

National CASA's
30th Annual
CONFERENCE



Conference Program



Building HOPE for Youth

March 19–22, 2011
Chicago, IL

• Hyatt Regency Chicago •



CASA
Court Appointed Special Advocates
FOR CHILDREN

THE NATIONAL COURT APPOINTED
SPECIAL ADVOCATE ASSOCIATION

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The National CASA Association, together with its state and local members, supports and promotes court-appointed volunteer advocacy for abused and neglected children so that they can thrive in safe, permanent homes.

The National CASA Association believes that embracing diversity and inclusiveness strengthens the status of children and their families and is vital to achieving the organization’s vision, mission and development initiatives.

Welcome



Welcome to the 2011 National CASA Conference!

We are so happy that you are here in Chicago to join us in *Building Hope for Youth*. Thank you for the work you have done over the last year on behalf of children in foster care.

Let's take a moment to consider why our work together here is so important. Throughout 2010, National CASA had conversations with hundreds of CASA and GAL volunteers, staff and board members, donors and philanthropists from across the country. We wanted to discover current perceptions of and dreams for our mission to support children.

People we talked to reminded us that CASA programs fulfill society's fundamental obligation to ensure that every child has the right to learn and to find a place where they can thrive and reach for their dreams. Throughout the country, our network makes sure a qualified, compassionate adult will protect a child's best interest when it matters most.

The solution begins with a single person: a volunteer—a deeply committed adult who will stand with and speak up for a child against all odds until that child has a safe, permanent home. But our volunteers are not alone in this work. They are backed by their program staff, their local judges, their families and by their state and national CASA/GAL organizations.

If by the end of this new decade we want to change the world for every abused and neglected child, we need to start taking some dramatic steps now. Let us commit to setting down that path together. If we do, we will not only change the lives of today's children but of generations to come.

Here in Chicago you can choose from an outstanding selection of workshops and speakers. More than 100 presenters and panelists will participate in nearly 70 sessions on topics both traditional and timely.



In addition to six sessions of skill-building workshops, we are proud to present some special general session speakers and entertainers you won't want to miss, including Grammy Award-winning R&B recording artist Anthony Hamilton and country music sensation Jimmy Wayne (a foster care alum). You will also want to attend a panel discussion and Q&A on the topic of equity as well as a session featuring the personal stories of a CASA volunteer and a youth served by an advocate.

Another conference highlight will be our annual Awards of Excellence banquet on Sunday night. You'll want to hear from Judge Glenda Hatchett, a longtime activist and spokesperson for our cause, as she accepts the President's Award. In addition to Judge Hatchett, we are honoring an amazing group of individuals nominated by our member programs.

At this year's conference, you'll hear quite a bit about a new multi-year campaign to generate more support for our cause. During this campaign, at this conference and in all our interactions, we look forward to working with you. Together, we'll make good on our pledge to build hope for youth.

Michael S. Piraino
Chief Executive Officer
National CASA Association

Britt Banks
President
National CASA Association

Special Guests



Opening Luncheon—Jimmy Wayne

Sunday, March 20, 11:30 a.m. – 1 p.m.

As an alum of foster care, country music artist Jimmy Wayne gives tirelessly of his time to support older youth in the child welfare system. In fact, he spent seven months of 2010 on the road to raise awareness of homeless youth and children in care. Wayne walked over 1,700 miles from Nashville to Phoenix, talking with supporters, the media and lawmakers along the way. His *Meet Me Halfway* campaign was profiled on television and in newspapers and magazines nationwide, including *USA Today*, *Ladies Home Journal*, and *People Magazine*.

Just before he began his seven-month walk, Wayne was coming off one of the most successful years of his musical career. He had charted a three-week #1 album (*Do You Believe Me Now?*) and just completed a tour with Brad Paisley that placed him in prestigious venues such as Madison Square Garden. He was featured on the CBS Television special *A Home for the Holidays* last December.

As his fans know, Wayne survived a turbulent, abusive childhood. His father abandoned the family, his mother went to prison, and the boy was shuttled to a series of foster homes. After his stepfather tried to murder him, Wayne lived by his wits on the street for a time. But his resilience allowed him to persevere and achieve success.

Jimmy Wayne's efforts on behalf of children in care seem to be paying off.

California recently passed AB 12, raising the age limit for receiving supportive foster care services from 18 to 21. His first novella will be published in November: *Paper Angels*, inspired by his childhood. Wayne is currently writing new songs based on his experience walking across America. Visit <http://MeetMeHalfway.JimmyWayne.com>

Awards Banquet—Anthony Hamilton

Sunday, March 20, 7 – 9 p.m.

Grammy Award-winning R&B singer Anthony Hamilton became a spokesperson for National CASA last summer. He enthusiastically promoted the CASA cause during his 2010 summer concert tour. Additionally, CASA programs benefited from his volunteer recruitment public service announcement being played on radio stations nationwide.

"Our boys need positive role models," noted Hamilton when asked about his motivation to recruit African American volunteers for CASA programs. "Becoming a part of CASA will provide me with an opportunity to reach out to those men who can become everyday heroes to these children—and help change their life of hurt into one of hope."

Hamilton's most recent album, *The Point of It All*, was released in December 2008 on So So Def Recordings/Jive Records. The album debuted at #1 on Billboard's Top R&B/Hip Hop Album Chart and at #11 on Billboard's 200 Chart. The critically acclaimed, gold-certified album sold 133,000 copies in its first week of release and received three Grammy nominations, earning Hamilton a career total of 10.

Anthony Hamilton resides in Charlotte, NC, with his wife, recording artist Tarsha McMillian, and their five sons. To learn more, visit AnthonyHamilton.com.



Schedule Overview



Friday, March 18

- 5 – 8 p.m. **Information Booth**
5:30 – 7:30 p.m. **Registration and Check-in**

Saturday, March 19

- 8 a.m. – 2 p.m. **Registration and Check-in**
8 a.m. – 7 p.m. **Information Booth**
8 a.m. – 5 p.m. **State Directors Meeting**
9 a.m. – 4 p.m. **National CASA Association Institutes (Full-Day—See page 10)**
 - Delivering the Perfect Hands-On Training: How to Use *Case Studies*
 - Beyond the Basics: Engaging Volunteers in the 21st Century

1 – 5 p.m. **National CASA Association Institutes (Half-Day—See page 10)**
 - New Director Orientation
 - The Clock on the Courtroom Wall: Achieving Timely Permanence Through the Court Process
 - Building a Committed Base of Support: The New CASA Network Multi-Year Campaign
 - Understanding the Brains of Boys and Girls Equals Better Advocacy

4 – 5 p.m. **Attendee Orientation**
4:30 – 6 p.m. **Registration and Check-in**
6 – 7:30 p.m. **Welcome Reception and Exhibit Hall Opens**

Sunday, March 20

- 7 – 7:45 a.m. **Exercise Session**
7:30 a.m. – 1:30 p.m. **Registration and Check-in**
7:30 a.m. – 5:30 p.m. **Information Booth**
8 a.m. – 5 p.m. **Exhibit Hall Open**
8 – 10:30 a.m. **Learning Intensives (See page 11)**
 - Technology and Training: What's Working (and What's Not) Across the CASA Network
 - *Case Studies: Working It Out Together*
 - Building a Committed Base of Support: How to Use the New Multi-Year Campaign Platform
 - Kids, Families, Drug Addiction...and CASA Work
 - Advocating for Youth Transitioning Out of Foster Care

10:30 – 11:30 a.m. **Networking and Exhibitor Break**
11:30 – 1 p.m. **General Session: Opening Luncheon (See page 12)**
1:30 – 3 p.m. **Workshop Session A (See page 12)**
 - Amp It Up! Strengthening Youth Voices in Planning for Permanence
 - Race Matters: National CASA Inclusiveness Strategy
 - Activating the Call-to-Action Campaign: An Integrated Relationship Management Program
 - A Roadmap for the Future: Reaching Your Goals Without Driving Yourself Crazy
 - Social Media 101: Getting Started and Best Practices
 - The ABCs and Ds of Creative Volunteer Retention
 - Judicial Panel
 - Supporting Children Through Grief and Loss
 - Education Advocacy—Special Education Rights and Responsibilities

Schedule Overview [continued]



- Listening Between the Babbles: Advocating for Children Under 5
 - Networking Opportunity: Stump the Techies
- 3:30 – 5 p.m. **Workshop Session B (See page 14)**
- Youth Engagement and CASA Programs: A Blueprint for a Productive Partnership
 - Toward Cultural Sensitivity with Lesbian, Gay, Bisexual, Transgender and Questioning Youth
 - Individual Giving/Annual Fund Strategies
 - Owning It: The Future of Capacity-Building
 - Social Media 201: Challenges, Pitfalls and Learning on the Fly
 - Assessing Behavioral Styles for Successful Volunteer Management and Retention
 - Project Family Connect: Working with Children Impacted by Parental Incarceration
 - National Safe Place and CASA Programs: Partnering to Serve Youth
 - Using Crayons and Markers to Communicate with the Child You Serve
 - The Impact of Domestic Violence on Children and Youth
 - Networking Opportunity: Rural Programs
- 6 – 7 p.m. **Networking and Reception Hour**
- 7 – 9 p.m. **Awards Banquet (See pages 15 and 24 – 27)**

Monday, March 21

- 7 – 7:45 a.m. **Exercise Session**
- 7:30 – 10 a.m. **Registration and Check-in**
- 7:30 a.m. – 6:30 p.m. **Information Booth**
- 8 a.m. – 5 p.m. **Exhibit Hall Open**
- 8 – 9:30 a.m. **General Session—Disparity to Equity (See page 16)**
- 10 – 11:30 a.m. **Workshop Session C (See page 16)**
- Ripple Effects: Ensuring Educational Stability and Success
 - Effective Outreach and Relationship-Building
 - Partner Sponsorships with Call-to-Action Campaigns
 - Non-Directive Volunteer Supervision and Coaching
 - Reproductive Health Needs of Youth in Care
 - Making Visits with Incarcerated Parents a Positive Experience for Children
 - The Road to Permanency—A 15-Month Journey?
 - Commonly Diagnosed Mental Illnesses in Abused and Neglected Children
 - True Speaking Through Art
 - Why the Indian Child Welfare Act (ICWA)?
 - Networking Opportunity: Social Media
- 11:45 a.m. – 1:15 p.m. **General Session: State of CASA Luncheon (See page 18)**
- 1:15 – 2 p.m. **Networking and Exhibitor Break**
- 2 – 3:30 p.m. **Workshop Session D (See page 18)**
- Framing the Problem: Using Strength-Based Approaches to Advocacy
 - Children and Identity: Reactions, Responses and Responsibilities
 - Engaging Community Partners: National CASA's New Fund- and Friend-Raising Campaign
 - CASA Efforts to Outcomes (ETO): Beyond Case Management
 - An Army of Volunteers: Changing from a Staff-Driven Model to One Carried Out by Volunteers
 - Engaging Fathers in Child Welfare Cases



- Reforming the Foster Care System Through Achieving Permanency for All Youth
- Managing Tempers and Self-Control Through Play, Skill-Building and Attending to Grief
- How to Effectively Tell the CASA Story: New Approaches to Public Relations and Media
- Special Event Speed Dating
- Networking Opportunity: Volunteer Training Idea Exchange

4 – 5:30 p.m.

Workshop Session E (See page 20)

- Family Ties: Engaging Older Youth and Other Key Players in Permanency Planning
- I Want to Play Too: Developing a Culturally Competent, Inclusive CASA Program
- Team-Building for Successful Outcome Measurement, Retention and Financial Stability
- CASA Efforts to Outcomes (ETO): Up and Running...Now What?
- Building a Culture of Resilience: Strengthening, Sustaining and Retaining Volunteers and Staff
- Cross-System Integration, Best Practices and the Well-Being of Babies and Toddlers
- Through Their Eyes: Engaging Older Youth
- Soups to Soufflés: How to Start, Grow and Maintain a Major Gifts Program
- Inclusion Award-Winner Workshop
- Networking Opportunity 1: Urban Programs
- Networking Opportunity 2: Volunteers as Resource Development Ambassadors

4:30 – 6:30 p.m.

Registration—Return CEU/CLE and Evaluation Forms

Tuesday, March 22

7 – 7:45 a.m.

Exercise Session

8 – 10 a.m.

Registration—Return CEU/CLE and Evaluation Forms

8 – 10:30 a.m.

Exhibit Hall Open

9:30 – 11 a.m.

Workshop Session F (See page 22)

- Engaging and Advocating for Youth Through Mediation and Facilitation
- Tying it All Together—The Development Plan
- Media Management and the Courts
- Would You Put Your Own Child in Long-Term Foster Care?
- Promising Practices Spotlight Workshop
- Properly Assessing Immigrant Children and Families to Best Meet Complex Needs
- Seen and Heard: Meaningful Youth Involvement in Court
- Networking Opportunity 1: Communications Contest
- Networking Opportunity 2: Behind the Scenes with the National CASA Grants Team

11:15 a.m. – 12 noon

General Session—Volunteer and Youth Stories (See page 23)

The information, resources and personal views of guest speakers, literature and videos are provided solely for informational and educational purposes of the CASA/GAL network and its colleagues in child welfare. The views and opinions of guest speakers do not always reflect the practices and standards of the National CASA Association.

The National CASA Association reserves the right to changes speakers or modify program content. Please consult the program addendum for updates.



Registration Information and Conference Policies

Registration and Information

**Grand Ballroom Registration,
East Tower, Gold Level**

DATE	AREA	HOURS
Friday, March 18	Registration	5:30 – 7:30 p.m.
	Information Booth	5 – 8 p.m.
Saturday, March 19	Registration	8 a.m. – 2 p.m. and 4:30 – 6:30 p.m.
	Information Booth	8 a.m. – 7 p.m.
Sunday, March 20	Registration	7:30 a.m. – 1:30 p.m.
	Information Booth	7:30 a.m. – 5:30 p.m.
Monday, March 21	Registration	7:30 – 10 a.m. and 4:30 – 6:30 p.m.
	Information Booth	7:30 a.m. – 6:30 p.m.
Tuesday, March 22	Registration / Information Booth	8 – 10 a.m.

During daytime hours that registration and the information booth are closed, find answers to questions at the conference office located in Grand Suite 3, east tower, gold level. For lost and found, please visit the conference office or call Hyatt Regency Hotel security.

Badges

Official conference name badges must be worn for admittance to all sessions, workshops and meal functions.

Green Meetings

Conferences can have a staggering impact on the environment. Consider the paper, cans and bottles that are discarded every day as well as the gallons of water it takes to launder linens and tablecloths. The National CASA Association is pleased to offer the following simple and practical ways to be a little more earth-friendly during our time in Chicago:

- Linen replacement is optional in guest rooms.
- In keeping with best printing practices, conference publications are printed on recycled paper.
- Water service stations are provided in place of individual water bottles.
- Conference registration and evaluation materials are available online.

- After the conference, tote bags can be reused as shopping bags.
- Handouts are available online.

We encourage you to take advantage of these green options to help us limit our impact on the environment.

Evaluation

We want to hear from you—we value your opinion! After the 2011 conference concludes, all attendees will receive a link to our online survey by email. When you complete the survey, you will be entered into a drawing for prizes, including 2012 conference registration. The online survey is one of our efforts to be earth-friendly and save resources.

Emergencies

The safety and security of attendees and staff is the first priority of National CASA and the Hyatt Regency. Please be sure to complete the emergency contact information on your name badge. In case of emergency, please dial 911 from any house phone and notify National CASA staff.

2011 National CASA Conference Goals

- **Strengthen Volunteer Voices:** Build skills and acquire tools that will enhance your ability to speak up for abused and neglected children.
- **Develop Inclusive Practices:** Expand your knowledge and skills while exploring practices that enable you to better serve *all* children in your communities and continue the journey toward cultural competency.
- **Build Leadership Skills:** Increase your ability to sustain and expand your CASA/GAL program.
- **Renew Your Commitment:** Fortify your spirit and resolve to effect change through talking with and listening to peers and presenters.



Resources for Conference Participants

***New This Year!* Information Booth**

***Grand Ballroom Registration,
East Tower, Gold Level***

Visit the information booth, where National CASA staff will be available to answer questions regarding the conference.

Exhibit Hall

***Riverside Center Exhibition Hall East,
East Tower, Purple Level***

Enjoy the opening reception, join in the bingo game, connect with service providers, access resources and shop! Exhibitors offer promotional items and resources for conference participants such as videos, jewelry and gifts. Please consult the exhibitor directory for a complete listing of exhibitors and more information on how to play and win bingo.

Exhibit Hall Hours

Saturday, March 19	6 – 7:30 p.m.	Opening Reception
Sunday, March 20	8 a.m. – 5 p.m.	Exhibit Hall Open
	10:30 – 11:30 a.m.	Exclusive Exhibit Hall Hour and Networking Break
Monday, March 21	8 a.m. – 5 p.m.	Exhibit Hall Open
	1:15 – 2 p.m.	Exclusive Exhibit Hall Hour and Networking Break
Tuesday, March 22	8 – 10:30 a.m.	Exhibit Hall Open
	8 – 9 a.m.	Breakfast with Exhibitors

Free Literature Display/Resource Area

***Riverside Center Exhibition Hall East,
East Tower, Purple Level***

Obtain free literature and information from organizations unable to attend the conference. Extra handouts from some scheduled workshops can also be found here.

Hospitality and Local Information

***Riverside Center Exhibition Hall East,
East Tower, Purple Level***

Make the most of your trip to Chicago! Visit the hospitality area and talk with members of the Chicago site committee about tourist activities, local attractions and restaurants.

CASA Connection Message Center

***Grand Ballroom Registration,
East Tower, Gold Level***

Check the CASA Connection Message Center daily for late-breaking changes in conference activities, room assignments and special events. You may also post messages to other conference participants here.

Bookseller

***Grand Ballroom Registration,
East Tower, Gold Level***

Back by popular demand! BreakPoint Books is selling titles that complement the workshop and general session topics. Please visit the BreakPoint booth for more information.

CASA Bookstore Hours

Sunday, March 20	8 a.m. – 5 p.m.
Monday, March 21	8 a.m. – 5 p.m.
Tuesday, March 22	8 a.m. – 10:30 a.m.

Please consult the program addendum for book-signing opportunities.

Continuing Education Credits

***Grand Ballroom Registration,
East Tower, Gold Level***

Forms are available at the registration desk for attorneys and social workers applying for credits or units through their state bar or local social work continuing education program. A \$15 fee will be charged by National CASA for processing continuing education credits. You are responsible for completing all state-specific forms and understanding all state/local requirements.

[continued on page 8]



Resources for Conference Participants [continued]

[Continuing Education Credits continued]

National CASA is approved for continuing education (CE) by the National Association of Social Workers. Upon successful completion, CE participants will receive a certificate of completion from National CASA.

National CASA is approved for continuing legal education (CLE) through the Washington State Bar Association. Upon successful completion, CLE participants will receive a letter from National CASA stating the number of hours completed and the accreditation from the Washington State Bar Association.

All CE and CLE participants must register for units at the beginning of the conference by completing the official CE and CLE registration application available at the registration desk. During this process, you will receive a self-monitoring form and appropriate conference evaluations, which must be completed and returned with the \$15 fee at the end of the conference. You must also document your time of departure from the conference when returning this information. Failure to follow these instructions will void any CE and CLE credits. Sign out and deliver completed forms during regular registration hours.

Registration and payment will not be accepted after 10 a.m. on the last day of the conference, March 22, 2011.

Networking Opportunities

Columbus Hall G

During these scheduled sessions, you will have the opportunity to network and discuss relevant issues with peers and other child welfare professionals. Each session explores a predetermined topic in an informal, small-group setting in which attendees are encouraged to share ideas and experiences.

Please consult the detailed schedule for topics and times. Sessions are scheduled concurrently with workshop sessions offered Sunday through Tuesday.

Conference Worksheet

A worksheet is available at the information booth to help you plan your days. Please arrive early to workshop sessions; some may reach capacity, and latecomers will be asked to select another workshop.

Finding Your Way in the Hotel

All conference functions are located on the gold level of the Hyatt Regency Hotel. Registration, the information booth and the Columbus Hall workshop rooms are in the East Tower. Committee meeting rooms and the Acapulco, Toronto and Regency workshop rooms are in the West Tower. Access between the east and west towers is located on the bronze level, one level above the gold level.

Meeting Information

COMMITTEE NAME*	DATE	TIME	MEETING ROOM
State Directors	Saturday, March 19	7:30 a.m. – 5:30 p.m.	Regency Ballroom B
Resource Development Committee	Saturday, March 19	11 a.m. – 12 noon	Atlanta
Tribal Programs	Sunday, March 20	8:30 – 10:30 a.m.	New Orleans
Finance/Audit Committee	Sunday, March 20	2 – 3 p.m.	San Francisco
Governance Committee	Sunday, March 20	3 – 4 p.m.	Atlanta
Marketing Committee	Monday, March 21	10 – 11 a.m.	Atlanta

**Please inquire at registration or the information booth if your meeting is not listed.*



Workshops by Focus Area

	FUNDRAISING	EQUITY AND INCLUSION	OLDER YOUTH	TECHNOLOGY	VOLUNTEER MANAGEMENT	CAPACITY-BUILDING
Learning Intensives Sunday, March 20 8 – 10:30 a.m.	Building a Committed Base of Support: How to Use the New Multi-Year Campaign Platform		Advocating for Youth Transitioning Out of Foster Care	Technology and Training: What's Working (and What's Not) Across the CASA Network		
Workshop Session A Sunday, March 20 1:30 – 3 p.m.	Activating the Call-to-Action Campaign: An Integrated Relationship Management Program	Race Matters: National CASA Inclusiveness Strategy	Amp It Up! Strengthening Youth Voices in Planning for Permanence	Social Media 101: Getting Started and Best Practices Networking Opportunity: Stump the Techies	The ABCs & Ds of Creative Volunteer Retention	A Roadmap for the Future: Reaching Your Goals Without Driving Yourself Crazy
Workshop Session B Sunday, March 20 3:30 – 5 p.m.	Individual Giving/Annual Fund Strategies	Toward Cultural Sensitivity with Lesbian, Gay, Bisexual, Transgender and Questioning Youth	Youth Engagement and CASA Programs: A Blueprint for a Productive Partnership	Social Media 201: Challenges, Pitfalls and Learning on the Fly	Assessing Behavioral Styles for Successful Volunteer Management and Retention	Owning It: The Future of Capacity-Building
Workshop Session C Monday, March 21 10 – 11:30 a.m.	Partner Sponsorships with Call-to-Action Campaigns	Effective Outreach and Relationship-Building Why the Indian Child Welfare Act (ICWA)?	Ripple Effects: Ensuring Educational Stability and Success	Networking Opportunity: Social Media	Non-Directive Volunteer Supervision and Coaching	
Workshop Session D Monday, March 21 2 – 3:30 p.m.	Engaging Community Partners: National CASA's New Fund- and Friend-Raising Campaign Special Event Speed Dating	Children and Identity: Reactions, Responses and Responsibilities	Framing the Problem: Using Strength-Based Approaches to Advocacy	CASA Efforts to Outcomes (ETO): Beyond Case Management	Networking Opportunity: Volunteer Training Idea Exchange	An Army of Volunteers: Changing from a Staff-Driven Model to One Carried Out by Volunteers
Workshop Session E Monday, March 21 4 – 5:30 p.m.	Soups to Soufflés: How to Start, Grow and Maintain a Major Gifts Program Networking Opportunity: Volunteers as Resource Development Ambassadors	I Want to Play Too: Developing a Culturally Competent, Inclusive CASA Program Inclusion Award-Winner Workshop	Family Ties: Engaging Older Youth and Other Key Players in Permanency Planning Through Their Eyes: Engaging Older Youth	CASA Efforts to Outcomes (ETO): Up and Running... Now What?	Building a Culture of Resilience: Strengthening, Sustaining and Retaining Volunteers and Staff	Team-Building for Successful Outcome Measurement, Retention and Financial Stability
Workshop Session F Tuesday, March 22 9:30 – 11 a.m.	Tying it All Together—The Development Plan		Engaging and Advocating for Youth Through Mediation and Facilitation Would You Put Your Own Child in Long-Term Foster Care?	Technology and Training: What's Working (and What's Not) Across the CASA Network		Networking Opportunity 2: Behind the Scenes with the National CASA Grants Team



Detailed Schedule: Saturday, March 19

9 a.m. – 4 p.m.

National CASA Association Institutes (Full-Day)

Preregistration is required for the following sessions. Limited onsite registration is available.

Delivering the Perfect Hands-On Training: How to Use Case Studies

Columbus Hall AB

Case Studies: Working it Out Together is an effective 3-hour training module for CASA/GAL volunteers and supporters. You will work a realistic case in a small group, produce recommendations and join in a facilitated discussion of cultural competency and strength-based casework. This is a train-the-trainer for utilizing *Case Studies* within a local program. You will receive a full set of *Case Studies* materials in electronic format.

Ruth Kravitz
Training Administrator
North Carolina GAL Program

Beyond the Basics: Engaging Volunteers in the 21st Century

Columbus Hall KL

This interactive session will help CASA leaders move beyond the basics of volunteer management and explore the challenges and opportunities of recruiting, supervising and retaining today's volunteers. Exploring such topics as motivation theory, coaching and intergenerational approaches to volunteering, you will develop new tools to implement in your own program.

John Lipp, Consultant
President/CEO
PAWS, San Francisco

1 – 5 p.m.

National CASA Association Institutes (Half-Day)

Preregistration is required for the following sessions. Limited onsite registration is available.

New Director Orientation

Columbus Hall CD

Designed for local CASA/GAL program directors in their positions for six months or less, this orientation introduces participants to National CASA's functions and increases their awareness of available resources. The presenters offer information on National CASA's *Standards for Local CASA/GAL Programs*, volunteer management, community awareness and working with

state organizations. This is an opportunity to learn and network with new colleagues nationwide.

Sally Erny
Chief Program Officer
National CASA Association

Janet Ward
Midwest Region Program Officer
National CASA Association

The Clock on the Courtroom Wall: Achieving Timely Permanence Through the Court Process

Columbus Hall GH

The goal of any CASA volunteer is to get children out of the system and into permanent homes as quickly as possible. This workshop will focus on achieving permanence through the court system using every hearing, meeting and visit to move closer to that goal. We provide a practical child welfare system overview helpful to new and experienced advocates.

Jane Malpass
Child Welfare Consultant

Jane Thompson
Assistant Attorney General
North Carolina

Building a Committed Base of Support: The New CASA Network Multi-Year Campaign

Columbus Hall EF

Join us for this exciting first look at an integrated campaign to create a well of support for our children. You will receive a detailed overview of how this campaign can help your state or local CASA program grow to the level that all children in care can succeed.

Resource Development and Communications Staff
National CASA Association

Consultants from Edelman, Lagrant Communications, Matala Line and Social Capital

Understanding the Brains of Boys and Girls Equals Better Advocacy

Columbus Hall IJ

Science can now show us the working brain. We know that male and female brains, while equally competent, process information differently. CASA programs are more effective when they understand what boys and girls need at home, at school and in their communities. Also applicable to volunteer support and professional interaction.

Mittie Pedraza
Program Director
CASA of the Pikes Peak Region

6 – 7:30 p.m.

Welcome Reception

Riverside Center Exhibition Hall East, Purple Level

Open to all attendees. Join us to reconnect with friends, meet new colleagues and visit the exhibit hall.



Detailed Schedule: Sunday, March 20

7 – 7:45 a.m. Exercise Session

Grand Suite 5

Start the day on a positive note with an early-morning exercise session. Appropriate for all levels of fitness.

8 – 10:30 a.m. Learning Intensives

Technology and Training: What’s Working (and What’s Not) Across the CASA Network

Columbus Hall FE

Time is money. And with gas prices over \$3 in much of the country, traveling to training is also money. National CASA and various programs across the network have increasingly turned to technology to help meet the learning needs of staff and volunteers. This workshop features a panel of presenters from National CASA as well as CASA/GAL programs in Arizona, Florida and Texas describing what has worked and what hasn’t when it comes to integrating technology into training efforts for staff and volunteers.

Technology Focus Area

Deedra Baker
Program and Training Specialist
Texas CASA

Calvin Martin
Regional Director
Florida Guardian Ad Litem Program

Rand Rosenbaum
Web Designer
CASA of Arizona

Brian Washburn
Training Director
National CASA Association

Case Studies: Working It Out Together

Columbus Hall AB

This hands-on workshop invites volunteers and board members to engage in advocacy casework. You will work a realistic case in a small group, produce recommendations and join as a full group for a facilitated discussion of cultural competency and strength-based casework. *Case Studies* is designed to maximize learning while providing an interesting, lively challenge for participants.

Ruth Kravitz
Training Administrator
North Carolina GAL

Building a Committed Base of Support: How to Use the New Multi-Year Campaign Platform

Columbus Hall CD

In this workshop, you will receive a comprehensive overview of the new National CASA integrated campaign and the significant potential for fund development,

awareness and recruitment. You will benefit from a snapshot of practical applications in each of these topic areas.

Fundraising Focus Area

Resource Development and Communications Staff
National CASA Association

Consultants from Edelman, Lagrant Communications, Matala Line and Social Capital

Kids, Families, Drug Addiction...and CASA Work

Columbus Hall IJ

It is no secret that the majority of children who CASA volunteers deal with come from homes where substance abuse is a problem. Knowing how to recognize what the drugs look like, the indicators of someone under the influence and how drugs affect children is only the first part of the battle. CASA volunteers also need information to overcome the personal risks they face in the course of their advocacy.

Ronald Holmes
Retired Pediatrician

Lynn Reimer
President
Act on Drugs

Advocating for Youth Transitioning Out of Foster Care

Columbus Hall KL

Alumni of foster care will provide attendees with guiding principles to use when advocating for youth in transition. Attendees will hear examples of positive and negative experiences with transition, apply the guiding principles to case studies in small groups and discuss the particular urgency of permanency planning for youth facing transition from foster care.

Older Youth Focus Area

Foster Care Alumni:

Anthony Barrows
Project Manager
NE BSC on Safety and Risk Assessments

Jeremy Long
Youth Engagement Coordinator
Bridging the Gap at Mile High United Way

Amanda Metivier
Statewide Coordinator
Facing Foster Care in Alaska

Michael Schwiert
Northern Regional Representative
Facing Foster Care in Alaska

Dianna Walters
Graduate Assistant
Muskie School of Public Service





Detailed Schedule: Sunday, March 20 [continued]

10:30 – 11:30 a.m. Break

Networking and Exhibitor Break
Riverside Center Exhibition Hall East, East Tower, Purple Level

An opportunity to network with other attendees and visit the exhibit hall to complete your bingo card!

11:30 a.m. – 1 p.m. General Session

Opening Luncheon
Grand Ballroom, East Tower, Gold Level

Remarks: US Senator Mary Landrieu, LA
Co-Chair, Senate Caucus on Foster Youth (invited)

Keynote: Ordinary Heroes, Extraordinary Communities
John Lipp, President/CEO, PAWS, San Francisco and Author of *The Complete Idiot's Guide to Recruiting and Managing Volunteers*

National CASA CEO Michael Piraino and foster care alum Michael Estrella welcome you to the conference. Country music singer Jimmy Wayne, also formerly in care, will speak and perform. Please see page 2 for more about Jimmy Wayne.

1:30 – 3 p.m. Workshop Session A

Amp It Up! Strengthening Youth Voices in Planning for Permanence
Regency Ballroom A

Attendees will hear from foster care alumni about why it is important for older youth to be involved in their court proceedings and how that can impact transition and permanency planning. You will also receive some practical tips on how to engage youth in court. Bring your questions or concerns about involving youth in this way.

Older Youth Focus Area

Foster Care Alumni:

Anthony Barrows
Project Manager
NE BSC on Safety and Risk Assessments

Jeremy Long
Youth Engagement Coordinator
Bridging the Gap at Mile High United Way

Amanda Metivier
Statewide Coordinator
Facing Foster Care in Alaska

Michael Schwiertert
Northern Regional Representative
Facing Foster Care in Alaska

Dianna Walters
Graduate Assistant
Muskie School of Public Service

Race Matters: National CASA Inclusiveness Strategy *Acapulco Room*

Popular culture plays an integral role in the development of racial, cultural and ethnic identity for the individual. For young people unable to filter information, the media creates a challenging landscape. It is the responsibility of adults in their lives to help them know who they are and their role in the world. We will demonstrate some of the norms played out in today's society and offer constructive means to challenge them.

Equity and Inclusion Focus Area

Chanin Kelly-Rae
Senior Director of Inclusion and Equity
National CASA Association

Activating the Call-to-Action Campaign: An Integrated Relationship Management Program *Regency B*

Staff, volunteers and board members will embark on a guided tour of successful relationship models. You will learn about communication tools allowing your program to take best advantage of the national campaign.

Fundraising Focus Area

Resource Development Staff **Consultants, Matalé Line**
National CASA Association

A Roadmap for the Future: Reaching Your Goals Without Driving Yourself Crazy *Columbus Hall CD*

The board and staff of CASA of Allegheny County have worked together to create a 25-year plan to quadruple service capacity. In this session, staff will share their experiences and assist other CASA programs in outlining long-term revenue and recruitment goals as well as strategies for reaching those objectives.

Capacity-Building Focus Area

Monica Gay
Development Director
CASA of Allegheny County

Melissa Protzek
Executive Director
CASA of Allegheny County

Social Media 101: Getting Started and Best Practices *Regency Ballroom C*

This introduction to social media covers the basics of major platforms such as Facebook, Twitter and YouTube. We will discuss best practices in social media and highlight examples from the CASA network and beyond.

Technology Focus Area

Tom Vásquez
Social Media Manager
National CASA Association



The ABCs and Ds of Creative Volunteer Retention **Columbus Hall KL**

In today's economy, it is increasingly important to effectively utilize and retain volunteers. Advocates are the heart and soul of any CASA program and should be treated as such. Volunteer retention is an ongoing practice and plays a vital role in maintaining a quality volunteer pool. Learn how acknowledgement, benefit and community are the three keys to successful retention.

Volunteer Management Focus Area

Kimberly Deer
Interim Director
Okmulgee County Family Resource Center

Judicial Panel **Regency Ballroom D**

Presenters will give a historical perspective of the leadership role of the judge in interfacing with CASA/GAL programs while addressing current ethical implications. Learn how judges and CASA programs can work together to ensure the best interest of abused and neglected children in dependency court cases. Best practices to effect systemic change will also be explored.

Hon. Leonard Edwards (ret.)
Past President, National Council
of Juvenile and Family
Court Judges (NCJFCJ)
Board Member Emeritus,
National CASA

Hon. Michael Key
President, NCJFCJ
Member, National CASA
Board of Trustees

Hon. Tom Hornsby
Past President, NCJFCJ
Board Member Emeritus,
National CASA

Hon. J. Dean Lewis (ret.)
Past President, NCJFCJ
Board Member Emeritus,
National CASA
Editor of *The Judges' Page*

Supporting Children Through Grief and Loss **Columbus Hall IJ**

Participants will learn to recognize and normalize grief in order to create resilient communities where children coping with loss grow up emotionally healthy and able to lead meaningful and productive lives. The presenter will discuss the loss surrounding adoption and describe normal and unhealthy behaviors associated with grieving. Resources and services will be provided.

Lisa Barsky-Firkser, PhD
Executive Director
CASA of Morris and Sussex Counties

Education Advocacy—Special Education Rights and Responsibilities **Columbus Hall AB**

Gain an understanding of the many facets of special education law, including its history, requirements (and associated burdens), assessments, timelines, the individualized education program (IEP) and 504 process. Become the education advocate you want to be! Empower yourself and the children you serve—all while helping schools do the “right thing” for children.

Steve Ashman
Executive Director
CASA of Stanislaus County

Listening Between the Babbles: Advocating for Children Under 5 **Columbus Hall EF**

Children under the age of 5 are more likely to be abused or neglected than older children, thus coming into foster care at rates higher than older children. This comes at a time of rapid growth and can have long-lasting implications on cognitive, social and emotional development. Babies and toddlers have a lot to tell us, if only we know how to listen to what they are trying to say.

Holly Schlaack
Program Manager
ProKids

Networking Opportunity: Stump the Techies **Columbus Hall G**

The doctor is in! After a brief discussion of current technology trends and guidance on maintaining a stable and secure IT infrastructure, it's time to stump the techies. National CASA's IT team will answer all of your burning technology questions. How often should I buy new desktop machines? How do I get video embedded on my website? Which CRM system should I implement? If we can't answer your question definitively, we'll at least point you in the right direction.

Technology Focus Area

Pallavi Agarwal
Online Services Manager
National CASA Association

Selina Lau
IT Specialist
National CASA Association

Michael Crye
Information Technology Manager
National CASA Association

Brandon Shea
Data Manager
National CASA Association

Dave Forrester
Senior Director of IT
National CASA Association

Detailed Schedule: Sunday, March 20 [continued]



3:30 – 5 p.m.

Workshop Session B

Youth Engagement and CASA Programs: A Blueprint for a Productive Partnership

Regency Ballroom A

Foster youth are powerful advocates for systems change. Learn about the National Foster Youth Action Network's partnership with the Indianapolis CASA program, Child Advocates, their effective model for youth-led engagement and how to launch a similar partnership with the CASA programs, staff and volunteers in your state.

Older Youth Focus Area

Cindy Booth
Executive Director
Child Advocates

Danielle Pearson
GAL Volunteer
Child Advocates

Janet Knipe
Executive Director
National Foster Youth Action Network

Toward Cultural Sensitivity with Lesbian, Gay, Bisexual, Transgender and Questioning Youth

Columbus Hall AB

Build your capacity, awareness and skills to better serve and respond to the needs of LGBTQ youth in out-of-home care. Participants will explore their personal views and values regarding this population, then develop strategies to balance personal views and professional responsibilities when the two are in conflict.

Equity and Inclusion Focus Area

Simon Arnoff
Community Educator
Lambda Legal

Jennifer McMahon, LCSW
Clinical Director
Heartland Alliance
Human Care Services

Individual Giving/Annual Fund Strategies

Regency B

The annual fund is an organized effort to obtain gifts on a yearly basis to support, at least in part, general operations. We will discuss goals, components and strategies around getting, repeating and upgrading annual gifts. You will also receive an overview of online fundraising and National CASA's new campaign.

Fundraising Focus Area

Betsy Harman
Principal
Harman Interactive, LLC

Owning It: The Future of Capacity-Building

Regency Ballroom D

How to design and create a volunteer advisory council—and make its members “own” it. The council can assist in building capacity within the organization by augmenting support to staff and volunteers, enhancing recruitment and diversity initiatives and heightening public awareness. The workshop will not only provide the “how to do it” but also the “how to keep it once you have it.”

Capacity-Building Focus Area

Carolyn Bone
Volunteer Advisory Council
Richland County CASA

Cole McNair
President, Voluntary Advisory
Council
Richland County CASA

Marilyn Burnett
Volunteer Advisory Council
Richland County CASA

Jonathan Slager
Volunteer Advisory Council
Richland County CASA

Social Media 201: Challenges, Pitfalls and Learning on the Fly

Regency Ballroom C

An advanced-level session on social media. We will discuss the more challenging aspects of social media—negative feedback, challenging followers and incomplete strategy. You will also learn the importance of a social media strategy. It is recommended that beginners also attend the Social Media 101 session.

Technology Focus Area

Tom Vásquez
Social Media Manager
National CASA Association

Assessing Behavioral Styles for Successful Volunteer Management and Retention

Columbus Hall KL

Our program has integrated assessment of volunteers' behavior styles into our volunteer management practices. We will guide you through assessment of behavior styles and strategies for each style. You will also be provided practical tips on using assessments to successfully match advocates to cases and match advocates to case supervisors as well as on coaching, supervising and retaining volunteers.

Volunteer Management Focus Area

Lori Morris
Executive Director
CASA of Mercer County

Farrah Seidler
Senior Case Supervisor
CASA of Mercer County

Lisa Oros
Case Supervisor
CASA of Mercer County

Teri Triano-Davis
Case Supervisor
CASA of Mercer County



Project Family Connect: Working with Children Impacted by Parental Incarceration

Columbus Hall CD

New York City CASA's Project Family Connect (PFC) is an initiative that focuses on working with foster children and youth impacted by parental incarceration. We will discuss the PFC's goals and objectives, including how this project facilitates permanency planning for children and raises awareness of the impact of parental incarceration among advocates.

Christina Holdrege
Brooklyn Borough Coordinator
NYC CASA

Michelle Netzler
Manhattan/Staten Island
Borough Coordinator
NYC CASA

National Safe Place and CASA Programs: Partnering to Serve Youth

Acapulco Room

Learn about the effectiveness of Safe Place, a national community outreach effort providing youth in crisis with access to immediate help and safety at public locations. Presenters will share Safe Place benefits and strategies for creating a program that will reach youth and increase awareness and prevention of abuse and neglect.

Susan Harmon
Organizational Advancement Director
National Safe Place

Using Crayons and Markers to Communicate with the Child You Serve

Columbus Hall IJ

This workshop will provide a creative outlet to allow you to explore the experience of using crayons and markers to communicate with children and teens served by CASA volunteers. Learn to use art and listening skills to establish trusting relationships that facilitate mutual respect and open sharing.

Lisa Barsky-Firkser, PhD
Executive Director
CASA of Morris and Sussex Counties

The Impact of Domestic Violence on Children and Youth

Columbus Hall EF

Domestic or family violence not only affects the victim but also has a major impact on all family members, especially children and youth. Come learn what the effects are at various developmental stages and how violence impacts children's relationships with foster and adoptive families. We will also discuss what

signs to look for in the children in your care as well as appropriate services.

Mary McGowan
Consultant
Mary M. McGowan Professional Services

Networking Opportunity: Rural Programs

Columbus Hall G

Join rural program directors from all parts of the country for an informal networking session. Talk about successes and challenges while you learn from individuals who share the experience of operating a CASA/GAL program in a rural area.

Paige Beard
Regional Program Officer
National CASA Association

6 – 7 p.m. Networking and Reception Hour

Grand Ballroom Foyer

7 – 9 p.m. Awards Banquet

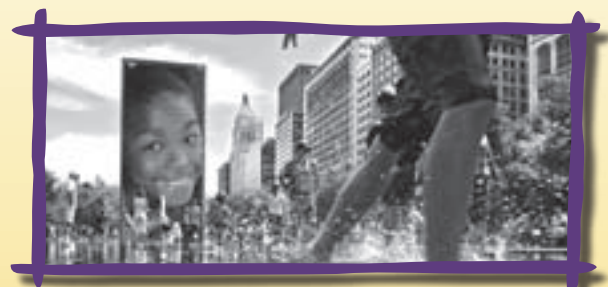
Awards of Excellence Recognition Banquet

Grand Ballroom

Opening Speaker: Anthony Hamilton

National CASA spokesperson and Grammy Award-winning R&B recording artist (see page 2)

National CASA is pleased to honor outstanding individuals and programs that provide hope to abused and neglected children. The Awards of Excellence commemorate the exceptional contributions and dedication of child advocates, program directors, judges, board members and CASA/GAL programs excelling in inclusion efforts. National CASA spokesperson Judge Glenda Hatchett will receive the President's Award. Join us in celebrating these outstanding programs and individuals. For more information about the honorees, see pages 24-27.





Reproductive Health Needs of Youth in Care *Columbus Hall KL*

Youth in foster care are more likely than others to engage in risky sexual behavior and to become pregnant before the age of 18. Yet many youth do not receive adequate guidance or assistance in this area while in care. You will receive an overview of the reproductive health needs of youth and have a chance to hear from a panel of CASA volunteers.

Syeda Naqvi
CASA Advocate Supervisor
CASA of Cook County

Making Visits with Incarcerated Parents a Positive Experience for Children *Columbus Hall CD*

Children want to visit their incarcerated parents, yet these visits can be difficult for everyone involved. Learn the benefits of visits to a child, how to prepare a child for the visit, what types of activities can occur on visits, how to help the child handle his or her emotions about having a parent in prison and what to do during those long rides.

Rose Marie Wentz
Consultant
WentzTraining.com

The Road to Permanency—A 15-Month Journey? *Regency Ballroom B*

Intended for newer CASA volunteers who want to learn which areas of the case to concentrate on to be most effective for the child. Also for experienced advocates who want a new system to approach cases and to have some new and innovative tools and techniques. CASA staff will also benefit by previewing the workshop and then implementing something similar in their own programs.

Aimee Daniels
Executive Director
CASA of the 31st Judicial District, KS

Don Sewell
Advocate
CASA of the 31st Judicial District

Marie Jordan
Advocate
CASA of the 31st Judicial District



Commonly Diagnosed Mental Illnesses in Abused and Neglected Children *Columbus Hall EF*

Learn about commonly diagnosed mental illnesses in children. This workshop will develop your knowledge and understanding of the unique needs and challenges of children served by the CASA program.

Susan Holden Silva, LCSW
Forensic Interviewer
Children's Advocacy Center of the Green River District

True Speaking Through Art *Columbus Hall IJ*

This session combines an enjoyable hands-on approach with lecture, discussion and art examples to introduce you to art therapy. Learn how to apply common techniques of art therapy to help build a rapport with children and adolescents in a relaxed and engaging manner. Note that the workshop will *not* qualify participants to practice as art therapists. No previous art skill or experience necessary.

Natalie Deo
Advocate Supervisor
CASA of Union County

Dominic Prophete
Advocate Supervisor
CASA of Union County

Why the Indian Child Welfare Act (ICWA)? *Acapulco Room*

What home is best for a child? Is culture important? Is it important for American Indian/Alaska Native children in protection to be returned to their families? How can CASA programs partner with state and tribal organizations to improve outcomes for Native children across our country? Join us as we explore these questions.

Equity and Inclusion Focus Area

Kimberly Deer
Interim Director
Okmulgee County Family
Resource Center

Kym Miller
CASA Coordinator
Kenaitze Indian Tribal
CASA Program

Networking Opportunity: Social Media *Columbus Hall G*

Join us to share your knowledge and insights on social media. Tell and hear stories about successes, challenges and lessons learned. Have your questions answered about connecting with your community and supporters through social media.

Technology Focus Area

Tom Vásquez
Social Media Manager
National CASA Association



Detailed Schedule: Monday, March 21 [continued]

11:45 a.m. – 1:15 p.m. General Session

State of CASA Luncheon *Grand Ballroom*

Michael Piraino, CEO, National CASA Association
Britt Banks, President, National CASA Association

Everyone is welcome! Join us for highlights of the past year and the future direction of National CASA. Also gain an overview of the new CASA network multi-year campaign.

1:15 – 2 p.m. Break

Networking and Exhibitor Break *Riverside Center Exhibition Hall East, East Tower, Purple Level*

An opportunity to network with other attendees and visit the exhibit hall to complete your bingo card!

2 – 3:30 p.m. Workshop Session D

Framing the Problem: Using Strength-Based Approaches to Advocacy *Regency Ballroom A*

Foster care alumni discuss the importance of strength-based practices in interactions with older youth, in team meetings and in documentation. You will have an opportunity to see examples of successful meetings with older youth and provide input on how you feel strength-based practices can become more integrated in a CASA volunteer's work.

Older Youth Focus Area

Foster Care Alumni:

Anthony Barrows
Project Manager
NE BSC on Safety and Risk Assessments

Jeremy Long
Youth Engagement Coordinator
Bridging the Gap at Mile High United Way

Amanda Metivier
Statewide Coordinator
Facing Foster Care in Alaska

Michael Schwietert
Northern Regional Representative
Facing Foster Care in Alaska

Dianna Walters
Graduate Assistant
Muskie School of Public Service

Children and Identity: Reactions, Responses and Responsibilities

Columbus Hall AB

Options for how youth will live in our ever-shifting culture continue to broaden. Globalization and electronic media enhance our experiences of others, their ideas and beliefs. Youth are increasingly open to such options as gender fluidity, and many are finding it safer to express their non-mainstream sexual orientation. Compassionate advocacy for these children requires that we encounter, and possibly adjust, our own belief systems to represent youth's needs rather than our own.

Equity and Inclusion Focus Area

William Gordon
Consultant
Capax Coaching

Engaging Community Partners: National CASA's New Fund- and Friend-Raising Campaign

Regency Ballroom D

Learn about tools and resources that will help you engage your community around the new campaign. We'll explore how to turn your employees, volunteers, vendors and other partners into ambassadors to support your program's campaign effort.

Fundraising Focus Area

National CASA Association Staff and Board Members
Kappa Alpha Theta Members
Omega Delta Phi Members

CASA Efforts to Outcomes (ETO): Beyond Case Management

Columbus Hall KL

Many organizations use case-management software to track their efforts and report back to their funders. But today, a traditional approach to case management isn't enough. High-performing nonprofits are competing for finite resources and need to show the impact of their efforts. Social Solutions has collaborated with National CASA as well as state and local CASA programs to create a cost-effective, web-based tool to capture case management and performance management data. ETO has been customized to allow programs to easily track efforts,



outcomes and progress. We will demonstrate this solution and discuss the benefits of using ETO.

Technology Focus Area

Katelyn Bradley
Account Manager
Social Solutions

Lisa Shulock
Director of Professional Solutions
Social Solutions

Abby Hammer
Project Manager
Social Solutions

An Army of Volunteers: Changing from a Staff-Driven Model to One Carried Out by Volunteers

Regency Ballroom C

Learn how to create a volunteer-driven program that will help you train and retain effective, child-focused volunteer advocates. Experience how restructuring our core training enhanced our program's recruitment, screening and retention. The changes we made shortened the time it took for new volunteers to feel confident and made them more effective advocates for the children we serve.

Capacity-Building Focus Area

Alicia Kinser
CASA Program Director
Family Advocates

Leslie Marston
CASA Supervisor/Volunteer Coordinator
Family Advocates

Engaging Fathers in Child Welfare Cases

Acapulco Room

Biological fathers are often left out of child welfare cases, even if they have been positively involved in the child's life. Failing to engage fathers harms children by robbing them of many potential placements and other resources. We will provide guidance on how best to interact with fathers and offer tips on how to ensure that they are meaningfully involved in the court process.

Lara Bruce
Program Specialist
American Humane

Jessica Kendall
ABA Center on Children
and the Law

Reforming the Foster Care System Through Achieving Permanency for All Youth

Columbus Hall CD

Making sure that youth have lifelong connections, a place to call *home* and a family to claim them can be a challenging task, with many roadblocks along the way. Learn how to be successful in this endeavor. We will explore how to prepare and support youth through permanency efforts as well as effectively working with the professional team.

Charles Lerner
Program Manager
CASA of Santa Cruz County

Managing Tempers and Self-Control Through Play, Skill-Building and Attending to Grief

Columbus Hall IJ

The lack of self-control in older youth significantly impacts their ability to focus and learn, to take advantage of services being offered by adults and to enter into healthy relationships with peers. We will explore why tough beginnings may result in a youth who acts like he *won't*—when he really *can't*—manage his actions.

Judy Stigger

Director of Professional Relations and Post Adoption Counselor
Adoption Learning Partners.org and the Cradle

How to Effectively Tell the CASA Story: New Approaches to Public Relations and Media

Regency Ballroom B

National CASA's new communications campaign presents a unique opportunity to approach the media with a fresh and compelling message. We will focus on how to find and craft stories that will best leverage the messaging and insights from the campaign and motivate journalists to write about your program. The workshop will close with a Q&A and discussion session with professionals from our national public relations and communications firm, Edelman. Bring your questions, challenges, opportunities and story ideas.

Jim Clune
Chief Communications Officer
National CASA Association

Ryan Richert
Senior Vice President, Media Services
Edelman

Tim Smith
Senior Vice President, Corporate
and Public Affairs
Edelman

Special Event Speed Dating

Columbus Hall EF

Join us for the much-anticipated return of a lively session fashioned after the speed dating concept. You will rotate to up to six stations to hear from other CASA/GAL programs about unique fundraising events over a series of short "dates." Take advantage of this opportunity to learn about events that translate to programs of all sizes and shapes.

Fundraising Focus Area

Denise Conway
Member
National CASA Board of Trustees
and Travis County CASA
Board of Directors

Connie Stephens
Executive Director
Hall-Dawson CASA Program



Detailed Schedule: Monday, March 21 [continued]

Networking Opportunity: Volunteer Training Idea Exchange

Columbus Hall G

Looking for some new ideas? Join National CASA's training team to talk about what's been working in the national CASA/GAL network when it comes to pre-service and in-service volunteer training. This informal session is for CASA program staff members who facilitate training. You will get a sneak preview of several online components now in development for National CASA's newest edition of the pre-service curriculum.

Volunteer Management Focus Area

Terene Bennett
Training Specialist
National CASA Association

Brian Washburn
Training Director
National CASA Association

Rebecca Grossman
Training Specialist
National CASA Association

4 – 5:30 p.m.

Workshop Session E

Family Ties: Engaging Older Youth and Other Key Players in Permanency Planning

Regency Ballroom A

Foster care alumni will provide advice on how to engage older youth in permanency planning. You will have the opportunity to discuss the struggles involved in preparing young people for the planning process, having difficult conversations about permanency and taking risks to allow older youth a chance to make mistakes and learn from them.

Older Youth Focus Area

Foster Care Alumni:

Anthony Barrows
Project Manager
NE BSC on Safety and Risk Assessments

Michael Schwiertert
Northern Regional Representative
Facing Foster Care in Alaska

Jeremy Long
Youth Engagement Coordinator
Bridging the Gap at Mile High United Way

Dianna Walters
Graduate Assistant
Muskie School of Public Service

Amanda Metivier
Statewide Coordinator
Facing Foster Care in Alaska

I Want to Play Too: Developing a Culturally Competent, Inclusive CASA Program

Columbus Hall CD

An inclusive environment is crucial to the sustainability of healthy child development and to the CASA program. Volunteers, staff, administrators and other helping professionals must take into consideration the culture of the population they serve. We will discuss current research regarding cultural competence.

Equity and Inclusion Focus Area

Danielle Morrison, MS, PsyD
Program Director
CASA of Allegheny County

Melissa Protzek
Executive Director
CASA of Allegheny County

Team-Building for Successful Outcome Measurement, Retention and Financial Stability

Regency Ballroom C

What happens when a nonprofit organization's leadership changes? How do we align leadership with organizational needs? Critical to the success of any nonprofit are an active, engaged board of directors as well as support from other non-advocate volunteers. It is good strategy to develop special committees to take on new roles. Building winning teams can change the culture of your organization and lead to greater success.

Capacity-Building Focus Area

Gloria Bunce
Executive Director
CASA Kane County

CASA Efforts to Outcomes (ETO): Up and Running... Now What?

Columbus Hall KL

This session will be useful for anyone who has recently started using ETO or wants to build a stable foundation of knowledge before implementation. We will cover the setup of the software, common language and tips that will increase your comfort with recording data and navigating ETO. You will also learn about recent and upcoming enhancements. We'll build on your understanding of the performance management approach of the CASA-customized version of ETO.

Technology Focus Area

Katelyn Bradley
Account Manager
Social Solutions

Abby Hammer
Project Manager
Social Solutions





Building a Culture of Resilience: Strengthening, Sustaining and Retaining Volunteers and Staff *Regency Ballroom B*

Continual exposure to trauma is one of the greatest challenges faced by CASA programs in retaining quality staff and volunteers. In this interactive session, you will learn five core elements of resilience to integrate into your organization. The result will be that you will sustain your program's expertise and quality. Walk away with a plan to start on the path to greater resilience!

Volunteer Management Focus Area

Deedra Baker
Program and Training Specialist
Texas CASA

Karen Kalergis
Associate Director
Institute on Domestic Violence
University of Texas at Austin
School of Social Work

Cross-System Integration, Best Practices and the Well-Being of Babies and Toddlers *Acapulco Room*

In this one-hour session, learn the nuts and bolts of evidence-based practices to support the best interests of children 0-3. You will gain new ideas for court-based partnerships.

Hillary Kambour, JD
Appellate Counsel
Director of Legal Training,
Florida Guardian ad Litem
Program

Hon. Cindy Lederman
Juvenile Court
11th Judicial District Miami-Dade

Lynne Katz
Research Assistant Professor
University of Miami

Candice Maze, JD
Child Welfare Specialist
Director, Maze Consulting

Through Their Eyes: Engaging Older Youth *Columbus Hall EF*

Experience an innovative technique to engage older youth and improve advocacy on their behalf. You will learn how to use photography to build relationships with CASA youth and to integrate your new knowledge into your advocacy efforts. Leave with the tools to implement this technique in your program.

Older Youth Focus Area

Heather Givin
Assistant Instructor
Millersville University
Board Member, CASA of
Lancaster County

Karen Rice
Instructor
Millersville University
Board Member, CASA of
Lancaster County

Jessica Laspino
Executive Director
CASA of Lancaster County

Soups to Soufflés: How to Start, Grow and Maintain a Major Gifts Program *Regency Ballroom D*

Learn the ingredients to use for a robust major gifts program. Nine years with the CASA program and over thirty years in fundraising qualify us to boost your bottom line. Gain practical tools and proven strategies. Major gifts are yours for the asking whether you're a one-person shop or working with a staff of pros.

Fundraising Focus Area

Lisa Ruby
Ruby and Associates

Eileen Setti
Ruby and Associates

Inclusion Award-Winner Workshop *Toronto*

Inclusion embodies the welcoming of human differences. Child Advocates, Inc.—Indianapolis has embraced this fact and exhibited outstanding leadership in achieving diversity of its staff and volunteers.

Equity and Inclusion Focus Area

Cindy Booth
Director
Child Advocates, Inc.—
Indianapolis

LaDonna Wattley
Director of Volunteer Programs
Child Advocates, Inc.—
Indianapolis

Andrea Manning-Dudley
Juvenile Court Advocate
Child Advocates, Inc.—Indianapolis

Networking Opportunity 1: Urban Programs *Columbus Hall IJ*

This session is intended for CEOs of National CASA's Urban Initiative programs, but staff members from other large urban programs are welcome too. Discuss promising new practices and brainstorm solutions.

Janet Ward
Regional Program Officer
National CASA Association

Networking Opportunity 2: Volunteers as Resource Development Ambassadors *Columbus Hall G*

An opportunity for CASA/ GAL programs to engage community volunteers as ambassadors for the new multi-year fund- and friend-raising campaign.

Resource Development Staff
National CASA Association



Detailed Schedule: Tuesday, March 22

7 – 7:45 a.m.

Exercise Session

Grand Suites 5

Start the day on a positive note with an early-morning exercise session. Appropriate for all levels of fitness.

9:30 – 11 a.m.

Workshop Session F

Engaging and Advocating for Youth Through Mediation and Facilitation

Regency Ballroom D

We will highlight the growing field of mediation and facilitation. Discussion will cover how mediation can be used to engage and advocate for older youth, including pregnant and parenting teens. The presentation will be interactive, including group discussion and a mediation demonstration.

Older Youth Focus Area

Lindsey Green

Mediator
Cook County Child Protection
Mediation and Facilitation
Program

Barbara Sinclair

Mediator
Cook County Child Protection
Mediation and Facilitation
Program

Tying it All Together—The Development Plan

Columbus Hall KL

A strong development plan is a day-to-day tool that supports the annual budget and contributes to overall agency stability and growth. Whether you're a beginner or an intermediate fundraising professional, learn how to tie National CASA's new campaign initiatives into existing plans while building on practical principles and updated strategies.

Fundraising Focus Area

Allie Chang Ray

Executive Director
CASA of St. Louis County

Media Management and the Courts

Columbus Hall AB

Former National CASA board member Steven Long has worked as an investigative journalist for the past 40 years. He has covered some of the nation's most high-profile trials. His career includes exposing an adoption lawyer selling "crack babies", cosmetic surgery for prison inmates and a career-ending gaff for a Texas governor. Learn to cultivate the media from a pro.

Steve Long

Author and Journalist
Editor of *Horseback Magazine*

Would You Put Your Own Child in Long-Term Foster Care?

Columbus Hall CD

When children and youth actually achieve permanency, they are able to relax and attend to the hard work of growing up. Gain concrete tools to assess any placement option to determine whether it provides the key elements of permanency. You will be asked to reflect on the challenges and opportunities you have to speak truth on permanency.

Older Youth Focus Area

Jen Braun

Co-Executive Officer
Ampersand Families

Michelle Chalmers

Co-Executive Officer
Ampersand Families

Promising Practice Spotlight Workshop

Columbus Hall CD

Discover the innovative techniques of this year's Promising Practices Spotlight winner. Facing diminished resources, CASA of Maricopa County created the Expand CASA! project. Professional staff train, coach, mobilize and supervise volunteer peer coordinators as they in turn support new advocates. The practice has doubled the number of children served and increased retention.

Justine Grabowsky

Program Development Specialist
CASA of Maricopa County

Laurie Laughlin

Program Director
CASA of Maricopa County

Sue Hutcheson

CASA Program Coordinator
CASA of Maricopa County

Properly Assessing Immigrant Children and Families to Best Meet Complex Needs

Columbus Hall IJ

The child welfare field and many supporting agencies lack understanding of the importance of a relevant initial assessment for immigrant children, youth and families who come to their attention. We will establish a foundation for working with these children and youth that is grounded in an early assessment process. You will learn best practices for engaging immigrant families.

Ken Borelli

Child Welfare Immigration
Consultant

Lara Bruce

Program Specialist
American Humane Association



Seen and Heard: Meaningful Youth Involvement in Court

Regency Ballroom C

Youth are often left out of permanency planning and dependency court proceedings that will chart their futures. Presenters of this interactive session include a youth representative. We will discuss the advantages for youth—and for courts—of involving youth; address challenges and concerns about including youth in court; and present strategies for successfully encouraging youth participation.

Kristin Kelly
Attorney
ABA Center on Children
and the Law

Andrea Khoury
Project Director
ABA Center on Children
and the Law

Networking Opportunity 1: Communications Contest

Columbus Hall G

Find out the winners of National CASA’s first-ever print communications contest. Winners will receive their prizes and share their expertise.

Communications Department Staff
National CASA Association

Networking Opportunity 2: Behind the Scenes with the National CASA Grants Team

Acapulco

Take advantage of this opportunity to ask questions of the National CASA grants team! Learn about your program’s eligibility, the grant application/award process as well as monitoring/oversight procedures. Walk away with practical advice for writing a good grant narrative, budget and budget narrative.

Capacity-Building Focus Area

Tom Dunn
Chief Financial Officer
National CASA Association

Charlie McNamara
Controller
National CASA Association

Coral Edward
Grants Program Manager
National CASA Association

Sharon Maifeld
Grants Officer
National CASA Association



11:15 a.m. – 12 noon

General Session

Closing

Grand Ballroom

Volunteer and Youth Stories

Volunteers and the youth they serve are the heart of the CASA mission. Join us at this general session to close the conference and be inspired as Lauren Mueller shares her story of having a CASA volunteer in her life. Although Lauren’s volunteer will not be present, an audiovisual presentation of her view of their story will be shared. Also get a sneak preview of future conference locations!





President's Award

The National CASA Association President's Award recognizes outstanding and sustained commitment to improving the lives of children in our country.

Judge Glenda A. Hatchett

National CASA spokesperson and child welfare activist Judge Glenda Hatchett is a nationally recognized authority on juvenile issues known for her award-winning television series *Judge Hatchett* and her books *Dare to Take Charge* and *Say What You Mean and Mean What You Say!*

Judge Hatchett has been a powerful voice on behalf of the CASA cause for over nine years. During that time, she has worked tirelessly to raise awareness of volunteer advocacy, including featuring a CASA volunteer and youth on her national syndicated television show, *Judge Hatchett*. She has also produced both television and radio volunteer recruitment public service announcements, drafted countless op-ed articles, conducted national radio media tours on our behalf and traveled long distances to support a variety of special events—both for National CASA and local CASA programs. Her editorial, "Closing Words," has been featured in National CASA's quarterly magazine, *The Connection*, for a number of years.



It is fair to say that Judge Hatchett has reached out to multiple millions of adults with the message of CASA/GAL advocacy. As a result, she has contributed substantially toward the advancement of our cause for abused and neglected children.

In recognition of Judge Hatchett's longstanding and significant commitment to our cause, the National CASA Board of Trustees elected to bestow her with the National CASA President's Award. This award will be presented during the Sunday night awards banquet by National CASA President Britt Banks.

Biography

After graduating from Emory University School of Law and completing a clerkship in the US Federal Courts, Glenda Hatchett accepted a position at Delta Air Lines as the company's highest ranking African American woman. She served the dual roles of senior attorney and manager of public relations. Hatchett left Delta Air Lines to accept an appointment as chief presiding judge of the Fulton County, GA, Juvenile Court in Atlanta. Upon accepting the position, she became the first African American chief presiding judge of a Georgia state court and the department head of one of the largest juvenile court systems in the country.

Glenda Hatchett's outstanding contributions were recognized by *Ebony Magazine*, which named her one of the "100 Best and Brightest Women in Corporate America." She resides in Atlanta with her two sons.

See *Judge Hatchett's websites* for more information: GlendaHatchett.com and ParentPowerNow.com.



Awards of Excellence Honorees



National CASA is pleased to honor outstanding individuals and programs that provide hope to abused and neglected children with the Awards of Excellence. These awards commemorate the exceptional contributions and dedication of child advocates, program directors, judges, board members and CASA/GAL programs excelling in diversity efforts.

Join us in celebrating the honorees' efforts and achievements at the recognition banquet on Sunday, March 20, 7–9 p.m. in the Grand Ballroom.

New this year! Nominations for next year's Awards of Excellence are now open. If someone you know is an excellent fit for one of the following categories, visit CASAforChildren.org/Awards for more information or to begin the easy nomination process.

2011 G.F. Bettineski Child Advocate of the Year

Frank West, CASA of Grant County, Inc., Marion, IN

Frank West is a bold and effective child advocate. He demonstrates an outstanding willingness to learn as he hones his advocacy skills. One example is that in his work with a special needs child, Frank investigated school programs that would meet the child's needs. When an out-of-state relative of the same child came forward as a possible placement, Frank educated himself about services that could be put into place in the other state and researched interstate compacts. All the while, he remained focused on whether placement with the relative was truly in the child's best interest. Frank is an active member of the program's fundraising committee and has brought in significant donations. He also participates in new volunteer training and helps recruit new volunteers, including outreach to fellow Legionnaires. When speaking at the American Legion's national conference, Frank told the audience, "As a Marine, I fought so someone else could have a better way of life. I have the same mission as a CASA volunteer."



Frank is a leader in his community, in his CASA program and in the lives of children. He is calm but compelling, gentle but firm, sincere, genuine and passionate in his advocacy work for children and the CASA cause.

—Leslie S. Dunn, Indiana State Director, GAL/CASA

2011 National CASA Association Board Member of the Year

Pat King, Child Advocates of Fort Bend, Rosenberg, TX

Pat King has been involved with Child Advocates of Fort Bend since the program's doors opened in 1991. He is a founding member and went through the very first volunteer training class. Since then, Pat has helped develop the program from a grassroots movement to a mature organization. In his 20 years of service, he has been an advocate, fundraiser, capital campaign chair, legislative advocate, board member and board president. Pat can always be counted on to participate in case-closing ceremonies, galas, fundraisers and legislative visits. In all roles, he has striven to make the CASA program a leader in breaking the cycle of child abuse.

Pat likes to ask hard questions, to make people defend their positions, to stir discussion. Whether the vote is to launch a \$3.3-million capital campaign or to make a simple bylaws change, Pat wants to make sure people are moving together, with thought behind each decision.

—Susie Moseley, Former Executive Director of Child Advocates of Fort Bend



Awards of Excellence Honorees [continued]



2011 Kappa Alpha Theta CASA Program Director of the Year

Beverly Levy, Dallas CASA, TX



In 18 years as executive director of Dallas CASA, Beverly Levy has led with charisma, hard work, vision and, most of all, a heart for abused and neglected children. Under Beverly's leadership, Dallas CASA has become a strong community voice for abused children, enabling the agency to more than double the number of new children and new volunteers in the last five years. Beverly has helped the program grow by greatly increasing the organization's visibility, winning financial support of a broad donor base and engaging influential decision makers. Most importantly, she has cultivated extraordinary staff, volunteers, board members and community partners with a range of experience. She has helped everyone understand the critical impact they each have in helping our children. Beverly shares her experience and resources with other CASA programs in Texas and across the nation. She is a facilitator, a servant leader, a tireless advocate and a great friend to children in need.

Beverly's passion is contagious. She has consistently been able to engage diverse community support and motivate CASA staff and volunteers to reach greater heights.

—Juvenile Court Judge Cheryl Lee Shannon

2011 National CASA Association Judge of the Year

Hon. Nan Waller, Circuit Court Judge, Multnomah County
Juvenile Court, Portland, OR

As a juvenile court judge, Nan Waller combines professional expertise with a personal understanding of child behavior and empathy for the struggles of families. Judge Waller is able to reach all partners in the system and to find solutions in the best interest of children. She regularly speaks of the value of CASA volunteers and views the success of the program as part of the court's responsibility. Judge Waller's impact on abused and neglected children extends beyond the bench. She works diligently with partners throughout the child welfare system to ensure better outcomes for children and families. Judge Waller serves on the statewide task force addressing disproportionality and overrepresentation of children of color in the child welfare system.



For all of her awards, the words of a young woman who came before Judge Waller 10 years ago when she was 12 years old capture best the measure of her commitment to children. Only yesterday, the young woman stopped by her chambers to express her love for the judge whose intervention in her life made the difference between a life of despair and a life of hope.

—Paul J. De Muniz, Chief Justice, Oregon Supreme Court



2011 National CASA Association Inclusion Award

Child Advocates, Indianapolis, IN

In 2008, Child Advocates dedicated itself to addressing inclusiveness. As a result, not only is the program providing more culturally appropriate service to a greater number of children, but the Indianapolis child welfare community is more focused on racial disparity. In addition to participating in targeted community events, Child Advocates spearheaded a collaborative effort to provide ongoing training to the child welfare community on racial disparity and diversity. A wide range of key stakeholders have attended sessions such as the two-day Undoing Racism training. Recruitment, hiring and volunteer training are now directed toward the goal of inclusiveness. These efforts have paid off by putting more advocates to work and significantly reducing the waiting list. As one example of success, the number of African American volunteers grew from 69 in 2007 to 123 in 2010. Take advantage of the opportunity to learn from your colleagues by attending their workshop Monday at 4 p.m.



Child Advocates is a completely different organization than it was several years ago. The staff and volunteers much more closely reflect the children we serve. They are better able to connect with our foster children. They are also able to serve more children because of their targeted recruitment efforts.

—Leslie S. Dunn, Indiana State Director, GAL/CASA

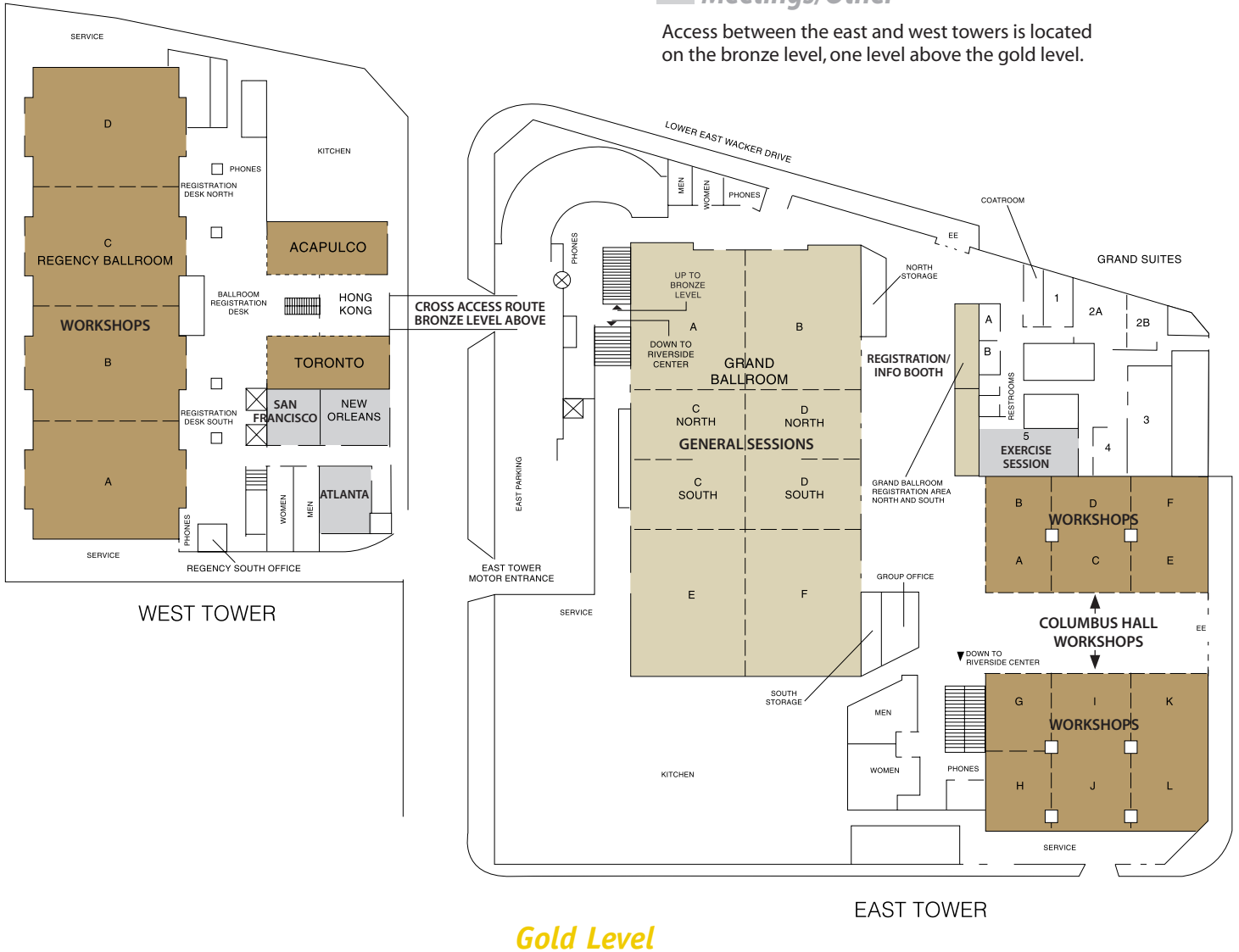
Promising Practices Spotlight

The Promising Practices Spotlight highlights original activities, initiatives, projects or events that enhance the CASA/GAL program's ability to deliver on the mission of providing court-appointed volunteer advocacy to abused and neglected children. This year's recipient is CASA of Maricopa County in Phoenix, AZ. The program's Expand CASA! project was created in response to diminishing resources, which had led to layoffs, a hiring freeze and a growing number of unserved children. The project redesigned the program's paid and unpaid workforce, allowing more

children to be served with limited resources. Under the supervision of professional staff, volunteer peer coordinators are trained, coached and mobilized to support new advocates. The practice has already allowed the program to double the number of children served and to increase its volunteer retention rate by providing leadership opportunities for seasoned advocates. CASA of Maricopa County states that Expand CASA! has also improved the quality of advocacy. Learn about the successful efforts of this program at the Promising Practices Spotlight workshop on Tuesday at 9:30 a.m.

- Workshops**
- General Sessions/Exhibits/Information**
- Meetings/Other**

Access between the east and west towers is located on the bronze level, one level above the gold level.

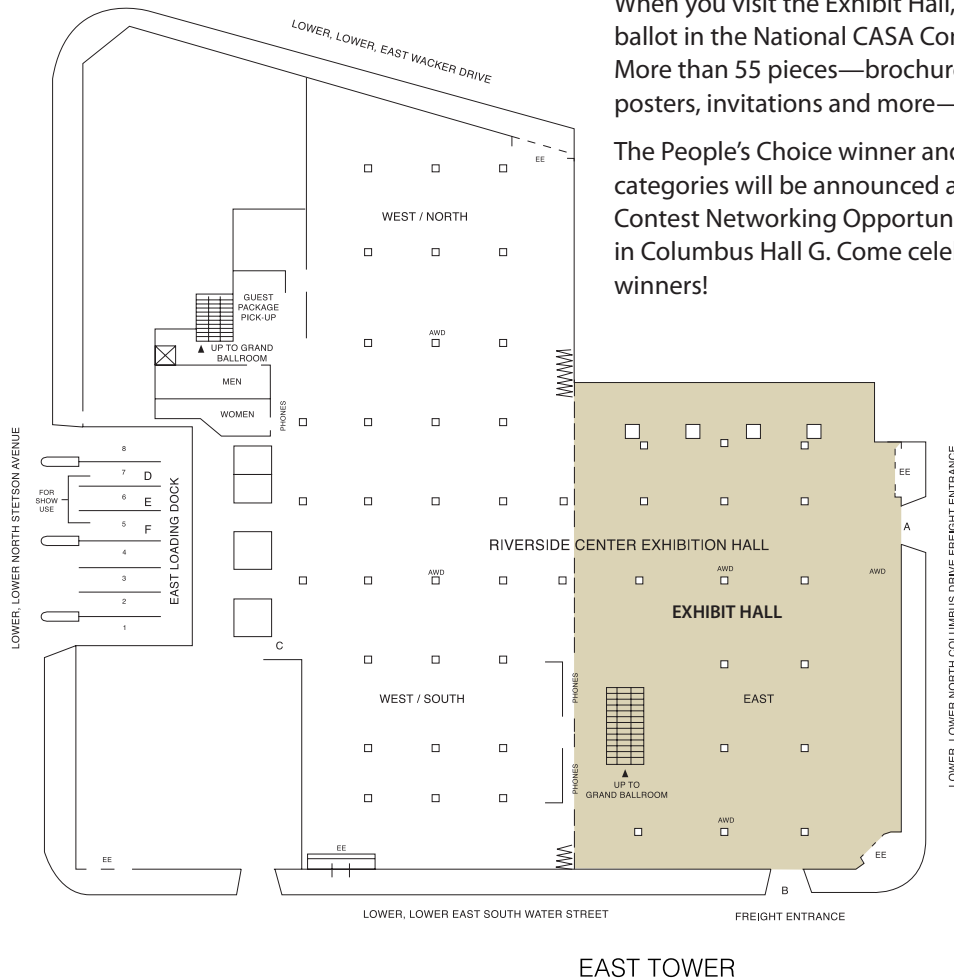


Gold Level

New This Year: CASA Network Communications Contest

When you visit the Exhibit Hall, don't forget to cast your ballot in the National CASA Communications Contest. More than 55 pieces—brochures, annual reports, ads, posters, invitations and more—are on display.

The People's Choice winner and top entries in three categories will be announced at the Communications Contest Networking Opportunity on Tuesday at 9:30 a.m. in Columbus Hall G. Come celebrate and learn from the winners!



Purple Level
(located one floor below Gold Level)

2012 National CASA Conference

June 9–12, 2012

• Omni Shoreham Hotel, Washington, DC •

Join us in Washington, DC, as we work to ensure **Justice for All Children**. Choose from more than 60 workshops, hear from leaders in their fields, and network with more than 1,400 peers from across the US. And consider joining us in the optional **CASA Meets Congress**, a chance to take our message of child advocacy to Capitol Hill. Information and registration will be available in late 2011 at CASAforChildren.org/Conference.

We look forward to seeing you in DC!



...and
JUSTICE
for all
CHILDREN

WASHINGTON, DC 2012
NATIONAL CASA

National CASA thanks the Office of Juvenile Justice and Delinquency Prevention for its ongoing support of the association and of this conference.

OJJDP Office of Juvenile Justice
and Delinquency Prevention
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T H A N K S

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