

## Communication Agreements

### Achieving Clarity and Consistency

*\*In some circumstances, **Program Supervisors provide direct support** to both CASA volunteers and Peer Coordinators. **Some of the “agreements” pertain to the PS when they are in the role of direct support to a CASA volunteer.** In those instances, the agreement states PC/PS referring to the person directly supporting the CASA volunteer.*

#### Contact Logs

##### AGREEMENT

-PC/PS will review the Contact Log content instructions on page 3 of the OPTIMA guide with new CASA volunteers with the First Step packet.

-Contact logs should be brief, but have comprehensive details about visits, notable discovery and significant key events. Time spent on these activities should also be noted in the contact log.

- All Contact logs (from the previous month) are due in OPTIMA by the 5<sup>th</sup> of each month.

#### Organizing Case Files

##### AGREEMENT

-All CASAs, Peer Coordinators and Program Supervisors will get **the same initial file** containing:

- 1) Legal file and Waitlist notes
- 2) DHS letter requesting Psychological evaluation and the completed evaluation/DHS Court Reports/CANS assessment/developmental screenings on the children etc.
- 3) Any significant documents the PC/PS believes should be included in the initial file.

##### Notes:

-If CASAs request the initial file be printed PS will accommodate.

-CASA/PCs may also request documents from discovery be printed.

#### Reading Discovery

##### AGREEMENT

-CASAs should read the entire initial case file and all new discovery on the case to assist in case planning.

-Peer Coordinators/PS should review pertinent information, Court Reports, CRB reports, etc. if they are covering for the CASA at a hearing, or CRB.

-Peer Coordinators/PS only need to read significant discovery as needed to provide volunteer coaching and answer questions.

-Program Supervisors should skim discovery for CASAs who have a PC and review discovery when approving a Court Report or CRB Report to check for accurate dates and information if needed.

## Attending Court Hearings with CASAs

### AGREEMENT

-CASAs will attend all hearings and CRBs when available. Peer Coordinator or PS will cover for CASA when they are unable to attend.

-Peer Coordinators /PS will attend the first Court hearing and CRB, with a new CASA, then check in with CASA in the future to see if they want you to attend for support

-If a CASA believes they **do not** need support during a hearing/CRB after the initial hearing/CRB, the PC/PS needs to respect that decision unless the PC/PS have concerns regarding the CASAs ability.

## Presenting the First Steps Packet

### AGREEMENT

-Peer Coordinator/PS should review the checklist in the First Step Packet prior to presentation to ensure all important highlights are covered.

-Peer Coordinator/PS need to go through each form in the First Step "A" Packet with **new** CASA volunteers. (CASAs are trained and encouraged to ask for this type of training from the PC/PS).

-The First Step packets are available on the PC Web page for review before presentation if needed.

## Meetings

### AGREEMENT

-Peer Coordinator/PS and new CASAs should have three face-to-face meetings during the first three months of their first new case.

-Peer Coordinator/PS should have monthly contact individually or in a group with their CASAs.

- Program Supervisors will meet quarterly individually or in a group with their Peer Coordinators.
- CASA of Lane County will provide Peer Coordinator/PS ongoing trainings throughout the year.
- CASA of Lane County will facilitate all semi-annual Peer Coordinator/PS meetings.

## Voice/e-mail

### AGREEMENT

- CASA to “cc” Peer Coordinator/PS (for direct support only) on all significant e-mails so they can provide timely and adequate support if needed
- Peer Coordinators will forward CASA emails to PS that they think it may require additional support.

### As a reminder –

- Use child first name and last initial only.
- CASAs emailing parties to the case need to only communicate factual information and not their opinions.
- These communications are discoverable.
- “Foster parents are NOT parties”.

## Technology Skills

### AGREEMENT

- All current and new CASAs should be OPTIMA trained and able to send/receive e-mails and attachments.
- If CASA is not active in OPTIMA within two weeks of case assignment, PC/PS needs to follow up with them.
- Some long-time CASAs with existing cases are being supported by their PS, but MUST accept new technology for future cases.
- CASAs and PCs will save documents, Court Reports and CRB reports as a “Word document” to be compatible with the CASA program computers.

## Conflict Resolution and Support

### AGREEMENT

-Peer Coordinators/PS should contact the CASA immediately by email or phone if there is an issue with their performance, communications or adherence to policies and procedures.

-Peer Coordinators/PS should meet face to face if issues are unresolved in a timely manner.

-Peer Coordinators/PS should contact their PS/Program Director if significant issues continue to be unresolved for more than two weeks.

-Peer Coordinators & Program Supervisors who have issues with each other are encouraged to directly communicate with each other. Issues that are unresolved should be brought directly to the Program Director.

-Significant changes in the case and/or safety issues related to a child or volunteer must be immediately reported to PS/Program Director.

## Communication

### AGREEMENT

-In circumstances where CASAs bypass the Peer Coordinator and go directly to the Program Supervisor, the PS will assist the CASA, notify the PC and remind the CASA of the protocol to go directly to their PC in the future.

-Peer Coordinator/PS should check in with their CASAs every 6 months about their perception of coaching and support they are receiving.

-Peer Coordinators will be notified of:

- Staff changes
- Changes in policies, procedures or pre-service training
- Form changes
- Events
- Trainings

## Court Reports

### AGREEMENT

-PC/PS will utilize these tools when assisting a CASA with a court report:

- Court Report Instructions
- Tips for Writing a Court Report

-Editing a Court Report

-PCs will expect a rough draft Court Report from their CASAs **21 days** prior to the Court date for editing. The original report and edited report will be forwarded to the Program Supervisor **14 days** prior to the Court date for final editing.

-Final edits by PS will be shared with PC & CASA before submitting to the court and all parties.