	Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
2.	Provision of Referral Services:  a. Employment b. Exemption to Number Coding for PWD car owner c. Assistive Devices d. Financial Assistance e. Medical/Health Services f. Educational Services g. Other services to address disability related concerns	1. (PWD) coming into NCDA as walk-in or referred by agency, individual or from email. NCDA Staff assesses the PWDs through interview on his/her needs using the General Intake Sheet.  2. Provides intervention/s  - Counseling  - Referral to other agencies  - Conducts home/agency visits, when necessary OR  3. Refers to appropriate agencies, organizations or institutions to address concerns.  4. Person with Disabilities/Disabled People Organizations /Non-Government Organizations submits project proposal for funding support	for the Registry maintain by the Department of Health as the mandated agency.  1. Referral Letter is prepared 2. Counseling is conducted if deemed necessary 3. Coordinate to agencies, institutions and organizations re: referral of PWD 4. NCDA staff reviews proposal to determine feasibility/determine where to refer	

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set hand this 11th day of July 2018 in Quezon City, Philippines.

National Council on Disability Affairs

S P a	SUBSCRIBED AND SWORN to before me this hillippines, with affiant exhibiting to me his/her t <u>DFA MANILA</u> (Place of Issuance)	r Passport No. P2341613A issued on (government-issued ID)	_ 2018 in Quezon City 
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