



Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

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| Review Date | 15-02-2027 |

STANDARD OPERATING PROCEDURE: PROVIDE SERVICES TO PERSONS WITH DISABILITIES IN FUNDED RESIDENTIAL FACILITIES

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| TITLE OF SOP | Provide services to persons with disabilities in funded residential facilities |
| SOP Number | ISF-SPWD-01 |
| Purpose | The purpose of this document is to outline a step by step process of providing services to persons with disabilities in funded residential facilities. |
| Scope | The Standard Operating Procedure applies to the process of accessing funded residential facilities for PWDs in the Eastern Cape. |
| Definitions and Acronyms | SOPS – Standard Operating Procedures PWD - Persons with disability- refers to adults CW Forms – Case work form IDP – Individual Development Plan |
| Performance Indicator | Number of persons with disabilities accessing services in funded residential facilities. |

STEP BY STEP GUIDE

Provide services to persons with disabilities in funded residential facilities

| Nr | Task Name | Task Procedure | Responsibility | Supporting Documentation | Time Frame | Service Standard |
|----|--|--|---|--|------------|---|
| 1. | Identify a PWD needing access to residential facility | <ul style="list-style-type: none"> • Greet the Beneficiary in a welcoming manner and explain that you are a SAW and that you are performing screening. Note that Beneficiaries do not know the different roles of staff in an organization and will usually tell their full story to the first person they encounter (often the receptionist or SAW during Screening), it is therefore critical to explain the roles of the SW and SAW to the Beneficiary. • Determine broadly what service beneficiary's needs or challenges are, what services or programmes will be required and ensure that the beneficiary gains access to the appropriate social welfare services through intake or referral. (This information should feed into the service beneficiary profile). • Complete the Screening Register CW 01 form for every beneficiary entering the office. If someone other than the Beneficiary reports the case, first complete the Reporter Form CW 02 and then transfer the relevant information to the Screening Register. • Decide on screening action <ul style="list-style-type: none"> ○ External Action <ul style="list-style-type: none"> ✓ to be taken if the person is not eligible for services from DSD/NPO and needs to be referred to another service. Complete the External Referral Form CW 04B for this referral. Explain to the person why the referral is being made and provide practical information on how to access the service provider e.g. physical address. ○ Internal Action <ul style="list-style-type: none"> ✓ to be taken if the person is considered eligible for services from DSD or is already an existing Beneficiary: ✓ If the person is an existing Beneficiary (and has a Beneficiary Card) retrieve the beneficiary's file and update their Identifying Information Form CW 03. If the | <ul style="list-style-type: none"> • Social Worker | <ul style="list-style-type: none"> • Central Register CW 14 (if applicable). • Completed the Reporter Form CW 02 (if applicable) • Filed Screening register CW 01 • Update Identifying Information Form CW 03 • Completed External Referral Form CW 04B (if applicable) | 1 day | 1 month Provide residential care services to Persons with disability in need of care and protection within |

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| | | <p>Beneficiary does not have a Beneficiary card, enquire if he/she is aware of who their social worker is, and refer the person to the relevant social worker. If the Beneficiary is unable to recall details of the social worker, locate the Beneficiary on the Central Register (CW 14).</p> <ul style="list-style-type: none"> ✓ If the person is not an existing Beneficiary, complete the Identifying Information Form CW 03 and refer the person for intake. • Intake officer provide guidance where needed if SAW is uncertain regarding external and internal actions, in particular referrals. • Place Screening Registers in a Screening Register file (preferably lever-arch). If the office has more than one SAW/SW completing screening registers, their individual daily screening registers should be stapled together so there is a complete set of screening registers per day. • Supervisor verify the Screening Registers and file for completeness. | | | | |
| 2. | Intake the Beneficiary | <ul style="list-style-type: none"> • Receive the completed Identifying Information Form (CW 03) from the SAW in a blank file cover after screening and agreement is reached between the Beneficiary and SAW. • Interview the Beneficiary and complete the generic Intake form CW 05. • Identify the problem code from Problem Codes CW 06 and determine risk level from Risk Prioritization Codes CW 07. <ul style="list-style-type: none"> ➤ If emergency case, SW takes immediate action and informs supervisor: <ul style="list-style-type: none"> ✓ Do the immediate work to manage the case. | <ul style="list-style-type: none"> • Social worker | <ul style="list-style-type: none"> • Completed Identifying Information Form (CW 03) • Problem Codes CW 06 • Risk Prioritization Codes CW 07 • Completed Referral Form CW 04B (if applicable). • Filed Intake Form CW 05 | 1 day | |

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| | | <ul style="list-style-type: none"> ✓ Make immediate referral if required by means of Referral Form CW 04B. ➤ If high or mild risk case: <ul style="list-style-type: none"> ✓ send completed Intake form CW 05 to supervisor for review and case allocation. Inform Beneficiary that case will be allocated to a case manager. • Supervisor review and approve or amend intake action; for cases requiring comprehensive assessment allocates the intake case to a SW; monitors SW caseloads to ensure equitable distribution of cases/allocation of work. • For short-term cases to be managed at intake level, carry out the planned actions and document using the Process Note CW 10. • SAW submit intake form for recording on the Intake register CW 08. • SAW, file the intake form and other records in the office Intake file for short-term cases. | | <ul style="list-style-type: none"> • Completed Process Note CW 10 • Updated Intake Register CW 08 | | |
| 3. | Conduct assessment of the conditions of the PWD and their family | <ul style="list-style-type: none"> • Schedule an appointment for home visit to the older persons and their family • Complete Section 1, 2 & 3 of the Assessment, Planning and Contracting Form CW 09 based on analysis of findings. Accompany process note CW 11 to every contact/interaction you have in relation to the assessment • Interview the older persons and their family with a view to assess the conditions for eligibility to be admitted to the residential facility, CW12 – evaluation of the process. | <ul style="list-style-type: none"> • Social Worker | <ul style="list-style-type: none"> • Completed Form CW 09 • Completed Process note CW 11 • Updated Central Register CW 14 • Social work report | 7 days | |

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| | | <ul style="list-style-type: none"> • Adopt a developmental approach to assessment to focus on the risk as well as the resilience factors pertaining to the service beneficiary. • Assess household need using strengths-based assessment tools (CW 09); • Determine family composition (who resides in the household); • Assess economic situation (source of income and other means of survival, expenditure ability to purchase or provide food); • Perform required test to ensure that the client qualifies to be funded by the Department to access residential facility services. • Complete assessment report and recommending placement to a residential facility. • Supervisor verifies and signs the CW forms and the report | | | | |
| 4. | Plan and sign the contract | <ul style="list-style-type: none"> • Schedule an appointment to meet with the Person with disability to conduct the planning and contracting exercise. • Complete CW 09 Section 3 and Section 4 of the Assessment, Planning and Contracting Form based on findings of Assessment. • SAW can play a supportive role e.g. identifying possible service providers for referrals, gathering additional information needed from the client • Supervisor review and approve plan. | <ul style="list-style-type: none"> • Diary • Completed CW 09 • Approved Plan of Action | <ul style="list-style-type: none"> • Social worker | 2 days | |

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| 5. | Lodge an application for admission at a residential facility | <ul style="list-style-type: none"> • Identify a suitable residential facility preferable nearer to the PWD's home • Obtain application forms for admission to a residential facility • Support and guide the PWD and family in filling in the application form for admission. • Submit the completed application for admission with doctor's assessment report. | <ul style="list-style-type: none"> • Social Worker | <ul style="list-style-type: none"> • Application for admission, • ID Copy of the PWD, • Financial declaration, • Social Work Report, • Contract/Agreement, • Medical Report/ Clinic card | 3 weeks | |
| 6. | Place the client to facility | <ul style="list-style-type: none"> • Capture the beneficiary details to access services in funded residential facilities as guided by the Online Database tool. • Facilitate the transportation of the client to the facility. | <ul style="list-style-type: none"> • Social worker | <ul style="list-style-type: none"> • Online Database tool • Application for admission, • ID Copy of the PWD, • Financial declaration, • Social Work Report, • Agreement, Medical Report/ Clinic card, • IDP/Care Plan • Admission criteria • Psychological report (if applicable) | 1 day | |
| 7. | Conduct Ongoing monitoring of the PWD after admission | <ul style="list-style-type: none"> • Monitor the placement of the client to establish if the client is adjusting well and development on half yearly basis. • Facilitate the client reunification where possible by doing home visit by following the reunification process. | <ul style="list-style-type: none"> • Social Worker | <ul style="list-style-type: none"> • Process note • Completed process notes (CW 11) • Completed evaluation form (CW 12) | 6 months | |

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| 8. | Compile and submit the report to the District | <ul style="list-style-type: none"> • Receive the primary source information from the residential facility. • Extract the stats or number of persons with disability accessed the residential facility services. • Compile the report based on the received report from the • Verify the received information. • Supervisor consolidate the different reports from social workers • Quality assurance team quality assures, sign-off submit to the district between the 28th and 31st of every month. | <ul style="list-style-type: none"> • Social worker | <ul style="list-style-type: none"> • Residential facility source information. • Database of captured beneficiaries • Monthly, quarterly, half yearly and annual report | 3 days | |
| 9. | Compile and submit the report to the Head Office | <ul style="list-style-type: none"> • Received the local service office report, verify against the online database and consolidate the District report • Consolidate reports from the different Local Service office. • Quality assurance team quality assures, sign-off and submit the report to the head office between the 5th and the 7th of every month. | <ul style="list-style-type: none"> • District Social Work Manager | <ul style="list-style-type: none"> • Online beneficiary database • Local service narrative report • Monthly, quarterly, half yearly and annual report | 5 days | |
| 10. | Compile and submit the report to Strategic Planning | <ul style="list-style-type: none"> • Received the District office report, verify against the online database and consolidate the Provincial report. • Consolidate reports from the different District offices office and submit to the Director. • Director: HIV, Care, Support and Prevention Services quality assures, sign-off and Provincial Office Social work policy manager submit to Strategic Planning on monthly, quarterly, half yearly and annual basis between the 10th and the 11th of every month. | <ul style="list-style-type: none"> • Provincial Social work policy Manager | <ul style="list-style-type: none"> • Online beneficiary database • District narrative report • Monthly, quarterly, half yearly and annual report | 5 days | |

PROCESS RISKS

| Risk Name | Risk Description | Probability (H/M/L) | Impact (H/M/L) | Control Description | System / Manual |
|---|--|---------------------|----------------|---|-----------------|
| Inadequate records management by DSD and residential facility | Inadequate record keeping which result to: <ul style="list-style-type: none"> • Negative audit outcome • Tarnished image of the department • Compromised service delivery | L | H | <ul style="list-style-type: none"> • Role players to ensure that there is proper and adequate records management throughout the process • Chief Director: Developmental Social Welfare Services to ensure provision of resources. • Social Work Manager Services to Persons with Disabilities to ensure the development of Standard Operating Procedure for the Programme. | Manual |
| Inadequate training of caregivers | Inadequate training of caregivers results to: <ul style="list-style-type: none"> • Poor and inconsistent services to PWDs • Negative audit outcomes • Tarnished departmental image • Compromised Service Delivery | M | H | <ul style="list-style-type: none"> • Social Work Manager to monitor adherence to minimum norms and standards. • Quarterly Validation of performance and POE | Manual |
| Limited resources: <ul style="list-style-type: none"> • Human resource • Tools of trade • Financial | <ul style="list-style-type: none"> • Limited resources result to compromised service delivery | H | H | <ul style="list-style-type: none"> • Chief Director to bid for more funding to secure for human resources and tools of trade. | Manual |






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LEGISLATION, POLICIES, PROCEDURES & OTHER DOCUMENTATION (i.e. SOPs)

| DOCUMENT NAME | DOCUMENT DESCRIPTION |
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| Constitution of the Republic of South Africa, 1996 | Section 1(a) of the Constitution states that one of the founding values of South Africa is human dignity, the achievement of equality and the achievement of human rights and freedoms. Section 10 of the Constitution determines that everyone has inherent dignity and the right to have their dignity respected and protected ⁴⁴ , The Constitution therefore, by implication, requires of government to put measures in place that would further promote and protect the dignity of people. |
| UN Convention on the Rights of Persons with Disabilities | Promotes, protects and ensures the full and equal enjoyment of all human rights and fundamental freedom by persons with disabilities and promotes recognition of their inherent dignity. |
| White Paper on the Rights of Persons with Disabilities | Provides a broad outline of responsibilities and accountabilities of the various stakeholders, including an oversight function to national Departments in ensuring the provision of barrier-free, appropriate, effective, efficient and coordinated service delivery to persons with disabilities. |
| Protocol to the African Charter on Human and Peoples' Rights on the Rights of Persons with Disabilities in Africa (2018): | Urges all State Parties to take all appropriate and effective measures, including policy, legislative, administrative and budgetary steps, to ensure, protect and promote the rights and dignity of persons with disabilities, without discrimination of any kind on the basis of disability. |
| White Paper on Social Welfare | Provide a framework to guide the actions of the Department of Health – in collaboration with other government departments, the private sector, civil society organisations and international development agencies – to promote a society in which sexual and reproductive rights are recognized and valued and to ensure equitable and accessible. |
| The Mental Health Care Act (No 17 of 2002) | Provides for the care, treatment, rehabilitation and habilitation of persons with mental disabilities, including voluntary, assisted and involuntary mental health care. |
| Social Services Profession Act (No 110 of 1978) | Provides for regulation of social service professions and sets out Code of Conduct and standards for training and education of social service and related professionals. |
| Minimum standards on residential facilities for persons with disabilities | Seek to describe what constitutes acceptable and adequate quality of care offered to people with disabilities in residential facilities. They make it possible to objectively assess the suitability and compare and evaluate existing services in order to promote and protect rights of people with disabilities. |

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AUTHORISATIONS

| Authorization: | Name: | Signature: | Comment: | Date: |
|--|------------------------|---|---|------------|
| Recommended by Director: HIV&AIDS, Care, Support and Prevention Services | V. Makhalane |  | The SOP will assist in the standardization of the implementation of this programme | 18/12/2023 |
| Recommended by Acting Chief Information Officer | M.E. Gazi |  | Recommended | 10/01/2024 |
| Chief Director: Developmental Social Welfare Services | Dr. S. Hugo |  | Recommended | 18/01/2024 |
| Acting Deputy Director General – Welfare Services | Z. Ganca |  | Recommended for standardisation | 24/01/2024 |
| Approved by Head of the Department | M.Machemba |  | Approved | 15/02/2024 |
| Distribution and Use of SOP | All Departmental staff | | | |

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