



# CASA

Court Appointed Special Advocates  
**FOR CHILDREN**

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**DOUGLAS COUNTY CASA**

## Volunteer Handbook 2024

**Our Vision:** All children in Douglas County, Kansas live in safe, nurturing, and permanent homes.

**Our Mission:** We recruit, train, and support volunteers who advocate for the best interest of children who have experienced abuse and neglect and are under the protection of the court system in Douglas County, Kansas.

*We provide comprehensive advocacy for children who have experienced abuse and neglect and under the protection of the court system. Our trained volunteers investigate, facilitate, monitor and mentor. Through compassion and commitment, they are dedicated to be the child's voice through their journey to a safe, loving permanent home.*



## **DOUGLAS COUNTY CASA Volunteer Handbook**

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# Douglas County CASA, Inc.

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## Agency Contact Information

<b>KVC</b> Lawrence Office: 785-331-4200 After Hours Emergency: 913-621-5753	<b>DCF Hotline</b> To report child abuse: 800-922-5330
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## Douglas County CASA, Inc.

### Volunteer Job Description

#### Position:

CASA Volunteer

#### What We Do:

We recruit, train, and support advocate volunteers who promote the best interest of children who have experienced abuse and neglect and are under the protection of the court system in Douglas County, Kansas. Douglas County CASA places a high priority on reuniting children with their biological families or other families of origin whenever possible.

#### Summary:

Court Appointed Special Advocate (CASA) volunteers are specially trained community volunteers appointed by juvenile judges to advocate for the best interest of children who are brought before the court for reasons of abuse or neglect. CASA volunteers provide comprehensive advocacy to a child or a sibling set (no more than five children) who have experienced abuse and neglect, have an active Child In Need of Care (CINC) case, and are under the protection of the court system. Through compassion and commitment, they are dedicated to support the child through their journey to a safe, nurturing, and permanent home.

#### About the Position:

Who can apply:	❖ Individuals at least 21 years of age
Work setting:	❖ Child's/Youth's home or out-of-home placement location, Douglas County Juvenile Court hearings, and remote and in-person office settings as needed.
Work schedule:	❖ Schedule is flexible with necessary availability during regular business hours and some evening and weekend hours.
Time commitment:	❖ Approximately three hours per week for at least one year after assignment to a case.
Training requirements:	❖ Successfully complete 30 hours of initial training, including Court and Citizen Review Board hearing observations, and 12 hours of continuing education each calendar year.
Supervision:	❖ CASA volunteers report to and are mentored and supported by CASA Supervisors. They are appointed by and are accountable to the Douglas County juvenile court judge.

#### Job Tasks:

1. Review the file, including the social history and legal documents for the assigned case.
2. Maintain regular contact with the assigned child, meeting with the child in person at least monthly.

## Douglas County CASA, Inc.

### Volunteer Job Description

3. Maintain regular contact with parents, foster parents, caseworkers and all other professionals or individuals involved in the child's case.
4. Advocate for permanency for the child as soon as possible, given the child's circumstances.
5. Attend meetings and all court hearings for the assigned case.
6. Maintain complete records regarding the assigned case, including case notes with information regarding appointments, interviews, and information gathered.
7. Submit monthly reports (or complete required data entry) and court reports on time.
8. Monitor compliance with court orders. Assess whether appropriate services are being provided to the child and family.
9. Maintain confidentiality and respect the privacy of the child and the family.
10. Communicate effectively and sensitively with diverse populations.
11. Maintain objectivity.
12. Comply with all CASA program rules and policies regarding volunteer duties.

#### Resources provided:

All needed equipment and supplies necessary will be provided. Expenses including mileage will be reimbursed as necessary.

#### Desired Qualifications & Experience:

1. Ability to keep all client and court information confidential
2. Effective verbal and written communication skills.
3. Ability to demonstrate respect for and relate to people from various backgrounds (economic, cultural, educational) in a variety of settings
4. Ability to establish trusting, professional relationships with both the child and family as well as the professionals involved in the case
5. Ability to transport self to a variety of locations
6. Ability to maintain composure when faced with challenging emotions including hostility, anger, and resentment
7. Ability to respond with empathy, communicating an understanding of the reason for these emotions and reactions
8. Willingness to recognize personal biases and ability to separate facts from feelings
9. Detailed information gathering and reporting skills
10. A basic understanding of child development and family relationships.

## **Douglas County CASA, Inc.**

### **Volunteer Job Description**

#### **Pre-service screening:**

All volunteers will be required to complete a screening process/background check to verify identity and identify any undisclosed criminal history.

The screening process/background check includes the following steps:

- A. Completion of a written application containing information about educational background, training, employment history (7 years), residential history (7 years), and experience working with children, along with the names of three (3) or more references that are unrelated to the applicant.
- B. Written authorization and information for the program to secure a background check initially and at least every four (4) years to include:
  - 1) Criminal records from the court jurisdiction in which the applicant currently resides and works.
  - 2) County criminal records.
  - 3) State criminal records.
  - 4) FBI or other national criminal database.
  - 5) National sex offender registry.
  - 6) Child abuse registry or child protective services check where permissible by law.
  - 7) Social security number check or the equivalent that allows for additional names, aliases and/or addresses to be obtained for the individual for further checks.
- C. Participate in a personal interview in-person (or via Zoom/video call).

# Tips for Making Online Report of Abuse or Neglect

## Kansas Department for Children and Families (DCF)



*If the child is in immediate danger or in an emergency situation, contact local law enforcement.*

### DEMOGRAPHIC INFORMATION NEEDS

Please make sure to complete required field at top of online report by selecting child or adult.

The Kansas Department for Children and Families (DCF) needs the following demographic information when processing a report of abuse or neglect:

1. Child(ren)s information (alleged victim or child(ren) who was harmed)
  - First and last name, date of birth (DOB) or estimated age, address and school or daycare attended
2. Caregiver (parent or other)
  - Name, address and phone number
3. Alleged perpetrator or person causing harm
  - Name, address, phone number, relationship to child and access to the child
4. Siblings
  - Names, DOB or age
5. Emergency contacts (listed on school, daycare or doctor forms)
  - Names and contact information

### REPORTING AN INCIDENT

When reporting an incident, try and answer the questions below to the best of your knowledge.

#### WHO

- Who is the victim of abuse?
- Who was the person that caused harm or injury to the child(ren)?
- Who else has knowledge of what occurred?
- Who can protect the child(ren)?
- Who all lives in the home with the child(ren)?

#### WHAT

- What did the victim say happened (provide details and exact statements)?
- What were the circumstances surrounding the incident?
- What have you observed regarding the concerns?
- What does the injury look like, if injury is present?
- What does the child say about returning home?
- What is the child's functioning level?
- What has your interaction been with caregiver?
- What did the caregiver say happened?



#### WHEN

- When did, the incident happen (date)?
- When will the child have contact with the alleged perpetrator?
- When was law enforcement contacted, if an emergency existed?

#### WHERE

- Where does the child have an injury?
- Where did the incident happened i.e. physical location
- Where can the child currently be located (what time school gets out, after school plans, etc)?

To make a report online,  
visit [www.dcf.ks.gov](http://www.dcf.ks.gov).

- Use Internet Explorer
- Website times-out at 60 minutes
- Attachments may be added to the web intake

To make a report by phone, call  
1-800-922-5330.

## TIPS FOR MANDATED REPORTERS

- Keep in mind it is often difficult for a child to disclose situations of abuse or neglect. The child may have been threatened not to tell. The child may feel ashamed, embarrassed, anxious or scared.
- Be respectful of the child's space by not leaning in too close while he or she is talking.
- Maintain a calm expression. The child's story may be shocking. If expressions of shock or other emotions are displayed, the child may shut down.
- Limit questions to obtain only the minimal information needed to make the report. Remember "a reason to suspect" is enough information to make a report.
- Do not put words in the child's mouth. Asking leading questions may harm the child and unintentionally alter the facts of the case. For example a child may disclose, "My daddy touched me." An example of a leading question is, "Did your daddy touch your private?" This is leading because it assumes where the child was touched before the child has disclosed this information; and it uses language ("private") the child may not use. A follow-up question may not be needed if a "reason to suspect" abuse is already established. A report may be made without asking for details.
- Do not interview the child to gather specific details or facts.
  - Interviewing children multiple times may be traumatizing to the child.
  - Interviews of children regarding abuse or neglect should be conducted by DCF Child Protection Specialists or Investigators, law enforcement or Child Advocacy Center staff specifically trained in forensic interviewing of children.
- Do not promise the child to keep the disclosure a secret. Reassure the child and explain that you will call someone who will be able to help.
- Reassure the child the information will not be shared with peers or anyone who does not need to know to keep him or her safe.

This information was adapted from Illinois Department of Children and Family Services "Recognizing and Reporting Child Abuse: Training for Mandated Reporters". <http://www.dcfstraining.org>



*Strong Families Make a Strong Kansas*



**Kansas Judicial Branch Rules / Adopted by the Supreme Court**  
**Rules Relating to District Courts**  
**Rule 110 / CASA Volunteer Programs**

Court-appointed special advocate (CASA) volunteer programs shall embrace the following:

- (a) It shall be the primary duty of a court-appointed special advocate to personally investigate and become acquainted with the facts, conditions, and circumstances affecting the welfare of the child for whom appointed, to advocate the best interests of the child and assist the court in obtaining for the child the most permanent, safe, and homelike placement possible. A CASA volunteer, additionally, should:
- (1) Visit the child as often as necessary to monitor the child's safety and observe whether the child's essential needs are being met;
  - (2) Attend court hearings pertaining to the child or, if not excused by the judge, arrange for attendance of a qualified substitute approved by the judge;
  - (3) Participate in staffings and, to the extent possible, other meetings pertaining to the child's welfare;
  - (4) Participate in the development of the written plan for reintegration and/or modification of a plan already in place;
  - (5) Submit a written report to the court prior to each regularly scheduled court hearing involving the child; and
  - (6) Do all such other things on behalf of the child as are directed by the program director and the standards relating to CASA volunteer programs.
- (b) A CASA volunteer shall:
- (1) Be at least 18 years of age;
  - (2) Submit a completed written application to the local program; and
  - (3) Successfully complete screening procedures and a review by local program staff.
- (c) Standards relating to CASA volunteer programs shall be promulgated by the Judicial Administrator and followed by CASA volunteer programs. The standards shall include requirements pertaining to certification of local CASA volunteer programs by the Judicial Administrator and certification and training of CASA volunteers by the local program.
- (d) District courts utilizing privately administered CASA programs shall have a written agreement with the person or group sponsoring the program. The written agreement shall be in force for not longer than two years from the effective date of the agreement. The agreement shall govern operation of the privately administered CASA program and shall:
- (1) Require the program to meet the standards relating to CASA volunteer programs promulgated by the Judicial Administrator;
  - (2) Set forth the responsibilities of the court to the CASA program and of the CASA program to the court including a requirement that CASA volunteers be certified by the local program;
  - (3) Specify the procedures for assignment of the program to cases and for the removal of the program from cases;
  - (4) Establish procedures for resolution of grievances and conflicts for both CASA programs and individual CASA volunteers; and
  - (5) Set forth the requirements the program must meet to be eligible for renewal of the agreement upon expiration.
- (e) District courts shall promulgate local court rules governing operation of CASA programs which are administered by the court. The rules shall include the items specified in (1) through (4) of the preceding paragraph.
- (f) A CASA volunteer shall be given notice of all court hearings involving the child and shall have access to any district court records within the state pertaining to the child for whom appointed.
- (g) The district court or the privately administered CASA program, as applicable, shall provide such statistical and other information about its CASA program as the Judicial Administrator may require.

[History: New Rule effective January 1, 1986.]

# **Appendix B**

## **Applicant and Volunteer Management Policies**

*(Amended and Approved by Board – August 2014)*

### **1. Administration of Recruitment, Application, and Screening Processes**

The Executive Director oversees recruitment, application, training, and screening, and is responsible for ensuring that these processes are carried out in accordance with written program policies and procedures. Specific aspects of these processes may be carried out by other employees or volunteers, as designated by the Executive Director.

### **2. Recruitment and Application**

#### **A. Recruitment**

##### **1) Recruitment Plan**

Douglas County CASA, Inc. (hereinafter “the Program”) shall engage in appropriate strategies for recruitment, including speaking engagements, direct advertisement, and community collaboration and maintain a written plan for recruitment of volunteers from diverse cultural, ethnic, age, and socio-economic backgrounds. The Executive Director ensures that the recruitment plan reflects the need for diversity, the number of children to be served, the availability of staff supervision, and the financial resources of the Program.

##### **2) Recruitment Materials**

The Program shall prepare and maintain a standardized packet of written information for recruitment, which shall include at least the following:

1. Volunteer Job Description outlining the roles, responsibilities, and time commitments for the position.
2. Program Brochure
3. Equal Opportunity Statement

##### **3) Referrals to other CASA Organizations**

The Program shall refer applicants or certified volunteers who are relocating to other CASA/GAL programs, Kansas CASA, or National CASA when appropriate.

#### **B. Application Processing**

##### **1) Standard Application Packet**

The Program shall maintain a standard volunteer application packet which contains, at minimum, a volunteer job description, information regarding training, application forms (or information about obtaining forms), and information regarding Consent (see below).

##### **2) Consent**

The applicant shall be informed, in writing, of the screening procedures which will be used. Each applicant must sign a release of information for the purpose of the Child Abuse and Neglect Central Registry Check and the Criminal History Record Inquiry (CHRI). Applicants who refuse to sign the release shall not be certified as CASA volunteers. If the applicant has not been a resident of the State of Kansas for the past five years, he/she must also sign a release of information for the purpose of additional

criminal background checks in other states or countries where the applicant has lived during the last five years.

### **3) Written Application**

All applicants shall complete a written application. The completed application form shall contain, at a minimum, information regarding educational background and training, employment history, experience working with children, personal experience with child abuse and neglect, prior contact with the juvenile justice and criminal justice systems, and at least three references unrelated to the applicant.

### **4) Timely Processing of Application**

Application packets shall be sent within five working days of a request. Completed applications shall be processed in a timely and appropriate manner, in accordance with KCA and Office of Judicial Administration (OJA) guidelines.

## **3. Applicant Eligibility, Screening & Selection**

### **A. Eligibility / Conflict of Interest**

No volunteer shall be certified if he or she is currently employed by the juvenile division of the district court, currently employed by the youth services division of the Kansas Department for Children and Families (hereafter “DCF,” formerly the Department of Social and Rehabilitation Services or SRS), DCF child welfare providers, the Juvenile Justice Authority (JJA) or community juvenile field services.

### **B. Personal Interview**

All applicants must complete a personal interview with program staff before beginning training to make a preliminary determination of eligibility and suitability for CASA roles and responsibilities.

### **C. Background Screening**

1) For Applicants who have resided in Kansas for all or part of the last seven (7) years:

- a) Program staff will submit Child Abuse and Neglect Central Registry screening requests to DCF.
- b) Program staff will arrange for fingerprinting of each applicant and submit fingerprints and Criminal History Records Inquiry (CHRI) screening requests to OJA. OJA shall conduct the CHRI.

The Executive Director or designee shall request blank Fingerprint Identification Records System (FIRS) cards from the Office of Judicial Administration (OJA).

For each applicant who has completed a Waiver Agreement and Statement, the Applicant or a staff designee shall fill in the required information on the FIRS card.

A person trained to take fingerprints must roll the applicant’s fingerprints on to the FIRS card. Fingerprinting should take place before training begins or as soon as possible thereafter.

After fingerprinting, the Executive Director or designee should be in control of the FIRS card at all times. The applicant must not have custody of the FIRS card.

The Executive Director or designee shall submit the applicant's Waiver Agreement and Statement, application for CHRI and FIRS card to OJA at the same time. Copies of these documents shall be maintained in the applicant's file.

- c) Program staff will submit the applicant's Social Security Number for verification.
  - d) Program staff will conduct a search of the Kansas and National Sex Offender Registry.
  - e) Program staff will conduct a motor vehicle records check for Kansas.
- 2) For Applicants who have resided elsewhere for all or part of the last seven (7) years:
- a) Program staff will submit Child Abuse and Neglect Central Registry screening requests of the registries of other states or countries where the applicant has lived during the past seven years.
  - b) Program staff will submit criminal background checks to the appropriate agency in each state or country where the applicant has lived during the past seven years.
  - c) Program staff will submit the applicant's Social Security Number (SSN) for verification.
  - d) Program staff will conduct a search of the National Sex Offender Registry and the registries of each state or country where the applicant has lived during the past seven years.
  - e) Program staff will conduct a motor vehicle records check for each state or country where the applicant has lived during the past seven years.

#### **D. Background Screening Results**

##### **1) Criminal History**

OJA will inform the Director whether the applicant is "eligible" or "ineligible" based on provisions of Section I.D.4.a-f of the Kansas CASA Standards and Guidelines. When the applicant's eligibility notification is received, it shall be attached to the applicant's Waiver Agreement and Statement, application for CHRI, and FIRS card, and placed in the applicant's file.

The Director shall inform the applicant if the determination is "ineligible". If an applicant has pending charges, a decision by OJA may be suspended until the outcome of the case is known.

Applicants who wish to contest a determination of "ineligible" will be directed to contact OJA. The Director has discretion to seek an exception for an ineligible applicant. If any exception is to be made, the chief judge or designated judge must document, in writing, the justification for granting an exception.

For applicants who have resided outside the State of Kansas, the Director shall generally determine an applicant to be ineligible if it is found that the applicant has a criminal history equivalent to Section I.D.4.a-f of the Kansas CASA Standards and Guidelines. The Director has discretion to seek an exception for an ineligible applicant. If any exception is to be made, the chief judge or designated judge must document, in writing, the justification for granting an exception.

2) Child Abuse and Neglect History

If DCF, or a similar agency in another state or country, lists the applicant as the perpetrator of an act of child abuse or neglect, the applicant is ineligible for certification unless the chief judge or designated judge documents, in writing, the justification for granting an exception.

Certification shall not be denied if the registry of another state refuses to give information in a timely manner. If disqualifying documentation is obtained after certification is granted, decertification shall be undertaken.

3) SSN Verification

An applicant whose SSN is not verified cannot be certified and will not be accepted for training or certified as volunteers.

4) Sex Offender Registry Checks

An applicant whose name appears on a state or federal Sex Offender Registry list shall have 30 days to provide evidence to contest the listing, and will not be accepted for training or certified as a volunteer unless there is clear and convincing evidence that the applicant would not pose a risk to children and that certification would not negatively impact the credibility of the Program.

5) Motor Vehicle Registry Checks

An otherwise qualified applicant whose motor vehicle records check reflects violations may be certified as a volunteer, but will be restricted in accordance with the terms of the Volunteer Transportation Agreement.

**E. Screening during training**

Program staff will continue to screen applicants during the training process for suitability to the roles and responsibilities of being a CASA volunteer.

**F. Transfer Applicants**

A qualified CASA volunteer from another state must complete the full application and Kansas screening process.

**G. Termination of Screening Process / Status Information / Unsuccessful Applicants**

Applicants shall continue to be screened until certification is granted. On request, the Program should notify an applicant in writing of the status of their application.

Applicants not accepted for training or certified as CASA volunteers shall be treated with dignity and respect, and referred to alternative volunteer opportunities when appropriate.

## **H. Re-Screening**

The Program shall repeat the record checks required in C for active volunteers every four years, except for the CHRI, which includes automatic notification of changes in records.

## **4. Training & Certification**

### **A. Initial Training**

Applicants shall be trained using the National CASA training curriculum or its equivalent. Training shall consist of at least 30 hours of training on topics required by Kansas CASA Standards and Guidelines, supplemented by National CASA guidelines when appropriate. Credit toward the 30 hour minimum may not be given for education or professional training obtained by an applicant prior to application to the CASA program. Training may include segments provided by other agencies or other CASA programs.

Training shall include a minimum of four (4) hours specifically designed to provide local information. Training shall also include court observation of juvenile proceedings, including Citizen Review Board proceedings.

Trainees must be given a training manual and a synopsis of pertinent Kansas laws.

Training should be designed to increase the knowledge, skills, and abilities of volunteers so that they can fulfill their volunteer roles and responsibilities. Program staff shall review and revise the curriculum as needed to meet the needs of volunteers.

### **B. Certification**

To be certified as a CASA volunteer, each trainee must successfully complete the screening and training processes. The Director or designee shall send a list of newly certified volunteers to OJA within 30 days after training and screening procedures are completed.

### **C. In-service Training**

The Program shall provide or assist in the provision of a minimum of 12 hours of in-service training annually. In-service opportunities must include, but are not limited to, cultural competency, disproportionality, disparity in outcome training and recognizing abuse. To maintain certification, each volunteer must complete 6 hours of in-service training during each calendar year (prorated for newly trained volunteers who completed training mid-year), and Kansas and/or National CASA guidelines

### **D. Inactive Status**

A certified CASA volunteer may request a leave of absence for up to one (1) year. Such leave will be granted at the sole discretion of the CASA staff. To return to active status, the volunteer must have completed at least 6 hours of in-service training. The staff may make additional requirements if appropriate.

### **E. Decertification / Suspension of Certified Status**

- 1) Any applicant or certified volunteer shall immediately notify the Program of any criminal charges filed against them.

## **2) Arrests and Convictions**

Certification may be suspended by the chief judge if the volunteer is arrested for, charged with, or convicted of a crime pending resolution. For crimes other than those listed in Section I.D.4 of the Kansas CASA Standards and Guidelines, decertification shall be at the discretion of the Director. If convicted of a crime listed in Section I.D.4., immediate decertification is required.

## **3) Notice to OJA**

Within 30 days of a volunteer's resignation or dismissal for cause (see 8.C.), the Director or designee shall notify OJA of the volunteer's name and the reason for decertification.

# **5. Volunteer Assignment**

## **A. Assignment authority**

The Director or the Director's designee shall be responsible for the assignment and removal of volunteers to/from specific cases. Appropriate consideration shall be given to ethnic, cultural, and religious diversity when assigning volunteers to cases. The Director shall notify all parties and agencies involved in the case of the CASA volunteer's appointment.

## **B. Case Load Limits**

A volunteer will not be assigned to more than two children at a time. An exception may be granted at the discretion of program staff for sibling groups or for other appropriate circumstances. The rationale for the decision to permit a higher case load must be located in the volunteer's file.

## **C. Case-Specific Conflicts of Interest**

No volunteer may be assigned to a specific case if he/she is connected to the family in a professional capacity or in a close personal relationship. A volunteer who develops a case-specific conflict of interest after assignment to a case shall be removed from the case immediately.

# **6. Volunteer Roles, Duties & Responsibilities**

## **A. Written Policies**

The Program maintains written volunteer policies. During training, volunteers will receive a CASA Volunteer Handbook containing Supreme Court Rule 110, as well as other policies and guidelines for their volunteer work. Policies and guidelines will be reviewed and revised as needed, and any policy changes will be communicated in writing to all volunteers.

## **B. Volunteer Compliance with Written Policies**

Volunteers will sign an Acknowledgement that they have read and understand the policies contained in the CASA Volunteer Handbook and agree to abide by them.

## **C. Volunteer Contact with Assigned Child**

Volunteers must have regular and sufficient in-person contact with the child to enable the volunteer to have an in-depth knowledge of the case and make fact based recommendations to the Court. The volunteer shall meet in person with the child once every thirty (30) days at a minimum. An exception may be granted by Program staff;

however, the decision to permit less frequent in person contact shall be documented as to the justification for and reasonableness of the exception.

## **D. Specific Local Court-Approved Policies**

### **1. Questioning a Parent**

In gathering information concerning the child for which a CASA has been appointed, it will be necessary for the CASA to speak with a child's parent(s) or legal guardian. When a parent is represented by counsel, the CASA must be aware that the parent may be instructed not to discuss the case with the CASA by legal counsel. It is also possible that a parent, represented or not, might begin discussions and wish to terminate those discussions after they have begun. It is also possible that the attorney representing the parent(s) or legal guardian may wish to be present during such questioning. A CASA should tell the parent or guardian that talking to the CASA is voluntary. Anything said to the CASA may be used in a report to court. The CASA should inform parents that they may have counsel present if they wish.

### **2. Information Received by CASA**

There may be occasions when a child or individual involved in a case requests a CASA keep secret information shared with the CASA. A CASA may not intentionally withhold relevant information from the court concerning the child. A CASA must inform all persons involved in a case that any information received, told to, or discussed with the CASA is subject to disclosure to the court. However, the CASA may make a judgment, in consultation with program staff, that some information disclosed is not relevant to the court case and therefore need not be included in a court report.

### **3. Mandatory Reporting of Suspected Abuse/Neglect**

It is required that CASA volunteers report suspected child abuse or neglect of their assigned CINC. There does not have to be a direct observation of abuse or neglect, but only a reasonable basis for concern about the physical and emotional health and welfare of the child. When a CASA has such a suspicion, the following procedure should be followed:

- A. A report should be made immediately to the volunteer's supervisor, or the Executive Director of the CASA program. However, if the first attempt to reach program staff fails, the volunteer should move immediately to step #2.
- B. An official report of the suspicion should be made to the DCF.
- C. If the child appears to be in immediate danger of serious physical injury or death, the CASA should call 911.

### **4. Confidentiality**

- A. General Definition. Confidentiality is defined by Blacks Law dictionary as the "state or quality of being confidential: treated as private and not for publication".
- B. Juvenile Court Proceedings. CASA volunteers will be entrusted with confidential information regarding children whom they are appointed to represent. Any information obtained through this relationship from whatever source is intended to be held in confidence or kept secret. Volunteers are



expected to adhere to confidentiality policies and procedures as outlined in the training manual.

CASA volunteers, members of the board and staff are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving/employed by Douglas County CASA. Failure to maintain confidentiality may result in the termination of the individual's relationship with the Program or other corrective action.

#### **E. Transporting Children**

CASA volunteers may not transport children or family members without a signed Transportation Agreement in place and compliance with all of the terms thereof, including obtaining permission from Program staff and the custodial agency or legal guardian, providing up-to-date proof of insurance and valid license to drive, understanding personal risk of liability and acceptance of that responsibility, and consent to a motor vehicle records check.

#### **F. Emergency Procedures**

If a CASA volunteer is involved in a medical or police emergency while engaged in CASA volunteer duties (i.e. domestic disturbance, serious injury to a person, or a threat of bodily harm), the volunteer should call 911.

Under no circumstances is a volunteer to transport children having a medical emergency, administer medical treatment other than CPR, or attempt to intervene in any type of violent situation.

In the event that a CASA volunteer calls 911 or witnesses a police or medical emergency, he/she should make an oral or written report about the incident to the volunteer supervisor as soon as possible.

#### **G. Possession of Weapons or Firearms**

Volunteers shall not possess a weapon or firearm on CASA premises, while conducting business on behalf of CASA, or otherwise performing their duties.

#### **H. Alcohol and Drug Use**

Volunteers shall not be under the influence of alcohol or illegal drugs on CASA premises, while conducting business on behalf of CASA, or otherwise performing their duties. Volunteers who are taking prescribed or over-the-counter medications that may affect their judgment or the performance of their duties should exercise caution in using those medications and avoid scheduling CASA activities while under the influence of these medications.

#### **I. Online Communication and Use of Social Media**

**1. Transparency.** Absent specific permission from the Executive Director to post online statements relating to the Program or the Program's mission, including approval of content, volunteers must state that they are speaking only for themselves and that their statements do not necessarily represent the views of National CASA, the Kansas CASA Association, or the Program.

**2. Comply with the laws regarding copyright and plagiarism.** Never post someone else's work without their express permission, including statements, images, statistics, or

other content, unless your use constitutes “fair use” under the law. Give credit to the original source of material that is not original.

**3. Other limits on content:**

- a. Do not reveal any confidential information and respect the privacy of others.
- b. Avoid statements that may be construed as libelous or defamatory.
- c. Avoid inflammatory statements and topics, such as partisan politics and religion.
- d. Be accurate.
- e. Avoid attracting negative attention for the Program.

**4. Do not become online “friends” of the children or family members in your case.**

**5. Consider establishing a special “CASA work only” email identity if you need to exchange information with children or family members in your case.**

**7. Volunteer Supervision, Evaluation, and Recognition**

**A. Staff/Volunteer Ratio**

Each full-time (40 hours per week) staff member shall supervise no more than 30 active volunteers at a time. Part-time staff members shall supervise a proportionate number of volunteers (i.e., half-time staff working 20 hours per week shall supervise no more than 15 active volunteers).

AmeriCorps VISTA volunteers are assumed to be available for volunteer supervision for 30 hours a week, and shall therefore supervise a maximum of 22 active volunteers.

The full-time Executive Director shall supervise no more than 5 active volunteers and no more than five (5) full-time volunteer supervisors.

**B. Nature of Supervision**

Supervision of CASA volunteers is to be closely monitored by the Executive Director. Volunteer supervisors shall keep the Executive Director informed of important case activity as needed.

Supervision shall be readily available, appropriate to the volunteer’s needs and the complexity of the case, and should hold volunteers accountable for the performance of assigned roles, duties, and responsibilities.

Volunteer supervisors shall meet regularly with each volunteer to review case progress. Supervisors shall review the volunteer’s report to the court and consider the volunteer’s concerns and recommendations in a timely manner so as not to jeopardize the best interests of the child.

**C. Editing of Court Reports**

Volunteer supervisors shall edit volunteer court reports. The primary purpose of editing is to correct errors, simplify, clarify, and/or otherwise improve the readability of the report. Changes to substantive factual elements of the report or the specific recommendations of the volunteer should not be made without the knowledge and agreement of the volunteer. The Executive Director is ultimately responsible for the content of reports, and may file a court report on behalf of the Program that provides different information or recommendations regarding the volunteer’s case.

#### **D. Volunteer/Supervisor Case Conflicts**

Volunteers who have conflicts with a supervisor regarding the handling of a case or editing of a report should contact the Executive Director for assistance in resolving the conflict.

#### **E. Annual Volunteer Evaluation**

Supervisors should evaluate each volunteer on an annual basis using a standardized evaluation form. The evaluation should include a review of the volunteer's work on the case, participation in in-service training, and any comments from the judge, other parties, or agencies, regarding the volunteer's service.

#### **F. Volunteer Recognition**

The program should provide ongoing verbal and written recognition of volunteers for their service.

### **8. Volunteer Resignation or Dismissal**

#### **A. Resignation**

Volunteers may request removal from an assigned case at any time.

#### **B. Dismissal Authority**

The Executive Director is ultimately responsible for the decision to dismiss a volunteer for cause and for communicating the decision to the volunteer.

#### **C. Grounds for Dismissal**

Appropriate grounds for dismissal include, but are not limited to, the following:

1. The volunteer takes action, without program or court approval, which endangers the child, or jeopardizes the reputation of the Program.
2. The volunteer engages in *ex parte* communication with the court.
3. The volunteer violates program policy, court rules or the law.
4. The volunteer fails to effectively carry out CASA volunteer roles, duties, and responsibilities, including the timely submission of reports.
5. The volunteer fails to complete required in-service training.
6. The volunteer falsified or misrepresented factual information on the volunteer application or in other aspects of screening process. (reworded)
7. A conflict of interest arises that cannot be resolved.
8. There are allegations of child abuse or neglect against the volunteer that cannot be resolved in favor of the volunteer.

### **9. Legal Consultation**

The Program shall ensure that an attorney is available for legal consultation with the CASA volunteer on any case the program director deems it appropriate, provided that no attorney shall consult with the CASA volunteer as to any case in which the attorney is serving in any capacity, or in any case in which there appears to be a conflict of interest.

If the attorney designated for consultation is also a member of the Board of Directors, the Program director shall clarify the roles in order to keep the two functions separate.

## **10. Volunteer / Program Relationship**

### **A. Conflict of Interest**

A conflict of interest is a situation in which a volunteer has a personal interest (including a personal or business interest in another organization) sufficient to appear to influence the objective exercise of his or her official duties.

The conduct of business between any volunteer and the Program is prohibited unless first fully disclosed and then only if approved by the Board. Volunteers shall not have a direct or indirect financial interest in the assets, leases, business transactions or professional services of the Program.

Volunteers have a duty to make timely disclosure of a conflict or potential conflict of interest in a transaction with the Program.

### **B. Notification of Criminal Charges**

A volunteer must immediately notify the Program of any criminal charges filed against them

## **11. Case and Volunteer Records**

### **A. Case Records**

The volunteer shall have complete and timely access to all records and documents pertaining to the case.

The Program shall keep complete case files; including court documents from the clerk's legal and social history files, all volunteer reports, and volunteer and supervisor correspondence regarding cases, including notes from phone or in-person consultations. Volunteers are required to return case files to the program office when the volunteer is discharged or when the case is closed. The court shall be notified if a case file has not been returned to the Program within 30 days of the volunteer's discharge or case closure.

Case files shall be destroyed when the child reaches 18 years of age. If sibling cases are contained in the same file, the file shall be destroyed when the youngest child reaches 18 years of age. File destruction dates are maintained and tracked via spreadsheet by the Administrative Assistant. Files are destroyed in December of the corresponding calendar year via shredding bins located in the basement of the Douglas County Courthouse.

The Program shall maintain a list of certified volunteers with contact information, a calendar of court hearings, records regarding case assignments, and records regarding storage and destruction of case files.

All files are considered confidential and shall not be accessible to the public.

### **B. Volunteer Records**

The program shall maintain a volunteer file for each certified CASA volunteer. All files shall be considered confidential and shall be maintained for a period of five years after decertification. Volunteer applications for individuals who did not complete training or certification requirements will be maintained for 1 year.

Volunteers may view their own file upon request during a scheduled appointment with the Executive Director. If the volunteer feels that additions or corrections need to be made, they should request these changes in writing and submit to the Executive Director. The Executive Director will review the request, make a determination, and notify the volunteer in writing within five working days.

The volunteer file shall include but is not limited to the following items:

1. Volunteer application
2. Interview form
3. Copy of driver's license and insurance card
4. Reference forms
5. CHRI eligibility determination by OJA and/or criminal background screening results from other states
6. Kansas DCF Child Abuse and Neglect Central Registry screening result and/or registry screening results from other states
7. SSN verification
8. Motor Vehicle Records check results
9. Sex Offender Registry check results
10. Signed Confidentiality Agreement
11. Signed CASA Acceptance Agreement
12. Signed Transportation agreement
13. Signed CASA Volunteer Handbook Acknowledgement

### **C. Waiver of Confidentiality**

Volunteers who list the CASA program or CASA staff members as references or who request recommendation letters from staff members are deemed to waive confidentiality of information the Program has regarding their volunteer service.

## **12. Courtesy Volunteer Assignments**

### **A. Cross-Judicial District (Intrastate) Assignments**

The Program may provide intrastate courtesy volunteer advocate assistance to another Kansas CASA Program. A courtesy volunteer appointed for this purpose must comply with the policies and procedures of the Program.

The Program may request intrastate courtesy volunteer advocate assistance from another Kansas CASA Program. The courtesy volunteer appointed for this purpose must comply with the policies and procedures of the local Program that appoints the courtesy volunteer.

The decision to request assistance or to accept a request for assistance will be made on a case by case basis and shall be at the discretion of the Executive Director.

### **B. Cross-State (Interstate) Assignments**

The Program shall not request or provide courtesy volunteer advocate assistance to CASA programs outside of Kansas.



## Douglas County CASA, Inc. Casework Guidelines for Volunteers

### Guidelines relating to interacting with the child:

1. The most important part of your duty as a CASA volunteer is to establish and maintain a relationship with the child for whom you are advocating ~~for~~. You ~~will~~~~should~~ see your CASA child in-person at least once monthly, and more often if needed ~~to be an effective advocate~~. You need an in-depth knowledge of the case to make appropriate, fact-based recommendations. If your child is placed far away, we will help you devise a plan to meet the once per month visits obligation. You may transport a child only if a completed CASA Volunteer Transportation Agreement is in place.
2. Be mindful of placements' ~~foster/resource parents'~~ schedules and ~~try to~~ plan visits with your CASA child ~~well~~ in advance. When taking your CASA child on an outing, ~~be sure to~~ let them know what your planned ~~activity~~ is, and when you plan to return. If a child is on restriction (i.e., grounding or curfew), you still need to maintain contact with the child, but should respect the restriction (i.e., see the child in the placement, but do not take them on an outing). It is important to avoid conflicts with caregivers, and to model respect for authority.
3. If an outing with your CASA child involves food, ~~be sure to~~ ask about any special dietary restrictions and allergies. Never administer vitamins or any ~~kind of~~ medications to the child.
4. You may give token gifts (ideally under \$20) to your CASA child for a holiday or for a birthday. The CASA office will provide these gifts in most cases. A token gift ~~is also~~~~might also be~~ appropriate if you plan to use it to assess the child's social and/or learning skills (~~likesuch as~~ a book for the child to read to you). ~~Placement~~~~The foster family~~ is responsible for meeting the child's basic needs for food, clothing, hygiene items, etc. If the child has special needs for clothing or other items, talk with the KVC Case Manager or your CASA Supervisor about CASA and community resources (~~including special CASA funding~~) that ~~are~~~~might be~~ available to meet those needs.
5. Program policy requires reporting to DCF any suspicion that your CASA child has been neglected or abused. There does not have to be direct observation of the abuse or neglect, only a reasonable basis for concern. Contact your CASA Supervisor~~Volunteer Coordinator (hereafter "supervisor")~~ immediately ~~by email/text/phone~~ to discuss making a report. If you are unable to reach your supervisor, ~~you should~~ contact DCF directly. CASA staff will ensure you have the current hotline number and the URL for making such a report via phone call or online. Remember, y~~You~~ are not the judge as to whether the child was abused or neglected. It is sufficient that there is suspicion. DCF will determine whether abuse/neglect has occurred. In a *true emergency*, where time is of the essence and you fear for the child's physical safety, ~~you may~~ contact the police to request a welfare check on the child or call 911.

**Commented [SP1]:** Add something about having a clean driving record, too?

**Commented [SP2]:** Explain the funds we have for CASAs and their supervisors to request from?

### Guidelines relating to your role in the case:

1. You should attend all case plan meetings, IEP (Individual Education Plan) meetings, Court hearings, and Citizen Review Board (CRB) hearings as required by Supreme Court Rule 110. If you are unable to attend ~~because of illness or a previously scheduled trip, make sure your contact your supervisor ahead of time so they is aware of and are~~ available to attend in your place. If you need a subpoena to attend a hearing, let your supervisor know.
2. Your supervisor will meet with you to discuss a plan for beginning work on your case. Contacting the social worker who is the case manager is often an initial step. The KVC Cease Manager is responsible for managing all aspects of the case. A good working relationship will make it easier for you to gather ~~information by phone or email.~~
3. You are obligated~~Keep in mind your obligation~~ to maintain confidentiality at all times.
  - a. You may not divulge confidential information to placement~~foster parents~~, teachers, day care providers, etc. Always err on the side of withholding information. When in doubt, your best response to a query is: "I am sorry; I am not sure whether I am allowed to divulge that information. Let me check with my supervisor~~on that~~ and I will get back to you.~~in touch with you if I am able to do so.~~"
  - b. Remember that your volunteer work and your personal life are separate. You should not discuss the details of your case with your family members, spouse, friends, or acquaintances. **Your CASA child should never visit your home.** There should be no interaction between your CASA child and your family members unless a family member is a certified Support or Co-CASA volunteer.
  - c. Keep your case file and ~~any~~ other case information in a place where it will not be seen by anyone not involved in the case. Avoid discussing case information ~~about the case~~ in a location where others not involved in the case might overhear what you say.
4. Be courteous and diplomatic with the professionals in your case, even when you are ~~assertively~~ advocating for the child. Remember that other CASA volunteers and CASA program staff have longstanding working ~~relationships~~ with these same professionals. Appropriate interactions enable all of us to work together to help children in our community.
5. ~~Keep in mind that the~~ KVC Cease Manager (DCF, KVC, or DCCCA) is responsible for making the most basic decisions about the case, with input from other professionals and from you. As a CASA volunteer, you are not a professional in your case; regardless of your educational or professional training or background. If you ~~disagree with any~~ decision made by a professional, first contact your supervisor to discuss the best way to~~of~~ addressing your concerns.
6. Meeting biological family members in person initially will help you develop a positive working relationship with them. Be courteous and diplomatic with the family members in your case, regardless of your personal feelings regarding their suitability as parents. Encourage and support parents' efforts to comply with court ~~orders~~ but remember that you represent a "child in need of care" and not a "parent in need of care." Providing direct services for parents like transportation or money~~(transportation, etc.) or money~~ is *not* part of your role as a CASA volunteer. ~~While it is understandable that you might want to be helpful, it is important not to let the parents become dependent on your kindness.~~ Parents need to demonstrate the ability to provide for their children independently.

Commented [SP3]: Does this ever happen?

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7. Maintain appropriate records on the Optima database regarding your activities, including case contacts, child visits, time spent on case tasks, mileage, information gathered, etc. Submit all Month-End Narrative Summaries ~~monthly reports~~ and court reports on time. When your case is closed and/or you resign from your case, return all case files and ~~notes~~ records to the CASA office.

#### **Guidelines relating to CASA program support:**

1. The CASA staff is available ~~to for your~~ support and assist you ~~ancee~~. The CASA office phone number may be given to biological family members instead of your personal phone number. Once you are comfortable with them knowing your ~~personal~~ own phone number, you may provide that to them. Your supervisor may accompany you on a first visit with biological family members if you are uncomfortable meeting them ~~initially~~ on your own. Staff members will attend all hearings, ~~and~~ case plan meetings, ~~and/or~~ other meetings with you and can schedule a visit with your CASA child if you are ill or otherwise unable to visit during a given month. Contact your supervisor when you have questions about your case, program policies or procedures, available community resources, or the child welfare system. If you are unable to reach your supervisor, please call another supervisor or the CASA office.
2. Contact your CASA Supervisor and the CASA office ~~us~~ if you change your phone number, email, or home address. If you will be out of town for an extended period, please advise your supervisor in advance, and leave a phone number or email address where you can be reached.
3. Please let us know about any circumstance that might affect your ability to fulfill your responsibilities as a CASA volunteer in advance. This might include, i.e., going on vacation, having surgery, getting married or divorced, having a ~~–~~baby, changing employment, ~~moving~~ having family problems, etc.

#### **Important Restrictions:**

1. *Never* take your CASA child home with you, or anywhere else without authorization. (Do not take the child to church, for a haircut, manicure, etc. without prior authorization.)
2. *Never* make placement arrangements for the child or transport the child to a new placement.
3. *Never* authorize medical treatment or any other kind of service for a child.
4. *Never* attempt to provide therapeutic counseling to a child or family members.
5. *Never* give legal advice to a child or family members.
6. *Never* make promises that you may not ~~be able to~~ keep.
7. *Never* give money or expensive gifts to the child, the child's family, or ~~placement~~ caregiver.
8. *Never* have guns, knives, or other weapons in your possession when you are with your assigned child, or in your car while transporting the child, or engaged in CASA activities.

Commented [SP4]: Indicate who they need authorization from.



9. *Never* be under the influence of alcohol, illegal drugs, or medications which might impair your judgment or functioning when you are with your assigned child, while transporting the child, or engaged in CASA activities.

10. *Never* do anything ~~that makes you~~you are truly uncomfortable ~~with.~~ (Trust your instincts.)

# **DOUGLAS COUNTY CASA, INC.**

## **Volunteer Handbook Acknowledgement**

The Douglas County CASA Volunteer Handbook contains important information about my roles and responsibilities as a Court Appointed Special Advocate. Items contained in the Handbook are listed below:

- Staff and Emergency Contact Information
- Volunteer Job Description
- Mandated Reporter: How To
- Mandated Reporter: Tip Sheet
- Kansas Supreme Court Rule 110
- Volunteer Management Policies
- Casework Guidelines for Volunteers
- Handbook Acknowledgement
- CASA Acceptance Agreement
- Confidentiality Agreement
- Confidentiality Guidelines
- Transportation Agreement
- Social Media Guidelines
- Monthly Report Template & Instructions
- Court Report Template

Since the information and policies described in the Volunteer Handbook are subject to change, I acknowledge that I have provided current contact information so that I can receive information regarding future charges, and I agree to update my contact information as needed.

My signature below acknowledges that I have received the Volunteer Handbook, and that I understand it is my responsibility to read and comply with the policies contained in this Handbook. I understand that I should contact my Volunteer Supervisor or the Executive Director if I have any questions regarding anything covered in the Volunteer Handbook or any other matter concerning my roles, responsibilities, and activities in my assigned case.

Volunteer Printed Name \_\_\_\_\_

Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

## **Douglas County CASA, Inc.**

### **CASA Volunteer Acceptance Agreement**

**Upon acceptance as a CASA volunteer, I understand that it is my duty to fulfill the following requirements.**

1. Commit to at least one (1) year of service following assignment to a case.
2. Review the complete case file, including social history and legal documents. Maintain up-to-date and complete records for the assigned case.
3. Maintain regular contact (at least monthly) with the child, advocate for the best interests of the child at all times, and encourage permanency planning with the child's sense of time in mind.
4. Maintain regular contact and professional working relationships with parents, foster parents, case workers and other professionals involved in the child's case.
5. Communicate regularly with CASA staff and keep them informed of all case activities.
6. Turn in Court Reports and Monthly Reports on time.
7. Objectively gather all pertinent information for the assigned case, including information regarding compliance with court orders, and report that information to the Court along with appropriate recommendations for the case.
8. Respect cultural diversity, the privacy of client families, and rules regarding confidentiality.
9. Attend all court hearings and case planning sessions for my assigned case.
10. Comply with Kansas Supreme Court Rule 110, Douglas County CASA Program Policies, and CASA Casework Guidelines.
11. At the end of a case, return all case files, documents, and notes to the CASA office.
12. Complete continuing education as required each year to maintain certified status.

**I agree to perform my duties to the best of my ability and I understand that the CASA program staff will evaluate my performance as a CASA volunteer.**

CASA Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

CASA Staff Signature \_\_\_\_\_ Date \_\_\_\_\_

# **Douglas County CASA, Inc.**

## **CASA Volunteer & Staff Confidentiality Agreement**

The Seventh Judicial District and Douglas County CASA, Inc. are committed to maintaining the confidentiality of juvenile court records.

I understand that any information about CASA program clients (Child in Need of Care case children and families) is highly sensitive and confidential. I understand that it is my responsibility to maintain confidentiality with regard to any information or materials I might acquire, through my own investigation or from others, and to respect the privacy of individuals involved in my case.

Accepting that responsibility, I agree to abide by the following terms:

- Documents in a case file, or any confidential materials received from another individual or agency, may not be disclosed to anyone except CASA program staff, except by court order or written consent of the individual providing the materials.
- I will discuss private case information only with individuals authorized to receive information, i.e. CASA staff members, a Support CASA assigned to the case, KVC case workers, DCF staff, the GAL, and the District Attorney. (CASA volunteers may discuss general case circumstances with each other at CASA sponsored meetings, but should avoid using the names of the child or family members whenever possible.)
- When I am discussing the case with authorized individuals, I will be mindful of the appropriateness of the location and the presence of others who might overhear the conversation, so as to avoid accidental disclosure of private information.
- I will take steps to maintain the confidentiality of case files, notes, and other private case information in my possession, and will return all case related materials to the CASA office at the conclusion of my case.

I understand that failure to abide by the terms of this agreement may result in termination of my volunteer status or my employment with the agency.

\_\_\_\_\_  
Printed Name

**Volunteer**

**Staff**

**Board Member**

(please circle one)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **Douglas County CASA, Inc.**

### **Confidentiality Guidelines for Volunteer Advocates**

Guidelines are general rules. The guidelines listed below are intended to guide the work of CASA Volunteer Advocates in interacting with children, family members, service providers, professionals, and the public. Please note that these guidelines cannot cover every possible situation which may arise. Any questions or concerns the CASA volunteer has regarding confidentiality should be discussed with their Advocates Coordinator for case-specific advice.

#### **Regarding Tangible Items or Digital Images of Same**

1. The legal documents for the case, including your original case file and any legal documents sent by the CASA office to you, are confidential. These include reports submitted by KVC or other service providers. These documents, and the information contained in them, are confidential and are not to be shared, copied, or disseminated to anyone without permission of your Advocate Coordinator. The only exception would be that your Oath & Order may be given to service providers (schools, physicians, therapists, etc.) for purposes of seeking information.

2. Your case notes, email and text messages, monthly reports, and court reports, and the information contained in them, are *all* confidential. These may not be shared, copied, or disseminated to anyone without permission of your Advocate Coordinator.

3. If you obtain or take pictures of the child you are assigned to, those pictures are confidential and should not be shared with anyone except the child's parents, current foster parents, KVC staff and CASA staff. Posting such on Facebook or other social media is strictly prohibited! Pictures may be included with a court report.

#### **Regarding Conversations**

Do not make a promise to anyone that you will keep information they share confidential!

Disclosure of confidential information is only permitted in monthly reports, court reports, and communications with CASA staff, DCF, the KVC case manager, the GAL, or the ADA.

2. Your obligation with regard to the child is to do what is in their best interest, even if that means sharing a confidence. Anything threatening the child's safety or stability *must be communicated with urgency* after consulting with your Advocate Coordinator.

3. Your obligation to the child's family members is that you will respect their privacy and keep information about them (their physical and mental health status, substance abuse, domestic violence incidents, personal relationships, etc.) confidential.

4. Your obligation to service providers and professionals (foster parents, teachers, doctors, therapists, etc.) is that you respect their privacy and keep information they disclose to you about the case confidential.

5. If you feel that disclosure of information is in the child's best interest, consult with your Advocate Coordinator about the appropriate way to proceed. It is the KVC case manager's job, not the CASA's role, to ensure that service providers and professionals have the information necessary to meet the client's needs. KVC will disclose information to the foster family of biological family members according to KVC policies.

**Douglas County CASA, Inc.**  
**CASA Volunteer Transportation Agreement**

Transportation by volunteers in personal vehicles, of children or other persons, during the course of performing their duties and responsibilities is NOT required. If a volunteer chooses to transport CASA children, it is extremely important to consider not only the safety of the children, but also the volunteer's own safety and liability. Only CASA volunteers (or Support CASAs or CASA Employees certified as volunteer advocates) who have consented to and passed a Motor Vehicle Records check and have a valid Volunteer Transportation Agreement in place may transport a CASA child.

**The undersigned, a volunteer of Douglas County CASA, Inc., a not-for-profit Kansas Corporation (hereafter "CASA"), shall not operate a motor vehicle in his/her capacity as a CASA volunteer, unless the CASA volunteer shall, at all times:**

- 1. Have proper license (non-probationary and non-restricted) and no physical disability that could in any way impair his or her ability to safely operate a motor vehicle in the State of Kansas. Submit a photocopy of the volunteer's current driver's license to be maintained in the CASA volunteer's file.***
- 2. Obtain and maintain motor vehicle liability insurance on said motor vehicle with stated limits of liability in amounts not less than the minimum coverage required by the Kansas Automobile Injury Reparations Act (K.S.A. 40-3107). Submit a current copy of proof of insurance to be maintained in the CASA volunteer's file.***
- 3. Notify CASA of any changes in your driver's license, license number, license status, or insurance coverage within 7 business days of the change.***
- 4. Notify CASA immediately if the volunteer is involved in a motor vehicle accident, regardless of damage, during which a CASA child is a passenger***
- 5. Provide CASA with a current motor vehicle report, if requested. The vehicle must have a valid and current registration and valid and current license plates.***
- 6. Have signed a "Disclosure Statement" which directs the volunteer to inform Douglas County CASA of any legal violations (DWI, DUI, automobile accidents, traffic citations).***
  - a. A CASA volunteers who has more than one (1) traffic citation (moving or non-moving) in the last three (3) months or who has been the driver involved in more than one (1) vehicular accident in the last twelve (12) months is prohibited from transporting CASA children without approval from the Board of Directors.***

- b. A CASA volunteer who has been convicted of, or entered into a diversion or delayed prosecution for DWI or DUI (Driving while Intoxicated or Driving Under the Influence) within the last five (5) years shall not be permitted to transport a CASA child.*
- 7. Follow all traffic laws and regulations, and drive the posted speed limit or the safe speed under existing driving and inclement weather conditions, whichever is less.*
- 8. Never drive under the influence of any controlled or intoxicating substance, nor operate a vehicle while taking any medication, prescribed or otherwise, which may alter or adversely affect the operator's reaction time, mood, motor skills or ability to think.*
- 9. Have completed and submitted the "CASA Volunteer Permission to Transport" form, which secures permission of the Volunteer Supervisor as well as the child's guardian or custodial agency.*
- 10. Understand that the CASA volunteer is responsible for the passengers and assume the risk of liability for transporting CASA children or other family members. The driver should not transport any passenger who is not in compliance with currently applicable Kansas safety restraint regulations. CASA will provide information regarding current Kansas regulations to all CASA volunteers.*

**My signature below indicates that I have read, understand, and will abide by this agreement.**

\_\_\_\_\_  
**Name (Print)**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

## **Disclosure Statement**

I, \_\_\_\_\_, have reported and revealed to Douglas County CASA, Inc. any and all traffic violations that I have incurred in the past 5 years, including, but not limited to, moving and non-moving traffic citations, vehicular accidents, DWIs or DUIs.

During my tenure as a certified CASA volunteer, I agree to inform CASA, in writing, of all traffic violations, citations and accidents that I may incur, within 7 days or less of an occurrence. Should I be involved in a traffic accident, I will obtain an accident report from the investigating police officer at the time of the accident, and provide a copy of the accident report to Douglas County CASA, Inc.

I understand that all information I provide to Douglas County CASA, Inc. will be kept confidential. I further understand that the failure to disclose the above information may result in my immediate dismissal as a CASA volunteer. I understand that the information received will be used to determine whether or not I will be allowed to transport my CASA child/children.

---

**CASA Volunteer**

---

**Date**

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**CASA Executive Director**

---

**Date**



## **CASA Volunteer Permission to Transport**

I, \_\_\_\_\_, a certified CASA volunteer for  
Douglas County CASA, Inc., being fully advised of the potential for liability involved in  
transporting children or other family members, may, upon approval of the custodial agency,  
transport properly assigned children and/or the child's family members.

\_\_\_\_\_  
**CASA Staff (supervisor)**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Custodial Agency**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**CASA Volunteer**

\_\_\_\_\_  
**Date**

## **CASA Volunteer Driver Information Sheet**

### **DRIVER**

Name of Driver \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone Number \_\_\_\_\_ Date of Birth \_\_\_\_\_

SSN \_\_\_\_\_

Driver's License Number \_\_\_\_\_ State Issuing License \_\_\_\_\_

Expiration date \_\_\_\_\_

### **VEHICLE TO BE USED**

Name of Owner \_\_\_\_\_

Address of Owner \_\_\_\_\_

Make of Vehicle \_\_\_\_\_

Model of Vehicle \_\_\_\_\_

Year of Vehicle \_\_\_\_\_

License Plate # \_\_\_\_\_

Date of Plate Expiration \_\_\_\_\_

Registration Expiration Date \_\_\_\_\_

## Insurance Information

When using a privately owned vehicle, the insurance coverage is the limit of the insurance policy covering the specific vehicle identified above.

Insurance company name \_\_\_\_\_

Policy # \_\_\_\_\_

Expiration Date of Policy \_\_\_\_\_

Insurance agent's name, address, and phone number \_\_\_\_\_

\_\_\_\_\_

Liability Limits of Policy \_\_\_\_\_

### CERTIFICATION

I certify that the information given on this form is true and correct to the best of my knowledge. I understand that, as a volunteer driver, I must be 21 years of age or older, possess a valid driver's license, have the proper and current license and vehicle registration, and have the required insurance coverage in effect on any vehicle used to transport assigned CASA children or members of their family.

Volunteer Driver Signature \_\_\_\_\_

Date \_\_\_\_\_

## National CASA Association Online Communication and Social Media Guidelines for Staff and Volunteers



The National CASA Association believes that social media tools, when used appropriately, can be a powerful tool to increase awareness, support and sense of community for those of us engaged in advocacy for abused and neglected children. We believe that a thoughtful approach to online conversation and interaction among people online (on blogs, social networking, link-sharing, etc.) can enhance the reputation of the CASA and GAL movement and help recruit needed supporters and volunteers.

While National CASA encourages CASA and GAL staff, board members and volunteers to join the global online conversation, we also believe it is important that those who choose to do so understand what is recommended, expected and required when they discuss CASA-related topics—whether at work or on their own time. Our ability to serve children as a national cause depends on the trust and support of the American public, and it is critical that we tell our story well—and handle the confidential information entrusted to us responsibly.

The following guidelines will help you engage in online conversations about your involvement with the CASA cause in a way that is appropriate, yet still interesting. This policy document is built largely on the work of the American Red Cross, IBM, CBS Interactive and CASA of Franklin County, Ohio. We thank these organizations for disclosing their policies publicly so that all of us can learn from them.

### *11 Online Communication and Social Media Guidelines*

1. **Be transparent.** Identify yourself and your role at the CASA program (staff/volunteer/board member) when you discuss CASA-related matters. Write in the first person. If you have a vested interest in something you are discussing, be the first to point it out. Be clear that you are speaking for yourself, that the opinions expressed are solely those of the author and do not necessarily represent the views of National CASA or your state or local CASA program (unless, of course, you are posting as part of your employment responsibilities for a program—as a communications or online outreach manager, for example).
2. **Always comply with the law in regard to copyright/plagiarism.** Never post someone else's work without their express permission (other than short quotes that comply with the "fair use" exceptions).
3. **Be aware of laws related to libel and defamation of character.** Defamation of character can lead to lawsuits against the author of the statement and will reflect negatively on the CASA cause. In choosing your words or content, imagine your supervisor and your family are reading everything you post.
4. **Be respectful.** Don't pick fights. Be the first to admit and correct your own mistakes. You should show proper consideration for other's privacy and for topics that may be considered objectionable or inflammatory, such as politics and religion.
5. **Be considerate.** Remember that anyone, including fellow volunteers and CASA staff, may be actively reading what you publish online. Refrain from any communication intended to bash or embarrass your state or local CASA program, families, board members, donors or your colleagues. If

you have suggestions for improvements, please state them constructively or, better yet, go through the proper channels to air your concerns and share your suggestions.

6. **Be accurate.** Even though your posts may be primarily made up of personal opinion, do your research well and check that your facts are accurate. Make sure you have permission to post any copyrighted or confidential information (e.g., images, statistics), and be careful about posting or linking to items that may contain viruses.
7. **Be committed.** If you decide to jump into online communication, do so with a commitment to post regularly and well. Link to others and show your unique contributions. Make it interesting and have fun!
8. **Try to add value.** Does your posting provide worthwhile information and perspective? Does it help you, your coworkers, volunteers and supporters better understand and feel more connected to our cause? Does it build a positive sense of community?
9. **Respect work commitments.** Please remember that blogging and other social networking activities—unless specifically assigned as part of your employment—are personal and should be done on your own time. The obvious exception is if you have specifically been assigned to perform an online activity related to your responsibilities as a CASA employee or volunteer.
10. **Don't reveal confidential information.** Sharing stories that illustrate the value of CASA advocacy for children is often the most powerful way to engage the public in our cause and promote empathy for the children we serve. However, National CASA Quality Assurance standards require:
  - Respect for the children's and families' rights to privacy in regard to personal information
  - Adherence to the confidentiality restrictions imposed by law and CASA policies and procedures

**It is unacceptable to discuss online any identifiable details of current cases.** It is acceptable to discuss general details and to use non-identifying pseudonyms so long as the information provided does not contain information recognizable to the family or others associated with the family or case. For example, use general terms such as "youth" instead of "13-year-old girl." You should be careful to protect the dignity of families, children and social agencies, even if they are not named.

11. **Keep privacy top of mind when considering whether to link to personal pages (or become online "friends") of families or children** you may encounter in their capacity with the CASA/GAL program. This includes blogs, photo sharing sites and social networking sites such as Facebook, Twitter and YouTube.

If it is allowed by your program, and you are contemplating becoming connected with children (older than 13\*) or families assigned to you by the program, National CASA offers the following suggestions for protecting privacy—both your own and that of the families you serve:

- Separate CASA contacts from your personal contacts:
  - Create a new email address for CASA communication.
  - Create separate social media accounts, for use only in your CASA communications.
- If you chose to use your personal social media accounts, segment CASA contacts using lists/circles, depending upon the network:
  - Review your privacy settings.
  - Make sure that your default for posting to Facebook or G+ is set to "Friends Only"

or stricter.

- Make sure that any friends/followers list that includes CASA contacts doesn't display on your public profile.
- Be certain that any case-related communication is not or cannot become public. Do not post on family members' blogs or Facebook walls. Do not "tweet" at a youth or family member. Do not post or "tag" photos of CASA kids or their families. Do not post meeting location date/times/locations using social media.
- If you need to communicate through a social network, try to use direct messages (Twitter) or messages (Facebook). Don't use any location-sharing social networks like Foursquare when you are on CASA business.

For a lot more detail about privacy on social networks, see the Privacy Rights Clearinghouse: <https://www.privacyrights.org/social-networking-privacy-how-be-safe-secure-and-social>.

As always, check with your program regarding their rules governing volunteer communications with the child(ren) or family members on any case to which they are assigned. If you suspect abuse or other inappropriate behavior make a report with Childhelp National Child Abuse hotline at 1-800-422-4453. For more information see their website <http://www.childhelp.org>. If you feel that children are in immediate danger please contact your local authorities right away or call 911.

Online communications and social media tools enable individuals to share insights and information—and express opinions—within the context of a globally distributed conversation. They support the democratization of knowledge and information and transform all of us from simply content consumers to content producers. If we follow the above guidelines, this exciting, evolving technology can be harnessed to help us all make a difference in the lives of abused and neglected children.

*\*Facebook and (to a lesser extent) Twitter guidelines stipulate that users must be 13 years of age or older.*



**CONFIDENTIAL\***

## **REPORT TO COURT**

**Case Number:** 2000 JC 0000

**In the interest of:** Child's Last name, First name  
**A child under the age of 18 years,** A female / male  
**To-wit: YOB:** /insert year (*do not include birth month or day*)

**Type of Document:** CASA Court Report

**CASA Volunteer:** (insert your name)

**Date report submitted:** (insert date filed with the clerk of court)

**Date and Time of Docket:** (insert date and time of hearing)

**Location of Hearing:** Division VI or CRB

**cc:** ADA (Kathleen Britton)  
DCF (DCF Liaison)  
KVC (insert worker's name)  
GAL (insert name)  
Mother's attorney (insert name)  
Father's attorney (insert name)  
CASA Coordinator (insert name)  
Judge's Administrative Assistant (Susan Wolfe)  
CRB (Heather Krase-Minnick) (only if CRB hearing)

*\*Pursuant to K.S.A. §38-2211(b), access to this report, as part of the social file in this case, is limited. Distribution to parents or other persons without permission from the Executive Director of Douglas County CASA, Inc. is strictly prohibited!*

Douglas County CASA, Inc.

1009 New Hampshire Street, Suites A & B, Lawrence KS 66044, 785-832-5172, 785-856-1279 (fax) [www.dccasa.org](http://www.dccasa.org)

## CASA REPORT TO COURT

for the (insert type of hearing: Permanency Hearing or Review of Disposition) on (insert date).

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CASA volunteer assigned (insert date).

Case contacts since (insert date of last CASA court report).

Relationship to Case	Name	Number of Contacts	Amount of Time
Child			
DCF Social Worker			
KVC Case Manager (insert date assigned)			
Previous KVC Case Mgr. (insert dates assigned)			
Biological Mother			
Biological Father			
Foster Parent			
Foster Parent			
Child Therapist			
Parent Therapist			
Alcohol/Drug Counselor			
School/Daycare Contact			
CASA Supervisor			
GAL			
Maternal Grandparent			
Paternal Grandparent			
Other (specify)			
Other (specify)			

**Be sure that the information section of each Court Report is completely *new* (except for placement history), with *current* information for the time period since the previous Court/CRB hearing. Indicate the source(s) of any information provided.**

**The bullets below are intended as reminders about the type of information you should provide. The list is not exhaustive and some bullets may not be applicable to your case. Choose appropriately and address topics in any order you feel is important. Use a narrative (paragraph) format to provide information; delete the bullets after you have completed each section.**



**I. Brief History of the Case:**

- Circumstances that brought the child(ren) into custody
- Significant developments (changes in case plan, parental rights terminated)

**II. Information Regarding the Child:**

**A. Information regarding placement / foster care:**

**1. Placement History (in chronological order):**

Placement Name City/State	Dates	Reasons for move

**2. Current Placement:**

Placement Name City/State	Date Placed

**3. Information regarding the child in current placement:**

- Location and condition of home
- Members of household
- Sleeping arrangements / play space
- Structure / discipline / chores
- Child's behavior / attachments
- "Prudent parenting standard" The standard is characterized by careful and sensible parental decisions that encourage the child's emotional and developmental growth by allowing the child to participate in extracurricular, enrichment, cultural, and social activities just as children not in foster care would be able to do.
- If placement has not changed, briefly summarize information from previous court report, provide updated information. Anecdotes are a nice touch.

**B. Information regarding school or daycare:**

- Name of school
- Grade level
- Attendance
- Special Needs (IEP / 504 Plan / tutoring)
- Academic performance
- Behavior / peer interaction
- Extra-curricular activities
- Educational advocate? (for children in special ed. / parental rights terminated)

**C. Information regarding therapy for the child:**

- Name of therapist / agency
- Type of therapy
- Issues being addressed
- Attendance / participation
- Progress on goals

**D. Information regarding medical services:**

- Date of most recent KBH, dental, eye, hearing exams
- Diagnoses / concerns / special needs
- Medications: purpose / dosages / administration / side effects / monitoring
- Special equipment needed (eye glasses, wheel chair, etc.)

**E. Child strengths and resources:**

- Personality
- Talents
- Resilience
- Intelligence
- Family or community supports

**F. Life Skills (for ages 4-15) or Independent Living Skills (age 16+):**

- Date of most recent assessment / results of assessment?
- What are the identified Life Skills or IL skills (listed in case plan document)?
- What services are being provided / by whom
- Progress on case plan tasks from last meeting
- For ages 17+: eligible for Social Security? / plan in place for applying for SSI as an adult?

**III. The Child's Wishes:**

- Placement
- Visits
- Educational or extra-curricular activities
- Other needs / wants (i.e. piano lessons, a pet, an item from home)

**IV. Information Regarding Visitation:**

- Mechanics – with whom, how often, location, level of supervision, transportation
- Identify person supervising or monitoring
- Child's perspective
- Parent's perspective
- Behavior issues noted by others before / after
- Parenting strengths or concerns identified by professionals, including attendance
- CASA's observations of visits

**V. Information Regarding Parents / Siblings / Relatives:**

- Housing – type, stability (length), persons residing with parent, suitability for children
- Employment – employer, schedule, income, benefits, stability
- Transportation
- Substance Abuse Services – call-in schedule participation, UAs, counseling
- Therapeutic services – individual therapy, family therapy, anger management
- Medical – concerns, prescription use, barriers to care
- Family strengths and resources
- Overall progress on court ordered tasks
- Significant relationships

**VI. Other (provide a title)**

- Independent living services (ask your supervisor what these are)
- Adoption / custodianship / guardianship resources and planning
- Case specific issues, i.e. social worker turnover, barriers to moving forward

**VII. Court Orders:**

- If there are court ordered tasks or case plan tasks that have not been completed, list them and identify barriers to completion (parents' inaction, case manager turnover).
- You may skip (delete) this section if all tasks have been completed or there has been substantial progress.

**VIII. Recommendations are on the last page.**

**Submitted by CASA Volunteer,**  
Your Name

*Insert (or attach) a recent photograph of the child if you have one, or something meaningful that the child has produced, i.e. a poem, artwork, or a letter to the judge.*

**The judge has asked us to keep these recommendations “short”. If you need to add detail, please be brief. Factual information supporting recommendations should be provided in above sections. Any existing services / orders that should continue must be recommended! Remove the italicized prompts in parentheses after you finish each recommendation.**

**CASA Recommendations for \_\_\_\_\_ (insert child’s name) on (insert date of hearing):**

1. Case Plan: The case plan should continue to be \_\_\_\_\_ (or change to \_\_\_\_\_).
2. Placement: The child should continue in the current placement (or should be moved to \_\_\_\_\_).
3. Therapeutic services for the child: *(evaluation, substance abuse treatment, individual or family therapy, other mental health services)*
4. Medical services for the child: *(regular KBH exams, dental / vision / hearing exams, medication monitoring, special medical needs)*
5. School / daycare services for the child: *(evaluation, special education plan, behavior supports, tutoring, extra-curricular activities, educational advocate needed)*
6. Other services for the child: *(special summer activities, assessments needed, life skills, independent living skills, preparation for aging out, transition to adult services, appointment of a guardian, application for adult SSI)*
7. Therapeutic services for the parents: *(evaluation, substance abuse treatment, random UAs or BAs, mental health services, parenting education, etc.)*
8. Other assistance for the parents: *(housing, financial, referrals, transportation, etc.)*
9. Visits: *(location, frequency, duration, level of supervision)*

## Abbreviations and Terms in Child Welfare

Abbreviation	Definition
<b>ABA</b>	American Bar Association (Attorneys)
<b>ACE</b>	Alternative Classroom Environment OR Adverse Childhood Experience
<b>ACT</b>	Adoption in Child's Time Program
<b>ADA</b>	Assistant District Attorney; the attorney representing the state
<b>ADD</b>	Attention Deficit Disorder
<b>ADHD</b>	Attention Deficit Hyperactivity Disorder
<b>AKA</b>	Also Known As
<b>APO</b>	A per Orem (medical term meaning "nothing by mouth")
<b>APPLA</b>	Another Planned Permanency Living Arrangement (long-term foster care)
<b>ASFA</b>	Adoption & Safe Families Act (federal law)
<b>B&amp;G</b>	Boys and Girls Club
<b>BA</b>	Breathalyzer ( to detect alcohol)
<b>BD</b>	Behavior Disability (preferred term is currently ED)
<b>BI</b>	Best Interests (of the child)
<b>BIS</b>	Best Interests Staffing (to select adoptive family)
<b>BID</b>	Twice Daily (prescriptions)
<b>BIP</b>	Batterers Intervention Program
<b>BN or BNMHC</b>	Bert Nash Community Mental Health Center
<b>BNTC</b>	Bert Nash Therapeutic Classroom
<b>BSW</b>	Bachelor of Social Work degree
<b>CASA</b>	Court Appointed Special Advocate
<b>Case Manager</b>	KVC worker assigned to child/ren case
<b>Case Plan Goal</b>	Permanency plan approved by the judge - Reunification, Termination, Adoption, APPLA, Permanent Custodianship
<b>Case Plan Conference</b>	A meeting to discuss tasks & services to reach the case plan goal.
<b>CBS</b>	Community Based Services
<b>CBST</b>	Community Based Services Team
<b>C&amp;Y</b>	Children and Youth Advocacy Committee
<b>CDDO</b>	Community Developmental Disabilities Organization
<b>CFS</b>	Children and Family Services
<b>CINC</b>	Child In Need of Care - child's case referred to as a CINC Case
<b>CLO</b>	Community Living Opportunities
<b>CMP</b>	Case Management Provider (ie. KVC)
<b>CPA</b>	Child Placing Agency (agencies licensed in Kansas to recruit & support foster homes)
<b>CPS</b>	Child Protective Services

## Abbreviations and Terms in Child Welfare

Abbreviation	Definition
<b>CPS</b>	Christian Psychological Services (local therapy group)
<b>CRB</b>	Citizen Review Board - conducts review of cases
<b>CSO</b>	Court Services Officer
<b>CSE</b>	Child Support Enforcement
<b>CSS</b>	Catholic Social Services
<b>C-TRAN</b>	Community Transition Program (school program)
<b>CTW</b>	Contrary to the Welfare (of the child)
<b>CVAF</b>	Crime Victims Assistance Fund
<b>CWCBS</b>	Child Welfare Community Based Services
<b>DBT</b>	Dialectical Behavior Therapy (for borderline personality disorder)
<b>DCCC</b>	Douglas County Community Corrections
<b>DCCCA</b>	Local Provider for substance abuse treatment and other family services
<b>DCF</b>	Kansas Department for Children and Families - the state child welfare agency
<b>DCYS</b>	Douglas County Youth Services (Juvenile Detention Center)
<b>DD</b>	Developmental Disability
<b>DGSO</b>	Douglas County Sheriff's Office
<b>DM</b>	Domestic court case # designation
<b>DO</b>	Doctor of Osteopathic Medicine
<b>DOB</b>	Date of Birth
<b>DOC</b>	Kansas Department of Corrections
<b>DSW</b>	Doctorate of Social Work degree
<b>ED</b>	Emotionally Disturbed / Emotional Disturbance
<b>EMDR</b>	Eye Movement Desensitization and Reprocessing (a type of therapy)
<b>EMH</b>	Educable Mentally Handicapped
<b>ESL</b>	English as a Second Language
<b>ETC</b>	Elementary Therapeutic Classroom
<b>FH</b>	Formal Hearing
<b>FPS</b>	Family Preservation Services
<b>FSC</b>	Family Service Coordinator (agency foster home support)
<b>FSW</b>	Family Support Worker (assists case manager)
<b>FTIM</b>	Family Therapy Institute Midwest
<b>GAL</b>	Guardian Ad Litem - An attorney appointed by the court to represent the best interests of the child/ren
<b>Hair Follicle Test</b>	Detects history of drug use for previous 90 days
<b>HCBS</b>	Home Community Based Services

## Abbreviations and Terms in Child Welfare

Abbreviation	Definition
HIHS	Haskell Indian Health Services
HINU	Haskell Indian Nations University
ICC/HCC	Douglas County Infant/toddler Coordinating Council
ICPC	Interstate Compact on the Placement of Children
ICWA	Indian Child Welfare Act
ID	Intellectual Disability
IEP	Individualized Education Plan
IFSP	Individualized Family Services Plan
IL	Independent Living (also referred to as self-sufficiency)
IP	In Person
ISP	Intensive Supervision Probation Office
IV-E Eligible	Eligible for Medical Card
JC	Juvenile Case, CINC Case # designation
JD	Juris Doctor (law degree)
JDC	Juvenile Detention Center
JJA	Juvenile Justice Authority (KS agency)
JO	Juvenile Offender
JOCRB	Juvenile Offender Citizen Review Board
JSOAP	Juvenile Sex Offender Assessment Protocol
JV	Juvenile Offender Case # designation
KAC	Kansas Action for Children
KanCare	The program through which the State of Kansas administers Medicaid
KAR	Kansas Administrative Regulations
KAT	Kappa Alpha Theta Sorority
KBH	Kan-Be-Healthy Medical Checkup paid for by KanCare
KBI	Kansas Bureau of Investigation
KCA	Kansas CASA Association
KCSL	Kansas Childrens Service League (adoption recruitment services)
KCPC	Kansas Client Placement Criteria (drug and alcohol evaluation tool)
KDADs	Kansas Department for Aging and Disability
KDHE	Kansas Department of Health and Environment
KEES	Kansas Eligibility and Enforcement System (computer system)
KGP	Kansas Guardianship Program
KIPP	Kansas Intensive Permanency Program (through KU, family therapy)

## Abbreviations and Terms in Child Welfare

Abbreviation	Definition
KSA	Kansas Statutes Annotated
KVC	Kaw Valley Center Behavioral Healthcare, Inc. (foster care & family preservation)
KVC PRTF	Psychiatric residential treatment facility in KC
KVC Psych	KVC Psychiatric Hospital in KC
LBSW	Licensed Baccalaureate of Social Work
LCSW	Licensed Clinical Social Worker
LD	Learning Disability
LEEP	Lawrence Early Education Program
LEO	Law Enforcement Officer
LFT	Lawrence Family Therapy (local provider of parenting instruction & counseling)
LINK	Lawrence Interdenominational Nutrition Kitchen
LMH	Lawrence Memorial Hospital
LMSW	Licensed Master of Social Work
LOC	Level of Care - determined by DCF at intake to determine the placement for each child.
LOS	Lack of Supervision
LPN	Licensed Practical Nurse
LS (-) SW	Licensed Specialist (Name of Specialty) Social Worker
LSCSW	Licensed Specialist Clinical Social Worker
LSS	Lutheran Social Services
MCO	Managed Care Organization (Medicaid)
MDT	Multidisciplinary Team
MED	Masters in Education (some counselors)
Medical Card	Provided to all children in foster care - KanCare (Medicaid)
MGF/MGM	Maternal Grandfather/Grandmother
MMIS	Medicaid Management Information System
MR	Mental Retardation
MSW	Master of Social Work degree
NCCAN	Nation Center on Child Abuse and Neglect
NCJFCJ	National Council of Juvenile and Family Court Judges
NCPCA	National Committee for Prevention Child Abuse
NFSD	Not Following Staff Direction
OARS	Orientation Assessment Referral Safety (domestic violence program)
OIS	Order of Informal Supervision
OJA	Office of Judicial Administration (KS Supreme Court)



## Abbreviations and Terms in Child Welfare

Abbreviation	Definition
OJJDP	Office of Juvenile Justice and Delinquency Prevention
OPPLA	Other Planned Permanency Living Arrangement(older term)
PAT	Parents As Teachers
PDD	Pervasive Development Disorder
PDQ	Pre-screening Developmental Questionnaire
PFA	Protection From Abuse (Court Order)
PGF/PGM	Paternal Grandfather/Grandmother
PH	Permanency Hearing
PhD	Doctor of Philosophy (doctorate level degree)
PMTO	Parent Management Training (type provided only by KVC)
PPO	Preferred Provider Organization (health insurance)
PRN	Per Requiem Non (medical term meaning "as needed", usually prescriptions)
PRT	Parental Rights Terminated
PRTF	Psychiatric Residential Treatment Facility
PSI	Pre-Sentence Investigation
PTA/PTO	Parent-Teacher Association/Organization
QID	Four times daily (prescription instruction)
QRTP	Qualified Residential Treatment Program (under FFPSA - 2018)
RADAC	Regional Alcohol and Drug Assessment Center (recommends type of treatment)
RE	Reasonable Efforts (to prevent removal / to support the case plan)
RI	Reintegration
RN	Registered Nurse
RO	Restraining Order
ROD	Review of Disposition (Post-term. ROD: a review that is after TPR)
RSSS	Rape Survivor Support Services
SASSI	Substance Abuse Subtle Screening Inventory
Sexual Trauma and Abuse Care Center (The)	Provides support to those impacted by sexual trauma & abuse
SL	Speech/Language
SIT	Student Improvement Team (special education), sometimes "SIT Team"
SIP	Student Improvement Plan (special education)
SED	Severe Emotional Disturbance
SRS	Kansas Department of Social and Rehabilitation Services (now DCF)
SS	Self-Sufficiency

## Abbreviations and Terms in Child Welfare

[illegible]