



Volunteer Role Description : Court Appointed Special Advocate

Reports to: CASA Program Manager

Purpose: The Court Appointed Special Advocate is a trained volunteer who:
Speaks up for the interests of abused and neglected children in court; and works to ensure that the child's right to a safe, permanent home is addressed quickly and with due consideration.

Qualifications:

- Interest in children, their needs and rights
- Completion of 30+ hours of pre-service training hours, court observation and 12 hours of additional in-service hours per year
- Maturity, stability, confidence, common sense
- Ability to work with a broad spectrum of the community in a sensitive, positive and objective manner
- Good Communication skills
- Must be at least 21 years of age
- Ability to pass all required background checks, including fingerprinting
- Volunteers will be on probation for the first six (6) months of the case

Duties:

- Attendance at training and monthly meetings;
- Commitment of a minimum one year assignment, averaging 3-5 hours a week
- Conduct an independent investigation into each case; meet with the child at least monthly and other relevant persons, review all pertinent records and documents, maintain contact with the child at least 2 times per month to monitor progress
- Attend all court hearings (mandatory, but can attend via Webex) and be prepared to give verbal reports in addition to written reports submitted before the hearings
- Maintain complete and accurate records of time and activities through the contact log in Optima
- Submit quality written reports two weeks in advance of the court date
- Assist in the identification of resources appropriate to meet the needs of the child
- Maintain strict confidentiality

Benefits:

- Training, support and supervision from the staff of CASA of the 7th Judicial District
- Opportunity to learn about Juvenile Court/Social Service Systems while developing own skills and abilities
- Satisfaction from contributing to community services on behalf of abused and neglected children

National Court Appointed Special Advocates Code of Ethics

This Code of Ethics provides National CASA Association members with guidelines for professional behavior and ethical conduct. The Association may not be held liable for the actions of its members.

Conduct

1. Members of the National CASA Association will abide by the NCASAA Code of Ethics and all laws and regulations governing their activities.
2. Members of the National CASA Association will uphold the credibility and dignity of the CASA concept by conducting all business in an honest, fair, professional, and humane manner.
3. Employees of CASA programs and CASA volunteers will not use their authority inappropriately, nor condone any illegal act or unethical practices related to their program or community.
4. CASA programs and individuals who are members of the National CASA Association may not use CASA for personal gain.
5. Members of the National CASA Association will avoid any action which could adversely affect the confidence of the public in the integrity of the Association.
6. National CASA and its member programs will serve and respond to requests without bias because of race, religion, sex, age, national origin or handicap.

Confidentiality

7. CASA programs and volunteers will respect the right to privacy of all individuals, and will keep all information about CASA cases confidential.
8. Persons affiliated with CASA will not use confidential information obtained through their work with CASA for personal benefit.

Knowledge and Understanding

9. Individuals working in CASA programs as staff and/or volunteers must be trained in the operations of the court and child welfare systems, and in the nature of child abuse and neglect.
10. CASA programs and volunteers must respect a child's inherent right to grow up with dignity in a safe environment that meets the child's best interests.

National Affiliation

11. A CASA program which is a member of the National CASA Association must operate in accordance with the NCASAA Code of Ethics, goals and purposes.
12. Official CASA designations may be used only for purposes in accordance with the goals and purposes of the National CASA Association.

Colorado Children's Code

13. The role of the CASA Volunteer is outlined in the Colorado Children's Code and adopted by the 17th Judicial District Courts and the Departments of Human Services as evidenced by the signed Memorandums of Understanding between CASA, the courts and human services.

Roles & Responsibilities of CASA Volunteers

The CASA volunteer engages in the following activities to ensure that the best interests of the child are met at all times:

- Investigation
- Facilitation
- Monitoring
- Advocacy

The goal is to promote strong teamwork between CASAs (Court Appointed Special Advocates), GALs (Guardian Ad Litem), and DHS (Department of Human Services), with each group retaining their independent pursuits while striving to meet the needs of each child.

The CASA Volunteer shall not provide direct service delivery to any parties that could:

- a. Lead to a conflict of interest or liability problems
- b. Cause a child or a family to become dependent on the CASA

Examples of inappropriate volunteer practices include:

- a. Taking a child to the volunteer's home or any home other's than the child's current placement
- b. Giving legal advice or therapeutic counseling
- c. Making placement arrangements for the child
- d. Giving money or expensive gifts to the child, child's family or caregiver. This does not include small gifts, birthday acknowledgment, holiday recognition, or taking them out to eat
- e. Accepting money or gifts from the child, child's family or caregiver

Conflict of Interest

A CASA Volunteer should not be related or have a relationship to any parties to the case, or be employed in a position or with an agency that may result in a conflict of interest.

Confidentiality

CASA volunteers must adhere to the confidentiality policy. Violation of this policy will be grounds for termination of the court appointment and ongoing service as a CASA.

- A. The CASA shall maintain strict confidentiality as to the case and all proceedings in which the volunteer is involved. The CASA shall request only that information which the volunteer is authorized to receive.
- B. If it is necessary to obtain any privileged/confidential information about someone who is directly related to the case but is not the child/ren, the CASA must obtain from that

- person a written release of information which allows the professional, hospital or treatment center to discuss the matter with the CASA.
- C. While a person may sign a release allowing the CASA to obtain confidential information he/she may not want to authorize disclosure to other parties on the case and/or their attorneys. The CASA should review the signed release form very carefully and seek guidance from the Coordinator if the CASA Volunteer has any questions at all.
 - D. The CASA is not allowed to disseminate documents to any of the parties, their attorneys, and or collateral sources, which are, covered by state and/or federal confidentiality laws. These documents may include drug and alcohol evaluations/records; involuntary mental health treatment and rape crisis center information; and some criminal histories. Those covered by federal law usually are stamped, "This information has been disclosed to you from records whose confidentiality is protected by Federal law (and) prohibits you from making any further disclosure." A general authorization for the release of medical or other information is NOT sufficient for this purpose."
 - E. The CASA will take appropriate measures to ensure that confidential records may not be observed by casual observers (family members, etc.)
 - F. The CASA should not promise a child or a party to the case that statements will be kept secret or confidential. The CASA should proceed on the assumption that all statements made or relied on in reaching recommendations will be subject to disclosure to the court and other parties.
 - G. The CASA may discuss a case in hypothetical terms for purposes of illustration at seminars or meetings designed to provide education on child protection issues. The CASA must not mention names of individuals involved in the case or provide facts which would identify the case or parties. The CASA must never discuss a case for purely conversational purposes, even in general terms, with anyone.

Media Contact

Volunteers should not make any comments to the media or thru any type of media, about any CASA cases. Any general comments about CASA should be discussed with program staff prior to talking with, or posting to, the media. All comments or questions should be directed to the Program Manager or CASA Chief Executive Officer. Refer to CASA Media Policy.

Investigation

The CASA should determine whether court orders are being followed in an appropriate and timely manner; whether a permanency plan has been created; whether appropriate services, including reasonable efforts, are being provided to the child and family; and whether the court ordered treatment plan is being complied with by all parties listed. Involvement with the family in these related areas should be focused on the best interests of the child(ren) on the case. The CASA should participate in any planning or treatment team meetings involving the child to stay informed of permanency plan developments. Call ins are authorized. The volunteer should monitor the case by visiting the child twice a month or more if necessary to ensure that essential needs are being met. The CASA will conduct an independent investigation. The following information is helpful in gathering information.

Court Order: Once a CASA volunteer accepts a case, a court appointment order is signed by the judge and filed with the court. All parties to the proceeding will receive copies. This order is used to obtain records and information. Releases of information can be useful, and obtained from the agency requesting the release.

Meetings with the Caseworker, GAL and other professionals: The CASA will meet with both the caseworker and the GAL. CASA Volunteers should notify the caseworker, GAL and other professionals by email of their appointment to the case within one week of appointment. It can be helpful to schedule a meeting with both parties, but if this is not possible the CASA may wish to meet individually with these professionals.

Children: Arrange for an initial meeting with the child/children on your case within 2 weeks of appointment. It is required that you meet with your child/children at least twice per month. An exception may be granted at the discretion of program staff and will be noted in Optima.

Parents: Arrange a brief introductory meeting with the family to explain the CASA role and answer any questions the parents may have. If the children are in the home, this is a good time to introduce yourself to the children. It may be helpful to have this meeting with the GAL so that both roles can be defined at one time. This should be done within three weeks of receiving court appointment to the case.

Foster Parents/Children: If children are in a foster home, the CASA volunteer will contact the foster parent to let them know a CASA has been appointed, let them know about the program and arrange to meet with the child and foster parents. This meeting should also occur within three weeks of the appointment. CASA may want to take the children for a walk or sit in another room to assure confidentiality of conversation with the children.

Other Professionals: If the children are school age, the child's teacher will generally be the next person contacted to gather pertinent information regarding the child. If the child is in special education it is expected that the CASA will attend the IEP (Individual Education Plan) staffing. School records can be obtained by contacting the secretary at the school the children attend. In addition to educational advocacy, other contacts might include: therapists, doctors, lawyers and counselors who are working with the child or the parents.

Telephone Numbers

A CASA volunteer should carefully consider the implications of giving their cell, work, and home telephone numbers to children or family members. The decision to give out these numbers is up to the CASA volunteer. The CASA may wish to consult with the CASA Program Manager in making this decision.

Transportation of Children

- A. Please be sure you have filled out the Transportation Waiver and the Transportation Consent Form for each case you are on and file it in Optima.
- B. Volunteer will have current Motor Vehicle Record on file (updated every 4 years), as well as a copy of the volunteer's driver's license and auto insurance. Volunteers will have adequate auto insurance coverage in compliance with Colorado state law. Volunteers who do not have a MVR on file, or have a questionable record or do not have a current driver's license or adequate auto insurance will not be allowed to transport children.
- C. The volunteer will document each time they transport a child in Optima with their contact log. This documentation will include: date, time of transportation, total time spent with the child(ren), location and purpose of visit.

Reporting

Maintaining Accurate Records

- A. The official case file for CASA is kept in Optima and digitally at the CASA office. The official record is never removed from the office.
- B. All records obtained from other agencies should be sent to the CASA office. CASA will copy the records and upload the documents into Optima. Confidential records are not to be electronically transmitted to computers used by persons other than the volunteer. If a volunteer has an e-mail, which is strictly confidential, this should be noted in the volunteer's file and materials can be electronically transferred.
- C. Electronic Forms for Court Reports will be provided by the CASA Program Manager. Records are not to be altered after the original writing of the record. If records are kept electronically, it must be in a confidential file. These completed forms may be electronically transmitted to the CASA office. If you cannot sign with a pen and scan and send electronically; please use **/s/ full name** in the signature block when sending to the Program Manager for review and submission to court.

Contact Logs/Notes: Each volunteer creates contact logs in Optima which notes all contacts (in-person contacts, telephone, fax, e-mail, or written) with all individuals who are significant to the case, including unsuccessful attempts to reach parties. This log will include the time spent, the type of contact (phone, personal, etc), miles/expenses, and date of the contact and should include appointments, interviews and information gathered about the child and the child's life circumstances. These notes should be objective.

Court Reports: Court reports are required at every major hearing and will be provided to all relevant parties to the case, excluding parents, special respondents, and parent attorneys. It is up to the judge to release CASA court reports to parents, special respondents, and parent attorneys. As part of the court report, CASA volunteers will make recommendations for specific appropriate services for the child, and when appropriate, for the child's family. These official documents are written by the CASA volunteer and reviewed by the program manager prior to submission to the court. The program staff will not alter these

reports without the knowledge or agreement of the CASA Volunteer. Reports shall be submitted to the CASA office 2 weeks prior to the court hearing. If the Program Manager does not receive the report 2 weeks prior to the court hearing, the CASA volunteer may not be able to speak in court. This time allows for the review and editing of reports, and court clerk filing, and time for the judge to read the report. The CASA Program Manager is responsible for final editing and distribution of all court reports. They will correct grammatical and spelling errors automatically. Although Program Managers have final discretion on what is turned into the court, the factual information included by the volunteer will not be significantly changed. Volunteers may not distribute any written material to any parties involved in your case or outside your case. Photographs of the child(ren) may be added to the end of Court Reports per National CASA Standards once a **Photograph Waiver Form** has been signed by the legal custodian, volunteer, and Program Manager. Photos will only be used for court reports. Photos or jpgs will not be kept by CASAs beyond the duration of the case.

Reporting Suspected Child Abuse and Neglect

- A. The CASA should immediately report any suspected child abuse or neglect which is observed or discovered during the course of the CASA assignment. A report should be made by calling the Child Abuse Hotline at 844-CO-4-KIDS ~ 844-264-5437. We act as a mandatory reporting agency.
- B. The volunteer should notify the assigned caseworker and Guardian ad Litem that this report has been made. The volunteer should also report to the Program Manager as soon as possible after making the report. A full written report in the form of a word document or contact log should be submitted into Optima or emailed to the Program Manager within 24 hours.

CASA Program Manager
147 N. Townsend
PO Box 1708
Montrose, CO 81401

Office: 970-615-9163
Cell: 808-342-1942
E-mail: casemanager@casa7jd.org

- C. The CASA volunteer does **not** investigate the possible abuse. The CASA volunteer is a mandatory reporting agency per the Memorandum of Understanding. The social services department will determine the need for and whether to complete an investigation.

Cooperation in Criminal Investigation of Alleged Child Abuse

If any officer, director, employee or volunteer of the organization should be asked to produce information or documents, or discuss the facts of any alleged child abuse with any investigator or counsel of record for the office of the prosecuting attorney or the defense attorney:

- No documents (written reports of the incident) shall be produced without their having been properly subpoenaed. Cooperation to facilitate the service of subpoenas should be extended as professional courtesy.
- In the event that any investigator or attorney of record wishes to conduct a personal interview, the person requested to appear may appear with legal counsel at such interview.

- If a telephone interview is given, care should be taken to assure the identity of the contact person. It is suggested that the staff or volunteer call the office through the main switchboard and be transferred to the person requesting the interview.
- It will be necessary for the requesting party to subpoena the volunteer to this personal interview, and volunteers may have legal counsel present.
- Before responding to the subpoena and granting an interview, the volunteer and Program Manager should review what may be discussed in the interview.

Advocacy

Formulating Objective Recommendations

The CASA, with the support and supervision of program staff, will make recommendations in the court report regarding placement, visitation and appropriate services for the child and family.

Staffings and related meetings

CASA Volunteers should attend staffings, FEMs, ARDs, and other related meetings that are significant to the safety and well-being of the child. The CASA Volunteer will coordinate with the Caseworker to receive an invitation to these events.

Appear at Hearings

The CASA will attend all court hearings to present information and advocate for the child's best interests. Whether that is in person, or via Webex. The CASA volunteer is responsible for being aware of scheduled court dates and preparing in advance by gathering information and submitting reports. If the volunteer is unable to appear at a hearing, the volunteer should notify CASA program staff as far in advance as possible. The CASA should assure that the child's best interests are being represented at every stage of the case.

Facilitation

The CASA is often in a position where it is appropriate to facilitate communication between parties in the case. In difficult situations or when conflicts arise on cases, it is often appropriate to have a staffing, which is a meeting where all parties are invited to discuss the future direction of the case and what services should be provided. Although it is typically not the role of the CASA to call a staffing, it is appropriate when needed. Please discuss this option with your Program Manager if you think it may be appropriate.

CASA volunteers are expected to communicate with all parties to the proceedings. Failure to communicate can result in dismissal from the case. It is recommended that CASAs email their Program Manager, GAL, and Caseworker about any visits, important contacts, or important information gathered regarding the child on the case.

Appointment to a Case

- A. After acceptance and completion of training by CASA of the 7th Judicial District, volunteers will be sworn in as Officers of the Court by the presiding juvenile judge.
- B. The Program Manager and Volunteer will meet to choose a case. The specific details, contributing factors, and major issues in a case will be discussed with the volunteer and the volunteer has the option to accept or reject a case based on their experience and needs.

- C. Volunteers will be assigned to one case at a time and may work on more than one case simultaneously only in exceptional circumstances. Exceptions for more than two open cases at the same time may be granted with the discretion of the Program Manager. Volunteers may not be assigned to more than 5 open cases at one time.
- D. The volunteer has no authority to function on a case until being officially appointed by order of the court and assigned by the Program Manager. Once you receive your signed Appointment Order from the court, you may begin working.
- E. When a CASA is appointed, emphasis must be on the children in need of support rather than the needs of the parents. SAFETY of the children is the primary goal.
- F. The first six months of service will be a probationary period during which extra supervision and support will be provided by program staff.

Supervision and Support

- A. After being assigned to a case, a volunteer may meet with the Program Manager to discuss initial planning for action on the case. A preliminary case plan will be outlined to be used as a guide for the volunteer's first steps on the case. Volunteers will need to contact the GAL and Case Worker for their case, and come up with a plan. If you have any difficulties, please contact your CASA Program Manager.
- B. Volunteers are encouraged to contact program staff at any time when questions arise about their work as a CASA.
- C. The Program Manager and the volunteer will discuss the volunteer's work on the case, the monthly reports/contact logs, court reports, in-service training and comments from the judge and other parties, noting areas of achievement and areas in which additional support is needed. The volunteer can request a meeting with the Program Manager at any time to problem-solve, get ideas, and come up with solutions related to their case. A professional development review of the CASA Volunteer will be conducted annually to support the development of the Volunteer and the Program.
- D. We value our volunteers and have ongoing programs to recognize the efforts, dedication and hard work of our volunteers. Activities include, but are not limited to:
 - Oath of Appointment signed by Judge
 - Volunteer Appreciation Events
 - Notes of appreciation and support
 - Annual CASA Fund-Raising Events
 - Numerous professional development & training opportunities
- E. A volunteer shall be considered active if s/he participates in at least one case, gives time to CASA in outreach activities at least once per year or is an ongoing supporter of CASA. If the volunteer is unable to do any of the above, the volunteer will be in-activated and removed from mailing and emailing lists. If a volunteer decides to become active again by participating in the above activities, s/he must contact CASA and a decision about how to proceed will be made.

After an extensive period between cases, the volunteer may be required to participate in re-training. If there are special circumstances involved in a volunteer's inability to participate, the ability to remain active within CASA is at the discretion of the Program Manager and the Chief Executive Officer.

In-service Training

In-service training will be offered throughout the year and volunteers should schedule a minimum of 12 hours of to fulfill continuing education requirements each calendar year. All training provided or recommended by any CASA organization will be eligible for training hours. Trainings offered by outside agencies must be approved by the Program Manager in order to count as in-service hours. The CASA Program Manager will host monthly meetings every third Thursday at 11:00 AM at the CASA office. These meetings will be a time for CASAs to train, network, de-stress, and reconnect with each other and fellow professionals.

Home Study

CASA of the 7th Judicial District will not perform any "home studies" which will be used by the court as approval of a family for placement. Home studies, or inspections, will be performed by DHS staff.

Resignation

The CASA Volunteer should remain actively involved in the case until formally discharged by the court. The CASA should consider the volunteer assignment a serious personal commitment. The volunteer should give honest and adequate notice if it becomes necessary to leave an assignment before the conclusion of the case.

Case Closure: The CASA may be terminated from a case through the following means: a conflict of interest, CASA Program Manager or staff decision, the case being dismissed from court, or determination by a Judicial Officer that the CASA's services are no longer needed. CASA of the 7th Judicial District will have the discretion to terminate a volunteer from their case. In rare cases, when agreed upon between the CASA staff and volunteer, the CASA may maintain *occasional* contact with the children after the case is closed. This is for the benefit of children who have formed a close relationship with their CASA volunteer and will primarily occur on cases where an adolescent youth is aging out of the system.

Mileage

Mileage documentation (based on monthly report data in Optima) will be provided upon request to volunteers at the end of the calendar year for tax purposes.

Equal Opportunity Clause

CASA of the 7th Judicial District shall not restrict its services or volunteer opportunities on the basis of race, religion, creed, color, disability, nationality, or sexual orientation or gender.

Volunteer Records

CASA will maintain a digital record for each volunteer in Optima that contains, at minimum:

- Application
- Emergency & identifying contact information
- Signed Role description
- Reference documentation
- Documentation of all applicable Background, Fingerprint, Abuse and Neglect Registry, and MVR checks
- Training records
- Performance evaluations and any other applicable documentation related to performance
- Copy of volunteer's driver's license and automobile insurance.
- Waivers, Oaths, and Appointment Orders.

Volunteers may coordinate a time with CASA staff to review their personnel file in the CASA office. The CASA Volunteer may submit additions and corrections to their volunteer record via email or in person. The file may not be removed from the office and will be maintained at the CASA office per the program's record retention policy. These records will be retained while the volunteer is active and for 10 years after a volunteer becomes inactive.

Access to Legal Advice

CASA will provide volunteers access to legal advice and representation as needed.

Background Check Policy

As part of the CASA Volunteer screening process, all CASA of the 7th Judicial District Volunteers will participate fully in various background checks. The required background checks that will be conducted on every CASA Volunteer applicant prior to acceptance into the training program include: FBI/CBI (Colorado Bureau of Investigation), a Social Security Search, a 50 state Sexual Abuse Registry and DMV Record search, Montrose County Sheriff and/or Police Dept check, DHS TRAILS abuse registry, and Fingerprinting. If a volunteer applicant has lived in the state of Colorado for less than five (5) years, then similar out of state background checks will also be conducted. Eligibility will be assessed and documented on a Suitability to Interact with Minors Determination form. Volunteer applicants will not be asked to pay for their background checks. The CASA program will conduct background check reviews every 4 years, at no further cost to the volunteer. CASA Volunteers must immediately notify the program of any criminal charges or major traffic citations filed against them.

Corrective Action

Corrective action may be taken if the volunteer's work is unsatisfactory. Corrective action is within the discretion of the Chief Executive Officer or Program Manager and may include any of the following:

- Additional supervision
- Temporary leave of absence
- Retraining
- Reassignment
- Referral to another volunteer position
- Separation from the program

Criteria for dismissal from a case Termination of CASA Assignment

A volunteer may be discharged from a CASA assignment by the Court on its own motion or at the request of the Program Manager of CASA of the 7th Judicial District. If necessary, CASA may request that the Court relieve a volunteer of his or her appointment in cases of personal emergency. When the Court's jurisdiction terminates, the CASA appointment automatically terminates. **All records kept by the CASA volunteer must be returned to the CASA office when the assignment terminates.**

Termination from a case may occur, at the staff's discretion, if:

- Adequate and sufficient contacts are not being made.
- Pertinent records and documents are not reviewed.
- All court hearings, without prior notification, are not being attended.
- Complete and accurate records of time and activities are not documented.
- Close contact with the CASA Program Manager is not maintained. A minimum of once a month contact either by e-mail, voice mail or personal contact.
- Strict confidentiality is not maintained.
- Professional conduct within the parameters of the case is not maintained.
- Not following the CASA Standards and Procedures.
- **Court Reports:** If a court report is more than one (1) week late and the tardiness occurs more than two (2) times throughout the duration of a case; without explanation to and approval by the Program Manager.

Criteria for dismissal from the CASA program

The following include, but are not limited to, grounds for involuntary termination:

- Misuse of CASA Status: CASA Volunteers will not use their Volunteer status to promote other causes or for personal gain, unless otherwise stipulated by the Board of Directors. They are to call the Program Manager when in doubt.
- The volunteer takes action without program or court approval, which endangers the child or is outside the role of the CASA volunteer.
- The volunteer engages in ex-parte communication with the court.
- The volunteer fails to complete required pre-service or in-service training hours.
- The volunteer violates program policy, court rule, or law.
- The volunteer fails to demonstrate the ability to effectively carry out CASA duties.
- The volunteer falsifies information on the volunteer application or misrepresents facts during the screening process.
- There are allegations of child abuse/neglect against the volunteer.
- A conflict of interest arises which cannot be resolved.
- Not maintaining close contact with the CASA Program Manager. A minimum of monthly contact either by e-mail, voice mail or personal contact.

Involuntary termination of a volunteer must be approved by the Chief Executive Officer, with the input of the Program Manager. In the absence of the Chief Executive Officer, the Program Manager has the authority to terminate a volunteer from service.

Conflict with CASA Staff Resolution Procedure

Overall Goal: Communication: Good communication is often the key to avoiding conflicts in any organization or setting. It is hoped that disagreements can be resolved through communication among the parties. In the event that assistance is needed to resolve any issues, the following procedure shall be followed:

1. Meet with your Program Manager

If a volunteer disagrees with any action, including correction or separation, taken by CASA of the 7th Judicial District, or any of its agents, he or she shall first meet with the Program Manager.

2. Meet with the Chief Executive Officer

If the disagreement is still not resolved to the satisfaction of the volunteer, the volunteer may express their concern to the Chief Executive Officer.

Conflict with Other Professionals Resolution Procedure

1. Meet with Volunteer Coordinator

If a volunteer disagrees with any action taken by a caseworker, GAL or other professional or party to the case, the volunteer should first contact the Program Manager.

2. Contact the Professional directly

With the assistance of the Program Manager, the volunteer should contact the professional with whom they have a conflict to discuss possible resolutions or compromises. If the volunteer and Program Manager believe that the Professional has engaged in inappropriate or unethical behavior, the Program Manager will contact the Professional's direct supervisor or manager in order to file a complaint. In certain situations, the Volunteer may want to include information regarding the misconduct in contact logs and court reports.

CASA Volunteer Name _____

CASA Volunteer Signature _____

Date _____