



Parole And Probation Administration

QMS MANUAL

Revision 003


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1. INTRODUCTION

This Quality Management System Manual of the Parole and Probation Administration ensures that the Agency's services are in conformity with the organizational, statutory and regulatory requirements, and the needs and expectations of its clients (the probationers, parolees and pardonees) and its stakeholders and other relevant interested parties.

The manual provides the scope and the structure of Parole and Probation Quality Management System (QMS) including the functions and responsibilities of management, core and support processes for continual improvement.

Furthermore, this manual serves as a mechanic to instill awareness, familiarity and appreciation of Parole and Probation Administration personnel on the underlying principles, requirements and significance of ISO 9001:2015 QMS; improve the units' respective processes; establish a guide for the effective implementation of the QMS; and enhance Parole and Probation Administration's management, core and support processes.

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2. AGENCY PROFILE


The Probation Administration is an attached agency under the Department of Justice created by virtue of PD No. 968, otherwise known as the Probation Law of 1976, as amended. Executive Order 292, the Administrative Code of 1987 later renamed the Agency into Parole and Probation Administration (DOJ-PPA) to include the parole system.

To carry out the objectives of the law, the DOJ-PPA is organized into sixteen (16) Regional Offices which supervise and provide administrative and support services to the two hundred twenty-seven (227) provincial and city probation offices which directly undertakes the investigation (selection) and supervision (treatment and rehabilitation) of clients granted probation, pardon and parole.

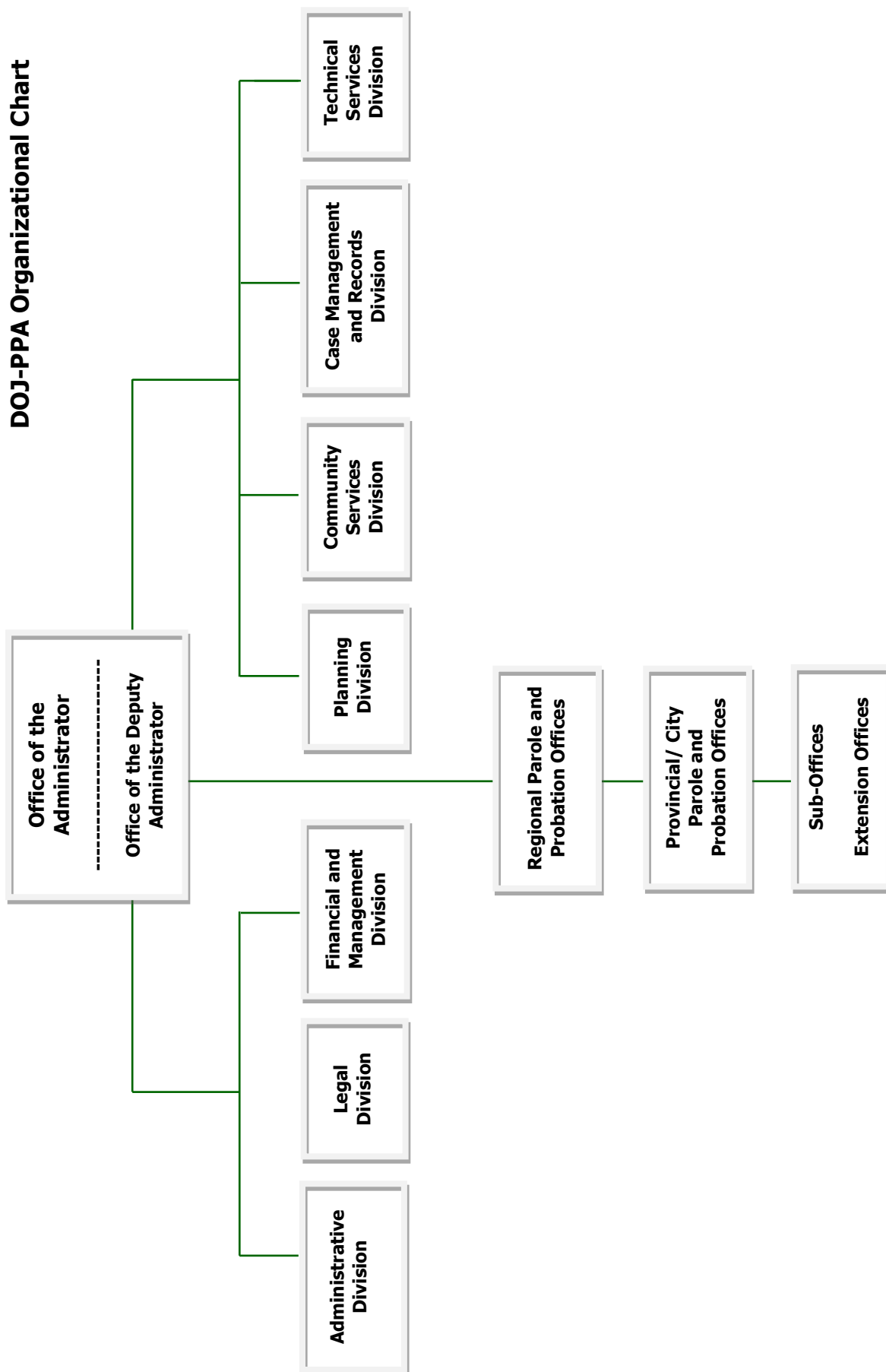
DOJ-PPA has seven (7) divisions which consist of the following: Administrative Division, Case Management and Records Division, Community Services Division, Financial and Management Division, Legal Division, Planning Division and Technical Services Division to support the local probation offices which have direct services to the clients, including minor drug and juvenile offenders placed on probation.


Three staff divisions, namely, the Administrative Division, Financial and Management Division, and Legal Division, perform staff functions that attend to internal affairs of the Administration's offices. They are primarily concerned with day to day operations essential for the orderly and effective management of the DOJ-PPA's activities.

On the other hand, the four divisions, namely, the Case Management and Records Division, Community Services Division, Planning Division and Technical Services Division, provide technical and specialized services relating to field operations.

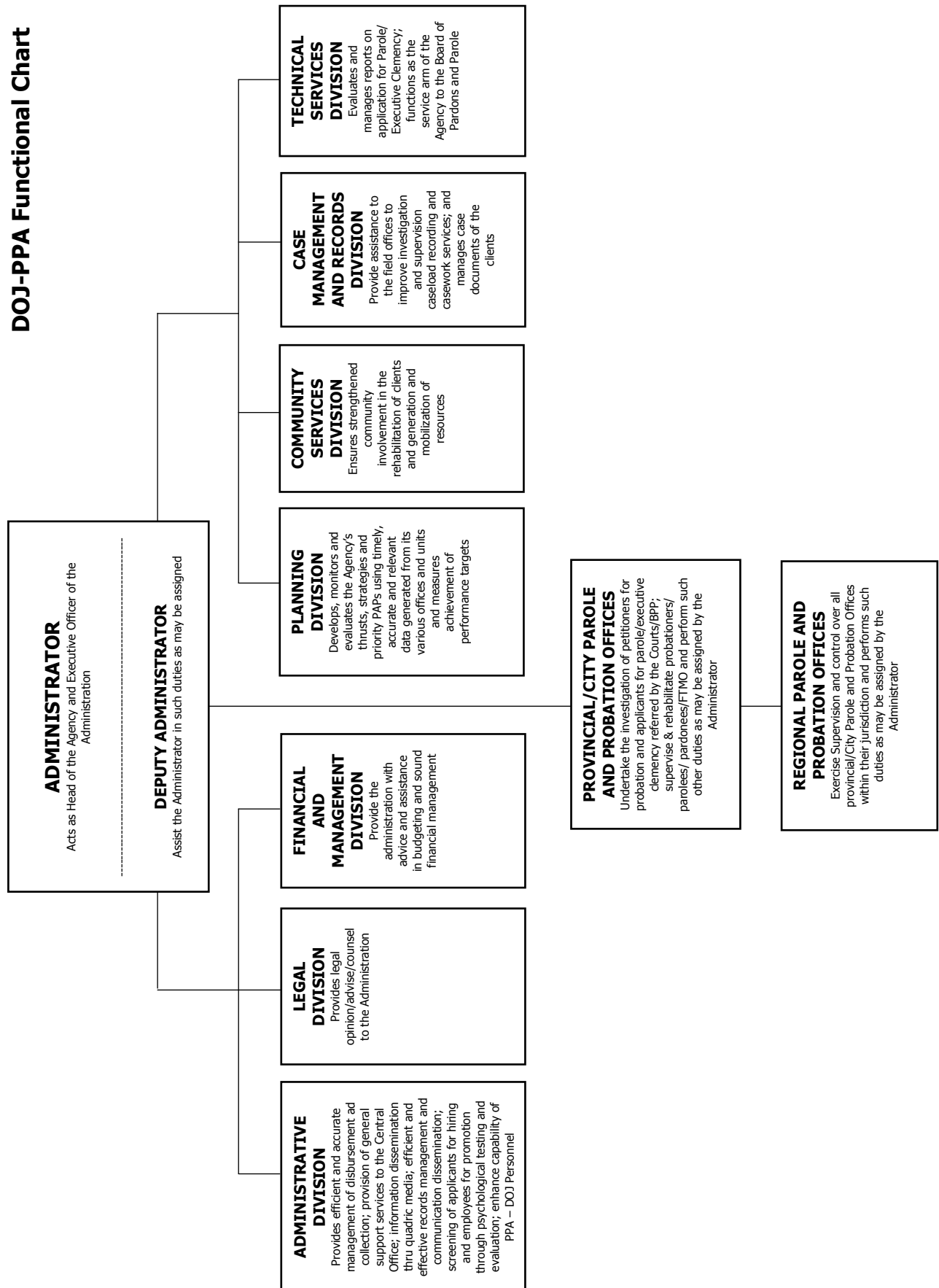
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DOJ-PPA Organizational Chart



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DOJ-PPA Functional Chart



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3. MISSION, VISION, GOALS, CORE VALUES AND CODE OF ETHICS

3.1 MISSION

To rehabilitate probationers, parolees and pardonees and promote their development as integral persons by utilizing innovative interventions and techniques which respect the dignity of man and recognize His divine destiny.

3.2 VISION

A model component of the Philippine correctional system that shall enhance the quality of life of its clients through multi-disciplinary programs and resources, an efficient organization, and a highly professional and committed workforce in order to promote social justice and development.


3.3 GOALS

The Administration's program is mandated by pertinent laws, as such, sets to achieve the following goals:

- a) Promote the correction and rehabilitation of an offender by providing him with individualized treatment;
- b) Provide an opportunity for the reformation of a penitent offender which might be less probable if he were to serve a prison sentence; and,
- c) Prevent the commission of offenses.

To carry out these goals, the Agency, through its network of regional and field parole and probation offices, performs the following functions:

- a) to administer the parole and probation system;
- b) to exercise supervision over parolees, pardonees, probationers, first-time minor drug offenders under suspended sentence and clients rendering community service; and,
- c) to promote the correction and rehabilitation of criminal offenders.

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3.4 CORE VALUES

PERFORMANCE

Efficient and effective accomplishment of tasks and targets, beginning with individual officials and employees and throughout all units in the organizational hierarchy, linked coherently and progressively toward the Agency Mission, Vision and strategic goals.

- **Teamwork**

Working together to achieve shared goals.

- **Resourcefulness and Innovativeness**

Exploring resources with ingenuity, optimizing opportunities with creativity

PROFESSIONALISM

High level of proficiency on the job resulting from mastery and conscientious application of appropriate knowledge and skills, honed by sound judgment, self-discipline and unceasing striving for excellence, and founded on a code of conduct that respects the dignity of clients and fellowman.

- **Role Modeling**

Serving and inspiring by example.

- **Professional Excellence**

Achieving high standards for ethical and quality service.

ACCOUNTABILITY


Inherent obligation of every official and employee to answer for decisions, actions and results within his/her authority, including proper and effective utilization of resources in support of Agency policies and programs, with timely, complete and accurate disclosure in required reports.

- **Responsibility**

Achieving expectations, answering for results.

- **Honesty and Integrity**

Being upright and transparent in transactions and relations.

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3.5 CODE OF ETHICS FOR PROBATION AND PAROLE EMPLOYEES

PREAMBLE

We, the employees of the Parole and Probation Administration, in order to establish a just and humane correctional system, implore the aid of Almighty God, to effectively foster the rehabilitation and reformation programs of the Agency and uphold its mission-vision to provide excellent performance, exude professionalism and accountability towards the achievement of defined goals, do hereby decree this Code of Ethics.

CANON 1: As Probation and Parole Employees we shall commit ourselves to provide excellent **PERFORMANCE**. In this regard, we must:


- 1.1 Commit ourselves to work willingly with due diligence and prudence.
- 1.2 Possess the competencies that shall contribute to the achievement of the Agency's mandate, core values and delivery of excellent service.
- 1.3 Responsibly perform our duties with dignity and propriety.
- 1.4 Strive to be physically and mentally fit for us to be able to efficiently carry-out the functions of our office.

CANON 2: As Probation and Parole Employees we shall be epitomes of **PROFESSIONALISM** in public service; hence, we must:

- 2.1 Act with highest respect for others and shall strictly observe the necessary protocol at all times.
- 2.2 Always be mindful of the public aspect of social media, so as not to run afoul of a Probation and Parole Employee's ethical obligations.
- 2.3 Practice the virtues of humility and modesty.

CANON 3: As Probation and Parole Employees we shall devote ourselves to practice the virtue of **ACCOUNTABILITY** in our functions in the interest of genuine public service. Thus, we must:

- 3.1 Act with utmost honesty and accountability for public interest.
- 3.2 Act responsibly to uphold the integrity of our vocation.
- 3.3 Use our positions for official business and not to further private interests or those of others.
- 3.4 Adhere to high standards of morality and decency and shall set good examples for clients to follow.
- 3.5 Use appropriate language, speech and gestures and shall engage in proper conduct.
- 3.6 Keep in confidence all matters pertaining/relating to our clients.


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4. QUALITY POLICY

As a vital component of the Philippine Correctional system, we commit to provide excellent PERFORMANCE, through PROFESSIONALISM and ACCOUNTABILITY to meet the rehabilitation needs of probationers, parolees and pardonees, and the expectation of relevant interested parties and other stakeholders.

In so doing, we commit to comply with applicable statutory and regulatory requirements and continually improve the quality management system.

“Redeeming Lives... Restoring Relationships...”

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5. QUALITY OBJECTIVES

The organization shall establish quality objectives at relevant functions, levels and processes needed for the QMS.

See Annex A for the details of the quality objectives.

6. SCOPE OF DOJ-PPA QMS


The ISO 9001:2015 Quality Management System applies to the mandated functions of Parole and Probation Administration under Presidential Decree No. 968, as amended, otherwise known as Probation Law of 1976 to include management, core and support processes.

The scope of the DOJ-PPA QMS covers the provision of investigation, supervision, and rehabilitation services for the probationers, parolees, and pardonees. Details of the processes are contained in the process map.

For the pilot implementation of the DOJ-PPA QMS in accordance with the ISO 9001:2015 standards, the sites covered are:

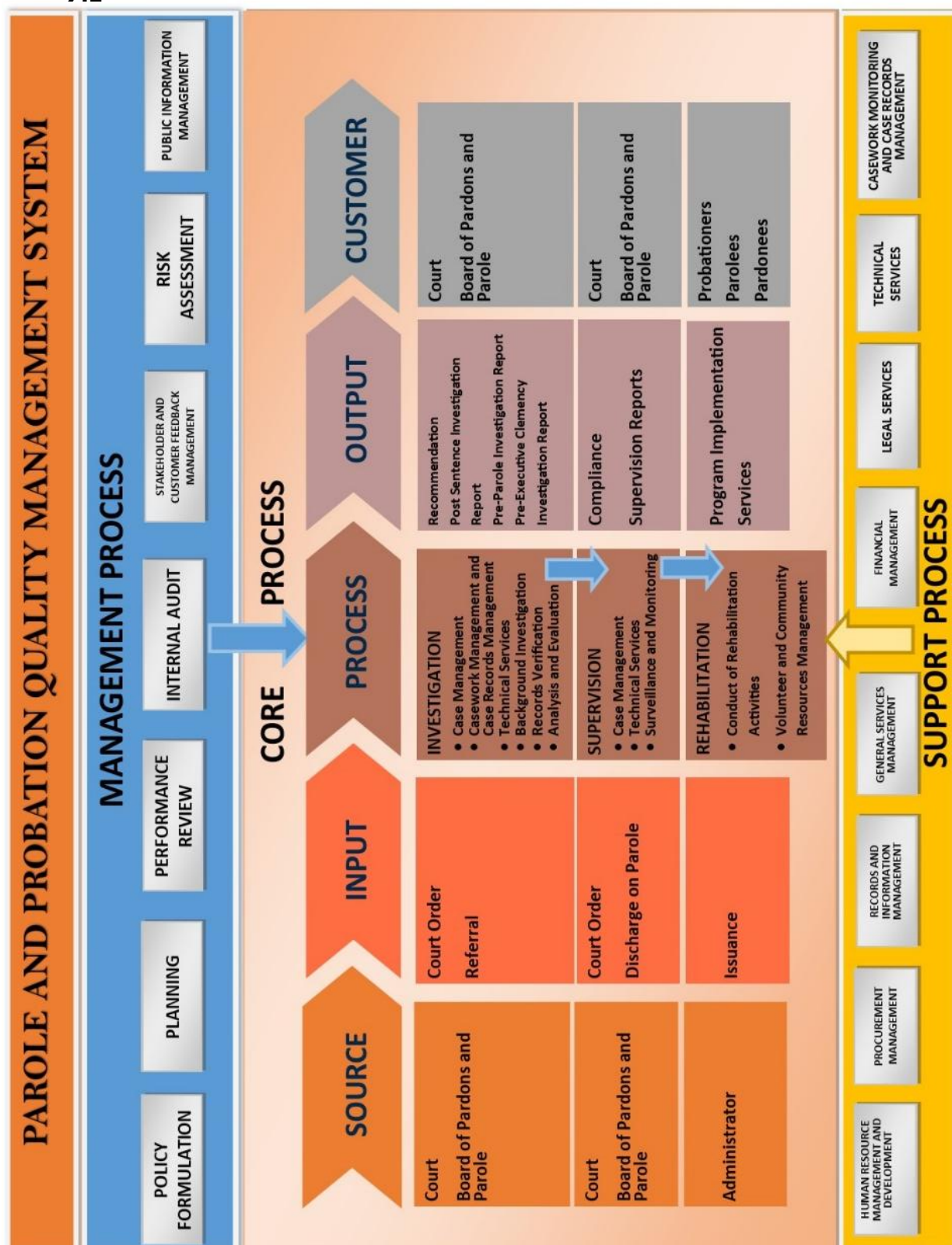
1. Central Office - DOJ Agencies Building, NIA Road corner East Avenue, Diliman, Quezon City
2. National Capital Region (NCR) Regional Office - DOJ Agencies Building, NIA Road corner East Avenue, Diliman, Quezon City
3. Region VII Regional Office - 3/F Annex Bldg., Maxwell Hotel, N. Escario St., Cebu City
4. Manila Parole and Probation Office No. 3 - Room 405 J&T Bldg., 3894 R. Magsaysay Blvd., Sta. Mesa, Manila
5. Manila Parole and Probation Office No. 5 - Room 430 J&T Bldg., 3894 R. Magsaysay Blvd., Sta. Mesa, Manila
6. Manila Parole and Probation Office No. 6 - Room 411 J&T Bldg., 3894 R. Magsaysay Blvd., Sta. Mesa, Manila
7. Cebu City Parole and Probation Office No. 1 - 3/F Annex Bldg., Maxwell Hotel, N. Escario St., Cebu City
8. Lapu-Lapu City Parole and Probation Office - 2/F Hall of Justice, Pusok, Lapu-Lapu City

Requirements pertaining to the calibration or verification of measuring equipment (7.1.5.2a) and design and development of products and services (8.3) as stated in ISO 9001:2015 are not applicable in the DOJ-PPA's QMS as the use of any measuring equipment and design and development of products and services are not required in the implementation of DOJ-PPA's QMS processes.

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7. PROCESS MAP

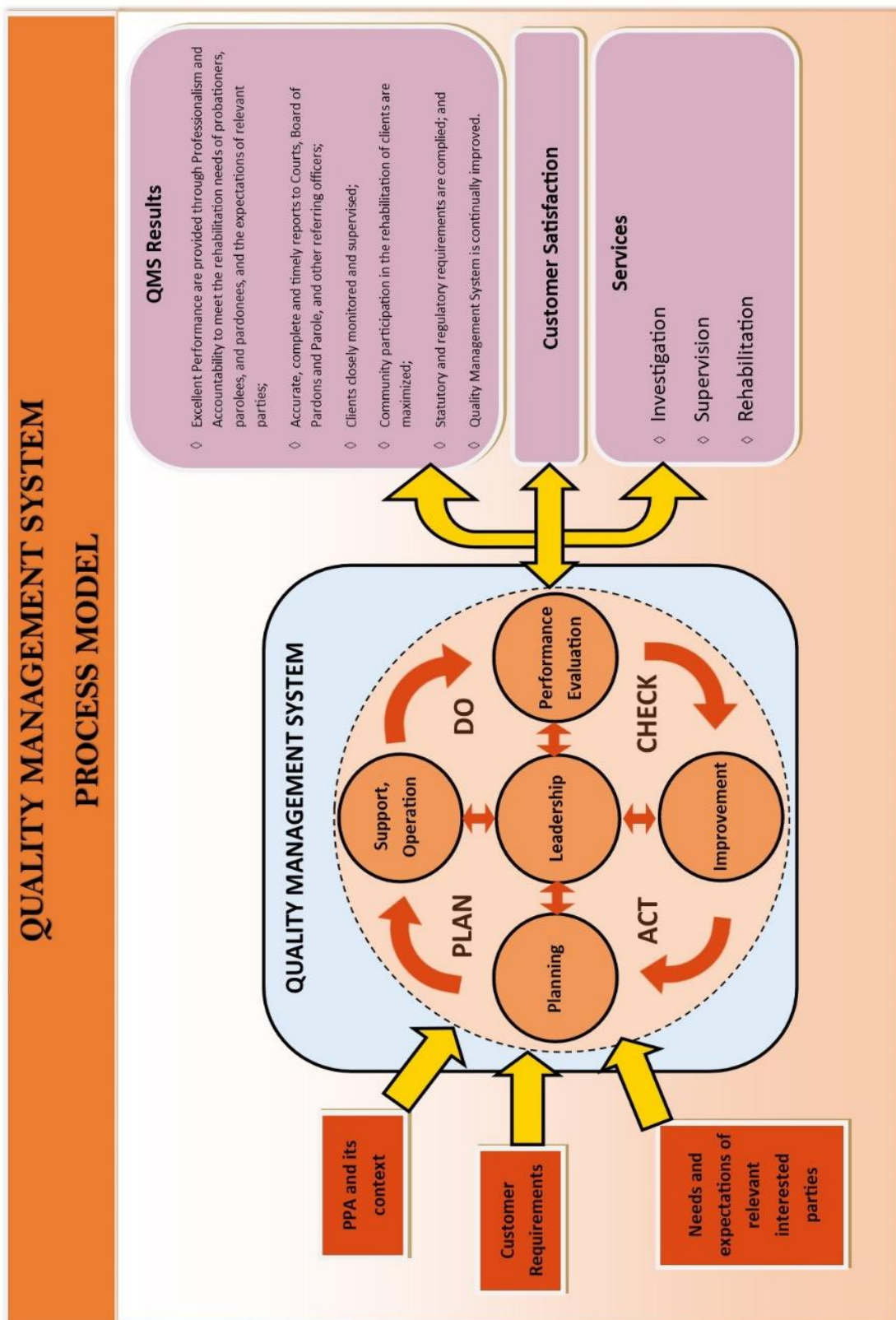
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7.2



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8. MANAGEMENT PROCESS

8.1 Policy Formulation


The head of DOJ-PPA is responsible for establishing the guidelines, policies, rules and procedures in conducting the activities and operation of the Agency.

The Administrator shall issue office orders, memoranda and/or circulars upon the recommendation of the committee tasked to formulate policies, rules and procedures.

8.2 Planning

DOJ-PPA's objectives necessary to deliver results in accordance with the expected outputs are established as follows:

- 8.2.1 Strategic Planning is performed at the Department level.
- 8.2.2 The Agency action plans, programs and activities are established at the operations level anchored on the Strategic Plan, with due consideration of quality plans, performance management systems, risks and opportunities, customer and stakeholder satisfaction, resources, internal processes and interaction of employee competency and development.
- 8.2.3 DOJ-PPA recognizes that there are inherent and indispensable risks and opportunities in the implementation of Agency plans, programs and activities. As such, these risks and opportunities, which have the potential to facilitate or hinder the achievement of objectives, are addressed by adopting sound management practices including risk assessment process.
- 8.2.4 In the formulation of plans, programs and activities, DOJ-PPA identifies internal and external issues which have the probability of affecting the efficient delivery of services in accordance with its mandate. In addition, the needs and expectations of its relevant interested parties are identified to ensure that these are addressed.
- 8.2.5 Planning at the individual level is based on the action plans, program and activities at the operations level.
- 8.2.6 Changes to the QMS and its processes are carried out in a planned manner per DOJ-PPA Quality Objectives and Plans.

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8.3 Performance Review

The review and evaluation of institutional accomplishments and results are based on the Strategic Plan. Periodic unit and individual level assessments are conducted to review and evaluate accomplishments against action plans.

8.4 Internal Audit

8.4.1 Conformance to ISO 9001:2015 requirements and established policies and procedures are evaluated through an internal audit of the QMS. The internal audit programme for QMS is established, updated as necessary, and implemented to ensure consistent quality and continual improvement in service delivery.


8.4.2 Management Review for the QMS is undertaken at least once a year by the Performance Management Team (PMT). This ensures continuing suitability, adequacy, effectiveness and alignment with the Strategic Plan.

The management review shall include discussions on:

1. Matters arising from the previous management review meeting
2. Changes in external and internal issues relevant to the DOJ-PPA QMS
3. Information, including trends in:
 - a) Customer satisfaction and feedback from relevant interested parties
 - b) Status/attainment of quality objectives
 - c) Process performance and conformity of products and services
 - d) Nonconformities and corrective action
 - e) Results of monitoring and measurement
 - f) Audit results
 - g) Performance of external providers
 - h) Adequacy of resources
 - i) Effectiveness of action taken to address risks and opportunities
 - j) Opportunities for improvement

The management review outputs include decisions and actions related to:

1. Opportunities for improvement
2. Any need for changes in the DOJ-PPA QMS
3. Resource needs.

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A documented information on these review is retained by the QMS Team Leader.

- 8.4.3 DOJ-PPA recognizes that nonconformities may occur in the implementation of its QMS. As such, DOJ-PPA establishes and maintains a documented procedure in order to ensure that these nonconformities are detected, their causes are identified, and the corresponding corrective actions are provided to prevent their recurrence. When nonconforming products and services are corrected, they are monitored in accordance with the documented procedure.

See Control of Nonconformity and Corrective Action Procedure

8.5 Stakeholder and Customer Feedback Management


The PPA manages its relevant interested parties through the following:

1. Holding and/or participating regular and special coordination meetings, briefings, presentations and events with regulatory entities, service providers and other government agencies and instrumentalities.
2. Conducting inter-agency review of proposed oversight policies and procedures.
3. Ensuring compliance with the Citizen's Charter for frontline services.
4. Ensuring up-to-date registry of suppliers, creditors and community resource partners.
5. Providing a feedback mechanism through customer satisfaction data gathering tools.
6. Conducting briefings and stakeholder's conferences involving funding support for the Agency.
7. Providing secured and conducive facilities and environment.

See Annex B for the details of the Customer Feedback Management.

8.6 Risk Assessment

It is essential for DOJ-PPA to manage risks in line with strategic priorities for the fulfillment of its mandate. Evaluation of risks together with the identification of procedures to address such risk are periodically conducted. Some processes and mechanisms shall serve as guide on how to manage risk exposure. A periodic review of the Agency Performance is conducted to

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identify issues affecting the performance of each delivery unit in order to strategically address.

See Annex C for the details of the Risk and Opportunity Registry.

8.7 Public Information Management

The Public Information Section of the DOJ-PPA is tasked to coordinate with media regarding any press briefing, release of news/ feature articles about the Agency, interviews and guesting. Press releases of financial data are posted in the official website of the Agency.


Initially, the media linkage process starts with coordination thru phone and e-mail to the editor, producer or director of the radio and TV program. This is done whenever there are issues in the Agency that needed to be clarified, new programs or services that should be disseminated to the public and on occasions like anniversary or observance of a particular proclamation such as National Correctional Consciousness Week, Prison Awareness Week, Drug Prevention Week and the likes. The date, time and what TV or radio program the DOJ-PPA official will be guesting is finalized by the concerned media and the PIO in advanced. Regarding spot or phone-patch interview, it is directly coordinated with the head of the Agency most of the time.

Relative to press releases, the PIO will send it through e-mail to the desk editor of the broadsheet or the news director of a TV station if to be posted in their website. In cases of taped interview for a TV program or documentary, the PIO facilitates the venue, documents to be presented and the schedule of Agency officials to be interviewed in consultation with the producer, director or even the host of the program.

Additionally, official information is communicated in annual reports. Feedback from other interested parties are gathered through client meetings, surveys and suggestion boxes.

Applicable policies on data privacy is ensured in managing all of these communications.

See FOI Manual and Operations Manual.


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9. CORE PROCESS

DOJ-PPA performs three major functions:


- 9.1 **Investigation** sets into motion the entire operation of the Agency.
 - a. **Probation investigation** - conducted after an order to conduct a Post-Sentence Investigation is received from the court which rendered judgement/verdict of conviction of an accused. It is through the conduct of Post-Sentence Investigation that Probation and Parole Officer finds out who have direct personal knowledge of petitioner's legal qualifications and suitability for probation. The basic tools used in PSI are intake interviews, records check, psychological evaluation, gathering of collateral information from responsible members of the community, family members and relatives and local leader and drug tests. After all information are gathered by the probation officer, a Post-Sentence Investigation Report (PSIR) is submitted to the court for disposition.
 - b. **Pre-parole/pre-executive clemency investigation** - conducted to determine inmate's eligibility for release on parole or granted executive clemency by the President of the Philippines through grant of commutation of sentence or pardon whether conditional or absolute. A referral from the Board of Pardons and Parole necessitates the investigation process. The Probation and Parole Officer gathers collateral information from the family members, neighbors and barangay officials who have personal knowledge of the said inmate or resided or intends to reside once released on pardon or parole.

See Service Manual for the details of the process.

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- 9.2 **Supervision** is the essence of the operational process and the determining criterion by which the whole system is defined. Effective supervision is anchored on the careful and judicious selection of offenders for release on probation or parole. The objective is for the effective reintegration of probationer or parolee into the mainstream by showing capacity for law observance and be productive member of society. Regular office personal reporting, home and work visitation, counseling, coaching, job referral and placement and other interventions are some of the individualized treatment provided.

See Service Manual for the details of the process.

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- 9.3 **Rehabilitation** is one of the Agency's mandated intervention to prevent crime by providing offenders with program interventions so they become productive and law-abiding members in society. In the attainment of this mandate, the Agency has adopted an individualized, community-based three-pronged approach to crime prevention and treatment of offenders. **Restorative Justice** serves as the philosophical foundation, **Therapeutic Community** as the treatment modality, and **Volunteerism** as strategy by which the Agency may be able to generate maximum citizen participation or community involvement.


See Service Manual for the details of the process.

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9.3.1 Therapeutic Community Program

This program is a treatment modality that utilizes the community as primary vehicle to foster behavioral and attitudinal change. The community composed of peers and staff exerts group pressure to foster the personal growth of a client by changing the individual lifestyles, through the community of concerned people working together. It integrates tools, norms and methods with probation and parole requirements implemented in progressive phases within the non-residential community-based setting of the DOJ-PPA rehabilitation program for clients. It provides clients with success milestones through graduated completion criteria and aims for core involvement of clients and their families. TC shall promote total human and social transformation focusing on vital treatment categories, among others including Relational/Behavioral Management, Affective/ Emotional-Psychological, Cognitive/ Intellectual, Spiritual and Psychomotor/Vocational-Survival Skills.


See Ladderized TC Manual Books 1 and 2 for the details.

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9.3.2 Restorative Justice Program

This program endeavors to restore broken relationships between the accused, the victim and their families and the community which is directly or indirectly affected by the crime committed. The processes used in mending broken relationships are mediation, family conferencing, circle of support and other indigenous way of settling problems of relationships in the community. The outcome includes payment of civil liability, community work service, job placement, among others, with the objective of holding offender accountable and the responsibility to right the wrong he/ she has committed.


See RJ Manual for the details.

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9.3.3 Volunteerism Program

This program aims to generate maximum participation of the community for the rehabilitation of clients. Volunteer Probation Assistants (VPAs) work in close consultation and cooperation with Probation and Parole Officers as direct supervisors or resource individuals. The former supervises clients and submits monthly accomplishment report to the Parole and Probation Office while the latter works as partner of Probation and Parole Officer in the conduct of rehabilitation programs like being a resource speaker, counselor, donor, sponsor, mediator/ facilitator or coordinator on restorative program implementation. Through effective volunteerism program, the Agency maximizes citizen participation and involvement in crime prevention, treatment of offenders, and administration of justice.

See VPA Manual for the details.

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In carrying out the three (3) major functions of DOJ-PPA, the following processes are relevant:

9.4 Casework Monitoring and Case Records Management


In the conduct of Investigation process, the Probation and Parole Officers conduct a records-check on the petitioner in the locale police files, courts, NBI, Case Management and Records Division (CMRD), etc. In return, the CMRD verifies the records of the petitioner and issues the results of the records check. The said result is forwarded to the requesting office.

9.5 Technical Services

As the service arm of the Board of Pardons and Parole, the Technical Services involves the review, evaluation and assessment of all reports pertaining to supervision of parolees and pardonees. In addition, it involves the determination of staff complement of subject Technical Service and the coordination with different Parole Probation Offices and other government agencies to ensure proper supervision of parolees and pardonees.

9.6 Volunteer and Community Resources Management

Volunteer resources management refers to the effective and efficient monitoring of the Volunteer Probation Assistant (VPA) Program of the DOJ-PPA that includes processing of applications and monitoring of functions as client supervisor and resource person. Hand in hand with the VPA program, the utilization of available community resources (government organizations, non-government organizations and individuals) are monitored in the conduct of the rehabilitation of clients.

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10. SUPPORT TO OPERATIONS

10.1 Human Resource and Development

Administration of the human resource development system of the organization is through:

- 10.1.1 Recruitment selection process;
- 10.1.2 Promotion process;
- 10.1.3 Individual development plan and individual performance management process;
- 10.1.4 Personnel salaries and welfare benefits process;
- 10.1.5 Personnel information process;
- 10.1.6 Disciplinary actions process;
- 10.1.7 Grievance process;
- 10.1.8 Competency profiling is implemented for the purpose of establishing the competency requirements, as well as the current competencies and competency gaps. Actions to address competency gaps are implemented in the form of any of the following, as applicable:

- a) Formal trainings and workshops;
- b) Educational scholarships;
- c) Coaching and mentoring initiated within the service;
- d) Organization and values orientation;
- e) Brown-bag and echo sessions.


Evaluation on the effectiveness of these interventions is conducted through the use of impact assessment tools.

10.2 Procurement Management

The procurement process follows the requirements under Republic Act No. 9184, otherwise known as the Government Procurement Reform Act and its implementing rules and regulations. Procurement is initiated by end users with a purchase request document under an approved procurement plan. Inspection and acceptance are conducted in accordance with policies, procedures and specifications. Recording of financial transactions are reflected in the accounting system.

Office supplies, properties and equipment are stored or kept in designated storage areas. Issuances are accounted for and documented in an inventory system.

Properties and equipment are maintained periodically in accordance with the preventive maintenance plan.

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Disposal of unserviceable properties and equipment follows the guidelines and procedures under P.D. No. 1445, otherwise known as the Government Auditing Code, Government Accounting Manual, Commission on Audit Circulars and Agency policies and procedures.

The satisfaction of end-users on suppliers and the performance of service providers is determined through post evaluation mechanisms such as the use of supplier feedback forms and the issuance of certificates of completion and satisfactory performance.

10.3 Records and Information Management

DOJ-PPA implements a procedure for Records Management as per DOJ-PPA Memorandum Circular No. 18 dated July 01, 2015 (Approved DOJ-PPA Records Disposition Schedule) and pursuant to R.A. No. 9470 (An Act to Strengthen the System of Management and Administration of Archival Records, establishing for the purpose the National Archives of the Philippines, and for other Purposes) dated February 19, 2007 for the identification, collection, access, maintenance and disposition of records.

Records are stored, managed and maintained in their original, legible photocopy or digitized format as applicable in suitable storage areas to prevent damage, deterioration and loss, as well as, to facilitate easy retrieval of needed documents.

Retention periods of records are established, recorded and maintained in accordance with the Records Retention and Disposition Schedule as specified in DOJ-PPA Memorandum Circular No. 18 series of 2015.


The RMIC Chair/Records Officer or concerned personnel, as the case maybe, maintains records to demonstrate achievement of applicable requirements in the management and disposal of records that includes interfacing with the National Archives of the Philippines and its official buyer of disposed records.

See Documented Information Procedure for the details.

10.4 General Services Management

General Services Management involves upkeep, care and proper maintenance of the service vehicles, equipment and the building as well as its environs.

See Documented Information Procedure for the details.

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10.5 Financial Management

Financial Management involves formulation and implementation of the Annual Budget Estimates, administration of allocation and control of budget utilization based on approved cash programs for the budget year; establishment and maintenance of the books of account; and preparation and submission of Budget and Financial Accountability reports in compliance with DBM and COA regulations.

See Documented Process Manual for the details.

10.6 Legal Services

The Legal Services includes the provision of legal advice to the Administrator, preparation of legal opinions on matters brought before the Administration, evaluation of the findings of the field offices relative to the legal qualifications of petitioners, conduct of investigation, and prosecution of administrative cases of the Administration and the performance of such other functions and duties as may be directed from time to time.

10.7 Organizational Knowledge

DOJ-PPA determines the knowledge necessary for the operation of its core, management and support processes and to achieve conformity of products and services. These include knowledge and information obtained from:


10.7.1 Internal Sources, such as but not limited to existing studies, survey results, and in-house training.

10.7.2 External Sources, such as local and foreign scholarships, seminars, conferences, and information gathered from clients, experts or external providers.

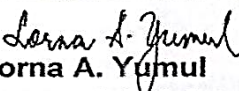

When addressing changing needs and trends, DOJ-PPA considers its current knowledge and determines how to acquire or access necessary additional knowledge.

10.8 Casework Monitoring and Case Records Management

The Case Management and Records Division (CMRD) is responsible in monitoring casework of the field officers. The casework monitoring includes analysis and evaluation of probation, pre-parole/executive clemency, parole/pardon, suspended sentence, community service, voluntary confinement, and release on recognizance caseload reports; preparation of

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statistical reports on caseload reports; formulation of forms needed for the case recording, reporting and analysis of caseload handled; analysis of qualitative and quantitative performance of the region on the caseload handled; and administration of studies on the creation, definition, redefinition, renaming, abolition, and merging of field offices. Furthermore, CMRD is tasked to manage the case records of the clients. The case records management encompasses the maintenance of cumulative histories of case records of clients; and development and maintenance of information system to facilitate the database build-up of the records of clients.

Prepared by:	Reviewed by:	Approved by:
QMS CORE TEAM	 Lorna A. Yumul Deputy Administrator QMS Team Leader	 MANUEL G. CO Administrator
Date:	Date:	Date:



Parole And Probation Administration

Quality Management System