

ADVOCATE POLICY & PROCEDURE MANUAL



REVISED and BOARD APPROVED November 2025

600 Gulf Freeway, Suite 228
Texas City, TX 77591
Phone (409) 572-2552 * Fax (409) 572-2553

Table of Contents

SECTION 1: NETWORK AND MEMBERSHIP	- 7 -
SECTION 2: VALUES	- 7 -
SECTION 3: HUMAN SERVICES	- 9 -
SECTION 4: INCLEMENT WEATHER/EMERGENCIES/DISASTER	- 9 -
SECTION 5: REPORTING SUSPECTED CHILD ABUSE.....	- 10 -
SECTION 6: CASA ADVOCATE SERVICE REQUIREMENTS	- 10 -
Section 6.1 Job Description	- 11 -
Section 6.2 Purpose of Position	- 11 -
Section 6.3 Qualifications of the Position.....	- 11 -
Section 6.4 Minimum Expectations and Position Responsibilities.....	- 11 -
Section 6.4.1 Modifications to Minimum Expectations and Position Responsibilities during Disaster	- 15 -
Section 6.5 Child Visitation Exception Policy	- 16 -
Section 6.6 Training and Position Requirements.....	- 16 -
Section 6.7 Background Checks.....	- 19 -
SECTION 7: RECRUITMENT AND SELECTION	- 20 -
Section 7.1 Advertising	- 21 -
Section 7.3 Application	- 21 -
Section 7.4 Rejection of Application	- 22 -
SECTION 8: TRAINING AND DEVELOPMENT.....	- 22 -
Section 8.1 Pre-service Training Agreement.....	- 23 -
Section 8.2 Post Training Interview	- 24 -
Section 8.3 Continuing Education.	- 24 -
Section 8.4 Volunteers Transferring to Galveston CASA.	- 24 -
SECTION 9: CONFLICT OF INTEREST	- 25 -
SECTION 10: COMMUNICATION.....	- 26 -
SECTION 11: CONFIDENTIALITY	- 26 -
SECTION 12: CRIME VICTIMS' COMPENSATION.....	- 28 -
SECTION 13: DIFFERENT BACKGROUNDS AND EXPERIENCES	- 29 -
SECTION 14: PROFESSIONAL IMAGE.....	- 29 -

SECTION 15:	RESTRICTED ACTIVITIES.....	- 30 -
SECTION 16:	COLLABORATIVE FAMILY ENGAGEMENT (CFE) PRACTICES.....	- 31 -
SECTION 17:	ADVOCATE CONDUCT.....	- 32 -
SECTION 18:	ADVOCATE TRAVEL AND EXPENSES	- 36 -
SECTION 19:	ADVOCATE SUPERVISOR RESPONSIBILITIES.....	- 38 -
SECTION 20:	CASE ASSIGNMENT.....	- 38 -
Section 20.1	Case Assignment Process.....	- 38 -
Section 20.2:	Assigning/Accepting a Case	- 39 -
Section 20.3	Notification of Advocate	- 40 -
SECTION 21:	CASE NOTES AND DOCUMENTATION.....	- 40 -
SECTION 22:	COURT REPORTS	- 40 -
SECTION 23:	ADVOCATE RECORDS.....	- 40 -
SECTION 24:	VOLUNTEER ADVOCATE STATUS.....	- 41 -
SECTION 25:	ADVOCATE SAFETY	- 42 -
SECTION 26:	OTHER VOLUNTEER ROLES.....	- 44 -
Section 26.1	Partner Volunteer	- 44 -
Section 26.2	Community Engagement Volunteer	- 44 -
Section 26.3	CFE Assistant	- 45 -
Section 26.4	Tutoring Volunteer	- 45 -
SECTION 27:	REINSTATEMENT	- 46 -
SECTION 28:	ADVOCATE EXIT.....	- 46 -
SECTION 29:	EXIT INTERVIEWS.....	- 46 -
SECTION 30:	GROUNDINGS FOR IMMEDIATE DISMISSAL FROM CASA.....	- 46 -
SECTION 31:	REFERENCES AND RECOMMENDATIONS.....	- 47 -
SECTION 32:	GRIEVANCE POLICY.....	- 47 -
Section 32.1	Grievance Process Form	- 48 -
SECTION 33:	GENERAL INFORMATION.....	- 49 -

SECTION 34:	PUBLICITY RELEASE STATEMENT	- 49 -
SECTION 35:	REPORTING CONCERNS.....	- 50 -
Section 35.1	Policy Against Discrimination and Harassment.....	- 50 -
Section 35.2	Sexual Harassment	- 50 -
Section 35.3	Complaint Procedure for Discrimination and Harassment.....	- 50 -
Section 35.4	Whistleblower Protection	- 50 -
Section 35.5	Confidentiality.....	- 51 -
Section 35.6	Policy for Open Door / Problem Resolution	- 51 -
Section 35.7	Informal Problem Resolution	- 52 -
SECTION 36:	SOCIAL MEDIA POLICY	- 52 -
SECTION 37:	SUBSTANCE ABUSE FREE POLICY	- 53 -
SECTION 38:	NO WEAPONS POLICY.....	- 54 -
SECTION 39	ADVOCATE POLICY MANUAL ACKNOWLEDGEMENT	- 56 -

HISTORY OF CASA

CASA of Galveston County (Galveston CASA) is one of over 950 programs in 49 states affiliated with the National CASA/GAL Association. The local names of these programs vary, but they include: Court Appointed Special Advocate, Guardian Ad Litem, and Voices for Children.

The original Guardian Ad Litem program was established in 1977 in Seattle, Washington. Judge David Soukup conceived of the idea that individual citizens could serve as representatives of the community to advocate for children who have no one to stand up for them once they are removed from their families because of abuse or neglect. A trained force of volunteers was designed to serve one case at a time as the eyes, ears, and legs of the court to inform it about the child's circumstances. The volunteers are to see that the child's best interests are served by placing the child as soon as feasible with his family or one in which he or she could attain adulthood in a safe, nurturing environment.

The phrase "permanency planning" refers to this kind of plan. The goal of the child welfare/justice system process is to avoid lengthy stays in one foster family after another, which frequently occurred before reforms at the federal level were instituted. As a result of a variety of studies, it was noted that a high proportion of juvenile offenders had been abused, neglected, placed often in foster families, and alienated in general through the lack of an opportunity to feel a sense of belonging and identity.

During the late 70s and early 80s, the concern for what happens to children left in the limbo of a temporary situation in foster care led to federal reform. Model laws were developed at the national level. Every state now has laws modeled after the national laws so that they can be eligible for federal funds. In all states, when children are removed from their families by the court and placed in foster care, someone is appointed to advocate for their best interests.

Usually, this appointed person is an attorney Ad Litem, but in some states they may be a Court Appointed Special Advocate. There must be a judicial review at least every 5-7 months on each case, and the state child protection agency must review its case plan for each child every 5-7 months. In 1984, Public Law 96-272 was implemented. This mandates that the Child Protective Service caseworkers must show the judge that an effort was made to avoid long-term removal of the child from his family and that a case plan discussed with the family sets forth the expectations the family must satisfy to ensure the return of their children.

The National Council of Juvenile and Family Court Judges responded to the growing awareness of the problem of "foster care drift" by teaming up with the Edna McConnell Clark Foundation to seek reforms in the child welfare system. This foundation granted funds to the national office of the National Council of Jewish Women to set up five pilot programs modeled after the Kings County Guardian Ad Litem program in Seattle. In 1979, it was demonstrated in Dallas, TX; Harrisburg, PA; Worcester, MA; Jacksonville, FL; and St. Louis, MO that the Seattle program could be duplicated. A start-up manual was published. Similar programs were instituted in other localities: some funded by the court system, some by the Junior League and National Council of Jewish Women, and, increasingly, some through federal grants.

The national organization first met in 1982 with 25 groups represented and was named "Court Appointed Special Advocate." Since then, the movement has spread throughout the country.

The Galveston County CASA program was formed by the Resource and Crisis Center after the Board of Directors was approached in the early part of 1993. The Family District Judge requested that the agency

consider developing a CASA program. CASA trains volunteers to work with children who are in the custody of Children's Protective Services (CPS), providing an impartial adult whose only task is to make recommendations about the best interest of the child. The program staff works closely with the Texas Department of Family and Protective Services, the Family District Court, and the Galveston County District Attorney's Office, along with many other community partners.

In Texas, there are now over 74 established programs, and more are in the planning stage. There is a state organization called Texas CASA, Inc., which serves as a state network. It encourages the growth of new programs and works on legislative issues as well. In 1985, the state legislature passed a bill giving volunteers with court-approved training the right to represent abused and neglected children in court. This bill appears as a line in the Texas Family Code along with a provision for immunity from liability if CASA work is done in good faith.

As of September 1, 2014, Galveston CASA separated from RCCGC and became an independent nonprofit organization. This change, more than a year in the making, was undertaken for the program to receive the awareness necessary for it to thrive and serve a higher percentage of children, leaving approximately 225 without an advocate. Programs with population sizes and geographic areas like Galveston County serve 90-100% of children in their service area. Increased awareness and support are already occurring through responses to publications in the media, direct community outreach, and development activities by an Executive Director and Board of Directors solely dedicated to the program.

MISSION STATEMENT

The mission of Galveston CASA is to provide trained community volunteers, appointed by the court, who advocate for the best interest of children who have experienced abuse and neglect in the foster care system in an effort to secure safety and permanency through family reunification while increasing awareness about child abuse.

VISION STATEMENT

To provide a CASA for every child who needs one.

CASA CORE VALUES: COLLABORATION - TRUST – HOPE

Welcome to Galveston CASA! Thank you for agreeing to volunteer to help children who have experienced abuse and neglect. This manual outlines the policies for advocates. To ensure your success with CASA of Galveston County, please read the manual carefully. If you have any questions, ask your Advocate Supervisor.

CASA reserves the right to modify, amend, and change the policies and titles set forth in this manual at any time.

This manual is not an agreement or contract.

No one other than the Chief Executive Officer (CEO) and/or Board of Directors has the authority to alter or amend the provisions of the manual through oral or written statements or promises. Any agreement or

promise that contradicts or alters these policies and procedures in this manual is limited to writings signed by the CEO

Duly elected Directors shall review the policy annually. Revised manuals will be distributed to all staff and volunteer advocates after board approval.

OFFICE HOURS

The CASA office's normal business hours are 8:00 a.m. – 5:00 p.m., Monday through Friday, except for published holidays when the office will be closed.

During emergencies/disasters, as directed by national, state, county, and local authorities the CASA office may adjust their office hours and will notify staff, volunteers, and the community as necessary.

SECTION 1: NETWORK AND MEMBERSHIP

The National CASA/GAL Association Board of Trustees determines new and continued membership in and with the national association and must approve all expansions, mergers, governance changes, and name changes. The National CASA/GAL Association Board of Trustees establishes the membership categories, criteria, and requirements for all affiliations with the National CASA/GAL Association. CASA of Galveston County must maintain membership with the National CASA/GAL Association and Texas CASA, Inc. and meet all standards, requirements, and policies of both to be considered a program in good standing. This manual outlines the roles and responsibilities of the staff and volunteers to support the best interest advocacy for children served by CASA of Galveston County in accordance with the standards of both the National CASA/GAL Association and Texas CASA, Inc.

As required CASA of Galveston County

1. Will maintain membership and work cooperatively and collaboratively with the National CASA/GAL Association for Children.
2. Adhere to all National CASA/GAL Association standards, policies, and agreements.
3. Follows all National CASA protocols.
4. Provides National CASA/GAL Association Core Model and Standards for Local CASA/GAL programs to the governing board and program staff, and reviews these periodically to strengthen understanding and clarity of the role and requirements of local CASA/GAL programs in advancing the shared mission.
5. If the program is contemplating expansion to a new county, regionalization, merger, or a change in governance structure must adhere to the applicable procedures of the National CASA/GAL program Membership Process and Texas CASA expansion process.

SECTION 2: VALUES

Galveston CASA will embody and exhibit these common set of CASA/GAL values that guide all conduct, engagements, interactions, communications, and practices. Program volunteer advocates, staff, and nonprofit governing board members demonstrate and promote the following CASA/GAL Values: CASA/GAL

volunteers advocate for children from birth through age 21 as defined by Texas statute as the limit to youth remaining in care. All CASA programs in Texas inherently follow the Core Model.

- A. It is in the child's best interest to remain with their family of origin when possible if conditions are safe:

We know separation causes trauma and believe families should receive the resources they need to be reunited and stay together. This includes having children live with relatives and remain with siblings while in care. If they cannot be placed together, it is equally important for children to maintain contact with their siblings as well as with their parent(s). We advocate for connecting families with services and support that will help them achieve stability.

- B. Partnership and respect are essential to successful collaboration:

Whether we work with other organizations, volunteers, individuals in the child welfare and judicial systems, families, educators, or organizations that provide supportive services, we are reliable partners. We commit to integrating different viewpoints to achieve effective and inspiring solutions.

- C. Advocacy for All

We respect and embrace the things that make each of us unique. We know that everyone brings value to their work with us through their backgrounds, experiences, perspectives, abilities, and views. We strive to be welcoming to all. And we commit to incorporate and advocate for these values in all aspects of our work — striving for understanding and recommendations that fully support the needs of all children and families.

- D. Integrity drives the way we act:

We commit to having responsive, honest, and fair interactions that address problems directly. We keep the best interests of children and families at the forefront. We hold ourselves accountable to the highest ethical and professional conduct.

- E. Empathy is essential:

We put ourselves in a position to work alongside others on their journeys with dignity, and we aim to better understand their perspectives. We respect the effort, time, and care others are already put into this important work and recognize the privilege we are afforded to be part of children's families' lives. No one should be defined by their situation or circumstances, and we strive to appreciate every person fully for who they are.

- F. Positive impact and outcomes are the true measure of success

In all our work, we want our decisions and efforts to result in fewer children coming into or remaining in the child welfare system. We want to ensure that every child has the opportunity to thrive. And we

will use all the tools, data, and resources available to inform our practices and improve outcomes for children and families.



SECTION 3: HUMAN SERVICES

Galveston CASA commits to fully understanding the children and families we serve and demonstrates this in its operations, governance, management, and advocacy for all. Galveston CASA program staff, volunteers, and governing body strive to best meet the needs, experiences, and backgrounds of the children and families they are appointed to serve. Reasonable accommodation is available to all disabled volunteers in situations in which their disability affects the performance of job functions. All selections are based on the merits of the situation in accordance with defined criteria, not the disability of the individual. Galveston CASA is also committed not to discriminate against any qualified volunteers because they are related to or associated with a person with a disability. Galveston CASA will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

SECTION 4: INCLEMENT WEATHER/EMERGENCIES/DISASTER

It is our policy to maintain essential services and operations during any severe weather, emergency, or disaster (such as a pandemic, hurricane, or other emergency) conditions while providing for the protection,

safety, and health of our volunteers and the children served by CASA of Galveston County. Severe weather/emergency conditions are defined as, but not limited to, ice accumulations, floods, snowstorms, hurricanes, or tornado damage that significantly affects the normal operations of Galveston CASA and other emergencies, as directed by national, state, county, and local authorities (such as a pandemic).

The CEO will take proactive action to maintain the health of the organization, our employees, and volunteers in case of an emergency/disaster situation. As these decisions are made, the CEO will communicate with staff, volunteers, and necessary collateral regarding our work status.

To keep staff healthy and free of exposure to illnesses that may affect our staff and volunteers the Agency may invoke a limited remote work policy. If this plan were to impede any agency necessary deadlines, training, or other business-related needs, there may need to be rescheduling and additional communication to our volunteers and stakeholders. All team members will assist with these tasks.

The agency will follow national, state, and local official's direction and implement any protocols communicated which could result in adjusting and modifying Galveston CASA's workflow including minimum expectations of our volunteer advocacy including closing CASA of Galveston County's physical office to staff, volunteers, and visitors; also altering training, child visitation, volunteer activities, and may require a remote work period.

If the official office hours are modified, an email message will be distributed, if possible, indicating the modified hours.

The CEO will maintain contact with Texas CASA, CPC judiciary, local authorities, and other stakeholders as identified to ensure CASA of Galveston County communicates timely, accurate information about continued operations to volunteers and staff.

CASA of Galveston County will establish a method for regular situational awareness update messages to all staff and volunteers (regarding both the disaster and CASA of Galveston County's operations)

CASA of Galveston County shall maintain Minimum Standards of operation, as possible, through the emergency/disaster.

SECTION 5: REPORTING SUSPECTED CHILD ABUSE

- Galveston CASA employees, volunteers, and board members are expected to report any suspicion of child abuse. Texas law requires you to report abuse immediately and as mandated by the Texas Family Code. Professionals, such as you, must report suspected abuse within 48 hours.
- Child abuse and neglect are against the law in Texas, and so is failure to report it.
- If you suspect a child has been abused or mistreated, you are required to report it to the Texas Department of Family and Protective Services at 1-800-252-5400.
- If you observe a child being abused or mistreated, you are required to call local law enforcement. Communicate with program staff, including your advocate supervisor, for guidance.

SECTION 6: CASA ADVOCATE SERVICE REQUIREMENTS

Section 6.1 Job Description

Position Title: Court Appointed Special Advocate

Responsible To: CASA Advocate Supervisor

Section 6.2 Purpose of Position

1. To recommend to the court, based on fact finding and investigation, the best interest of a child in the subject of a Suit Affecting the Parent-Child Relationship and aligns with the Texas Family Code §107.002 and with the National CASA/GAL Core Model and Standards for local CASA Program.
2. To work for and to achieve the mission of CASA.
3. To facilitate timely resolution to cases focusing on family reunification and utilizing all the Collaborative Family Engagement tools and guidelines.

Section 6.3 Qualifications of the Position

1. Must be at a minimum of 21 years of age.
2. Complete an application.
3. Volunteers must provide four (4) non-relative references with valid email addresses.
4. Volunteers must have a valid driver's license, a good driving record, proof of current automobile insurance, and reliable transportation.
5. Good human relations skills and the willingness to be open and objective.
6. Ability to communicate both orally and in writing.
7. Sensitivity toward different Backgrounds and Experiences

Section 6.4 Minimum Expectations and Position Responsibilities

1. In a timely manner after the appointment, obtain firsthand a clear understanding of the needs and situation of the child by reviewing all relevant documents and records and interviewing the child, parents, social workers, teachers, and other persons to determine the facts and circumstances of the child's situation.
 - a. Best Practice Recommendation: Documents should be reviewed by the volunteer within fourteen (14) days of appointment and by the CASA Advocate Supervisor within seven (7) days. Children should be visited within fourteen (14) days of appointment, and other relevant parties should be communicated with and/or visited within thirty (30) days of appointment.
2. Maintain confidentiality of all issues and records of the case, returning all case files to the CASA program after the case is closed.
3. Notify all parties associated with the case of CASA's appointment.
 - a. Best Practice Recommendation: Notify parties within two (2) business days of appointment to the case.
4. Communicate with the DFPS caseworker after the appointment and at least once per month for the duration of the case.

- a. Best Practice Recommendation: Contact the DFPS caseworker within one week of the appointment.
5. Meet the child(ren) in a timely manner after the appointment and meet in person with the child(ren) at least one time per month – 50% of these visits must be where the child lives. During an emergency/disaster declaration, these required minimum expectations may be modified as directed by State and National CASA Associations in conjunction with information and directives by local authorities. The CEO will provide ongoing communication regarding child contact.
 - a. Best Practice Recommendation: Meet child(ren) in person within fourteen (14) days of assignment. Children will be seen in person one time per month for regular visits at the placement, and once per month for face-to-face contact, such as observing a visit.
6. Have other types of age-appropriate contact with the child(ren), including telephone calls, emails, and/or letters as applicable to the child’s age and interests.
7. Meet in person with the child’s primary placement provider in a timely manner after placement occurs and communicate with the placement provider at least once a month thereafter for the duration of the assignment of the child’s case.
8. Initial contact with the primary placement provider should occur within two (2) business days of CASA appointment and in-person contact should occur within fourteen (14) days of placement. Communication with the placement provider should occur at least twice (2) times per month for the duration of the case.
9. Advocate for the child(ren)’s best interest in the community by interfacing with mental health, medical, legal, educational, and other community systems to assure that the child(ren)’s needs in these areas are met.
 - a. Best Practice Recommendation: The advocate will check in with collaterals, such as teacher/school staff, therapists, attorneys, medical/dental health professionals, or any other person involved in the treatment of, or who has professional/client relationship with the child, at least once per month either in person, via phone/text, or email.
10. Determine if a permanent plan, an educational passport, and a medical passport have been created for the child(ren).
 - a. Best Practice Recommendation: When appropriate, the advocate will serve as the child’s Surrogate Parent for Education, after having completed the one-hour training and being appointed as such by the court.
11. Participate in all scheduled case-related meetings. During an emergency/disaster declaration, these meetings may take place via visual technology and not in person. The Advocate Supervisor will keep the volunteer informed of the method of communication.
 - a. Best Practice Recommendations: The advocate should participate in person; however, when in-person participation is not possible, the volunteer will participate by phone and ensure that the CASA Advocate Supervisor or another CASA staff

member is able to attend in person. The volunteer will confer with the CASA Advocate Supervisor prior to each scheduled meeting regarding the CASA's position and expected topics of discussion.

12. Seek cooperative solutions by acting as a facilitator among parties maintaining communication with the child(ren)'s parents, family members, attorney ad litem, teachers, and other service providers as applicable.
13. Appear at all hearings to advocate for the child(ren)'s best interest and permanency. Provide testimony when necessary, making recommendations for specific appropriate services for the child and, when appropriate, the child's family. Provide written court reports for all permanency and review hearings. During emergency/disaster declarations these hearings may be conducted via visual technology and not in-person. The Advocate Supervisor will keep the volunteer informed regarding hearing requirements.
 - a. Best Practice Recommendation: Reasons for each recommendation should be documented. The CASA Advocate Supervisor or other approved CASA staff must be the CASA representative to sign all court orders. Both the volunteer and CASA Advocate Supervisor will sign court orders in person that result from a hearing in which the volunteer is present. The volunteer will meet in person or over the phone with the CASA Advocate Supervisor prior to any courtroom presentation, whether it be a regularly scheduled hearing or specific testimony. Court reports will be submitted to the CASA Advocate Supervisor no later than 4 weeks (28 days) before the court hearing date, as long as the hearing was announced more than 4 weeks in advance.
14. On each case, assigned CASA staff and CASA volunteers will communicate at least once a month to update records, submit volunteer activity logs, and participate together in scheduled case conferences.
 - a. Best Practice Recommendation: All contact logs will be entered in Optima within 48 hours of the activity date. The volunteer will meet with the CASA Advocate Supervisor at least once quarterly in person. The volunteer will initiate contact via phone or email with the CASA Advocate Supervisor at least twice per month, not including submitting contact logs in Optima.
15. Inform the court promptly of important developments in the case through appropriate means as determined by court rules and statute.
 - a. Best Practice Recommendation: Inform the legal parties, and Court when appropriate, of any case updates or substantial issues in a timely manner, including a change in CASA's position or Permanency Plan.
16. Monitor implementation of service plans and court orders assuring that court-ordered services are implemented in a timely manner and that review hearings are held in accordance with the law.
17. Participate in a minimum of 12 hours of on-going training per year of service.
 - a. Best Practice Recommendation: The Continuing Education hours should be documented and discussed in person with the volunteer during the quarterly in-person meeting to ensure that Continuing Education opportunities that would

meet the volunteer's individual needs for growth and improvement in their role. The volunteers will also seek out their own opportunities for Continuing Education and will discuss with their Advocate Supervisors.

18. Refrain from introducing or involving your own family with the child/ children or any other persons involved with the case.
19. Input all case activity, communications, miles driven, and meetings attended by the end of every month into the case management system.
20. Maintain complete records about the case, including appointments, interviews and information gathered about the child and the child's life circumstances and return all records to the program after the case is closed.
21. Record volunteer hours and miles by updating online case database by the **last day** of each month.
22. Communicate with the DFPS caseworker after the appointment and at least once per month for the duration of the case.
23. Provide at every hearing, reports which include findings and recommendations, including specific recommendations for appropriate services for the child and, when appropriate, the child's family. Submit court reports **a minimum of twenty (20) working days or four (4) weeks before hearings** to be reviewed by the Supervisor and processed by the CASA office and submitted to court via electronic filing.
24. Make recommendations for services for the child and the child's family, including referrals to existing community services. Discuss court reports with the Advocate Supervisor prior to preparing the report. An advocate supervisor may not alter a report without the knowledge or consent of the volunteer.
25. Encourage families to utilize the resources and services offered. Advocate for the child's best interests in the community through regular contact with attorney ad litem, mental health, educational, and other community systems to assure that the child's needs in these areas are met and seek cooperative solutions by acting as a facilitator among parties.
26. Monitor the case to ensure court orders are being carried out, and that services to the child are being furnished and placement is appropriate. Determine the child(ren)'s permanent plan, access the educational portfolio and health passport, and make recommendations regarding permanency, education, and medical services, as appropriate.
27. Familiarize self and communicate with group homes, residential treatment centers, foster homes, relatives, and parents where children may be placed to ensure it is relevant to the child's best interests. May make recommendations for additional sibling visits.
28. Monitor the child to ensure the child's safety and to advocate against unnecessary relocation of the child to multiple temporary placements.

29. For a child at least sixteen (16) years of age, ascertain whether the child has received the following documents: a certified copy of the child's birth certificate, a social security card or replacement card, a driver's license or personal identification certificate, and any other personal document Department of Family and Protective Services determines appropriate.
30. Seeks to elicit in a developmentally appropriate manner the name of any adult, particularly an adult residing in the child's community, who could be a relative or designated caregiver and/or connection for the child and immediately provide the names of those individuals to the Department of Family and Protective Services or the SSCC (Single Source Continuum Contractor)
31. Always maintain confidentiality of case information and complete the online case acceptance form to be uploaded in the case and volunteer profile in the Optima database.

The criteria listed above are from the Texas CASA minimum standards requirements policies. Should these standards change, we reserve the right to change the minimum expectations for volunteer service.

Section 6.4.1 Modifications to Minimum Expectations and Position Responsibilities during Disaster

VOLUNTEERS

1. All staff managing volunteers will maintain no less than bi-monthly supportive phone and/or email contact with each volunteer on their caseload which is an increase in standard protocol.
2. Continued Quarterly Face-To-Face will be required via technology available to maintain adequate relationships with volunteers.
3. Volunteers are asked to maintain business as usual until direction from local authorities or CASA of Galveston County – otherwise, those in high-risk categories are encouraged to seek a waiver of face-to-face contact to protect their personal health as necessary.
4. In case of limited or long-term deferred face-to-face contact (as advised by state, local, or national authorities and approved by Texas and National CASA to waive program standards), volunteers are asked to maintain regular, other, non-face-to-face contact with children (as developmentally appropriate), placements, CPS, case parties, and their CASA supervisor and document same in Optima. In instances that a child is too young or unable to communicate and if available, request placements send videos or pictures of the children to be uploaded in Optima for "visit" verification. Refer to section 16 regarding photo/video.

CASE/CHILD

1. CASA staff shall continue to attend meetings, hearings, and other case-related activities until directed otherwise.
2. If remote work is required, CASA staff shall attend all scheduled case activities via phone or other available technology as advised by the meeting convener or scheduler. Staff will notify volunteers of scheduled meetings to stay informed of case-related progress and updates.
3. CASA staff and volunteers shall maintain timely and complete records in Optima regarding their case activities including uploading documentation related to emergency/disaster proclamations upon receipt and notated accordingly.

4. Volunteers will remain compliant with Court Report submission requirements. Advocate Supervisors shall be responsible for ensuring court reports for statutory hearings on their cases are submitted timely for editing to the Director of Advocacy/COO and E-filed as required by the court.

Staff will utilize online facsimile service to send and receive facsimiles to ensure no interruption of workflow. Staff may also utilize the facsimile capabilities of the office copy/scan equipment to send and receive faxes if able to access the office.

Section 6.5 Child Visitation Exception Policy

Purpose: This child visitation policy will require in-person and virtual visits to occur monthly depending on the distance the child is placed. The calculation to determine the mileage will be from the volunteer's home.

1. When a child is placed less than 60 miles (one way) the child will be seen in-person monthly and 50% of those visits must be in the child's placement or where they live.
2. When a child is placed 61 miles (one way) up to 120 miles the child will be seen in-person every other month (6 times a year) and virtually (or other appropriate contact) in alternating months. The in-person visits must occur 50% of the time in the child's placement or where they live.
3. When a child is placed 121 miles (one way) up to 300 miles the child will be seen 4 times a year in person with alternating virtual visits (or other appropriate contact) in the other months. The in-person visits must occur 50% of the time in the child's placement or where they live.
4. When a child is placed more than 301 miles away the child will be seen 2 times a year in person with alternating virtual visits (or other appropriate contact) for the other months. The in-person visits must occur 50% of the time in the child's placement or where they live.

For any child not seen by an advocate within the prescribed time, without an approved exception, program staff must see the child within 10 days.

Section 6.5.1 Monitored Return Visitation Policy

All children's subjects of a monitored return will be seen weekly in their home. Please consult with your Supervisor, CPO, COO, or CEO, for any exceptions that might be available.

Section 6.6 Training and Position Requirements

1. Complete the screening process with background checks (review section 6.7 for additional details) including fingerprinting, child abuse registry checks, and social security number verification.
2. The program verifies and documents that all volunteers successfully completed the required pre-service training including:
 - a. Training dates
 - b. Name(s) of Facilitator(s)
 - c. Verification that the facilitator has been trained as a specialist.
 - d. Participant attendance and completion records

3. Complete Pre-training interview after submission and review of volunteer application.
4. Complete the required National CASA/GAL approved pre-service training curriculum (or equivalent and process for qualification of facilitators that is reviewed and pre-approved in writing by National CASA/GAL in accordance with the National CASA/Gal Association use of Pre-Service training Materials Policy) or as allowed by waiver during times when emergency provisions are in place and waivers for this standard are in effect.
5. The National CASA/GAL Association Pre-Service Training to be delivered in accordance with the one of the National CASA/GAL Association modalities and for the duration specified by the chosen modality, for a minimum of 32 hours, including in-person contact of program staff to evaluate the applicant's suitability to serve as a volunteer, as specified by the chosen modality or as allowed by waiver during times when emergency provisions are in place and waivers for this standard are in effect.
6. The National CASA/GAL Association Pre-Service training must be delivered by a qualified facilitator. A qualified facilitator has previously completed the National CASA/GAL Association Pre-Service Training in accordance with Standard 8.C.1, and
 - a. Completed National CASA/Gal Association Training of Facilitators, or
 - b. Completed a training of facilitators provided by Texas CASA's facilitator who has completed the National CASA/GAL Association Training of Facilitators, or
 - c. Co-facilitates his/her first pre-service training with a qualified facilitator who has completed the training of facilitators offered by National CASA/GAL or Texas CASA.
7. The program ensures that the training facilitators are to offer the current, approved curriculum and prohibit the use of curriculum or materials that have been retired.
8. The program documents that the facilitator completes 12 hours of continuing education annually to include topics related to facilitation, child welfare, and CASA/GAL mission.
9. Guest speakers shall not deliver the curriculum unless trained to facilitate the CASA/GAL training or a CASA/GAL Training Facilitator co-facilitates the content.
10. In addition to 32 hours of pre-service training, each volunteer will observe the court (4 hours) while the court is in session to observe abuse/neglect proceedings before appearing in court for an assigned case. This court observation may be attended through virtual technology when the court is not in-person.
11. The CASA/GAL program ensures that volunteers complete 12 hours of continuing education annually (pro-rated based on the volunteer's date of swearing in), consistent with National CASA/GAL Association guidelines and the CASA/GAL program documents completion of this requirement for each volunteer. Continuing education hours should be related to the work of best interest advocacy, including but not limited to: (A) the background and needs of children served by the local volunteer advocate program; (B) the operation of the court and the child welfare system; and (C) the nature and effects of child abuse and neglect. Training can be completed through a variety of sources and delivery methods, such as education events hosted by the local CASA/GAL

program or state organization (such as an annual conference), program-approved externally provided opportunities (in person or online), National CASA/GAL Association webinars, program-approved books and videos. To encourage a varied learning experience, no more than four (4) hours of continuing education should be completed by reading books/articles.

12. Appear before the court and be sworn in as a representative through the CASA program.
13. Participate in advocate evaluations annually to discuss strengths, areas of growth, and impacts made on the case.
14. Willingness to work within the guidelines, policies, and standards of the court and CASA of Galveston County.
15. Commitment to represent the "Best Interest" of the children you are assigned to.
16. Time, interest, and the energy to do the job.
17. Ability and willingness to receive guidance from the program staff.
18. Ability to work as part of a team.
19. Ability and commitment to maintain clearly documented records throughout the assignment.
20. Ability to formulate and maintain an independent position throughout the case assignment.
21. Understanding the importance of confidentiality and the personal commitment to always maintain confidentiality.
22. Sign the acknowledgment statement included with this Advocate Policy and Procedure Manual or via electronic method, whichever is recommended.
23. Upon each case acceptance complete the online case acceptance form and commit to upholding confidentiality.
24. The minimum ratio of volunteers to assigned children is 80%

6.6.1 Case Closure and Evaluation Process

Advocates and supervisors will participate in Case Closure Evaluations at the close of an advocate's case. One form is used in this instance and is filled out by the volunteer: Case Closure Form.

1. Case closure forms are to be completed as soon as possible after the advocate's case closes. This form is a chance to gauge the volunteer's experience working on the case and desire to take a new case. It is not meant to take the place of the annual evaluation.

2. Advocates and supervisors will also participate in Annual Evaluations during the anniversary month of the advocate's swearing in. Two forms are used in this process: 1) CASA Volunteer Evaluation Form Part A: Supervisor and 2) CASA Volunteer Evaluation Form Part B: Volunteer.
3. Supervisors schedule with their advocates one month in advance for their evaluations. Evaluations are scheduled for one hour. If an advocate is assigned to two cases with two different supervisors, both supervisors participate in the evaluation meeting. For an annual evaluation, both supervisors fill out Part A.
4. Prior to the evaluation, supervisors send Part B to the volunteer to complete, and the supervisor completes Part A. Both forms are shared at the meeting. During the hour-long evaluation, the supervisor and volunteer go through each Part together. This process is designed to gauge advocate performance and for the advocates to provide feedback so the supervisors know how they can improve their guidance.

CASA of Galveston County requires advocates to cease contact with the child(ren) after their case is closed. If a child, family, or adoptive family initiates or tries to maintain contact with their volunteer, the volunteer must inform their Advocate Supervisor and should seek to limit that contact. It is not permissible for a volunteer to initiate contact with a former child, family, or adoptive family after case closure.

- Best Practice Recommendation: If a closed case is re-opened, CASA of Galveston County will make best efforts to re-assign the same volunteer from the previous case, if the volunteer is willing/able and it is in the child's best interest.

Section 6.7 Background Checks

Record checks are completed on each volunteer utilizing the Department of Public Safety (DPS)/Federal Bureau of Investigations (FBI) Fingerprint Background Check (FBC) and the Child Abuse and Neglect registry maintained by the Texas Department of Health and Human Services, which includes Texas criminal records, Texas sex offender registry, national criminal records, national sex offender registry, social security number check and child abuse registry check. Galveston CASA may choose to complete these backgrounds checks by another agency if the DPS Fingerprint system is unable to collect fingerprints from the Advocate. There is a cost incurred by the volunteer for the DPS Fingerprint Background Check. This fee may be reimbursed by submitting a paid receipt to the program staff.

No person is considered qualified who has had prior convictions for child abuse or neglect, or related acts that would pose a risk to children or to the program's credibility.

- A board member, staff, or volunteer whose background check produces a conviction, guilty plea, plea of no contest, acceptance of deferred adjudication, or pending charge is permanently barred from service or employment if the charge is any level of offense under the Texas Penal Code, Chapters 19, 20, 20A, 21.02, 21.07, 21.08, 21.11, 21.12, 22.011, 22.02, 22.021, 22.04, 22.041, 22.05, 22.07, 22.11, 25, 28.02, 29, 30.02, 33.021, 42.072, 43, 46.06, 46.09, 46.10, 48.02, 49.045, 49.05, 49.07, 49.08, 71, or any other charge involving violence, child abuse or neglect, assault with family violence, a sex-related offense, or a history of founded allegations of abuse with DFPS.

During emergencies/disasters and by direction of our national, state, county, and local leaders a modification in the availability of DPS/FBI Background check systems might alter this requirement until full background checks can be completed and cleared. The CEO will provide information necessary to ensure the agency remains in compliance with our state and national standards for background checks. Volunteers will be asked to adjust their advocacy as directed by the CEO until otherwise notified.

Galveston CASA will unsubscribe from ABCS/DPS Fingerprint subscription within 48 hours of notification that the advocate is not actively assigned to a case. When the advocate becomes actively assigned to a case, Galveston CASA will resubscribe to their ABCS/DPS Fingerprint record, ensuring that the rap back service is validated. If during the un-subscribed time the advocate violates any of the background requirements, the advocate may be ineligible to continue their active status and will be notified immediately. At that time, the advocate will be dismissed from the program's active status and will be ineligible for reinstatement.

Advocates will be eliminated for consideration based on, but not limited to the following:

- *Zero tolerance for all registered sex offenders.
- *Zero tolerance for all convictions of crimes against children.
- *Zero tolerance for all convictions of violent acts.
- *Persons with pending charges for child abuse and neglect, sexual assault, and violent acts offenses will be considered only after resolution of such charges.
- *Driving is required from CASA Advocates; Galveston CASA will not consider applicants who have had felony convictions involving a motor vehicle in the last 10 years or have misdemeanor DWI offense within the last 10 years.
- *Any other offense that could hurt the credibility of the CASA organization will be considered on a case-by-case basis.

SECTION 7: RECRUITMENT AND SELECTION

Advocacy for all is an essential component of Galveston CASA's recruitment efforts. Galveston CASA actively seeks individuals who respect a child's inherent right to grow with dignity in a safe environment that meets that child's best interest.

Potential volunteers will be informed of and referred to other CASA programs, National CASA, or Texas CASA if the applicant might be eligible for, or prefer to serve in another CASA/GAL program.

A volunteer trained by Galveston CASA is appointed by the court to advocate for children who have come into the care of the Department of Family and Protective Services (DFPS); a result of a Suit Affecting the Parent-Child Relationship. A CASA Advocate volunteer, or staff member if an advocate is not immediately available, is responsible for advocating for the child's best interest at every stage of the case once appointed by the court.

Galveston CASA strives to recruit volunteers who further CASA's mission:

1. by selecting individuals with experience and qualifications that best meet the needs of the child(ren).

2. by enhancing opportunities for internal mobility and the promotion of qualified candidates who are current volunteers.

Galveston CASA seeks qualified volunteers who understand the needs of the children and community it serves in terms of race, color, religion, national origin, age, sex, disability per the federal civil rights laws. The program responds to all potential volunteer inquiries within five (5) business days of receipt.

Section 7.1 Advertising

Paid and non-paid advertisements are used to attract potential volunteers, including but not limited to:

- Community collaboration
- Media – social and print
- Outreach
- Speaking Engagements
- Colleges
- Houses of Faith

7.2 Definition of Unique Volunteer

A CASA volunteer serving CASA of Galveston County is considered a unique volunteer by both National CASA Standards and Texas Health and Human Services as defined as serving only one court jurisdiction.

- If a volunteer served in another state and moves to Texas and becomes a volunteer/staff with CASA of Galveston County they will be required to inactivate their status with the other jurisdiction and show proof before being sworn in the court jurisdiction in Texas served by CASA of Galveston County.
- If a volunteer moves out of the state of Texas they may remain serving as a CASA volunteer with CASA of Galveston County as long as they are only serving under CASA of Galveston County's court jurisdiction in Texas where they were sworn in.
- If a volunteer moves out of state and activates as a volunteer/staff member with a CASA program in their new state, they will be inactivated as a volunteer with CASA of Galveston County upon that activation in the program court jurisdiction.
- A volunteer must not provide foster care to a child in the managing conservatorship of DFPS unless the volunteer is related to the child. This prohibition does not apply to:
 - a. a volunteer with whom DFPS placed a child prior to June 30, 1999; or
 - b. a volunteer with whom a child has been placed by an agency or person other than DFPS and the child is not in the managing conservatorship of DFPS.

A volunteer may not be assigned to any case in which the volunteer is related to any party.

All screening is completed before the volunteer is assigned to a case and written verification is placed in the volunteer file.

Section 7.3 Application

An application is considered a public document and is subject to disclosure, upon request, whether the application is submitted as a written document or online.

All CASA volunteer applicants are required to:

1. Complete a written application (accessed via an online cloud-based database) containing information about educational background, training, employment history, experience working with children, and social media accounts.
2. Complete a personal in person interview. During emergency and disaster declarations this interview may be conducted via means other than in-person.
3. Submit the names of four (4) non-relative references or more with valid email addresses.
4. Authorize the CASA program and other appropriate agencies to secure the following background checks and investigations:
 1. Social Security Number verification
 2. Texas Criminal Record Check
 3. National Criminal Record Check
 4. State Sex Offender Check
 5. National Sex Offender Check
 6. Child Abuse and Neglect Central Registry Check

DPS/FBI Fingerprint-Based Background Checks (FBC) include state and national sex offender and criminal records checks. If the prospective volunteer has lived in another state within the past seven years, CASA will secure the local/county and state record check for each area the person has resided.

Section 7.4 Rejection of Application

1. Applicant refuses to sign a release of information form or refuses to submit the required information or fingerprints for any of the checks required.
2. Applicant is found to have been convicted of, or charges pending for a felony or misdemeanor involving a sex offense, child abuse or neglect of related acts that would pose risks to children or the CASA program's credibility. If any of these charges apply to a volunteer's family member, the volunteer is also rejected.
3. Any other offense that could hurt the credibility of the CASA organization will be considered on a case-by-case basis.
4. Felony convictions involving a motor vehicle in the last ten (10) years or misdemeanor DWI offense in the last ten (10) years.
5. CASA volunteers cannot serve as CPS mediators or CPS court-appointed attorneys or have any contractual relationship with the Texas Department of Family and Protective Services.

SECTION 8: TRAINING AND DEVELOPMENT

The purpose of training is to increase the knowledge, skills, and abilities of volunteers so that they can fulfill the roles and responsibilities of a CASA volunteer. This training provides information about the backgrounds and needs of the children the program serves.

Section 8.1 Pre-service Training Agreement

1. Participation in the current National CASA/GAL Association Pre-Service Training curriculum (or equivalent curriculum and process for qualification of facilitators that is reviewed and pre-approved in writing by National CASA/Gal in accordance with the National CASA/GAL Association Use of Pre-Service Training Materials Policy).
2. The program will verify the volunteer advocate successfully completes the required pre-service training including:
3. Training dates
4. Name(s) of facilitator(s)
5. Verification that the facilitator has been trained as specified below
6. Participant attendance and completion records

Special in-person exceptions may be imposed, if necessary if emergency and disaster plans are implemented or advised by State and National Associations.

The following topics are included:

1. The CASA/GAL Volunteer Role
2. The Guiding Principles
3. The National CASA/GAL Core Model
4. The Well-Being of the Child
5. The background and needs of children served by CASA of Galveston County
6. The operation of the court and the child welfare system
7. The nature and effects of child abuse and neglect Trauma, Resilience, and Communication Skills
8. Mental Health, Poverty, and Confidentiality
9. Substance Abuse, Different Backgrounds and Experiences
10. Domestic Violence
11. Educational Advocacy and Older Youth
12. Court Report Writing

Attendance:

- If the potential advocate misses a session, they will be required to make up the missed sessions at a future training class before they can qualify to be sworn in or take a case. In addition, should it become necessary for them to miss a session, they will make every effort to notify CASA staff prior to the missed session.

- In addition to the 32 hours of pre-service training, the program requires each volunteer to visit the court served by CASA while the court is in session to observe abuse/neglect proceedings before appearing in court for an assigned case. The in-person court observation may be conducted via other means as determined by the CEO.
- The Pre-Service Advocate Training Interview is a part of the screening process, and acceptance to participate in the training does not guarantee that the potential advocate will be sworn in as a CASA or that they will be assigned to a case. The potential advocate or CASA can choose to discontinue their involvement in the training/screening process at any time without further obligation on the part of either party.
- Upon completion of training, as well as other screening processes (returned reference forms, criminal record check, social security number check, and CPS check) the volunteer will be reviewed for the purpose of determining the eligibility to be assigned to a case as a CASA volunteer.

During an emergency or disaster declaration, the facilitation and participation of the necessary pre-service training requirement may move to an online visual method to satisfy the in-person training requirement. The CEO will decide, and all participants will be notified of the change.

Section 8.2 Post Training Interview

1. Post-training interviews will be conducted by designated program staff, utilizing the Post Training Interview Form, of each volunteer prior to or directly following swearing in.
2. Each advocate volunteer must complete this interview before the case presentation or assignment.

Section 8.3 Continuing Education.

Volunteer advocates are required to attend 12 hours of continuing education throughout the calendar year. The number of required in-service training hours for newly trained volunteers will be prorated according to when the volunteer completed training. (i.e., If an advocate is sworn in during May, only seven hours of continuing education would be required).

Galveston CASA will provide training opportunities throughout the calendar year and will notify volunteers of other outside opportunities as they arise.

Volunteers may also acquire continuing education credit from outside sources that they learn of on their own (including college classes) so long as they are approved by CASA staff and are relevant to CASA work (i.e., children's issues family issues, the legal system, case management, or other relevant topics). Continuing education opportunities are posted on the CASA of Galveston County website at www.casagalveston.org/resources. Continuing education will be documented by the volunteer in the Optima database system and approved by their supervisor.

Section 8.4 Volunteers Transferring to Galveston CASA.

A CASA volunteer who transfers from another CASA program must complete a Galveston CASA volunteer application and undergo all required background checks. Participation in an in-person interview and a volunteer training refresher is also required which may include the following: the background and needs of the children served by the local program, local court, laws, program policies and procedures, investigation, and report writing.

Transfers from other CASA programs can be subject to full retraining at the discretion of the CEO

SECTION 9: CONFLICT OF INTEREST

CASA advocates are expected to always act in good faith and in the best interests of CASA.

A conflict that renders the person unable or potentially unable to perform duties in an impartial manner. A conflict that permits a person to receive or potentially receive private gain or favor for himself or herself or others or otherwise creates the appearance of impropriety.

A CASA advocate cannot accept or be assigned to a case in which the advocate is related to any parties involved or to being employed in a position or with an agency that might result in a conflict of interest.

All CASA staff, paid consultants, governing body members, and volunteers are prohibited from having direct or indirect financial interest in the assets, leases, business transactions, or professional services of the program.

Any situation involving a potential conflict of interest, including all relevant information pertaining to the possible conflict, shall be disclosed to the management of CASA, and put in writing to the Board of Directors.

Directors and management staff will carefully weigh all circumstances in which there exists the possibility of accusations of competing interests. Those involved in the possible conflict may not participate in any decision-making process related to the matter. Furthermore, involved parties shall excuse themselves from the room when there is any deliberation and decision on the matter of interest. The minutes of the board and/or committee meetings shall reflect that the conflict of interest was disclosed and that the person interested was not present during the deliberation and decision on the matter of interest.

It is recognized that volunteers may be offered gifts or similar favors from people utilizing the services of CASA and common courtesy may require the acceptance thereof. However, gifts cannot be accepted if they are offered (or appear to be offered) as an inducement to perform an act inconsistent with the best interest of CASA or if acceptance, directly or indirectly, places the recipient under any obligation to the donor. Gifts that may be perceived as influencing either the volunteer advocate or the child(ren), families, and related parties are prohibited. Gifts that may undermine or negatively impact the relationship between the child/youth and their family or caregiver are prohibited. Modest and reasonable gifts may be permitted. CASA of Galveston County Volunteers may equitably provide modest gifts to children, youth and families as made available by program partners and supporters. In no event should a person accept or give: 1) cash payments or 2) gifts or similar favors having a value in excess of \$25, or a total annual value of \$100.

SECTION 10: COMMUNICATION

Communication is an important part of doing business; therefore, we want you to be aware of what is happening within the CASA organization.

Each volunteer advocate is required to set up and share with program staff a CASA email address dedicated to email communication related to their role and service as a Court Appointed Special Advocate. This email address may be used for the following;

- a. Newsletter Communication
- b. Case communication from program staff
- c. Communication about optional training opportunities

There is also information available via our website, www.casagalveston.org, and Facebook page – CASA of Galveston County.

The best way to keep yourself aware is to become involved; if you have a question, please ask.

SECTION 11: CONFIDENTIALITY

A person is not liable for civil damages for a recommendation made or an opinion rendered in good faith while acting in the official scope of the person's duties as a board member, staff member, or volunteer of a local volunteer advocate program.

Volunteers, employees, and directors of local volunteer advocate programs must abide by the conduct, confidentiality, and conflict-of-interest requirements outlined in this section, as well as all other laws and regulations governing the prescribed conduct and activity.

Part of the responsibilities of a CASA advocate requires that all information provided regarding the child(ren) and families be held in strictest confidence. Failure to comply with confidentiality can be grounds for immediate dismissal from the CASA program.

Guidelines for maintaining confidentiality include:

1. Maintain confidentiality upon completion of Pre-Service Training.
2. Keeping all written records in a secure place or reviewed digitally in the online database system (Optima).
3. Upon acceptance of a case the advocate will complete the online case acceptance form agreeing to the confidentiality statement and to return all records the advocate may have in their possession at the end of the case or when they are no longer an active participant.
4. Not discussing the case with anyone other than those parties approved by CASA supervisory staff.
5. Following all CASA procedures regarding which records may be kept and which must remain in the Optima database.
6. User administration credentials for the Optima database will be revoked within 24 hours of case closure or resignation from the case or program.

7. The program (staff or volunteer advocates) will not share, except as the state law or court order allow, the following: the child's full name, the child's location; the child's placement; the child's history of abuse and neglect; records regarding social services, law enforcement records, school records; probate or court proceeding, medical, mental health, or drug and alcohol treatment record, or any relevant records related to the child obtained as Guardian Ad Litem or CASA Advocate.

The law that governs the confidentiality of our case files is in the Texas Human Resources Code (40.005) which provides that a person who is authorized to receive confidential information shall maintain its confidentiality and shall prevent disclosure of the information to a person who is not authorized to receive the information. It is a Class A misdemeanor to disclose, without authorization, confidential information contained in the Texas Department of Family and Protective Services records, papers, files, or communications.

Who is legally entitled to all case info:

- Current CASA Volunteer
- Current CASA Supervisor
- Child's Current AAL
- The Department (Currently Assigned CPS Caseworker)
- Parents' Current Attorneys

Who can know legal and confidential case info:

- Current CASA Staff
- Current Sworn in CASA Volunteers
- CASA Companions

Who can know case information within reason, but not everything:

- The Child(ren)
- Current Placement(s)

Who needs to know ONLY what they need to know:

- Educators/ school personnel
- Doctors/ Medical personnel
- Therapists/ Psychologists/ Psychiatrists
- CFE/ Family Contacts

Who can know ONLY the location/address of a child or placement:

- Partner CASA Volunteers

Who cannot know ANY confidential case information (including child(ren)'s names and locations, parent's names or locations, placement names or locations, school names or locations, appointment locations, or other confidential information outlined in the affidavit or ongoing confidential documents):

- Personal family (husband, wife, kids, parents, etc.)
- Personal friends (those not currently sworn in, including members of houses of faith)
- Previous CASA staff
- Previous CASA Volunteers
- Other members of the court

- Strangers in public who might overhear or see confidential information

SECTION 12: CRIME VICTIMS' COMPENSATION

A child might be eligible for Crime Victims' Compensation (CVC) due to them being a victim of a crime that resulted from their abuse/neglect case or referral. While their case is open, the state/Medicaid pays for any medical care or therapy our children need, but when they are out of state custody, CVC funds can begin to pay for this care.

CASA of Galveston County will perform the following preliminary assessment to assist the Department of Family and Protective Services (DFPS) in identifying potentially eligible children in their custody:

1. CASA supervisor will ensure that placements receive a Crime Victims Compensation (CVC) application and CVC brochure. CASA supervisor will print a copy of the blank CVC application and paperclip it with a CVC Brochure
2. CASA advocate or supervisor will take this paperwork on their first home visit to provide to the placement or sent via US Postal Service or e-mail if unable to visit the home in person due to an emergency/disaster declaration and face to face visits have been suspended.
 - a. This will be logged as "CVC Research/Referral/Follow Up": during your visit, note in contact log that you gave the CVC application and flyer to the placement and;
 - b. Note CASA does not complete the application or do any more than provide the blank application to the caregiver
3. CASA advocate or supervisor will send an email to DFPS caseworker to let them know the application has been provided to placement.
 - a. This will be logged as Caseworker Contact: email CPS with the blank application, letting them know you provided this to the placement
4. During the next contact with placement after having given them the application, the CASA advocate or supervisor will follow with the placement and the status of the application.
 - a. This follow up with be logged as "CVC Research/Referral/Follow Up"
5. On the third contact with placement after having given them the application, the CASA Advocate or supervisor will follow up if the placement if the application was completed.
 - a. This follow up with be logged as "CVC Research/Referral/Follow Up"
6. If a child changes placements and they are potentially eligible:
 - a. Provide blank application to new placement (CVC Research/Referral/Follow Up")
 - b. Update CPS that you have provided application (Caseworker Contact and CVC Research/Referral/Follow Up")
7. If a child changes placements and CPS has already completed their application and received an eligibility letter:
 - a. Provide eligibility letter to placement (Placement Contact and CVC Application Status)

- b. Update CPS that you have provided letter to placement (Caseworker Contact and CVC Application Status)
8. If placement receives a letter of acceptance or denial, CASA is to be provided with a copy of the letter. The letter is then to be uploaded into Optima.

Sometimes charges are not brought until the middle or end of a case. The advocate and supervisor will remain abreast of any potential criminal charges, especially those related to positive drug tests in our children. This process can and will be completed anytime criminal charges come up related to the child, not just those that come up at removal or at the beginning of the case.

SECTION 13: DIFFERENT BACKGROUNDS AND EXPERIENCES

Galveston CASA is committed to promoting Advocacy for All. All directors, employees, and volunteers performing work on behalf of Galveston CASA are expected to adhere to the laws and regulations that apply to their work activities and demonstrate ethical behavior in all decisions and interactions. CASA is committed to acknowledging and valuing volunteer differences and to creating an environment in which every individual's unique strength and ability are developed and valued.

All CASA volunteers share the responsibility for creating this environment and are expected to demonstrate mutual respect and acceptance in the workplace. At CASA, we believe that utilizing our volunteers' uniqueness enhances communication, problem-solving, and decision-making skills, thereby improving organizational productivity and performance. We also believe if our board, employees, and volunteers have unique differences make-up of our communities and those we serve, we will be able to understand, and more effectively respond to, our community's needs.

SECTION 14: PROFESSIONAL IMAGE

All volunteers, employees, and directors must conduct themselves in a professional manner. To project professionalism, CASA volunteers are expected to maintain a good general appearance and be always well-groomed when conducting CASA business. This includes attending court or other child-related meetings in person and through virtual technology. As such, it is extremely important that our Advocates be concerned with their professional appearance. Advocates are expected to dress in an appropriate manner while on CASA business, using good judgment as guidelines. CASA reserves the right to discuss with any advocate his/her dress and to request changes if deemed necessary. If you are in doubt as to what is appropriate, please consult with your supervisor.

To maintain a professional image while participating in meetings virtually it is recommended that the volunteer also maintain confidentiality to their location by utilizing a professional background option on virtual video technology. CASA-related virtual backgrounds are available by contacting your supervisor or visiting our CASA website resource page.

There should be no meetings or hearings attended while driving, sitting in a car or transportation of any sort. If you are unable to make it to a safe and quiet location setting you must contact your supervisor immediately.

When appearing in court in person or via virtual technology, and or other CASA-related meetings including the CASA office, a professional appearance is expected. Attire should enhance the dignity of the court and all persons must adhere to the following guidelines:

- o No tee shirts or shirts with any writing on them other than the name brand.

- No tank tops, camisoles, or midriff-baring tops.
- Clothing that exposes shoulders is not appropriate in court or professional setting and therefore will need to be covered by sweater, jacket, or another appropriate garment.
- Demin jeans (of any color) should be limited to more casual settings and not when representing Galveston CASA in the community or in professional and outward community facing.
- No shorts, denim shorts or sweatpants.
- No backless or strapless blouses or dresses.
- No short dresses or skirts.
- No baggy pants.
- No flip flops, shower clogs, or similar footwear.
- No visible piercings (except ears) or tattoos.
- Hats are not allowed in the court and/or professional setting (in person or virtual).

SECTION 15: RESTRICTED ACTIVITIES

A CASA volunteer/staff shall not:

- Take action without program or court approval that is outside of the CASA program role or powers of the CASA program.
- Transport a child under ANY circumstances.
- Shall not provide housing/lodging to children served by CASA.
- Shall not provide bathing facilities for children in the custody of CPS.
- Shall not provide supervision overnight or for any shift while a child is in the physical custody of CPS.
- Give legal advice or therapeutic counseling.
- Make placement arrangements for the child.
- Shall not supervise parent/child visitation.
- Giving money to the child, the child's family, caregiver, parent, relative or anyone associated with the case.
- Accepting money from child, the child's family, caregiver, parent, relative or anyone associated with the case. Shall not provide cell phones or other electronic devices to the child(ren) without the approval of the CPO, COO, and CEO. CASA of Galveston County has partner agencies for computers and tablet devices.
- Take a child on an overnight outing.
- Cause a child or family to become dependent on the volunteer for services that are provided by other agencies or organizations. Such activities may jeopardize the safety of the child, the integrity of the program, or the objectivity of the volunteer.
- Engage in activities which are likely to result in conflict of interest or expose the program or volunteer to criminal or civil liability.
- Submit recommendations to the court without prior discussion with their supervisor.

- Knowingly put a child in contact with someone who has a criminal history involving violence, child abuse, neglect, drugs, or a sex-related offence.
- Authorize medical treatment for the child(ren).
- Give the child(ren) medications or any type of vitamins.
- Give treats or feed the child without consulting the caregiver for dietary restrictions.
- Probe or introduce the specifics of abuse. Be especially careful when discussing issues in sexual abuse or other potential criminal cases.
- Make recommendations or intervene in the physical removal of children to initiate a legal case prior to CPS making a recommendation about removal based on their investigation.

If situations arise that are not clearly noted please seek clarity from the advocate supervisor, CPO, COO, and the CEO.

SECTION 16: COLLABORATIVE FAMILY ENGAGEMENT (CFE) PRACTICES

CASA of Galveston County believes that every child has a family and a right to know them and that all family members deserve to be heard and provided with a chance to show themselves as safe and caring. CASA of Galveston County believes every child deserves to thrive, and children thrive in healthy, positive relationships. Connections and relationships are critical for well-being and feeling safe, which is why CASA of Galveston County will use the Collaborative Family Engagement (CFE) approach as a best practice in all cases.

CASA's role as the Guardian Ad Litem, according to the Texas Family Code, already assigns supervisors and advocates with the duty of interviewing people who have knowledge of the child.

Sec. 107.002. POWERS AND DUTIES OF GUARDIAN AD LITEM FOR CHILD.

(b) A Guardian ad litem appointed for the child under this chapter shall:

(1) within a reasonable time after the appointment, interview:

(A) the child in a developmentally appropriate manner, if the child is four years of age or older;

(B) each person who has significant knowledge of the child's history and condition, including educators, child welfare service providers, and any foster parent of the child; and

(C) the parties to the suit;

The CFE approach makes this easier to do.

If you are unsure about using CFE on your case ask yourself this, "Is this child still connected to connections they had before they came into care." If the answer is no, then the need for CFE is there. Talk to your supervisor about the next steps.

During CFE Activities, which also include general advocacy, an advocate may take photographs of a child or children to document their time in child protection custody.

1. The photos are only allowed under the following conditions:
 - a. Requested or required by the court to be included with or in the court report;
 - b. Written permission is obtained from the legal guardian or the young adult if 18 years of age or older.
2. Photos taken must be immediately uploaded into Optima under the documents tab and then subsequently deleted from the device used to take the photo.
3. Policies prohibit the use of photos for social media, marketing, or personal use unless written authorization is provided by the legal guardian or young adult if 18 years of age or older.
 - a. If a photo is taken of a child or family post-permanency (i.e., reunification, adoption, PMC), the family must sign a CASA Photo Release Form, which is available on the CASA website: <https://casagalveston.org/2025/10/24/photo-release-form/>.

At which time photos are to be printed for use in a paper Lifebook only one copy of each photo needed is to be printed and only for the purpose of creating a Lifebook that will in turn be provided to the appropriate caretaker or to the child if they are over the age of 18.

SECTION 17: ADVOCATE CONDUCT

The mission of CASA is to recruit, train, and supervise court-appointed volunteer advocates who provide constancy for abused and neglected children while advocating for services and placement in safe and permanent homes. CASA will conduct its relationships and operations in accordance with this purpose and uphold its fundamental commitment to serving abused and neglected children. CASA advocates are committed to the highest standards of responsibility and conduct and subscribe to the following guidelines regarding its responsibilities and actions.

A CASA Advocate:

1. Practices and maintains the highest of sound management practices including efficiency, integrity, and economy of operations.
2. Always observe the highest standards of personal conduct and ensure that board members, employees, and volunteers are treated in a professional, business-like manner.
3. Avoids impropriety and/or the appearance of impropriety in all activities, business and personal.
4. Practices standards of conduct, which will promote community confidence in the values and mission of CASA.
5. Strictly uphold the laws, bylaws, rules, policies, and regulations relating to the operation of CASA.
6. Guards against the use of affiliation with the CASA program for personal or financial advantage or special privilege.

7. Promotes and always protects the best interests and reputation of CASA and avoids and resists influences and practices that are detrimental to it.
8. Reports any incident of child abuse or neglect or any situation in which the CASA advocate has reason to believe that a child is in imminent danger to the CASA supervisor and appropriate authorities, following state legal requirements as mandated in the Texas Family Code.
9. Should not accept or be assigned to a case in which the advocate is related to any parties involved or be employed in a position or with an agency that might result in a conflict of interest.
10. Discusses all recommendations concerning the case with the Advocate Supervisor prior to submitting recommendations to the court. The Advocate Supervisor will not alter any recommendations or report content without consultation with the Volunteer.
11. Under no circumstances does an advocate record (audio or video) a visit with a child or any other party in the case.
12. Under no circumstances does an advocate record any phone conversations with any party in the case.

Please Note: The no recording policy refers to conversations and visits between the parties. Using a phone/computer application or recording device to document one’s case notes after a meeting/conversation is acceptable.

Violations of any of the above criteria will result in **IMMEDIATE** termination as a CASA volunteer advocate.

Visits with Clients/Children

Galveston CASA advocates/staff are never under any circumstances to take friends, children, or other family members to visit clients.

Maintaining Appropriate Communications with Children:

Appropriate verbal interactions include	Inappropriate verbal interactions include
Positive reinforcement, appropriate jokes, encouragement, and praise.	Secrets, cursing, shaming, belittling, name-calling; harsh language that might frighten, threaten, or humiliate children; derogatory remarks about the child, their family, or other parties in the case; discussing sexual encounters or in any way involving children in their personal problems or issues; sexual jokes; making threats to withhold care.

Maintaining appropriate boundaries with children

Appropriate physical interactions include	Inappropriate physical interactions include

<p>Side hugs; pats on the shoulder, back or head; high-fives, hand-slapping, and handshakes; verbal praise; holding hands (with young children in escorting situations); allowing pre-school or kindergarten-aged children to sit on a CASA's knees. If a child is verbal, the advocate will ask the child's permission before initiating any physical contact.</p>	<p>Full frontal hugs; kisses; showing affection in isolated areas; sleeping in bed with a child; allowing children older than kindergarten-aged- to sit on a CASA's knees; wrestling, piggy back rides, tickling; any type of massage given by or to a child; any form of affection that is unwanted by the child or the CASA; compliments relating to physique or body development; touching bottom, chest, or genital areas.</p>
---	--

Working with placement settings is integral to our best interest advocacy for the children served by CASA of Galveston County. It is best practice to ensure that placement (agencies, residential treatment centers, hospitals, or other placement settings) entities have CASA of Galveston County's policy and procedures for volunteer visitation, transportation, gift giving, and food delivery, as well as CASA of Galveston County maintaining processes and procedures of these entities.

CASA team members will follow the appropriate guidelines as soon as placement information is received for each child:

- **Residential Treatment Center (RTC) contact information must be in Optima**
 - The supervisor will confirm and update Associated Parties and/or the Placement information
 - Name of Case Manager
 - Name of Unit Leader – Higher than the Case Manager
 - a. Contact information
 - i. Cell
 - ii. Work
 - iii. Email
 - The contact information must be kept up to date
 - 1. If this contact person or any other information changes a contact log must be entered and updates completed
 - 2. Associated Parties and Placement sections must be updated
 - 3. This is important if another team member needs to be in touch
 - CASA will provide Policy and Procedures of Volunteers Visitation/Gifts/Food Delivery (anything outside of Birthday Joy and Christmas)
 - 1. Upon case assignment CASA supervisor will communicate with the staff at the RTC to ensure they are provided with a one-pager to inform the placement of the visitation/transportation/gifts/food delivery policy
 - 2. A contact log must be entered with the date provided and who was provided the one-pager
- CASA staff will follow up on a quarterly basis with the RTC to ensure procedure compliance.

- Confirm the volunteer is visiting
 - Ask for the dates of the visits
 - (a) Inquire about the visits
 - (i) How is the child after the visit
 - (ii) What activities, if any, did the child and the volunteer engage in (if they know)
 - (iii) Ensure all this has been documented by the volunteer
 - Ask if there is a log that could be provided
 - (a) If available, upload into Optima
 - These activities must be logged with corresponding details
- Placement/Agency Contact Information must be in Optima
 - The supervisor will confirm and update Associated Parties and/or Placement information
 - Contacts
 - Name of agency Case Manager
 - Name of agency CEO/Executive Director
 - Cell phone number
 - Work phone number
 - Email addresses
 - CASA Staff will provide Policy and Procedures of Volunteers Visitation/Food Delivery/Gifts to the Placement Agency and the Placement
 - Upon case assignment CASA supervisor will communicate with the placement/staff at the Placement to ensure they are provided with a one-pager to inform the placement of the visitation/food delivery/gifts policy
 - Date provided must be logged into Optima
 - CASA staff will follow up on a quarterly basis with the Placement/Agency to ensure procedure compliance.
 - Confirm the volunteer is visiting
 - Ask for the dates of the visits
 - (a) Inquire about the visits
 - (i) How is the child after the visit
 - (ii) What activities, if any, did the child and the volunteer engage in
 - (iii) Ensure all this has been documented by the volunteer
 - All these activities will be logged into Optima

CASA Volunteer

Visitation and Expectation Roadmap

and Collaboration Guide

Visitation Frequency and Access

A CASA Volunteer is required to visit the child in person at least monthly (or at intervals required based on placement distance). The volunteer per Texas Family Code must have access to the child. This access may be via in person, virtual or phone visitation. The CASA Volunteer will most often schedule these visits but unannounced might also occur.

The volunteer has the right to visit the child in a private place if requested.

Collaboration

CASA Staff shall communicate quarterly with Placement to ensure advocacy is meeting all the minimum requirements.

Communication

The CASA Volunteer is required to communicate with the placement monthly to determine the needs of the child for effective advocacy. They will want to know about the following:

Medical
Dental
Therapy
Education

We invite reciprocal communication to ensure best interest advocacy is achieved.

CASA Staff might ask:

- Agency/Placement protocols, procedures, and daily schedule
- About volunteers' visits (frequency)
- What type of activities did they participate in?
- How was the child's demeanor after their visits
- Any noted positive interactions or concerns?

Restricted Activities

A CASA Volunteer/Staff may **NOT**:

- Take the child/youth off campus/or from the placement
- Transport the child/youth at any time
- Give expensive gifts (other than those provided by the CASA Program for the child/youth)
- Give/provide cell phones to the child/youth
- No Food Deliveries without prior permission from case manager/unit staff/foster parent

Meetings

CASA Volunteers/CASA Staff must be invited to all meetings relating to the child/youth.



www.casagalveston.org

600 Gulf Freeway, Suite 228
Texas City, TX 77591
Main: (409) 572-2552



CASA

Court Appointed Special Advocates
FOR CHILDREN

CASA OF GALVESTON COUNTY

The purpose of the volunteer travel reimbursement policy is to help CASA of Galveston County assist volunteers with the travel costs for long distance travel to visit their CASA children.

The available funds are limited and determined by the approved agency budget or direct reimbursement funds available through our Texas CASA, Inc. programs.

The following guidelines are to govern the reimbursement and distribution of these funds:

- The reimbursement must only be for an assigned CASA volunteer advocate for travel costs incurred during a visit to their CASA child(ren) and/or other necessary case-related travel such as a placement visit. Paid staff serving as the assigned volunteer is eligible to receive reimbursement for travel through agency travel reimbursement program.
- CASA volunteers must complete a travel authorization form, and it must be on file in order to be eligible for reimbursement. This travel authorization is sent after case acceptance.
- Funds are to reimburse the CASA volunteer for eligible travel expenses based on CASA of Galveston County's travel policy and available funds.
- Volunteer travel reimbursement requests must be submitted on the travel reimbursement form provided by CASA of Galveston County that includes all fields as required in guideline number 1.
- Cause Number (XXCPXXXX) or initials of the child should be the only identifying information provided on the reimbursement form. Do not include case name or child's name.
- The volunteer's travel must be at least 50 miles one way (100 miles roundtrip) from the home of the volunteer being reimbursed, and the reimbursement request must include a Google Map (or equivalent) documenting the point-to-point mileage being claimed. The mileage being claimed must match the mapped mileage.
- Eligible travel expenses include mileage (when personal vehicle is used) up to the IRS rate unless CASA of Galveston County specifies otherwise, rental car, gas, public transportation including ride share (up to \$50 per day, gratuity is not allowable), tolls, airfare, and up to two nights of lodging when necessary limited to the state per diem rate found here: <https://www.gsa.gov/travel-resources> (search by zip code). All itemized (date of travel and name of company) and original receipts must be submitted with requests.
- If the volunteer uses airline travel to make the visit, then the least expensive option (actual mileage vs. flying) will be reimbursed. Please note the actual mileage will be used when determining the least expensive option. Flying-related travel expenses are also eligible, such as rental car, gas, and airport parking, so long as the total cost of the request is less than the cost of total trip mileage. For exceptionally long distances, airline travel may be the only feasible option, in which case the entire amount is eligible.
- CASA volunteers must submit requests for reimbursement by the 5th day of the month following the travel.
- CASA of Galveston County will accept volunteer mileage reimbursement requests for volunteer travel made during the current fiscal year; however, if funds are exhausted prior to fiscal year end (August 31), then no requests will be reimbursed. Please confer with the Executive Director for fund balance.
- The CASA of Galveston County Request for Volunteer Reimbursement form must include the following:
 - volunteer's name,

- the case number or child's initials,
 - volunteer's city of origin for the travel,
 - the destination city of child's placement,
 - the total number of miles traveled,
 - date of travel,
 - number of children visited,
 - the dollar amounts requested,
 - supporting documentation including map showing distance and itemized receipts for any item that is not miles.
- A copy of a Google Map (or equivalent) documenting the point-to-point mileage being claimed must be attached. If the volunteer travels by air and that is the least expensive option, then a copy of the airfare receipt and flight information must also be submitted with the travel voucher. The travel voucher must be signed and dated by the volunteer, their advocate supervisor, and the Director of Advocacy. All relevant receipts must also be attached.

These requests will be submitted to the CASA Program Assistant by CASA Advocate Staff for processing for reimbursement.

SECTION 19: ADVOCATE SUPERVISOR RESPONSIBILITIES

Supervision and Coaching

Galveston CASA assigns each volunteer and Advocate Supervisor to provide support appropriate to the volunteer's needs and complexity of the case assignment. The Supervisor is easily accessible and provides timely and thorough guidance to the volunteers.

CASA Advocate Supervisor will be available to meet with volunteers as needed, but no less than one (1) time per month. Supervisors will ensure that case progress is reviewed on a regular basis and will verify accurate completion of all written case records.

Volunteers are encouraged to take advantage of case conferences to ask questions, address concerns, and discuss anticipated recommendations for upcoming court hearings.

CASA Advocate Supervisors will not supervise more than 30 active volunteers or a maximum of 45 cases. If the staff person is required to perform duties other than supervision of volunteers, the number of volunteers to be supervised shall be reduced pro rata.

SECTION 20: CASE ASSIGNMENT

Section 20.1 Case Assignment Process

The program accepts and assigns cases consistent with the Guiding Principles (Standard 2), statutory authority, National CASA/GAL Association Core Model, and program capacity.

- (a) Cases are accepted and assigned by the program.
 1. When possible, the volunteer is assigned at the earliest possible stage of the court proceedings.
 2. All appointments and assignments are made by an appropriate written order of the court.

3. The program or the court notifies all parties and agencies involved in the case of the volunteer's appointment and release via an assignment or release notification filed electronically in a timely manner.
4. Once the agency accepts appointment, advocacy and documentation must begin and continue during appointment. At times a CASA staff may perform the duties of a volunteer and shall provide advocacy and documentation consistent with standard 8.F.

Selecting cases to present to advocates:

1. Team selection of advocate
 - a. By case match team to include director of advocacy, advocate supervisors, COO, and CEO and or other designated staff.
 - b. Prior to the conclusion of training the identified case match team will meet and take into consideration observations during training, volunteers application, interview, and preferences including any advocate's particular skill set (i.e. former teacher, former nurse)
2. Advocate preferences- what does that advocate want in a case?
 - a. Age of children
 - i. I.e., Babies, school-aged, older youth
 - b. Gender of children
 - c. Sibling group or single child
 - d. Placement

Section 20.2: Assigning/Accepting a Case

1. Volunteers are assigned to children with consideration to experience, knowledge, skills, and performance as a CASA volunteer; nature and difficulty of the current assignments; specific circumstances and availability of the volunteer.
2. CASA staff will contact the advocate, if they cannot commit, another volunteer will be identified and presented the case until case is assigned.
3. Volunteers will be assigned the case in the online case database to review the case and all related documentation prior to acceptance of the case.
4. The volunteer will notify the CPO, COO, and/or the CEO of case acceptance through an online case acceptance form that includes confidentiality agreement.
5. Volunteers take an oath of confidentiality upon completion of the National CASA/ GAL Association pre-service training and sign a statement of confidentiality upon acceptance of each case. The electronically signed form will be uploaded into the volunteer record in Optima under documents and included in the documents of the case.

6. After case acceptance the CPO or other designated staff member will send travel authorization form via DocuSign to ensure volunteer is eligible for volunteer travel reimbursement, if available.

Section 20.3: Notification of Advocate

- a. Once assigned, program staff must fill out the notice to the court, which includes the advocate's name, advocates email address, CASA office address, advocate supervisors direct landline phone number, and case-related information to complete the form and e-file into the courts designated system and ensure all parties receive a copy.

Ideally, a volunteer will only be assigned to one case at a time. However, a volunteer may be assigned to 2 cases at a time, at the discretion of the CASA staff.

However, the decision to make such an assignment will have to be justified and reasonable. Should CASA staff assign a volunteer more than 2 cases, **the reasons a supervisor may assign a volunteer more than two cases shall be documented. Furthermore, each subsequent additional case assignment beyond the first assigned case, shall have documented justification.** At no time, and under no circumstances, will a volunteer be assigned to more than five cases.

SECTION 21: CASE NOTES AND DOCUMENTATION

CASA Volunteers are required to keep case notes and records of advocacy activities and proceedings of their designated case. This documentation is recorded in our case management system on an ongoing basis and is to be kept up to date.

SECTION 22: COURT REPORTS

CASA Volunteers are required to submit completed court reports to their supervisor no later than 28 business days (4 weeks) prior to the court date.

1. The CASA volunteer is responsible for discussing all recommendations concerning the case with his or her supervisor prior to submission of the recommendations to the court.
2. The CASA Advocate Supervisor may make amendments to such report based on the results of this discussion and submit final report to the court and necessary parties.
3. A CASA Volunteer has the final authority regarding recommendations – A program supervisor may only alter the report or recommendations with knowledge and agreement of the appointed CASA Volunteer. Refer to the grievance policy (sec.32) to resolve a conflict between a CASA volunteer and the CASA Advocate Supervisor regarding the handling of a case, reporting of information, or the recommendations to be included in a report to the court.

SECTION 23: ADVOCATE RECORDS

Galveston CASA keeps confidential records for each advocate. It is important that these records be as accurate as possible. This information is confidential and will not be shared with non-staff persons or members of the board of directors without your permission. All notices, including those required by law, will be sent to the last address on file.

The confidential record maintained in online database system (Optima) may include:

- Application.
- Emergency and identifying contact information.
- Volunteer job description.
- Reference documentation.
- Documentation of all records checks.
- Pre-service training and continuing education records.
- Performance evaluations and any other applicable documentation related to performance.
- Documentation of volunteer status.
- Documentation of personal interview.
- Name of each child assigned.
- Date of each assignment.
- Date of release from each assignment.

If you wish to review your advocate file, please speak to your Advocate Supervisor to set a convenient time. No advocate is allowed to remove original documents from an advocate file.

SECTION 24: VOLUNTEER ADVOCATE STATUS

Nothing herein shall be construed as creating an obligation on the part of CASA to utilize the services of a volunteer advocate for any length of time. Volunteering with CASA is "AT WILL" meaning that either party may terminate the relationship at any time, with or without notification.

Active

An active volunteer is currently appointed to and working a case.

Inactive

An inactive volunteer is a volunteer who is currently not assigned to a case and is not fulfilling any other duties of a Galveston CASA volunteer (in-services, contact with supervisor, etc.). A volunteer may be inactive for a period of up to 12 months (see Leave of Absence Below).

Leave of Absence

A volunteer may request a leave of absence from all duties associated with Galveston CASA at any time. **The length of the leave may be up to 12 months from the beginning date of the leave.** If a volunteer returns to active volunteer status after 6 months but before 12 months of inactivity, the volunteer may be required to complete a refresher course with the curriculum to be determined by the CEO and documented before active status will be granted. **After 12 months, the volunteer will no longer be eligible to return to their duties as a Galveston CASA volunteer unless they complete the full 32hours of required pre-service training discussed in Section 6.6.**

Ineligible

An ineligible volunteer is a volunteer who is currently not eligible to be assigned to a case due to a period of inactivity greater than permitted by the requirements above and without completing any refresher or full

retraining. **An ineligible volunteer will need to complete the required training as determined by the length of their inactivity and at the discretion of the CEO before reinstatement as an active advocate.**

Dismissed

A dismissed volunteer is a volunteer who has been asked to leave Galveston CASA. Any volunteers dismissed from the program will be considered ineligible for future reinstatement as an advocate.

Duration of Volunteerism

At Galveston CASA, volunteerism is at-will, that is, the volunteer or Galveston CASA may terminate with or without cause and with or without notice at any time. Nothing in this handbook or in any document or statement will limit the right to terminate at-will. No manager, supervisor, employee, or volunteer of Galveston CASA has the authority to enter into an agreement for volunteerism for any specified period or to make an agreement for volunteerism other than at-will.

SECTION 25: ADVOCATE SAFETY

Safety

When performing your CASA volunteer duties, always use common sense. Never put yourself in a situation that feels unsafe. Please call your Advocate supervisor whenever you have questions, concerns, or need advice. Your safety is important to us, so please do not take risks.

The following safety tips should help you make some decisions, but please use your judgement to ensure your safety.

- Ensure you have the correct address before visiting a home or placement.
- Always ask an adult for permission to enter a placement or home. An Advocate should not be in a home or placement without another adult present.
- Confirm the date, time, and location of your visit before traveling to the location. If the family does not have a phone, try contacting them via mail or speaking with them in person at a court hearing or supervised visit.
- Visit unverified placements (homes of respondent family members and relatives who have not been thoroughly checked out) with your Advocate Supervisor.
- Take a cell phone with you. If you do not own a cellular phone, borrow one.
- Carry pieces of identification.
- Do not wear expensive clothes or jewelry. Drive an inconspicuous car if possible.
- Use *67 to block Caller-ID services when calling from your personal phone. If the number you are dialing does not accept anonymous calls, call from the CASA office.
- If you must leave a message, give your supervisors direct phone number.
- Do not give your CASA child your personal phone number. Use your supervisors' direct line when leaving a call back number. Give your number to the professionals such as caseworkers and therapists only at your discretion and with the understanding that the number does not become a part of the case record and will not be available to others.

- If anyone asks why you won't give out your home information-blame us. Let them know it is one of the strict agency policies that you agreed to uphold when you become a CASA volunteer.
- If the neighborhood does not look or feel safe, do not go through with the home visit, even if you have already set an appointment.
- Only make home visits in the daytime if possible.
- Do not let children visit your home or know your home information. Your home is not a temporary housing option, even for one night.
- Always know your location and call 911 if there is a problem.

WAIVER for FACE-TO-FACE CONTACT

The agency may seek an overall waiver from face-to-face contact with a child/children during a time of emergency/disaster by making such request to Texas and/or National CASA if one has not been provided to the overall network to ensure ongoing standards compliance by both membership associations.

1. The CEO will be responsible for requesting, receiving, and communicating such waivers and the staff will document a waiver via Contact Log in Optima.
2. The staff and volunteers shall be considered to have no requirement for any face-to-face contact for CASA business until such a time that the waiver has been lifted and face-to-face contact has been reinstated.
3. The staff/volunteer on waiver shall be responsible for maintaining regular contact with children (as developmentally appropriate), CPS, placement, case parties and their CASA supervisor, and for documentation of these contacts in Optima. It is preferable from a safety standpoint that communication with children be increased during this waiver to more frequent contact; suggested weekly to twice monthly.
4. The staff supervising their case shall be responsible for maintaining no less than twice monthly phone and/or email contact with the volunteer to coach and guide their case contacts, and to support them as needed.
5. The staff and volunteer together shall maintain responsibility to prepare court reports for any statutory hearings or motion/progress settings in accordance with above protocol.

Transporting Children

It is the policy of CASA Galveston County, that at no time and for any reason is an advocate or staff allowed to transport any child or family member with whom the advocate/staff is working; nor is it permissible for the advocate to invite and/or receive clients into his/her home.

The Galveston CASA advocate or staff is never, under any circumstances, to ask a member of the advocate's or staff's family or friend of the advocate/staff to transport clients or their families. An advocate/staff should not suggest to any client that such transportation is a possibility.

Galveston CASA has established this policy for the protection of the advocate/staff and the CASA agency itself against any liability, which would result from an accident or injury to a child or other person being transported by an advocate/staff.

Failure to comply with this policy will result in immediate termination from your role as a CASA advocate.

SECTION 26: OTHER VOLUNTEER ROLES

Section 26.1 Partner Volunteer

This partner volunteer policy is in place to support our advocates and staff, when needed, in traveling to and from child visits or family or sibling visit observations. The partner volunteer is defined as a person who has completed a volunteer application, child abuse registry background check, and national criminal background check through the FBI fingerprinting service, signed a confidentiality agreement, and is approved by the CEO.

The partner volunteer's role is limited to transportation assistance for a volunteer and or staff and will be documented as such in Optima under the volunteer/staff record. The partner volunteer will not serve in a primary, sworn-in CASA advocacy role and will not be assigned to carry out any duties of a sworn-in CASA advocate.

Following are the procedures for requesting and utilizing a Partner Volunteer:

1. The CASA Advocate or staff member must make a request for a partner volunteer to accompany them. The initial request will be submitted to the Director of Advocacy (for volunteers) or the CEO (for staff), and the partner volunteer must meet the above criteria to be approved.
2. Each time a CASA Advocate or staff member uses the services of a partner volunteer, a log must be made in Optima noting the date, time, and location to which the advocate or staff member and partner volunteer traveled.
3. The partner volunteer will not interact with the child, the court, attorneys, foster parents, caregivers, or any other person related to or involved in the case.
4. If any privileged or confidential information is obtained by the partner volunteer, this information must be held in the strictest of confidence pursuant to the confidentiality agreement signed by the partner volunteer.
5. The partner volunteer will be assigned as a volunteer in the case in Optima by the Director of Advocacy but will not be assigned to the child(ren). Partner volunteers are strictly assigned to accompany an advocate or staff member when needed.

Any change in the partner volunteer's contact information must be submitted to the CEO before the partner volunteer may return to service. No person will be able to serve as a partner volunteer until all requirements are met as stated above.

[Partner Volunteer Acknowledgement Form](#)

Section 26.2 Community Engagement Volunteer

A community engagement volunteer is an advocate who volunteers his or her time by assisting CASA of Galveston County with community outreach events. This includes, but is not limited to, hosting an information table, and speaking engagements.

A community engagement volunteer must:

1. Have gone through pre-service training and swearing-in
2. Signed and submitted the COVID-19 acknowledgement waiver prior to attending any in-person engagements if such waivers are required during times of emergency orders and or disasters.
3. Attend events with a member of the CASA staff *or* have prior approval from the CEO or the Recruitment and Training department to represent CASA of Galveston County at a community program or gathering.

[Community Engagement Volunteer Acknowledgement Form](#)

Section 26.3 CFE Assistant

It is the goal of CASA of Galveston County to implement Collaborative Family Engagement on every case so that each child's network of healthy and caring adults can be identified, connected, and strengthened.

The CFE Assistant is a current CASA of Galveston County Advocate that is in good standing with the agency who supports the CFE Coordinator by completing assigned CFE activities as needed.

The CASA of Galveston County CFE Assistant is a meaningful way to support CASA and serve children by either not working a current case or in addition to working a case currently. As a CFE Assistant, you could complete the Affidavit Discovery Form (ADF), which is an internal document that is completed at the start of every new case that our agency is assigned to. This document is to be complete within seven business days of receiving the Original Affidavit. It takes approximately 30-60 minutes to read the Affidavit and fill out the Affidavit Discovery Form. Another creative way to serve as a CFE Assistant is to conduct CFE Family Searches utilizing the Family Connections, Connect Our Kids search engine.

After an initial, one-time training and registration through Family Connections, the CFE Assistant can conduct maternal, paternal, or both searches using this site which takes approximately 30-120 minutes to complete, depending upon complexity. The search results are to be complete within seven business days of receiving the case.

[CFE Assistant Acknowledgement Form](#)

I acknowledge that I understand the role and responsibilities of the CFE Assistant and agree to perform the duties to the best of my ability.

Section 26.4 Tutoring Volunteer

For a child to receive a tutor, an Education Referral Form for tutoring will be sent by the advocate supervisor. A member of the Education Committee will match a volunteer tutor to the child. The volunteer tutor will be contacted to request tutoring assistance. The tutor would be added to the case in Optima.

A current volunteer who wants to participate in the tutoring program will communicate their interest to the Chief Programs Officer or designee. The volunteer will also state what subjects and grade levels they are comfortable with. No specific qualifications are required, except an interest in educational advocacy.

This volunteer can be currently assigned a case but cannot tutor the child they are assigned to as the advocate volunteer.

The case in Optima should be updated with current educational records and contact logs by the advocate supervisor and volunteer advocate assigned to the case. Frequency of tutoring will be based on the child's needs. Tutors will be expected to enter contact logs for their tutoring time and mileage, if applicable, in Optima.

If tutoring occurs in person, the face-to-face waiver must be signed if emergency protocols are in place that would require such waiver. Tutoring may occur virtually if that suits the needs of the child.

I acknowledge that I understand the role and responsibilities of the tutoring program.

[Tutoring Volunteer Acknowledgement Form](#)

SECTION 27: REINSTATEMENT

It is the policy of Galveston CASA to require 32 hours of pre-service training to any CASA Volunteer who takes a leave of absence for a length of time that exceeds one (1) calendar year from the time of departure.

For CASA Volunteer to be considered reinstated, a documented discussion with the Advocate Supervisor must be approved by the CEO, with completion of the Galveston CASA required training certificate. The CEO will then place this document in the volunteer file.

A volunteer who has been dismissed is not eligible for reinstatement.

SECTION 28: ADVOCATE EXIT

We hope you will find a rewarding and enjoyable volunteer experience with CASA; however, we realize that for one reason or another, sometimes the volunteer relationship must end.

If you voluntarily decide to leave the program, please give as much notice as possible in writing to your Advocate Supervisor. Written notice should include the reason for the resignation and the last day the advocate will work their case, along with the advocate's signature and the date notice is being given.

If CASA ends your relationship, we will contact all the parties involved in the case and discuss next steps to ensure the best interests of the children you were serving are met.

All records and the CASA badge must be returned within 10 days of the last day of working on the case.

SECTION 29: EXIT INTERVIEWS

Upon leaving CASA's service, you may be asked for your comments concerning your period of volunteerism. Your input helps us to evaluate our policies, procedures, benefits, work environment, and other variables affecting your volunteer experience with us.

SECTION 30: GROUNDS FOR IMMEDIATE DISMISSAL FROM CASA

The CASA CEO or designee has the authority and discretion to discharge an advocate from his/her responsibilities with CASA. Appropriate grounds for dismissal may include but are not limited to the following:

1. The advocate takes action without program or court approval or is outside the role of the powers of the CASA program.
2. The advocate violates a program policy, court rule or law.
3. The advocate demonstrates inability to effectively carry out assigned duties.
4. The advocate fails to participate in required ongoing and continued education training.
5. The advocate falsifies volunteer application or misrepresents facts during the screening process.
6. Existence of child abuse or neglect allegation against advocate.
7. Initiating/Engaging in ex-parte communication with the court.
8. Existence of a conflict of interest, which cannot be resolved.
9. Abused or neglected any position of trust or violated the policies governing ethical conduct or otherwise created a negative image for the CASA/GAL program.

If it appears a CASA Advocate has violated one or more of the above, the CASA staff will speak with the advocate and explain the violation, gather an explanation, and then discuss future action by outlining specific guidelines.

If the CASA Advocate does not then follow the specific guidelines discussed, the CASA Advocate is subject to discharge or termination from the program.

Once a CASA Advocate has been terminated, the advocate's file will be closed, and the CASA Advocate will be expected to return their badge as well as all case file information immediately.

SECTION 31:REFERENCES AND RECOMMENDATIONS

It is the policy of CASA not to provide references regarding former advocates. CASA will only verify dates of service and only with the expressed permission of the advocate. No other advocate or staff member may give a personal or professional reference without the approval of the CEO. CASA may, in its sole discretion, make exceptions to this policy; however, such exceptions normally will not be made unless CASA receives a written authorization and release from the former advocate. If you have any questions or concerns, please see your Advocate Supervisor or CEO.

SECTION 32:GRIEVANCE POLICY

A grievance is any concern that arises in the application of policy, procedures, or practices. The policy set forth is intended to serve as a means for respectful problem resolution. All grievances by an advocate or a community member should be addressed in writing and should go to the appropriate person as identified in the process steps below. A form to facilitate this process is located at the end of this policy.

Extension of times beyond those indicated in the formal steps of the policy outlined below may be secured through mutual (written) agreement of the parties involved. Failure by the advocate or community member to comply with any time limitations shall constitute withdrawal of the

grievance. Failure by CASA staff to comply with the time limitations shall constitute the right of the advocate to proceed to the next step of the grievance process.

1. **STEP ONE:** ADVOCATE SUPERVISOR/ /CHIEF PROGRAMS OFFICER

- a. If informal discussions outlined above fail to resolve the issue, the advocate/community member shall submit the substance of his or her grievance in writing to Advocate Supervisor/ /Chief Programs Officer.
- b. The Advocate Supervisor/ /CPO shall convey his or her decision in writing to the advocate/community member within five working days of receipt of the grievance.
- c. If the aggrieved advocate/community member is not satisfied by this decision, he or she may submit in writing his or her grievance to the CEO within five working days of receipt of the decision.

2. **STEP TWO:** CHIEF EXECUTIVE OFFICER

- a. Upon receiving the written request, the Executive Director shall request copies of all written communications from step one. The Advocate Supervisor/CPO/COO and CEO shall meet within ten working days to discuss the issues.
- b. They shall decide on the matter and the CEO shall issue a decision in writing to the volunteer and the Board of Director's President within five working days of its meeting.
- c. Decisions from this meeting shall ordinarily be final.

3. **STEP THREE:** BOARD

- a. In the event the CEO is unable to reach a decision and/or the grievance is of such a nature that it might interfere with the normal functions of CASA, then the Executive Director shall bring this matter to the next scheduled board meeting for consideration. The board shall issue its decision in a written statement to the advocate/community member and the CEO within five working days of its meeting. This decision shall be final.

If a volunteer/community member wishes to communicate with a member of the board about a matter involving the CEO. This will be done ONLY through the President of the Board, who will establish a committee to investigate, following the Grievance Resolution Policy & Procedure.

Section 32.1 Grievance Process Form

Please use this form to describe any concern that you want to resolve. CASA will use the information you provide to investigate your concerns and attempt to resolve them. Information about the complaint may be disclosed to others to the extent necessary to complete the investigation.

No adverse action will be taken against you for making a complaint, provided the complaint is made in good faith.

Please be as complete and accurate as you can in describing the problem.

1. Date(s) of the event or problem:
2. Time(s) of the event or problem:
3. Location(s) of the event or problem:
4. Description of the event or problem.

5. Witnesses to the event or problem:
6. Do you have a suggested solution to the problem?
7. I verify that the above information is true and correct to the best of my knowledge.
8. Signature
9. Date

SECTION 33: GENERAL INFORMATION

Public Statements/Media Communication

Advocates are not to talk to the media regarding CASA matters. If you are asked a question by the media, please ask the media person to call the CEO or Board President at 409-572-2552. The CEO or the Chairman of the Board will handle all statements made to the media. From time to time, advocates may be requested to assist in public relations matters.

Personal Items

CASA assumes no liability for personal items. If you voluntarily bring personal items to the office, you assume the risk should they disappear.

Telephone Manners

Often the first impression a client receives of CASA is over the phone. Answer with a cheerful expression in your voice and identify yourself when placing or answering a call.

Solicitation of Contributions

An Advocate shall not be required to contribute to any fund or collection. No solicitation or office collection may proceed without the approval of the CEO.

SECTION 34: PUBLICITY RELEASE STATEMENT

I hereby agree that Galveston CASA, a nonprofit charitable and educational organization, and its staff, agents, and affiliates may photograph and video and/or audio record me in connection with CASA educational, informational, promotional, marketing, and other activities (the "Activities").

I agree that CASA will be the sole and exclusive owner of the results of such photographing and video and/or audio recording. CASA shall have the sole and exclusive right, throughout the world, an unlimited number of times in perpetuity, in any media now existing, known, or hereafter created, to use, copy, publicly perform, publicly distribute (including posting on its website), store, publish, prepare derivative works with respect to, and otherwise use, reuse, or license others to use, in any manner, all or any portion thereof in connection with the Activities or otherwise. Photographs or images may include pictures of me in whole or in part, composite or retouched in character or form. I also acknowledge that CASA may choose not to use these materials at this time but may do so at its own discretion at a later date.

I agree that, in connection with the activities consented to above, CASA may, without compensation, permission or notification, use and license others to use my name, voice, likeness, and any biographical material concerning me which I may provide in all media in connection with the activities or otherwise, and I hereby release CASA from any claim based on publicity rights, invasion of privacy, or defamation in connection therewith.

I affirm that I am over the age of eighteen (18) and have the right to contract in my own name. This agreement shall be binding upon me and my heirs, legal representatives, and assigns. I have read this agreement and I fully understand the contents of this agreement.

SECTION 35: REPORTING CONCERNS

Section 35.1 Policy Against Discrimination and Harassment.

CASA strives to provide all volunteer advocates with an experience that is free from any unlawful discrimination, harassment, intimidation, hostility, or other offenses, which might interfere with performance of the volunteer duties. Unlawful discrimination or harassment, whether physical or verbal, is strictly prohibited, and will not be tolerated by an advocate, staff member, board member or others at our Agency. This includes (but is not limited to) racial slurs, ethnic jokes, posting of offensive statements, posters, cartoons, words, signs, pranks, intimidation, unwelcome physical contact, violence, or other similar conduct. Behavior prohibited by this policy also includes requests to engage in illegal, immoral, or unethical conduct. All such conduct will not be tolerated and constitutes grounds for immediate dismissal.

Section 35.2 Sexual Harassment

Sexual harassment can occur in many forms, including but not limited to unwelcome sexual advances, requests for sexual favors, other verbal or physical contact of a sexual nature, leering, gestures, and more subtle advances or pressure inviting sexual activity. Such conduct is unlawful when:

1. Submission to the advances is made a term or condition for continued volunteer advocate status.
2. Submission to or rejection of the advances is used as the basis for making decisions regarding the advocate.
3. Such sexual conduct interferes with the advocate's performance or creates an intimidating, hostile, or offensive working environment.

Section 35.3 Complaint Procedure for Discrimination and Harassment

If an Advocate feels he/she has been treated in violation of this policy, he/she should immediately report the alleged act to his/her Advocate Supervisor for documentation and appropriate response. The conduct should be reported directly to the CEO if the alleged perpetrator is the Advocate's supervisor. If the alleged perpetrator is the CEO, the report should be given to the Board of Directors. CASA will immediately investigate all complaints of harassment and discrimination in as discreet and confidential a fashion as possible. If unlawful discrimination or harassment is determined to have occurred, the Agency will take prompt corrective action against the offending person(s). The corrective action may consist of verbal or written warnings or other action, up to or including termination. CASA will not tolerate retaliation of any kind against person(s) who report incidents of any kind of illegal discrimination or harassment. However, in the event the investigation reveals that the allegation was false or made in bad faith, appropriate corrective action will be taken.

Section 35.4 Whistleblower Protection

CASA will protect whistleblowers as defined below.

- CASA will use its best efforts to protect whistleblowers against retaliation, as described below. It cannot guarantee confidentiality, however, and there is no such thing as an “unofficial” or “off the record” report. CASA will keep the whistleblower’s identity confidential, unless (1) the person agrees to be identified; (2) identification is necessary to allow CASA or law enforcement officials to investigate or respond effectively to the report; (3) identification is required by law; or (4) the person accused of Fraud Policy violations is entitled to the information as a matter of legal right in disciplinary proceedings.
- CASA staff may not retaliate against a whistleblower with the intent or effect of adversely affecting the terms or conditions of employment (including but not limited to, threats of physical harm, loss of job, punitive work assignments, or impact on salary or wages). Whistleblowers who believe that they have been retaliated against may file a written complaint with the CEO or President of the Board. A proven complaint of retaliation shall result in a proper remedy for the person harmed and the initiation of disciplinary action, up to and including dismissal, against the retaliating person. This protection from retaliation is not intended to prohibit supervisors from taking action, including disciplinary action, in the usual scope of their duties and based on valid performance-related factors.
- Whistleblowers must be cautious to avoid baseless allegations (as described earlier in the definitions section of this policy).

Section 35.5 Confidentiality

It is CASA’s policy not to release information concerning a complaint of harassment to third parties or to anyone within the Agency who is not directly involved in the investigation, unless required by law or to properly complete an investigation. The purpose of this provision is to protect confidentiality, encourage the reporting of any incidents of harassment, and protect the reputation of any person(s) wrongfully charged with harassment.

Section 35.6 Policy for Open Door / Problem Resolution

The purpose of this policy is to provide advocates with an effective way to bring problems concerning them and their CASA work to the attention of CASA management, when warranted. Therefore, this Problem Resolution Policy has been established for the benefit and use of all advocates.

Misunderstandings or disagreements may arise in any organization and should be resolved before serious problems develop. Most incidents resolve themselves naturally; however, should a situation persist that an advocate believes is detrimental to their work for children, the advocate should follow the procedure described here for bringing the complaint to CASA’s attention. CASA values and wishes to promote an amiable and cooperative environment. Our Open Door/ Problem Resolution policy is reflective of our commitment to our values and provides you with the best possible volunteer experience.

CASA encourages an open and frank atmosphere where concerns, suggestions and questions can be discussed. We strive to ensure consistent and honest treatment of everyone involved with CASA. Everyone involved with the CASA program is expected to treat each other with mutual respect. Many problems can easily be resolved simply by discussing them openly.

Section 35.7 Informal Problem Resolution

Advocates are encouraged to share concerns and feedback with their respective Advocate Supervisor/CPO/COO. If for any reason you feel uncomfortable speaking with your direct supervisor, please talk to the CEO. Advocates should feel confident that issues impacting the agency will be discussed and shared with the CPO/COO/CEO.

SECTION 36: SOCIAL MEDIA POLICY

This policy governs the use of social media by employees, volunteers, and Board members of Galveston CASA. For the purposes of this policy, social media is defined as any facility for online publication and commentary, including, without limitation, blogs, wikis, and social networking sites such as Facebook, LinkedIn, Twitter, Flickr, Tumblr, TikTok, and YouTube.

This policy applies to all uses of social media, including personal, by Galveston CASA employees, volunteers, and Board members. Publication and commentary on social media carry similar obligations to any other kind of publication or commentary. All uses of social media must follow the same ethical standards that Galveston CASA employees must otherwise follow. It is never acceptable to publish confidential information on social media.

If you are representing Galveston CASA on social media sites, respect your audience. These groups reflect different set of customs, values, and points of view. Avoid arguments on social media, particularly of controversial issues. Don't try to settle scores, cause controversy, or goad volunteers or co-workers into inflammatory debates through social media. Do not use your social media profiles to defame or embarrass a co-worker, volunteer, program stakeholder, child victim, or their families. Always consider how other parties in a case might feel about your statements. Make sure that your social media use does not interfere with your job or commitments to volunteers or the children you serve. Policy violations will be addressed and subject to disciplinary action, up to and including termination for cause.

Don't say anything contradictory or in conflict with Galveston CASA. Be respectful of your co-workers, volunteers, and Galveston CASA stakeholders. This includes ethnic slurs, offensive comments, defamatory comments, personal insults, obscenity, etc., as well as the careful consideration of topics that may be considered objectionable or inflammatory.

When you engage in social media and online communication, you become a public figure. As a public figure that is associated with CASA, you have a responsibility to help protect this organization and our clients.

Social Media Policy

- Galveston CASA volunteers and staff may not friend children served by any CASA program, respondent parents, the children's extended family or kin, or kinship care providers. If someone without access to the child is looking for him or her, this precaution will prevent the child from being located through your social networking profile. It also encourages healthy boundaries.
- Galveston CASA encourages employees to keep privacy settings at a level that restricts their content to people who you have chosen to share with.

- Galveston CASA recommends choosing a profile photo and a profile name that would not embarrass the employee or Galveston CASA in court or divulge any information that should not be shared.
- Galveston CASA strongly discourages employees/volunteers from using social networking profiles to comment on divisive social, legal, or political matters, especially those related to child welfare.
 - Always comply with the law regarding copyright/plagiarism. Never post someone else's work without their express permission (other than short quotes that comply with the "fair use" exceptions).
 - Be aware of laws related to libel and defamation of character. Defamation of character can lead to lawsuits against the author of the statement and will reflect negatively on the CASA cause. In choosing your words or content, imagine your supervisor, your family and all parties on your CASA case are reading everything you post.
- **Don't be a hero.** If you see something negative posted about CASA online, don't jump to our defense immediately because you might just feed the flames of someone who just wants to pick a fight online. Please inform us if you see a negative representation of CASA Program. online and we will determine the best way to respond or not.

SECTION 37: SUBSTANCE ABUSE FREE POLICY

CASA is committed to providing a safe, efficient, and productive environment. Using, selling or being under the influence of any substance of abuse may pose serious safety and health risks. In support of this commitment, CASA has established the following Substance of Abuse Free Policy.

This policy applies to all individuals on CASA premises. This policy also applies to any person conducting business on behalf of or in the name of CASA, no matter where that business takes place.

Substances of Abuse are defined as:

- Any substance, legal or illegal, consumed, injected, inhaled or otherwise present in the body for purposes other than that for the treatment of a specific illness or disease pursuant to an order from a licensed medical practitioner authorized to prescribe the substance.
- Any substance available without a prescription, which is used for purposes other than those which are medically recognized for that substance.
- Alcohol: when consumption meets or exceeds the State of Texas legal limits for "intoxication".

The following activities are specifically prohibited by this policy:

- Performance of duties while intoxicated or under the influence of any substance of abuse as defined above. "Under the influence" with respect to substances of abuse means any detectable level in the person's body, which impairs the individual's ability to perform regardless of when or where it may have been consumed, inhaled, or injected.

- The unlawful manufacture, possession, distribution, sale, transfer, or purchase of any substance of abuse while on CASA property or while acting in the capacity of a Volunteer or representative of CASA, or while attending a CASA sponsored event. This policy does not apply to alcoholic beverages served at a CASA approved or CASA sponsored function. However, under no circumstances is the consumption of alcoholic beverages to exceed legal limits as determined by the State of Texas.
- The use of any legally prescribed substance could impair the individual's performance or attention to safety regulations while on CASA property or while acting in the capacity as a Volunteer or representative of CASA.

In the event that any violation of this policy could constitute a violation of criminal law, either State or Federal, CASA will inform the appropriate law enforcement officials and will cooperate fully with any investigation or prosecution of the individual(s). Any individual covered under this policy convicted under a criminal statute for a violation of the substance of abuse laws, must notify CASA no later than five (5) days after the conviction.

Advocates who have substance abuse problems, regardless of whether they directly affect performance or constitute violations of this policy, ought to seek medical treatment for their problems prior to being found in violation of this policy.

CASA reserves the right to conduct "for cause" searches and inspections of individuals covered by this policy, subject to applicable Federal and State law. CASA, at its sole discretion, can search all CASA property as well as personal effects, including but not limited to baggage, briefcases, purses, or vehicles, brought on CASA premises. Advocates who refuse to consent to a search will be discharged for failure to comply with CASA policy. Other individuals who fail to consent will be removed from CASA premises and will not be permitted to return.

This policy may be amended, revised, or updated by CASA at any time without prior notice.

SECTION 38: NO WEAPONS POLICY

Effective January 1, 2016, properly licensed firearm owners in Texas are able to carry a handgun in most places depending on the location. Galveston CASA prohibits guests and employees from the open carry and concealed carry of firearms anywhere on its property.

Individuals are prohibited from possessing any firearm, ammunition, or weapon of any kind in CASA offices or Prohibition of firearms, ammunition, or weapons of any kind being carried or transported by CASA volunteers and staff while involved in any CASA related activity.

Weapons include, but are not limited to, guns, knives or swords, explosives, and any chemical dispensing device* that's purpose is to cause harm to another person. This list is non-exhaustive and includes any item that can be used as a weapon.

Concealed Firearms

"PURSUANT TO SECTION 30.06, PENAL CODE (TRESPASS BY LICENSE HOLDER WITH A CONCEALED HANDGUN), A PERSON LICENSED UNDER SUBCHAPTER H, CHAPTER 411, GOVERNMENT CODE (HANDGUN LICENSING LAW), MAY NOT ENTER THIS PROPERTY WITH A CONCEALED HANDGUN";

"DE ACUERDO CON LA SECCIÓN 30.06 DEL CÓDIGO PENAL (INGRESO SIN AUTORIZACIÓN DE UN PORTADOR DE UNA LICENCIA PARA LLEVAR UN ARMA DE FUEGO CORTA OCULTA), UNA PERSONA CON LICENCIA SEGÚN EL SUBCAPÍTULO H, CAPÍTULO 411 DEL CÓDIGO DEL GOBIERNO (LEY PARA PORTAR ARMAS DE FUEGO CORTAS OCULTAS), NO PUEDE INGRESAR A ESTA PROPIEDAD CON UNA ARMA DE FUEGO CORTA LLEVA OCULTA."

Openly Carried Firearms

"PURSUANT TO SECTION 30.07, PENAL CODE (TRESPASS BY LICENSE HOLDER WITH AN OPENLY CARRIED HANDGUN), A PERSON LICENSED UNDER SUBCHAPTER H, CHAPTER 411, GOVERNMENT CODE (HANDGUN LICENSING LAW), MAY NOT ENTER THIS PROPERTY WITH A HANDGUN THAT IS CARRIED OPENLY":

"DE ACUERDO CON LA SECCIÓN 30.07 DEL CÓDIGO PENAL (INGRESO SIN AUTORIZACIÓN DE UN PORTADOR DE UNA LICENCIA PARA LLEVAR UN ARMA DE FUEGO CORTA ABIERTAMENTE), UNA PERSONA CON LICENCIA SEGÚN EL SUBCAPÍTULO H, CAPÍTULO 411 DEL CÓDIGO DEL GOBIERNO (LEY PARA PORTAR ARMAS DE FUEGO CORTAS), NO PUEDE INGRESAR A ESTA PROPIEDAD CON UNA ARMA DE FUEGO CORTA LLEVA ABIERTAMENTE."

Law enforcement personnel are exempt from this policy.

For purposes of this section, the term "law enforcement personnel" includes:

- a. Sheriffs and their deputies
- b. Constables and deputy constables
- c. Marshals or police officers of an incorporated city, town, or village
- d. Rangers and officers commissioned by the Police Safety Commission and the Director of the Department of Public Safety
- e. Investigators of the district attorneys', criminal district attorneys', and county attorneys' office.

Violations may result in removal from CASA.

CASA of Galveston County



SECTION 39 ADVOCATE POLICY MANUAL ACKNOWLEDGEMENT

Version: November 2025

I have received, read, and understand all matters set forth in the Advocate Policy Manual for Galveston CASA, and I agree to abide by their provisions. I realize that the Chief Executive Officer may unilaterally implement changes in the policies. Nothing in these policies is to be construed as a contract or a provision guaranteeing a specific term or tenure of volunteerism. I understand that my volunteer relationship with CASA may be terminated at any time with or without cause or notice.

I specifically agree to all terms and conditions described in the text of this Advocate Policy & Procedure Manual.

By initialing each segment below, I acknowledge that I have read and fully understand CASA of Galveston County's policies governing expectations and prohibitions of advocates, both volunteers and employees:

____ Minimum Expectations of Service

____ Advocate Child Relationship

____ Safe and Drug Free Workplace

____ Case Closure

____ Confidentiality

____ Communication

Signature

Date

Print Advocate Name