

**COURT APPOINTED SPECIAL ADVOCATES (CASA) OF San Luis Obispo COUNTY
ROLES AND RESPONSIBILITIES**

The duties of the CASA volunteer include the following:

1. Spend time with and establish a relationship with the child(ren) to better understand the child(ren)'s needs and desires;
2. Act as a support to the child(ren) throughout the court proceedings;
3. Interview appropriate parties involved in the case;
4. Review records regarding the child(ren)'s family history, education, development and health;
5. Identify and explore potential resources, including placement resources, that will facilitate family preservation, family reunification, or alternative permanency planning;
6. Provide independent factual information to the Court regarding the child(ren);
7. Submit written reports to the CASA Advocate Supervisor for each court hearing;
8. Appear at court hearings to make recommendations to the Court;
9. Maintain complete records regarding the case;
10. Communicate and coordinate efforts with the child(ren)'s social worker, attorney and other relevant parties.
11. The CASA volunteer is a mandated reporter under Penal Code Section 11166.

The responsibilities of the CASA volunteer include the following:

1. Attend all basic training sessions, 30 hours in length, in addition to observing court proceedings;
2. Maintain strict confidentiality;
3. Complete 12 additional hours of annual in-service/continuing education training. Ongoing training activities are offered at least once a month by CASA of San Luis Obispo County;
4. Keep assigned Advocate Supervisor informed of all case-related activities. Meet with Advocate Supervisor in-person at least every 60 days;
5. Adhere to deadlines and timetables involving an assigned case, and turn in all reports on time;
6. Participate in an annual evaluation;
7. Return court orders, notes and all other related case documentation to the CASA office at the end of case involvement.

GRIEVANCE PROCEDURE

A grievance may be filed by any person against a volunteer or CASA program staff, or by a volunteer against CASA of San Luis Obispo County or its staff.

- **Volunteers:** Please refer to the CASA Volunteer Handbook or CASA Policies and Procedures Manual for the complete Volunteer Grievance Procedure.
- **Volunteers:** Submit a written statement of the alleged complaint within ten (10) working days of the occurrence or knowledge of the incident. Include the date of the incident and/or duration of the pattern of conduct, facts and the resolution sought. The written grievance will be submitted to the Executive Director within the 10-day time frame. The Executive Director will schedule a meeting with the volunteer within 5 days of receiving the complaint and provide an oral decision to the volunteer within 7 working days of the meeting. If the volunteer is not satisfied with the response, appeal can be made to the CASA Board of Directors. The request for appeal must be submitted within 5 working days of the oral decision given by the Executive Director.
- **CASA Staff Members:** Please refer to the Employee Handbook for the complete Employee Grievance Procedure.

Documentation of any grievance filed by or against a volunteer must be retained in the volunteer's personnel file by CASA of San Luis Obispo County.

The form on the opposite side of this document may be utilized to make a grievance report as described above. Once completed, please return by mail to: CASA of San Luis Obispo County, P. O. Box 1168, San Luis Obispo, CA 93406; or by Facsimile to: 805-541-5637.

CASA of SLO County Grievance Form

Name _____

Telephone # _____

Address: _____

Please check one: CASA Volunteer CASA Staff Member Community Member

Nature of complaint: _____

Indicate what change you would like to see: _____

I understand the above information is true and complete to the best of my knowledge and belief.

Signature

Date

For office use only:

Action taken: _____

Date complainant contacted with the results of the investigation and action taken

Signature of person taking complaint