

# **Court Appointed Special Advocate Program**

## **CASA of Maricopa County, Arizona**

### **Volunteer Peer Coordinator Position - FAQs**

**1. What is the time commitment?**

We anticipate approximately 15 to 20 hours a month.

**2. How will my time be spent?**

The majority of your time will be spent on the website approving contacts and communicating via the message center and also on the phone. Less than a third of your time is expected to be in person. You may choose to attend court hearings and other case related events – it will be specific to each case.

**3. Are you required to carry a case?**

No, it's not a requirement to take a case. If you're currently active on a case, you may remain on it. Your current CASA Program Coordinator supervising your own case will not change. You will have your ongoing CASA Program Coordinator for your current case and then you could have a different CASA Program Coordinator for your Peer Coordinator role.

**4. What are documentation requirements?**

Documentation will be via the CASA website. It's required that you have contact by phone or in person with each CASA Volunteer at least once a month. Ideally, case communication is documented; this is comparable to the documentation of contact logs for cases. You're used to documenting all case activity; this won't be significantly more or less.

**5. Do I have to host advocate forums?**

No, you're not required to facilitate advocate forums. However, if you would like to host a forum, you are encouraged to do so – you may even consider facilitating one with one or more other volunteer coordinators.

**6. Do I critique court reports and paperwork?**

Yes! You will be responsible for editing, critiquing and distributing court reports. Your CASA Program Coordinator will be available and can be involved at a level you determine necessary.

**7. What if I'm gone for a planned absence (vacation)?**

Your CASA Program Coordinator or another Volunteer Peer Coordinator can be scheduled to cover your cases and be available to your CASA Volunteers. Preplanning for such an event is what is essential. Program Coordinators are available to support and assist you, as needed.

**8. Are there any legal ramifications of being a volunteer coordinator?**

No. You are protected from any civil or criminal liability assuming you're performing your duties as a Volunteer Peer Coordinator in good faith.

**9. I'm not sure I'm comfortable to submit court reports.**

Again, this is where your CASA Program Coordinator is available to assist, as needed.

**10. I'm not that comfortable with computers, can I do this?**

If you are comfortable with the CASA website and email system, then you are all set!

**11. Will geographic location be considered?**

Yes, CASA Volunteers will be assigned with location in mind. However this isn't as crucial as it used to be. We will do what we can to save you time and miles from driving all over the valley.

**12. Do I have to commit to the CASA Expansion Project before training?**

Great question. If you're 'on the fence' about participating, you are welcome to attend the training and then make a decision. Obviously, you won't be able to 'start' until a formal commitment is made.

**13. What if one of my CASA Volunteers can't go to their hearing?**

First option would be for you to attend in their place (since you will know most about their case). If that is not possible, then another Volunteer Peer Coordinator or your CASA Program Coordinator could attend.

**14. Can Co-CASA's do this?**

Yes! 3 new CASA Volunteers would be assigned to each Volunteer Peer Coordinator, for total of 6 cases. If only 1 Co-CASA signs up, only 3 new CASA Volunteers would be assigned.

**15. I only know about a certain type of cases (i.e., older youth, infants, ect.).**

You will receive ongoing training for a full year and have 29 Volunteer Peer Coordinators and all the CASA Program Coordinators available to continue to 'share the knowledge'. We will also continue our practice off matching CASA Volunteers with Volunteer Peer Coordinators with like experiences, if geographically possible.

**16. Will I get assigned to a new Program Coordinator or will my Program Coordinator change?**

We don't know yet. However, we are all a team here to support your success. The goal is to share the wisdom, success and experiences throughout CASA while providing exceptional volunteer management and child advocacy.

**17. What if I can't attend the initial training?**

Come talk to us! Depending on number CASA Volunteers and people in training we will try to work with you. We can also keep you on board for the next training.

**18. Will there be different website log-ins?**

If you are currently on a case, you will have 2 CASA log-ins: one for your case (same as usual) and another for your Volunteer Coordinator duties.

**19. Do I get to choose which group I'm in?**

We will work with everyone's schedule and accommodate as much as we can.

**20. How often do I have to meet with my assigned CASA Volunteers?**

We require that you have at least monthly contact – this can be by phone or email. Most communication is by phone and email and not in person.

**21. How long do I have to have been a CASA to do this?**

Some CASA's have had 3 cases, others have been on only one case for 3 years. We expect that you'll have been a CASA for at least a year or so.

**22. Am I required to attend court hearings?**

Ideally you'll attend the first hearings with your CASA's, however this isn't required – it's just a courtesy. You might attend their FCRB Hearings as well if you are able.

**23. When will I meet my assigned CASA Volunteers?**

You will meet them at their case presentation. The CASA Program Coordinator will set this up and the three of you will meet together to start the case.

**Can you tell us some details about the project?**

CASA of Maricopa County is part of a pilot project to increase the number of dependent children served with the resources we have at hand. National CASA has developed a training curriculum to help train volunteer managers (paid and unpaid) that is being modified for Maricopa Country. We are starting with 30 experienced CASA volunteers, in good standing, to launch the pilot. Supervision will begin with the first class of new CASA volunteers in October. Many partners are working with us to make this pilot project a success, including National CASA, Maricopa County Juvenile Court, our national philanthropy partner Kappa Alpha Theta, Maricopa County Superior Court Training Department and Arizona State University College of Law.