

VOLUNTEER PROCEDURES AFTER ACCEPTING CASE ASSIGNMENT

At the CASA office, the volunteer will review and accept a file. The CASA supervisor will share contacts, phone numbers, and addresses with the volunteer.

The next steps are –

1. Contact the DFPS caseworker. Make an appointment to come to the DFPS office and read the entire case file. Volunteers will enter and sign in and be given a badge. Volunteers must be escorted to their caseworker's office. Some case files are longer than others. As a general rule, allow 2 hours to read the file. Some will take much longer. Take a notepad and pen. Volunteers are asked to take notes and leave a written request for any documents needed for their file. DFPS caseworkers will mail these documents to the CASA office.

* Your DFPS caseworker is usually very busy and often difficult to reach. If you have trouble scheduling a time to read the file or getting in contact with your caseworker, contact your supervisor for assistance. Reading the case file needs to be done within a week of case assignment if at all possible.

2. Contact the other people involved in the case – Attorney ad litem, Attorney for the parent(s), parents, child(ren), and caretakers for the child(ren) – Introduce yourself, explain your role in the case, and arrange a time to meet in person. The CASA office will send a letter to the District Attorney, the DFPS caseworker and supervisor, the Attorney ad litem, and to the Attorney for the parents advising of your appointment and acceptance of the case. Your phone call should follow this letter. Introduce yourself. If speaking with the Attorney ad litem and caseworker, ask for their perspective of the case and any information they would like to share with you. When speaking to the Attorney for the parents; ask permission to contact their client, explaining your role if necessary. Discuss with your CASA supervisor how best to meet the child(ren) and how best to contact the caretakers. CASA supervisors will be able to advise you regarding therapeutic foster homes and the therapeutic case managers that will be working with these foster parents. CASA supervisors will also be able to assist with access to residential placements.

3. Meet with your CASA supervisor to review your case. Set goals. Identify tasks. Define “time lines” for court case. Plan for future Court Hearings, PPT meeting, and/or ISP meeting. CASA volunteers are asked to meet regularly with their CASA supervisor. The first Case Review with your Case Supervisor should occur within a short period of time (10 to 30 days) after case assignment.

4. Be sure that you have your CASA badge and CASA contact log forms. CASA Badges should be worn when attending court or going to places like schools and residential treatment facilities. Your supervisor will keep you supplied with contact log forms. The contact log form that records case hours and miles is collected by the CASA office by the 5th of every month.