



CASA VOLUNTEER RESPONSIBILITIES CHECKLIST AND GRIEVANCE PROCEDURE

1. Review the file with CASA program staff.
2. Meet or call the social worker to discuss the child's situation and any updated information regarding the case.
3. Meet the child once a week to determine how the child feels about what is going on in her/his life, in order to determine what is in his/her best interest.
4. Communicate with Advocate Supervisor or Peer Coordinator on a monthly basis or more often if necessary.
5. Appear at all hearings.
6. Keep in contact with the Social Worker on a regular basis – every month or two (2). Email is an expedient way to share info or ask questions.
7. If there has been no psychological evaluation of the child and you believe one is warranted, recommend in a court report that one be considered.
8. Attend meetings (CARTs, TDMs, IEPs...) related to the child.
9. Determine what if any special problems or unmet needs the child has.
10. Discuss with the social worker and/or the caregiver resources for the child that meet her/his needs, and identify appropriate agencies or persons. Meet with the teacher, daycare worker or any person who has had substantial contact with the child on a frequent basis.
11. Meet with or contact your Advocate Supervisor or Peer Coordinator to discuss the case as the date of the hearing approaches. Discuss whether or not the child will be present at the hearing and if there are special circumstances to be considered.
12. Draft and review your court report with your Advocate Supervisor or Peer Coordinator. If necessary, prepare the child for the court hearing. Appear at the hearing with or without the child.
13. Inform the child about the outcome of all court hearings and keep the child updated about other aspects of the case.
14. Continually monitor the case, repeating the above activities to ensure orders of the court are being followed by all parties and current needs of the child are being met. Discuss with the social worker if the parents are complying with the case plan if the case is in reunification.
15. Contact your Advocate Supervisor or Peer Coordinator if you believe the child needs an early review (sooner than the next scheduled hearing.)
16. Keep in touch with your Advocate Supervisor or Peer Coordinator for guidance and support.
17. If the child is undocumented, consult with your Advocate Supervisor or Peer Coordinator how you can best assist the child.

CASA of Ventura County Grievance Procedure

In any grievance situation, alleviating the conflict between parties without compromising the best interest of the child shall be a paramount concern. Grieving or complaining parties should endeavor to resolve problems informally with the parties closest to the case. When the results of the informal process are unsuccessful, the procedures stated in this Policy shall be followed.

The availability of this grievance procedure is included in the first communication from CASA to the adults involved in the child's case, including, but not limited to, teachers, foster parents, therapists, and health-care workers. Copies of the grievance procedure are available upon request from the CASA office.

1 Grievance by an Advocate Related to a Case

- CASA Advocates are instructed to bring any concerns or grievances to their assigned CASA Supervisor.
- If the grievance is not resolved to the satisfaction of the Advocate at the Supervisor's level, the Advocate may submit a written grievance to the Executive Director.
- Upon receipt of the written grievance, the Executive Director shall investigate the grievance and within 30 days complete a written report of his/her findings and recommendations.
 - Within the 30-day investigation period, the Executive Director may conduct an administrative hearing, notice of which will be delivered to the participants by phone or email or be deposited in the US Mail at least 10 days in advance of the administrative hearing.
 - The Executive Director shall notify the Advocate of his/her decision about the grievance within 5 days of completion of the written report.
- If the Advocate is not satisfied with the Executive Director's decision, within 10 days of receipt of the Executive Director's written decision, the Advocate may submit a written appeal of the decision to the Board Chair.
 - The Board may conduct an additional investigation, which shall be completed in written form no later than 30 days after receipt of the appeal by the Advocate.
 - Within the 30-day investigation period, the Board may appoint one of its members or an independent investigator to investigate the grievance and to conduct an administrative hearing of the grievance, notice of which will be delivered to the participants by phone or email or be deposited in the US Mail at least 10 days in advance of the administrative hearing.
 - The Board Chair shall submit the written report to the full Board at its next regular meeting.
 - The Board Chair shall notify the Advocate of its decision about the grievance within 5 days of the Board's meeting.

C.2 Grievance Against an Advocate

All parties are encouraged to work out differences so that the best interests of the child remain the paramount concern and so that removal of a CASA Advocate can be avoided. Grievances against an individual CASA Advocate by any party to the case (CFS or any HSA workers or supervisors, parents, the judge, attorneys for any party) or any other individuals concerned with the child's placement or welfare shall be dealt with in the following manner:

- Grievances must be written and are directed to the CASA Executive Director or designee.
- The Executive Director will acknowledge receipt of the grievance within 5 days of receiving the written grievance.
- The Executive Director or designee will inform the named CASA Advocate of the complaint within 72 hours. Where deemed appropriate, the named CASA Advocate will be directed to immediately suspend all activity on the case, and a CASA Supervisor or designee will substitute for the Advocate as required.
- The Executive Director or designee will investigate the grievance by interviewing the complaining parties and CASA Advocate. A meeting with the CASA Advocate will be held within 5 days of

receipt of the written grievance. The entire investigation will be complete and a written report prepared within thirty days of receipt of the written grievance.

- Within the 30-day investigation period, the Executive Director may conduct an administrative hearing, notice of which will be delivered to the parties in the grievance by phone or email or be deposited in the US Mail at least 10 days in advance of the administrative hearing.
- The Executive Director will notify the parties of his/her decision about the grievance within 5 days of completion of the written report.
- If necessary the Executive Director will consult with the Board Chair.
- If the grievance is significant and substantiated, the Executive Director may choose to remove the Advocate from the case or terminate the CASA Advocate from the program.
- Documentation of the grievance and any subsequent actions are to be filed in the confidential Advocate file.

The CASA Program staff shall be accessible to the Presiding Juvenile Court Judge, communicate regularly, and make information regarding CASA cases and activities available upon request.

3 Grievance Against a CASA Program Staff Member

Informal Grievance

If a CASA Advocate or Constituent has a grievance against a CASA Staff member (e.g., CASA Supervisor, Training Coordinator, Administrative Support, Executive Director), the CASA Advocate/Constituent shall submit the grievance to the Executive Director. If the grievance is about the Executive Director, the written grievance shall be submitted in writing to the Board Chair.

In the situation where the grievance is against CASA Program staff, the Executive Director will endeavor to understand and resolve the grievance informally and render a determination on findings within 10 days of receiving the informal complaint.

If the decision is made to process the complaint informally, the CASA Advocate/ Constituent and CASA Supervisor mutually agree upon the method and timetable for the best conflict resolution.

- The resolution of the grievance is implemented.
- A note is maintained in the Advocate file as applicable and in the Staff member's file describing the issue and its resolution.

Formal Grievance

If the CASA Advocate/Constituent is not satisfied with the informal process he/she may file a formal grievance against a CASA Program staff member, as follows:

- The CASA Advocate/Constituent delivers the grievance, in writing to the Executive Director within 10 days of completion of the informal process.
- A copy of the written grievance is sent to the Board Chair and Respondent to the complaint within 10 working days.
- The Executive Director and Board Chair confer within 5 working days to decide who is best to investigate the grievance.
- The appointed investigator shall interview all necessary persons and complete a written report of his/her findings and recommendations within 30 days of the appointment.
- The report is sent to the Board Chair and Executive Director.
- The Board Chair and Executive Director must decide upon a disposition within 10 working days of receipt of the report.
- The Board Chair and Executive Director provide a written decision to all concerned parties.
- Copies of the written grievance, investigator's report, and committee disposition are filed in a confidential personnel file cabinet. Copies of the final disposition are maintained in the Advocate's file and in the staff respondent's file as applicable.

Grievance Against Executive Director

If the CASA Advocate/Constituent has a complaint against the Executive Director, he/she may file a written complaint with the Board Chair.

- The Board Chair will confer with the Executive Committee within 5 working days to decide upon who is best to investigate the grievance.
- The appointed investigator is required to interview all necessary persons and complete a written report of his/her findings and recommendations within 30 days of the appointment.
- The report is sent to the Board Chair.
- The Board Chair discusses the report at the Board's next regular meeting to consider its recommendations.
- The Board Chair provides a written decision to all concerned parties.
- Copies of the written grievance, investigator's report and committee disposition are filed in a confidential personnel file cabinet. Copies of the final disposition are maintained in the Executive Director's file, as applicable.