Call caregiver via messenger to confirm attendance.: If responsive but can attend onsite , proceed with B.1.2 ; If responsive but cannot attend onsite , proceed with B.2 (Online);			

	<p>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]</p>			
	<p>1.4. If unresponsive, after 3 calls on messenger and 3 calls on personal number, notify admin to contact caregiver. : 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) [END OF COACHING PROCESS]; 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]</p>			
2. Go to center	2. Allow the parent to come inside	none	5 minutes	Security guard on duty, Front Desk Officer
	2.1. Provide attendance sheet at the front desk			
	2.2. Assist the caregiver and			

	child to the waiting area			
3. Wait for the staff therapist in the waiting area before the session begins	3. Prepare materials and area for the session	none	15 minutes (before the session schedule)	Staff Therapist
4. Go inside with the staff therapist to proceed with the evaluation session.	4. Confirm the presence and identity of the caregiver and client: 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 minutes	Staff Therapist
	4.1. 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. 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
	5.1. Present sample drafts of suggested progression of			

	goals via Goal Attainment Scale			
	5.2. 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. Provide caregiver education for the caregivers	none	10 minutes	Staff Therapist
7. Practice skills needed with the provided activities by the staff therapist	7. Explain the activity's purpose, steps, and manner of instructions	none	10 minutes	Staff Therapist
	7.1. Demonstrate activities to address skills of the child			
	7.2. Guide the caregivers in performing the activity			
8. Collaborate with the staff therapist; receive instructions for next sessions	8. Summarize the session (goals and caregiver education)	none	5 minutes	Staff Therapist
	8.1. Give further instructions (additional follow-up assessment activities at home & next schedule)			

	8.2. Input the instructions in QC E-Services Client Page			
9. Exit from the play area	9. Assist the child and the caregiver towards the exit	none	5 minutes	Staff Therapist
10 Wait for next session	10. Prepare activity plans for the coaching sessions	none	5 minutes	Staff Therapist
	10.1 Review activity plans			
	10.2 Revise activity plans as necessary			
11 Wait for the submission of finalized goals (Goal Attainment Scale) and Session 3	11. Document session via Caregiver Coaching Notes Document (under Session 2: Goal Setting)	none	5 minutes	Staff Therapist
	11.1 Include revised goals in the Initial Evaluation Document			
	11.2 Send the finalized goals via screenshot in the Group chat			
TOTAL		NON E	1 hour & 55 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B.2. Online Goal Setting				

1. Wait for the reminders in Messenger and or QC E-Services with the assigned timeslot (reminders, schedule, link) and or QC E-Services	1. Send reminders of schedule, and things to bring via Messenger and QC E-Services	none	3 minutes	Staff Therapist
2. Join the video call with the staff therapist	2. Prepare materials and area for the online session	none	5 minutes	Staff Therapist
	2.1. Initiate the call via messenger with the caregivers: 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			

	<p>2.3. If still unresponsive (after 3 attempts of calls on personal number, notify admin to contact caregiver): 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]</p>			
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3. Collaborate with the staff therapist to come up with GAS goals based on the COPM goals mentioned last evaluation session	3. 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
	3.1. Provide sample drafts of suggested progression of goals via Goal Attainment Scale if the caregiver is having difficulty setting goals			
	3.2. 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. Provide caregiver education for the caregivers	none	10 minutes	Staff Therapist
5. Practice skills needed with the provided activities by the staff therapist	5. Explain the activity's purpose, steps, and manner of instructions	none	10 minutes	Staff Therapist
	5.1. Demonstrate activities to address skills of the child			

	5.2. Guide the parent in demonstrating the activity			
6. Collaborate with the staff therapist regarding the activities to follow through at home	6. Summarize the session (goals and caregiver education)	none	5 minutes	Staff Therapist
	6.1. Give further instructions (additional follow-up assessment activities at home & details for the next session based on the set schedule): If next session is a coaching session, proceed to C1; If next session is a feedback session, proceed to C5			
	6.2. Input the instructions in QC E-Services Client Page			
7. End the video call	7. Exit from the call	none	2 minutes	Staff Therapist
8. Wait for next session	8. Prepare activity plans for the coaching sessions	none	5 minutes	Staff Therapist
	8.1. Review activity plans			
	8.2. Revise activity plans as necessary			

9. Wait for the submission of finalized goals (Goal Attainment Scale) and Session 3	9. Document session via Caregiver Coaching Notes Document (under Session 2: Goal Setting)	none	5 minutes	Staff Therapist
	9.1. Include revised goals in the Initial Evaluation Document			
	9.2. Send the finalized goals via screenshot in the Group chat			
TOTAL		NONE	1 hour & 25 minutes	

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

CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
C.1. Onsite Therapist-led Coaching Session				
1. Confirm the schedule and timeslot via Messenger and or QC E-Services	1. Monitor attendance and check if eligible for next session: 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	Staff Therapist
	1.1. If not dropped and eligible to continue sessions, send message to remind schedule and wait for confirmation for the session.			
	1.2. If onsite attendance is confirmed , proceed to C.1.2.; If confirmed but cannot attend			

	onsite , proceed to C.2 (Online)			
	<p>1.3. If attendance was not confirmed, Call caregiver via messenger to confirm attendance.:</p> <p>If responsive but can attend onsite, proceed with C.1.2 ;</p> <p>If responsive but cannot attend onsite, proceed with C.2 (Online);</p> <p>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]</p>			
	<p>1.4. If unresponsive, after 3 calls on messenger and 3 calls on personal number, notify admin to contact caregiver. :</p> <p>If responsive but can attend onsite, proceed with C.1.2 ;</p> <p>If responsive but cannot attend onsite, proceed with C.2 (Online);</p> <p>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</p>			

	with C.1.2; If unresponsive , the client will be dropped and shall be informed accordingly [END OF COACHING PROCESS]			
	1.5. If marked as absent ; note if unexcused or excused			
2. Go to center	2. Allow the parent to come inside	none	5 minutes	Security guard on duty, Front Desk Officer
	2.1. Provide attendance sheet at the front desk			
	2.2. Assist the caregiver and child to the waiting area			
3. Wait for the staff therapist in the waiting area before the session begins	3. Prepare materials and area for the session	none	15 minutes	Staff Therapist
4. Go inside with the staff therapist to proceed with the evaluation session.	4. 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 minutes	Staff Therapist
	4.1. 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	5. Ask questions to monitor performance of the child at home since the last session	none	5 minutes	Staff Therapist

home				
6. Observe intervention s performed or demonstrated by the staff therapist (Caregiver Education)	6. 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. Explain the activity's purpose, steps, and manner of instructions	none	15 minutes	Staff Therapist
	7.1. Demonstrate activities to address skills of the child			
	7.2. Guide the caregivers in performing the activity			
8. Re-evaluate and score achievement of goals (Goal Attainment Scale) for the current session.	8. Provide a copy of previous GAS Goals	none	5 minutes	Staff Therapist
	8.1. Ask the current status of the child relative to the goals set.			
9. Collaborate with the staff therapist regarding the	9. Summarize the session	none	5 minutes	Staff Therapist

activities to follow through at home				
	9.1. Provide a list of activities and reminders to do at home			
	9.2. Inform the client about next session (based on the set schedule): 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			
	9.3. Input the instructions in QC E-Services Client Page			
10 Exit from the play area	10. Assist the child and the caregiver towards the exit	none	5 minutes	Staff Therapist
11 Wait for next coaching session	11. Document coaching session via Caregiver Coaching Notes Document	none	5 minutes	Staff Therapist
	11.1 Prepare activity plans for the next coaching session			
	11.2 Review activity plan			
	11.3 Revise activity plans as necessary			
TOTAL		NON E	1 hour & 50 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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C.2. Online Therapist-led Coaching Session

1. Wait for the reminders in Messenger and or QC E-Services with the assigned timeslot (reminders, schedule, link)	1. Send reminders of schedule, things to bring via Messenger and QC E-Services	none	3 minutes	Staff Therapist
2. Join the video call with the staff therapist	2. Prepare materials and area for the online session	none	5 minutes	Staff Therapist
	2.1. Initiate the call via messenger with the caregivers: 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)			
	2.2. If unresponsive after 3 attempts of calls on messenger , call on personal number: If responsive , initiate call via messenger and proceed with C.2.3			

	<p>2.3. If still unresponsive (after 3 attempts of calls on personal number, notify admin to contact caregiver); 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]</p>			
<p>3. Update the staff therapist about the status of the child at home</p>	<p>3. Ask questions to monitor performance of the child at home since the last session</p>	none	5 minutes	Staff Therapist

4. Collaborate with the staff therapist to perform activities at home with the child.	4. Explain the activity's purpose, steps, and manner of instructions	none	15 minutes	Staff Therapist
	4.1. 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. Perform activities at home that will address listed goals	none	30 minutes	Staff Therapist
	5.1. Provide immediate or delayed feedback as necessary			
6. Re-evaluate achievement of goals	6. Provide a copy of previous GAS Goals	none	5 minutes	Staff Therapist
	6.1. 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. Summarize the session	none	5 minutes	Staff Therapist
	7.1. Provide a list of activities and reminders to do at home			

	7.2. Inform the client about next session (based on the set schedule): 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			
	7.3 Input the instructions in QC E-Services Client Page			
8. End the video call	8. Exit from the call	none	2 minutes	Staff Therapist
9. Wait for next coaching session	9. Document coaching session via Caregiver Coaching Notes Document	none	5 minutes	Staff Therapist
	9.1. Prepare activity plans for the next coaching session			
	9.3. Review activity plan			
	9.4. Revise activity plans as necessary			
TOTAL		NONE	1 hour & 30 minutes	

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 and or QC E-Services	1. Monitor attendance and check if eligible for next session: 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	Staff Therapist
	1.1. If not dropped and eligible to continue sessions, send message to remind schedule and wait for confirmation for the session.			
	1.2. If onsite attendance is confirmed , proceed to C.3.2.; If confirmed but cannot attend onsite , proceed to C.4 (Online)			
	1.3. If attendance was not confirmed , Call caregiver via messenger to confirm attendance.: 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			

	<p>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]</p>			
	<p>1.4. If unresponsive, after 3 calls on messenger and 3 calls on personal number, notify admin to contact caregiver.; If responsive but can attend onsite, proceed with C.3.2 ; If responsive but cann ot 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</p>			

	1.5. If marked as absent ; note if unexcused or excused			
2. Go to center	2. Allow the parent to come inside	none	5 minutes	Security guard on duty, Front Desk Officer
	2.1. Provide attendance sheet at the front desk			
	2.2. Assist the caregiver and child to the waiting area			
3. Wait for the staff therapist in the waiting area before the session begins	3. Prepare materials and area for the session	none	15 minutes	Staff Therapist
4. Go inside with the staff therapist to proceed with the evaluation session.	4. Confirm the presence and identity of the caregiver and client: 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 minutes	Staff Therapist
	4.1. 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. 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	6. Collaborate with the caregiver to develop an activity plan for the session based on the	none	25 minutes	Staff Therapist

plan activities with the child.	child's current skills			
	6.1. 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. Facilitate provision of activities that will address the difficulties of the child	none	15 minutes	Staff Therapist
	7.1. Provide feedback to the caregiver			
8. Re-evaluate and score achievement of goals (Goal Attainment Scale) for the current session.	8. Provide a copy of previous GAS Goals	none	5 minutes	Staff Therapist
	8.1. 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. Summarize the session	none	5 minutes	Staff Therapist

	9.1. Provide a list of activities and reminders to do at home			
	9.2. Inform the client about next session (based on the set schedule): 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			
	9.3. Input the instructions in QC E-Services Client Page			
10. Exit from the play area	10. Assist the child and the caregiver towards the exit	none	3 minutes	Staff Therapist
11. Wait for next coaching session	11. Document coaching session via Caregiver Coaching Notes Document	none	5 minutes	Staff Therapist
	11.1 Prepare activity plans . for the next coaching session: 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.			
	11.2 Review activity plan .			
	11.3 Revise activity plans as . necessary			

TOTAL	NON E	1 hour & 25 minutes	
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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 and or QC E-Services with the assigned timeslot (reminders, schedule, link)	1. Send reminders of schedule, things to bring via Messenger and QC E-Services	none	3 minutes	Staff Therapist
2. Join the video call with the staff therapist	2. Prepare materials and area for the online session	none	5 minutes	Staff Therapist
	2.1. Initiate the call via messenger with the caregivers: 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)			

	2.2. If unresponsive after 3 attempts of calls on messenger, call on personal number; If responsive, initiate call via messenger and proceed with C.4.3			
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	<p>2.3. If still unresponsive (after 3 attempts of calls on personal number, notify admin to contact caregiver); 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]</p>			
<p>3. Update the staff therapist about the status of the child at home</p>	<p>3. Ask questions to monitor performance of the child at home since the last session</p>	<p>none</p>	<p>5 minutes</p>	<p>Staff Therapist</p>

4. Collaborate with the staff therapist to perform activities at home with the child.	4. Explain the activity's purpose, steps, and manner of instructions	none	15 minutes	Staff Therapist
	4.1. 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. Perform activities at home that will address listed goals	none	30 minutes	Staff Therapist
	5.1. Provide immediate or delayed feedback as necessary			
6. Re-evaluate achievement of goals	6. Provide a copy of previous GAS Goals	none	5 minutes	Staff Therapist
	6.1. 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. Summarize the session	none	5 minutes	Staff Therapist
	7.1. Provide a list of activities and reminders to do at home			

	7.2. 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 			
	7.3. Input the instructions in QC E-Services Client Page			
8. End the video call	8. Exit from the call	none	2 minutes	Staff Therapist
9. Wait for next coaching session	9. Document coaching session via Caregiver Coaching Notes Document	none	5 minutes	Staff Therapist
	9.1. Prepare activity plans for the next coaching session			
	9.2. Review activity plan			

	9.3. Revise activity plans as necessary			
TOTAL		NONE	1 hour & 25 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
C.5. Feedback Sessions (Asynchronous)				
1. Confirm attendance to session	1. Monitor attendance and check if eligible for next session: 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	Staff Therapist
	1.1. Remind the parent about the schedule of the session			
2. Wait for instructions for the activities that will be done for feedback sessions	2. Send a list of activities with corresponding instructions	none	15 minutes	Staff Therapist
	2.1. Provide video/photo/audio aids as necessary			
	2.2. Instruct the caregiver to submit by 4:00 PM within the day			
3. Provide video, pictures, and/or written documentation of the performance of	3. If able to submit, review submitted outputs of the caregiver	none	8 hours	Staff Therapist

activities at home				
	3.1. If unable to submit outputs within the day, deadlines will be extended only up to 3 days (deadline must not exceed session 10)			
	3.2. If unable to submit after 3 days, mark as absent (note if excused or unexcused)			
4. Wait for the feedback of the activities	4. Provide written feedback about performance of the child and the caregiver	none	5 minutes	Staff Therapist
	4.1. Provide additional video/photo/audio feedback as necessary			
5. Re-evaluate and score achievement of goals	5. Provide a copy of previous GAS Goals	none	5 minutes	Staff Therapist
	5.1. 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. Summarize the session	none	5 minutes	Staff Therapist
	6.1. Provide a list of			

	activities and reminders to do at home			
	6.2. Inform the client about next session (based on the set schedule): 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. Document coaching session via Caregiver Coaching Notes Document	none	5 minutes	Staff Therapist
	7.1. Prepare activity plans for the next coaching session: 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	40 minutes	

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 and or QC E-Services	1. Monitor attendance and check if eligible for next session: 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	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: If responsive but can attend onsite , proceed with D.1.2 ; If responsive but cannot attend onsite , proceed with D.2 (Online)			
	1.5. If unresponsive , after 3 calls on messenger and 3 calls on personal			

	<p>number, notify admin to contact caregiver. :</p> <p>If responsive but can attend onsite, proceed with D.1.2 ;</p> <p>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</p>			
2. Go to center	2. Allow the parent to come inside	none	5 minutes	Security guard on duty, Front Desk Officer
	2.1. Provide attendance sheet at the front desk			
	2.2. Assist the caregiver and child to the waiting area			
3. Wait for the staff therapist in the waiting area before the session begins	3. Prepare materials and area for the session	none	15 minutes	Staff Therapist
4. Go inside with the staff therapist to proceed with the evaluation session.	<p>4. 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 minutes	Staff Therapist
	4.1. Assist the client and caregiver from the waiting room to the play			

	area			
5. Re-evaluate goals through scoring of Session 10 COPM and GAS scores	5. Discuss the progress of the child and the caregiver	none	15 minutes	Staff Therapist
	5.1. Conduct COPM/GAS Scoring			
6. Collaborate about the Home Instruction Program of the child	6. Present and discuss the Home Instruction Program (HIP)	none	15 minutes	Staff Therapist
	6.1. Ask the caregiver for clarifications and feedback on the HIP			
	6.2. Input the instructions in QC E-Services Client Page			
7. Participate in small group reflection activity	7. Facilitate reflection activity about the experiences of the caregivers throughout the program	none	20 minutes	Staff Therapist
	7.1. Provide speakers to share about their own experiences			
	7.2. Invite caregivers to join local organizations			
8. Receive Certificate of Completion	8. Award certificate of completion	none	3 minutes	Staff Therapist
9. Exit from the play	9. Assist the child and the caregiver towards the	none	2 minutes	Staff Therapist

area	exit			
TOTAL		NONE	1 hour & 40 minutes	

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 and or QC E-Services with the assigned timeslot (reminders, schedule, link)	1. Send reminders of schedule, things to bring via Messenger	none	5 minutes (upon confirmation)	Staff Therapist
2. Join the video call with the staff therapist	2. Prepare materials and area for the online session	none	5 minutes	Staff Therapist

	<p>2.1. Initiate the call via messenger with the caregivers: 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]</p>			
	<p>2.2. If unresponsive after 3 attempts of calls on messenger, call on personal number: If responsive, initiate call via messenger and proceed with D.2.3</p>			

	<p>2.3. If still unresponsive (after 3 attempts of calls on personal number, notify admin to contact caregiver); 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]</p>			
<p>5. Re-evaluate goals through scoring of Session 10 COPM and GAS scores</p>	<p>5. Discuss the progress of the child and the caregiver</p>	<p>none</p>	<p>15 minutes</p>	<p>Staff Therapist</p>
	<p>5.1. Conduct COPM/GAS Scoring</p>			
<p>6. Collaborate about the Home Instruction Program of the child</p>	<p>6. Present and discuss the Home Instruction Program (HIP)</p>	<p>none</p>	<p>15 minutes</p>	<p>Staff Therapist</p>

	6.1. Ask the caregiver for clarifications and feedback on the HIP			
	6.2. Input the instructions in QC E-Services Client Page			
7. Participate in small group reflection activity	7. Facilitate reflection activity about the experiences of the caregivers throughout the program	none	20 minutes	Staff Therapist
	7.1. Provide speakers to share about their own experiences			
	7.2. Invite caregivers to join local organizations			
8. Receive Certificate of Completion	8. Award certificate of completion	none	3 minutes	Staff Therapist
9. Exit from the play area	9. End call	none	2 minutes	Staff Therapist
TOTAL		NONE	1 hour & 15 minutes	

e. Receiving of Reports

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

Health Unit

Client Therapy

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 or invite via QC	1. Coordinate with Health Unit Staff about follow-up appointment slots	none	5 minutes	Health unit Admin, Staff Therapist

E-Services				
	1.1. Confirm if the client is in the waitlist and is supposed to be decked for the month			
	1.2. Orient Staff therapist on Flexicoaching follow-up Process			
	1.3. Assign staff therapist to respective clients			
2. Choose and confirm appointment schedule for flexicoaching	2. Call the client	none	30 minutes	Health unit Admin
	2.1. Inform the client about purpose of follow-up, appointment slots, and mode of delivery per session (onsite, online and feedback sessions)			
	2.2. Choose from available appointments			
	2.3. Inform the caregiver about what to bring during the follow-up session			
3. Go to center	3. Allow the parent to come inside	none	5 minutes	Security guard on duty, Front Desk Officer

	3.1. Provide attendance sheet at the front desk			
	3.2. Assist the caregiver and child to the waiting area			
4. Wait for the staff therapist in the waiting area before the session begins	4. Prepare materials and area for the session	none	15 minutes	Staff Therapist
5. Go inside with the staff therapist to proceed with the evaluation session.	5. Confirm the presence and identity of the caregiver and client: If caregiver is present , proceed to 1.5; If caregiver is absent in the area, revert to 1.1	none	5 minutes	Staff Therapist
	5.1. Assist the client and caregiver from the waiting room to the play area			
6. Accomplish consent form about the guidelines of the Flexicoaching	6. Give the link to consent form; caregiver will answer the consent form (use personal device if necessary)	none	10 minutes	Staff Therapist
	6.1. Clarify parts of the form if necessary			
7. Update the therapist about the current status of the	7. Ask questions to monitor performance of the child at home	none	10 minutes	Staff Therapist, Volunteer Therapist

child's skills				
8. Observe follow-up assessment procedures	8. 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. Facilitate and assist answering of follow-up screening form	none	10 minutes	Staff Therapist, Volunteer Therapist
	9.1. Ask for Updated COPM Scores			
10. Take note reminders and techniques during Home Instruction Program Provision	10. Provide reminders and interventions	none	15 minutes	Staff Therapist, Volunteer Therapist
	10.1. Demonstrate skills on how to perform activities at home			
	10.2. List down possible brochures via HIP/Brochure Checklist (based on available brochures)			
11. Get the home programs from the designated HIP Brochure Station	11. Based on the checklist, get the chosen brochures	none	5 minutes	Health Unit Admin, Admin Staffs, Volunteers
	11.1. Put the brochures on the envelope			
12. Exit upon getting the home program	12. Usher the parents outside the center	none	5 minutes	Admin Staff

TOTAL	NONE	2 hours & 25 minutes	
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VII. FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
HOW TO SEND FEEDBACK	Clients can provide feedback by scanning a QR code available on the QC website and at the front desk or by accessing the provided online link. The feedback form allows respondents to choose whether to disclose their name and contact details for possible follow-up responses. Alternatively, feedback can be sent directly via email to qualityandinnovation.qcccd@quezoncity.gov.ph or through call at 0908-881-6565.
HOW FEEDBACKS ARE PROCESSED	On the 15th of each month, the Quality and Innovation Lead reviews and compiles all feedback, categorizing it according to the relevant Kabahagi units. The consolidated report is then forwarded to the respective unit heads for appropriate action. Responses are required within three (3) days of receipt. If the feedback is not submitted anonymously, the office's response will be communicated to the sender. For feedback requiring action, an implementation plan will be proposed and submitted for approval to the Director and the Quality and Innovation Head. For inquiries or follow-ups, clients may contact 002-2019.
HOW TO FILE A COMPLAINT	Clients can submit complaints through the same QR code and online form used for feedback, accessible on the QC website and at the front desk. The form provides an option to include personal details for follow-up communication. Complaints may also be sent via email to qualityandinnovation.qcccd@quezoncity.gov.ph or through SMS at 0908-881-6565.
HOW COMPLAINTS ARE PROCESSED	Complaints are reviewed on the 10th of each month by the Quality and Innovation Lead, who consolidates the reports and forwards them to the appropriate unit heads for resolution. A response is required within five (5) days. If the complaint is not anonymous, the resolution will be shared with the complainant. Cases requiring further action will be assessed, and any necessary changes will be submitted for approval. For inquiries or status updates, clients may contact 002-2019.
CONTACT INFORMATION OF ARTA, PCCC, CCB	ARTA : complaints@arta.gov.ph : 1-ARTA (2782) PCC : 8888 CCB : 0908-881-6565 (SMS)

OFFICE	ADDRESS	CONTACT INFORMATION
Quezon City Center for Children with Disabilities (MAIN OFFICE)	Kabahagi Center for Children with Disabilities, Serbisong Bayan Park, Barangay Batasan Hills, Quezon City	8246-2350 local 103, 106, 107 qckabahagicenter@quezoncity.gov.ph

