



CASA News and Views Cochise County Newsletter

April 2012

Features

Articles

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Coordinator's Comments 2

April Calendar 3

Parking Lot Question 4

Training Opportunity for April 9
 AZ PBS - "Ask a Child Trauma Expert"

Children's Services Manual 10
 Interviews With The Child, Family And Collateral Contacts

Straight from the Manual 12
 The Juvenile Court Process

From the Archives 13
 Emma Lee DeRosa as a new CASA

Spotlight on Resources 14
 Pinal Hispanic Council

Success! 4
 by Mary Blanchard, Cochise County CASA Volunteer

Building Resilience 5
 Children & Youth Dealing with Trauma

I Never Quit a Case 6
 by Mary Blanchard, Cochise County CASA Volunteer

Changes 7
 by Mary Blanchard, Cochise County CASA Volunteer

A Coronado Adventure 8
 with Bud & Jan Dragoo, Cochise County CASA Volunteers

Jimmy's Hot Dog Co. 11
 A Bisbee treasure



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Coordinator's Comments



We have had a rush on resignations from the CASA Program in the last year. Sixteen people have moved on from being a CASA Volunteer to other things or have resigned due to health, relocating, or personal reasons. I couldn't think of a better way of letting you know about who has resigned than through the newsletter.

Among those who left the program since January 2011 are:

- Aman Adeli** who was a volunteer for 7.4 years
- Carol Babcock** had 2.1 years but had to resign for personal reasons
- Adrienne Blake** who relocated to the Eastern Seaboard, had 2 years of service
- Sherrie Brown** who had 13.5 years with the program
- Emma Lee DeRosa** who had 21.7 years with the program and is still a member of the Cochise County Council for CASA
- Julie Fields** relocated after 1.1 years of being a CASA
- Bill and Nancy Hansen** who had 8.9 years of service and helping 19 children
- Bobbe Hossman** had 9.6 years of service and served as a GAL on 26 cases
- Ana Lucore** had 2.6 years of service before resigning, but is still very involved with serving children in another way
- George McGuire** had 7.9 years of service, but decided to change direction and is working with the elderly
- Jacque Phagan** had 1.8 years of service
- Annette Renteria** had 1.5 years of service
- Craig Smith** had 4.2 years of service and decided to go in a different direction

Sonia Stottlemyre relocated after 1.3 years of service
Byron Travis, after 3 years, resigned

Here are just a few highlights as to the accomplishments of this auspicious group of volunteers. Together they total

98.69 years of service to the children of Cochise County helping
179 children in
81 cases.

Some were active as mentors, doing office work such as filing or recruiting. The average number of years spent was **5.8 years.**

These volunteers will be missed, but we wish them well in the next chapter of their lives.

Now where does that leave the program in terms of numbers? I'm very excited to tell you that in the last 6 months we have done **14 interviews** and these applicants are now in some phase of the certification process. We did have four applicants go to training in February, three are now certified, and two have cases assigned. Unfortunately one of the applicants just found out that she will be relocating in June, but we plan on utilizing her talents until the last possible moment. The last one who attended training in February should be certified and assigned a case in the next week.

So as we bid farewell to some old timers we're saying hello to some new volunteers.

Alas, the circle of life!

Joan Hansen
Cochise County CASA Program Coordinator

April 2012						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Janet D. 	2 Manny V. 	3 Patti H. 	4	5	6	7
8 Easter 	9	10 Abby D. 	11	12	13	14
15	16	17	18	19 Tom M: Court Report Due for JS	20	21
22 Earth Day 	23	24 Ned L. 	25 Abby D: Court Report Due for C/O	26	27 Susie B: Court Report Due for A/C Tom M: Court Report Due for RS/GS/AS	28
29	30 Dragon's: Court Report due on 5/9/12 for B/M	<p>****Please watch the date for our Annual Recognition the first part of May****</p> 				

Created by Lissete Olivares, CASA Support

Success!

by **Mary Blanchard**, Cochise County CASA Volunteer

I just got a call from my second CASA kid. She shared with me that she has just accepted a position with the US government as a GS-13. **Wow!** Double **WOW!** This young lady had a rough childhood, was in foster care, participated in our independent living program, graduated from college, married, and is raising two wonderful children. **and she isn't even 30!!!**

She will be working for NOAA, which is the National Oceanic Atmospheric Administration. She applied for this job three weeks ago, made the final interview list two weeks ago, was interviewed one week ago, was given a verbal job offer yesterday, and today she accepted the official written offer.

I am **soooo, soooo** proud of her. I have watched her grow up and blossom into the confident, competent woman she is today. She has worked hard to be a success, and all the time I have known her, she has been bold enough to take on any challenge and has never taken advantage of anyone.

There is potential in all our CASA kids, and our recognition and applause will encourage them to reach their potential.

Ed. Note: Mary included her CASA kid as an email recipient of her story and received the reply below. "J" gave permission to use her reply in the newsletter.

Thank you Mary for being my support through all these years!!! For all the advice, motivation, and for all the encouragements. I am truly thankful you came into my life and I am very fortunate to have found a mother figure in you in all these years.

Thank you for being my guardian angel.

J

You may never know what results come from your action. But if you do nothing, there will be no result.

~Mahatma Gandhi



Parking Lot Questions

These are questions which were asked at the CASA Advocacy Academy, but were not answered by the presenter at the time. A training specialist has answered them.

Does the CASA always work with the same CPS case manager?

During the course of a case, a CASA will most likely work with more than one CPS case manager. The reasons for a change could be due to a high volume of cases, staff turnover, or reductions in the amount of staff. Whatever the reason, it is always very important for the CASA to build a strong relationship with whomever is assigned to the case.

Building Resilience in Children and Youth Dealing with Trauma

Even from as young as 18 months, children can be affected by traumatic events and have serious problems later in childhood and adulthood. But the great news is that, with help from families, providers, and the community, children and youth can demonstrate resilience when dealing with trauma.

Traumatic experiences can range from a one-time incident, such as a sudden death of a loved one or a natural disaster, to ongoing exposure to experiences, such as bullying or family violence. Identifying that a child has experienced trauma is not always easy because emotional and behavioral responses to trauma vary depending on a child's age, personality, the type and severity of the incident, and availability of adult support.

Studies on stress response in children show that there can be physiological and structural changes in the brain and neurological systems and can, without intervention, result in enduring problems such as depression, anxiety, aggression, impulsiveness, delinquency, hyperactivity, and substance abuse.

- More than 60% of youth ages 17 and younger have been exposed to crime, violence and abuse either directly or indirectly.
- Young children exposed to 5 or more significant adversities in the first 3 years of childhood face a 76 percent likelihood of having one or more delays in their cognitive, language, or emotional development.
- As the number of traumatic events experienced during childhood increases, the risk for the following health problems in adulthood increases:
 - depression
 - alcoholism
 - drug abuse
 - suicide attempts
 - heart and liver diseases
 - pregnancy problems
 - high stress
 - uncontrollable anger
 - family, financial, and job problems

There is a range of behaviors that could be signs that a child is having difficulty dealing with a traumatic event, such as, but not limited to:

- Separation anxiety or clinginess towards teachers or caregivers
- Changes in appetite
- Decreased interest in and/or withdrawal from friends or family and normal activities
- Over- or under-reaction to physical contact, sudden movements, and sounds
- Angry outbursts and/or aggression
- More frequent complaints of headaches, stomachaches, or fatigue
- Repeatedly recreating the event through comments, drawings, or activity
- Emotional “numbing,” or expressing no feelings at all about the event
- Drop in school performance

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Building Resilience (Continued)

What can teachers, caregivers, and other adults do to help a child who has experienced trauma? The U.S. Substance Abuse and Mental Health Services Administration (SAMHSA) offers these suggestions:

- Maintain usual routines
- Make sure that the child is not being isolated
- Provide a safe place where the child can talk about the incident
- Be sensitive to potential environmental cues that may cause a reaction (e.g., an approaching storm or the anniversary of an event)
- Prepare the child in advance of a change in routine or other event that could be unsettling
- Monitor what information the child shares with other children to prevent excessive curiosity from peers
- Nurture the child's positive self-view
- Draw on cultural and familiar assets

With the support of caring adults, children can recover from traumatic events, reestablish a sense of well being, and obtain treatment and other services if needed. ***The more you know about trauma and children, the more you can do to help them.***

For more resources on early childhood and trauma, visit the Substance Abuse and Mental Health Services Administration website.

http://www.samhsa.gov/children/earlychildhood_trauma.asp

*Nothing liberates our greatness
like the desire to help,
the desire to serve.*

~ Marianne Williamson, Author/Lecturer

I Never Quit a Case

by Mary Blanchard, Cochise County CASA Volunteer

The tribute from my former CASA kid (page 4) is an honor, and it touched my heart. However, reality and truthfulness compel me to tell all you fellow CASA volunteers that this is not always the case. I work hard and consider myself a good CASA, so I am going to share with you what can also happen. Some of my CASA kids would love for me to evaporate.

Just three days ago one of my current CASA kids informed me that she would like a younger CASA, one that she can connect with.

Yes it hurt, but my core philosophy kicked in. I told her I intended to keep working with her and that I never quit a case (I always tell all my kids this when I meet them), and the only way I would step down would be at my supervisor's request (which will not be happening). So I pulled up my socks and rededicated myself to doing my very best for this child.

Changes

by **Mary Blanchard**, Cochise County CASA Volunteer

LuRue, Joan, and I were having a meeting to discuss CASA volunteer training, and we began to talk about how much better prepared today's CASA volunteers are than we were.

When I finished my basic training, I didn't have a clue how to begin working on my case. I had a wonderful mentor, but I was so overwhelmed, I couldn't grasp the important issues in my first case. I took about 20 pages of notes on the case file and still didn't know what to do. As luck would have it, my first young lady was a challenge. She wasn't about to cooperate with anyone. I was battered and discouraged, but I made an important decision that has been my guiding light on all my cases. I made a promise to myself that I was not going to quit this case, and I told her that I would be there for her no matter what. And I was! And when I cried, I cried till I was done and then went on...and on...and on. We are still connected today.

Writing my first court report took endless days. I poured my heart into my words, and when I finished, I was proud of my effort until

I realized that it was all empty words and it didn't say anything useful. My recommendations were vague and didn't even address the major issues. Well, I had done my best, and it was quite a while before I improved enough to turn in a useful report.

The newer CASA volunteers start off being able to identify the major issues, and their first reports actually help guide and influence the judge's decisions.

Today, I look forward to speaking up in court. When I first did this, I was a nervous wreck, and even worse, my comments were generalities. I hadn't learned to "nail my point."

Even the brightest and most confident of our newer CASA volunteers report feeling the same way. Bless them all! It is so comforting to learn that some things never change!

Changes in operating procedures have made everyone connected with our case more efficient and effective. On my first cases, no

one shared information on a systematic basis. I had to communicate individually with foster parents, CPS, school, my child, and any other players on the case. I would gather information from all these sources and do the best I could. If there were serious problems, we could call a staffing. I soon learned that it was vital that I make a list of all the issues that I felt needed attention, make enough copies of the list to give to everyone, and to stress the importance of acting on these issues. And I soon learned that no one volunteered to do any of the things on my list, so my list was my mandate to do what I felt needed to be done.

Today with CFTs and the team concept, there is a forum in place to surface problems and reach consensus. Today's CASA volunteers (old and new) are part of a team, and CFTs are now an important part of the case.

When I first began, the case file was complete and accurate, but I rarely got any updated information. That is not true today. I get reams of paperwork that is full of useful and sometimes endless details. Thanks to e-mail, I am easily able to contact everyone.

~Continued on next page

Changes (Continued)

Since I tend to write endless e-mails, I have trained myself to limit my correspondence. Today's volunteers do this, and they text as well, and some even use Facebook.

I will admit I am jealous of all these skills, but it does broaden communication possibilities.

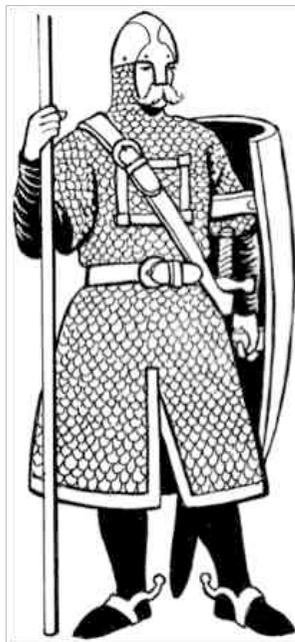
We have better training manuals today. Now that I have located "Beyond the Basics," I am going to read all the useful advice it contains. New and veteran CASA volunteers need to be open to growth and change, and if any volunteer or anyone who works with kids has a better way of doing things than I do, or if he/she is more successful in relating to kids, foster parents, CPS, or behavioral health staff than I am...I am going to ask him/her how to do it and gratefully and gracefully retool and do a better job.

A Coronado Adventure

with Bud and Jan Dragoo, Cochise
County CASA Volunteers

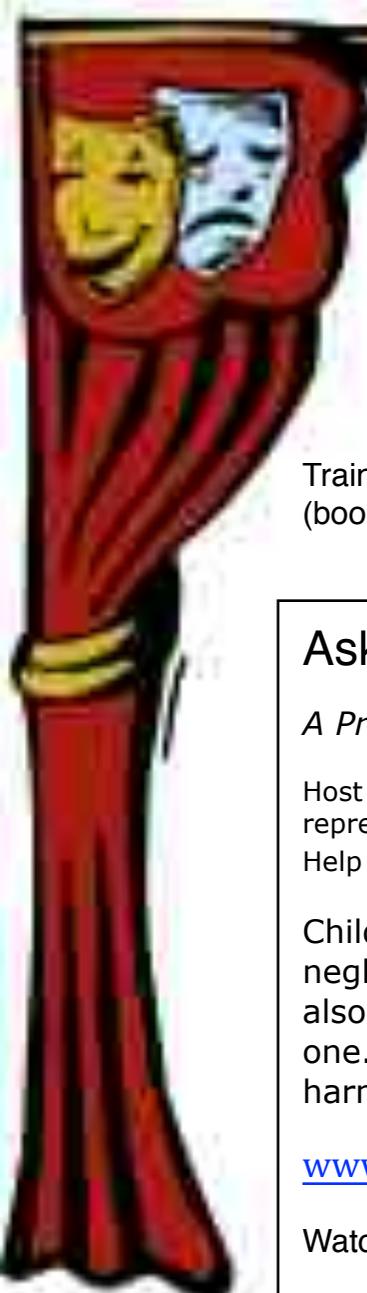


Jan and I have siblings (a boy 12 and a girl 9) who live in different homes. We got the two together last weekend at the Coronado Monument Visitor Center. The kids got to learn about Coronado's trek to the Southwest and to try on some chain mail and conquistadores' helmets.



We also hiked 3/4 mile (one way) to nearby Joe's Cave. A picnic and walk thru the nature trail made for a nice outing for a couple of hours.





Training Opportunity

Now Playing for April

Training Hours can be achieved in many ways. There are training sessions, seminars, webinars, conferences, reading (books, articles, this newsletter, etc) as well as taking online courses and watching TV specials.

Ask a Child Trauma Expert

A Production of Eight, Arizona PBS, 2010

Host Ted Simons leads a discussion with four distinguished guests representing AZ Dept of Health, College of Nursing, and Family Help Centers.

Childhood trauma can take many forms. It can be neglect or physical, emotional or sexual abuse. It can also be the loss of a parent or mental illness of a loved one. Childhood trauma can cause lasting psychological harm, but help is available.

www.azpbs.org/arizonaexpert/child_trauma.php

Length: 25:23



Watching and writing a summary of this video is worth ½ hour of training. Send the summary to Joan for credit.



Your Partner For A Stronger Arizona

ARIZONA DEPARTMENT OF
ECONOMIC SECURITY

Children's Services Manual

Division of Children, Youth, and Families
Arizona Department of Economic Security

Chapter 2: Section 1

Interviews With The Child, Family And Collateral Contacts

Part I

Legal Basis

Policy:

The department has three primary responsibilities when a report is taken:

- Respond according to priority time-frames to promote the safety and protection of children.
- Determine whether any child in the home is unsafe due to present and/or impending danger and if so take an immediate protective action or develop a safety plan to ensure the safety of the child.
- Determine whether the alleged abuse and neglect is substantiated or any other form of abuse and neglect has taken or is likely to take place.

Implementation and Procedure Guide

The Practice of Investigation and Safety Assessments

In responding to reports of abuse and neglect, the department shall respect the legal rights of the parents, guardians or custodians while ensuring the safety of the child. The challenge of the CPS Specialist is to engage the child's family and the child in information gathering and decision making to the greatest extent possible without compromising the safety of the child.

The CPS Specialist must show his/her CPS Identification card to everyone he or she interviews. When conducting interviews, it is important that the CPS Specialist be courteous and respectful. Enter the home only when you have received permission to do so. The CPS Specialist's task is to try to calm the family and to explain the purpose of the visit.

Joint Investigation with Law Enforcement

The department shall coordinate its investigations with law enforcement, according to protocols established with the appropriate municipal or county law enforcement agency when:

- The report alleges or the investigation indicates that the child is or may be the victim of a criminal conduct; or
- The report alleges or the investigation indicates that the child is a victim of sexual abuse; and/or
- Law enforcement is conducting a criminal investigation of the alleged child abuse and neglect or an investigation is anticipated.

Joint investigations may be initiated on other cases as determined necessary by the CPS Specialist and Supervisor. Most joint investigation protocols may be accessed at: <http://childhelpinfocenter.org>

~Continued on next page



The CPS Specialist or Supervisor must notify the appropriate municipal or county law enforcement agency when a report alleges a criminal conduct allegation prior to initiating the CPS investigation. The CPS Specialist must coordinate the investigation with the identified law enforcement agency. Coordination requires a shared, cooperative approach and ongoing consultation, collaboration and communication. A joint investigation may include:

- developing a plan to complete the investigation;
- responding with law enforcement;
- frequent and open communication to discuss the status of the case;
- obtaining and sharing information in a timely manner, particularly at the following critical communication points:
 - Completion of interviews
 - Return of the child victim to the home
 - Filing of a dependency petition
 - Disclosure of information about the criminal conduct, and
 - Prior to case closure;

- identifying any additional steps needed to ensure the safety of children, and pursuing prosecution as appropriate.

If law enforcement is not able to respond jointly within the response time requirements established for the department, explain to the law enforcement agency that the department must proceed with its investigation to ensure the child's safety. The assigned CPS Specialist must initiate the investigation within the assigned response time.

When a child is identified as a victim in a report alleging criminal conduct, the CPS Specialist must protect the child victim against harassment, intimidation and abuse [[ARS §8-817 \(C\)](#)]. This includes not allowing the alleged abusive person or any other person to threaten, coerce, or pressure the child victim, or to be present during interviews, family meetings, or other departmental actions with the child victim.

Continued

Jimmy's Hot Dog Co.

I love to go to Bisbee, and today I discovered a new reason to point my nose in that direction. If you go by way of Hwy 92, you will pass a small orange restaurant right across the highway from Safeway. This is Jimmy's, hangout of **real people**. The food is great. There are daily specials. I recommend the pulled pork, but don't be shy...try anything on the menu. It is all-American good eating!

I don't eat out much, so if you have a favorite restaurant in Sierra Vista, Bisbee, Benson, or Tombstone, please write a short paragraph about it. I save all my newsletters, so I can always find it. Thanks!

by **Mary Blanchard**, Cochise County
CASA Volunteer





Straight from the Manual

Arizona CASA Program Advocacy
Academy Training Manual

Section Three - The Court System

The Juvenile Court Process

Court is a series of steps, a series of hearings—each building on what has occurred before.

For a typical child abuse case, the steps are as follows:

1. When a case meets the definitions of child abuse or neglect set out in the law, the allegations of abuse or neglect will be listed by CPS in a formal document (petition) and filed in court.
2. At the first hearing the judge will make a series of decisions:
 - Whether the allegations are serious

and appear to meet the definitions in the law

- Whether it is safe for the child to live with the parent while the matter is being resolved
- If the child won't be living with the parent, whether visits will be allowed
- When the next hearings will take place

3. Parents will be given a chance to answer the allegations.

- If they admit the allegations, the judge will make official findings about what has happened to the child. The judge will order the parents to do things that will correct the problems that brought the family to court, such as counseling, parenting classes, or chemical dependency evaluation and treatment. These are things that CPS has laid out in the initial case plan.

4. The parents can deny the allegations and then the case will go to trial.

- Attorneys will enter documents into evidence.
- Witnesses will testify about what they have seen or heard.
- The judge will consider all the evidence and make a decision about whether the allegations have been proven. If not proven, the case will be dismissed. If proven, the judge will order the parents to do things that will correct the problems that brought the family to court.

5. Once the judge orders the case plan, Child Protective Services will monitor the situation and there will be review court hearings to see how things are going.

6. If the problems are corrected and it is safe for the child, the child will be returned to live with the parent and the case will be dismissed from court jurisdiction.

~Continued on next page



Straight from the Manual Continued

7. If the problems continue—usually because the parents cannot or will not follow through with the requirements of the case plan—the court will have to look to other options to keep the child safe, such as placing the child permanently with a relative or placing the child for adoption by a new family.

CIVIL CASES VS. CRIMINAL CASES

Civil actions are brought to court by individuals or the government to seek various remedies—for instance, damages for injuries or enforcement of contracts. If the defendant is found liable, the court can order him/her to pay compensation, take certain steps, or stop certain conduct. The court cannot send a defendant in a civil case to prison, except for contempt of court. The legal standard of proof is —preponderance of the evidence—meaning that the allegations are more likely than not to have occurred.

Child protection cases are civil matters.

In criminal cases, the government brings an action against an individual alleging that a crime has been committed. If the defendant is found guilty, the court can order fines, restitution, probation, participation in treatment programs, incarceration (prison), or in some states, the death penalty. Given the severity of potential consequences, the legal standard of proof is higher than in civil cases. Allegations in criminal cases must be proven—beyond a reasonable doubt.

A parent might also be charged criminally for hurting a child—for example, for sexually assaulting the child. This court process would be separate from the child welfare case.

From the Archives



June 30, 1992

CASA Emma Lee DeRosa's case was dismissed on June 18, 1992, after two years. Emma Lee spent over 400 hours on this case since she was assigned to it in July of 1990, and in dismissing the dependency, the Judge (Steve Desens) cited the effort Emma Lee had put into the case as his grounds for dismissing the case. He credited her in Court with making "the difference" in his comfort level with his ruling, and the attorneys for the parents and the children also commended her most emphatically for her work on this case. Emma Lee is a most dedicated CASA and this County is very fortunate to have her. She still has a case out of state that she is working on as well.



Shining the Spotlight on Resources

Pinal Hispanic Council Behavioral Health Services Cenpatico Behavioral Health of Arizona Network

Dedicated to empowering diverse communities to become healthy

OVERVIEW

Pinal Hispanic Council was founded as a grassroots organization focusing on education and behavioral health. In 1987, PHC began to develop and implement a comprehensive continuum of care for behavioral health services. Pinal Hispanic Council is currently providing outpatient services to children, youth, adults, and families who are experiencing issues relating to mental health, domestic violence, child abuse, and relationships. The agency also provides education, information, referral and advocacy services.

MISSION STATEMENT

Empowering diverse communities to become healthy.

VISION STATEMENT

Pinal Hispanic Council is a health organization providing quality behavioral services to our vibrant communities.

CONCEPTUAL FRAMEWORK

Pinal Hispanic Council strongly believes in the provision of quality services within a cultural framework to all consumers in need. The confidentiality and rights of all members are considered extremely sacred. PHC values the inclusion of family and community as part of the healing process and values the unique ability to advocate on behalf of consumers and broker necessary resources. Pinal Hispanic Council also values its ability to collaborate with community entities to ensure quality services.

It is the philosophy of the agency to provide services from a strengths-based model rather than a deficit model. The agency believes that services must be available, accessible, and acceptable to the community and strongly embraces the need to provide culturally competent services.

~Continued on next page



Shining the Spotlight on Resources (Continued)

Pinal Hispanic Council (Continued)

WELLNESS SERVICES

Each facility has a wellness program that includes exercise equipment, nutritional counseling, smoking cessation, and community activities. The goal of the wellness program is to develop a holistic approach to healing and personal improvement.

BEHAVIORAL HEALTH SERVICES

Pinal Hispanic Council offers a full and integrated continuum of behavioral health services. This allows for placing individuals in the most appropriate level of treatment for their needs, and allowing step down to other services depending on specific situations. PHC recruits qualified and competent behavioral health staff to accurately assess, diagnose and treat most mental health and substance abuse problems. Treatment is available for: Depression, anxiety, grief, obsessive compulsive disorder, alcohol abuse/dependency, drug abuse/dependency, anger management, family conflicts, domestic violence, and child behavior problems.

CENTRO DE BIENESTAR

1940 11TH ST.

DOUGLAS, AZ 86607

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Website: www.pinalhispaniccouncil.org

PINAL HISPANIC COUNCIL GOALS

- Provide Quality Service
- Connect with Communities
- Culturally Responsive System of Care
- Medical and Behavioral Integration
- Peer and Family Integration
- Employment Services: Road to Recovery
- Engagement Culture
- Utilize Best Practices in Service Provided
- Increase Wellness Services

