



**CASA**

Court Appointed Special Advocates

**FOR CHILDREN**

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**THE NATIONAL COURT APPOINTED  
SPECIAL ADVOCATE ASSOCIATION**

CASA/GAL Pre-Service Volunteer Training Curriculum

# Volunteer Manual

**CHAPTER EIGHT**

**HEARST** *foundations*



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## **CHAPTER 8:**

# Wrapping Up



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# Pre-Work Recap

**Chapter 8:**  
Pre-Work Recap



- ✓ Bring to the Chapter 8 session, the Developing Competencies checklist that you filled out at the beginning of training. Review the checklist and identify the competency categories that you still need to strengthen and the steps that you plan to take
- ✓ Read the Initial Case Notes for the Redd Case. Bring these documents with you to the training session
- ✓ Read the Redd Case packet with all the interviews
- ✓ Complete the Program's Court Report Template provided based on Redd Case Notes and submit for evaluation to Facilitator

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Prior to this training session, you should have completed the following Pre-Work assignments:

- Bring the Developing Competencies checklist that you filled out at the beginning of training, to the Chapter 8 session. Review the checklist of competencies. Identify the competency categories that you still need to strengthen and the steps that you plan to take.
- Read the Initial Case Notes for the Redd Case. Bring these documents with you to the training session.
- Read the Redd Case packet with all the interviews.
- Complete the Program's Court Report Template provided, based on Redd Case Notes, and submit for evaluation to the facilitator.

# Chapter Overview and Competencies

During this chapter, you will work independently on a final case study and write a full court report. You will also review what you've learned and what competencies you've strengthened during training, and you'll hear from a panel of current volunteers.

## Competency Building in Chapter 8

Competency Category	Knowledge, Skills, Attributes, Behavior Development in Chapter 8
CASA/GAL Role	<ul style="list-style-type: none"><li>• Understands the function of a CASA/GAL report to the court</li><li>• Understands the competencies necessary to succeed as a CASA/GAL volunteer</li><li>• Knows how to act within the CASA/GAL volunteer role and can differentiate his/her role from that of others involved in the case</li><li>• Knows how to find support and resources to assist his/her advocacy</li></ul>
Sound Judgment	<ul style="list-style-type: none"><li>• Understands making appropriate fact based recommendations to the court</li><li>• Understands basing decisions on thorough review of the information</li></ul>

## Working a Case

### The Redd Case: Activity 8A

This activity provides the opportunity to use the information, skills, and knowledge you have gained during the volunteer training program on one last case study.

Recall the Redd Case Interviews that you went through as part of Pre-Work, and the court report that you prepared, based on the Redd Case, and submitted to the facilitator. Listen as the facilitator provides a brief overview of the case and the elements of a good court report. Listen to the debrief of the case study and discuss any concerns or questions.

# Training Review

## General Review: Activity 8B

**Part 1:** On the sticky notes provided, write one question you have about at least four of the following topics: the CASA/GAL volunteer role, child welfare system and laws, cultural competence, working with children, working with families, communication skills and working a case. Once you've written your questions, post them on the corresponding flipcharts.

**Part 2:** Walk around the room, visiting each flipchart. If there are questions that you know the answers to, based on your experience or based on this training, jot the answer down on a sticky note and stick it next to the corresponding question on the flipchart. Continue to walk around the room to see if others answered the questions you posted; see what other questions and answers your fellow training participants posted. Then, in the large group, discuss any unanswered questions.



## Expectations Review

### Assessing Your Course Expectations: Activity 8C

Review the Expectations chart that you created during the Chapter 1 training session. The facilitator will cross out each expectation that the class believes was met during the course of this training program. The facilitator will address—or make a plan to address—any remaining expectations.

# Looking Ahead

## Panel of Volunteers: Activity 8D

Listen as a panel of CASA/GAL volunteers describe their experiences in the areas below. There will be time at the end for questions.

- Receiving a court order or assignment
- Meeting a child
- Assessing a child's needs
- Building a relationship with caseworkers
- Building a relationship with attorneys
- Following a case as it progresses
- Making recommendations in court (or, generally, how to act/speak up in court)
- How to persevere when times get tough
- How to organize materials
- How not to get too emotionally attached

## Finding Support: Activity 8E

**Part 1:** Turn to a partner and describe what kinds of support you think you'll need as a CASA/GAL volunteer.

**Part 2:** Recall the activity on CASA/GAL Volunteer Competencies Review that you have completed as part of Pre-Work. Recall that you had made plans to strengthen your competencies. You would need support to implement these plans. Share your ideas on what kinds of support you'll need. Then, listen as the facilitator describes the various sources of support you can expect during your work as a CASA/GAL volunteer.

## Support for CASA/GAL Volunteers



As a CASA/GAL volunteer, you need support in the work you do. Your work touches many disciplines—child abuse and neglect, criminal justice, child growth and development, family systems, social services, and child welfare law. Few people are experts in all these fields. As CASA/GAL volunteers, you come from all walks of life and have various work and educational backgrounds. You are effective advocates because you work energetically and creatively to improve the lives of abused and neglected children. You need support and encouragement as you make recommendations to the court about what is in the best interests of the children for whom you advocate.

### Program Staff Support

A strong relationship with program staff is vital; they will assign cases, monitor case progress, review reports and records, and help solve problems. They can offer resources, answer questions, and support you in your work.

### In-Service Training

In-service training allows you to take advantage of opportunities for additional learning about the many facets of CASA/GAL volunteer work that are introduced in this core training curriculum. National CASA standards require 12 hours per year of in-service training. Local program staff will outline the resources available for in-service training.

### Peer Relationships

Within program guidelines, working with other CASA/GAL volunteers is an effective way to strategize, problem-solve, and get moral support in this work.

### Self-Care/Personal Support Networks

Because of the time demands, stress, and frustrations that can be part of CASA/GAL volunteer work, it is important to have social and emotional support and to take care of yourself so you don't burn out.

## Support for CASA/GAL Volunteers, Cont'd.

### Additional Resources

Following is a list of additional resources you can use to continue your education:

- Local, state and national website/newsletter/e-news
- Local resource list
- National CASA website
  - Advocacy library
  - E-learning opportunities
- National CASA Facebook page

## Next Steps: Activity 8F

Listen as the facilitator and local program staff explain additional logistical information regarding your program and what to expect as you begin your service as a CASA/GAL volunteer. You'll also find out when and how you'll be sworn in as CASA/GAL volunteers.

# Chapter Wrap-Up

## Review

Share any remaining questions you have about the material covered in this chapter.

## Evaluation

Fill out the Chapter 8 Volunteer Training Evaluation and the Post-Training Assessment, and give them to the facilitator before you leave.

Congratulations! And thanks for participating in this training!

