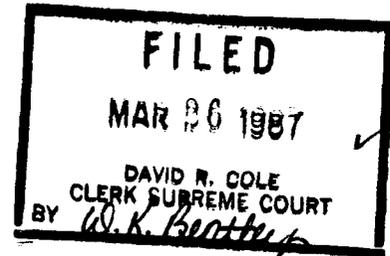


SUPREME COURT OF ARIZONA

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COURT APPOINTED SPECIAL ADVOCATE (CASA) PROGRAM

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Administrative Order No. 87-11

In order to provide trained volunteers to advocate for the best interest of children under the jurisdiction of the juvenile court, and in accordance with the administrative authority vested in the Supreme Court by Article VI, Section 3 of the Arizona Constitution,

IT IS ORDERED THAT:

The attached policies and standards governing the creation and administration of court appointed special advocate programs are adopted.

DATED AND ENTERED this 25th day of March, 1987, at the State Capitol in Phoenix, Arizona.

FOR THE COURT

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FRANK X. GORDON, JR. L  
Chief Justice

Supreme Court of Arizona  
COURT APPOINTED SPECIAL ADVOCATE (CASA) PROGRAM  
POLICIES AND STANDARDS

Section A  
General Administration

Administration of the court appointed special advocate programs on behalf of this court shall be under the direction of the Supreme Court's Administrative Office of the Courts. The Administrative Director\* of the Courts is authorized to prescribe and adopt policies, procedures, forms, distribution and rate schedules, and reports necessary for the financial and program administration and management of the court appointed special advocate programs, and other requirements imposed by this order. The Administrative Office of the Courts is authorized and directed to monitor court appointed special advocate programs including authority to inspect, audit, or have audited the records of any juvenile court operating a court appointed special advocate program.

The Administrative Office of the Courts is also directed to prepare additional materials consistent with this order setting forth various techniques, practices, and other recommendations regarding the operation and management of court appointed special advocate programs. Such written material shall be distributed to appropriate juvenile court judges, chief juvenile probation officers, and juvenile court directors.

The Administrative Director of the Courts may adopt other administrative practices and procedures, not inconsistent with this order as may be necessary and expedient for the Supreme Court's administration of the court appointed special advocate programs.

Section B  
Requirements

1. The presiding juvenile court judge of the superior court in any county wishing to implement a court appointed special advocate program shall submit each year a proposed plan and budget request for

\*As used in this order, Administrative Director means the Administrative Director or his designee.

the following fiscal year to the Administration Office of the Courts. The date for submittal shall be established by the Administrative Director and such requests shall be fixed on forms and according to instructions prescribed by him.

2. Plans must be submitted and approved prior to the distribution of funds. The plan and any modification shall be consistent with this order and the court's budget request. The Administrative Director is authorized to approve those plans and modifications which he believes are in conformity with the applicable laws and this order. Modifications of approved plans shall be submitted in writing by the presiding juvenile court judge in a form approved by the Administrative Director. In the event that the Administrative Director does not approve a plan or plan modification submitted by a superior court, he shall submit the plan to the Chief Justice of the Supreme Court for consideration and final determination.
3. Budget requests from a participating juvenile court may include normal and reasonable categories necessary to support and operate a court appointed special advocate program, including funds for personnel services, employee-related benefits, operating expenses, including travel expenses, and equipment.
4. Upon approval of the plan and the availability of funds, the Administrative Director shall enter into a written funding agreement with the submitting court for distribution of the allocated funds on a basis determined by the Administrative Director. The Administrative Director shall have authority to alter the funding agreement if such action is necessary due to a lack of funds, a lack of financial need by the court, a failure to comply with the applicable statutes, court rule, the approved plan, or these administrative requirements, or other circumstances.
5. Funds received by the juvenile court pursuant to these administrative requirements shall be deposited into a separate special revenue fund with the county treasurer established pursuant to the procedures provided in Sections III.B and IV.I of the Auditor General's Uniform Accounting Manual for Arizona Counties.
6. Funds distributed to juvenile courts shall be used only for the support and operation of approved

court appointed special advocate programs. Upon agreement with any one or more participating court, the Administrative Director may withhold funds allocated to such courts and may authorize direct expenditures for the benefit of such courts. The Administrative Director may also reallocate funds during a fiscal year, when circumstances justify such action.

7. The presiding juvenile court judge of each participating superior court shall submit to the Administrative Office of the Courts, periodic reports as required by the Administrative Office of the Courts, reflecting financial and program activity related to each court's plan.
8. The presiding juvenile court judge of each participating superior court shall return to the Supreme Court no later than sixty (60) days following the end of the funding period, all court appointed special advocate program funds distributed to that superior court which are encumbered as of the end of the agreed upon funding period and unexpended as of thirty (30) days following the end of the funding period. The reverted funds shall be accompanied by a closing financial statement and a program activity report related to each court's plan as of the end of the funding period, signed by the presiding juvenile court judge.
9. Each participating juvenile court shall maintain and provide to the Administrative Office of the Courts such data and statistics as may be required by the Administrative Director.
10. Each participating juvenile court shall retain all financial records, applicable program records, and data related to each approved plan for a period of at least five years from the close of each funding period.
11. The Administrative Director is authorized to draft minimum performance standards for court appointed special advocate programs which shall be followed by each participating superior court.
12. For purposes of uniform administration and coordination, documentation and recordkeeping, information retrieval and reporting, monitoring and evaluation and training, the Administrative Director of the Courts is authorized, where

desirable and feasible, to adopt additional uniform requirements regarding this court rule. Each juvenile court operating a court appointed special advocate program shall comply with any such requirements.

13. These administrative requirements are subject to modification as deemed necessary.

SUPREME COURT OF ARIZONA

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COURT APPOINTED SPECIAL ADVOCATE (CASA) PROGRAM

MINIMUM PERFORMANCE STANDARDS

Pursuant to CASA Administrative Order 87-11, the attached minimum performance standards for court appointed special advocate programs are hereby adopted.

March 25, 1987  
Date

William L. McDonald  
Administrative Director

[CASA]152

## MINIMUM PERFORMANCE STANDARDS

### Performance standards for all CASA volunteers:

- 1) Maintain confidentiality as required by A.R.S. Section 41-1959.
- 2) Successfully complete polygraph testing and other required screening procedures
- 3) Participate in required training (12 hours of orientation training, 6 hours of inservice training per year)
- 4) Comply with the duties and responsibilities of a CASA, as outlined in Attachment A
- 5) Avoid any perception of a conflict of interest in case assignment
- 6) Maintain at least monthly contact with local Program Coordinator for case discussion
- 7) Submit draft of court reports in a timely manner to Program Coordinator
- 8) Attend court hearings
- 9) Complete contact logs and submit to program office at least quarterly
- 10) Safeguard case file and confidential materials entrusted to CASA's care.

### CASA Program Standards:

- 1) Recruit volunteers who are not employees of DES, the Juvenile Court or child welfare agencies
- 2) Maintain adequate screening procedures, to include:
  - a) Personal interview with Program Coordinator
  - b) Three reference checks
  - c) Polygraph test
  - d) Fingerprinting for criminal records check
- 3) Provide or arrange for frequent inservice training opportunities for CASA volunteers
- 4) Carefully match volunteer to case based upon individuals skills, experience, available time, and preferences, as well as the needs of the child/children involved

- 5) Appoint CASAs to cases by Court Order
- 6) Authorize CASAs to have access to all confidential information regarding the assigned child/ren by Court Order
- 7) Provide CASA with a case file containing all of the information contained in the DES file and all court orders regarding the case to date. Send updated reports and court orders to CASAs as received
- 8) Maintain a duplicate case file in the program office in each jurisdiction
- 9) Provide ongoing supervision of volunteers, to include case consultation with volunteers at least monthly
- 10) Discipline or terminate CASAs from program according to the guidelines outlined in Attachment B
- 11) Dismiss CASAs from cases by Court Order
- 12) Maintain database information requested by Supreme Court and provide same to Administrative Office in a timely manner.

## ATTACHMENT A

### DUTIES AND RESPONSIBILITIES OF CASA

#### SHOULD BE PERFORMED IN EVERY CASE ASSIGNMENT

1. Investigate the circumstances of the case to determine an appropriate permanent plan for the child.
2. Be a participating member of the case management team.
3. Assist in the early development (and any subsequent revision) of an appropriate case plan, with specific tasks and target dates for completion.
4. Identify unmet service needs and make recommendations regarding appropriate resources.
5. Develop and maintain a relationship with the child, in order that the child's feelings and needs may be made known.
6. Assist the responsible parties to ensure that the child's educational needs are being met.
7. Monitor the child's placement by talking to the child alone regarding his/her problems or needs, and by talking to the child's caretakers about the child's behavior and relationships.
8. Bring significant changes in family situations or violations of court orders to the attention of the appropriate persons or authorities.
9. Maintain an accurate and complete case record in case file.
10. Submit a written report to the Court outlining the CASA's assessment of the circumstances of the case and making appropriate recommendations.
11. Attend all Court hearings, unless approval for absence received in advance.

The following MAY be performed by the CASA if the CASA is willing, the circumstances warrant and SPECIFIC PRIOR APPROVAL OF THE PROGRAM DIRECTOR IS RECEIVED.

1. Supervise or monitor visits between the child and the parent.

2. Assist in arranging visits with siblings and other relatives.
3. Assist the child in applying for Victim Witness assistance.
4. Assist the caseworker to explore the possibility of alternative placements for the child.

**ATTACHMENT B**

**TERMINATION OF A VOLUNTEER FROM THE PROGRAM**

Volunteers will be terminated from the program for:

- a. Physical or emotional harm to the child;
- b. Criminal or pseudo-criminal activity;
- c. Actions harmful to the program.

In addition, other problems will be dealt with on a case-by-case basis. For example:

- a. Lack of involvement in the assigned case;
- b. Demeanor problems (e.g., threatening, rude, intimidating or inappropriate behavior).

These types of problems may be dealt with in a number of ways, such as:

- a. Call or conference with volunteer to discuss problems;
- b. Periodic review and evaluation;
- c. Probationary period;
- d. Termination.

Volunteers will be terminated from the program by Order of the Court. CASA volunteers serve at the pleasure of the Court and participation in the program "is by grace and not by right."