



# NATIONAL CASA/GAL ASSOCIATION DRAFT LOCAL STANDARDS NETWORK WEBINAR

**Presenter: Denice Hairston**  
National Quality & Accountability Officer

**Thursday, March 12, 2020**

**NOTE: THIS SESSION IS BEING RECORDED AND WILL BE POSTED ON THE PORTAL**





# Agenda

- **Welcome**
- **Review of Process and Revisions of Standards for Local Programs**
- **Next Steps and Questions**
- **Adjournment**

# Update on New Standards For Local Programs



# Network Insights

Provide additional training and guidance to support programs' adherence

Ensure all standards are enforceable and measurable

Make clear which standards apply to which program types

Review standards for evidence of duplication

Address concerns regarding ability of programs to comply with limited resources

Address concerns regarding requirements or required documentation that may be unattainable due to law, rule or other regulation



# Collaborative Progress

## 2012 Current

- **14** Standards with essential expectations formatted as sub-standards
  - Separate list of Indicators of Compliance based on former QA process.
  - Technical Guidance provided by state and National CASA/GAL upon request
  - Related, promising or best practices communicated through annual conference, webinars and communications.

## 2018 Draft

- **9** Pillars (groups of standards)
- **81** Standards with listed requirements, required documentation, related practices and resources
  - Combined **Diversity and Inclusion** and **Disproportionality** throughout the standards
  - Combined elements of 2012 standards, technical guidance, compliance and related practices into one comprehensive resource
  - Redundancy intentionally built into format

## 2020 Proposed Draft

- **11** Standards with Elements of Practices supporting each standard formatted like 2012 for familiarity
- **NEW Conceptual Additions:**
  - ✓ *Core Model*
  - ✓ *Guiding Principles*
  - Returning **Diversity and Inclusion** adding **Equity** and integrating **disproportionality** as an elevated standard in lieu of reiterating throughout multiple standards
  - Minimizing redundancy
  - QA process to be developed separately



# Resulting 2020 Standards

## **Standard 1. Core Model and Mission**

Operates in alignment with the mission of the National CASA/GAL Association and adheres to the Core Model of providing screened, trained, and qualified community court appointed volunteers to advocate for the best interests of children and youth who are before the court as a result of abuse or neglect as defined by the state child welfare laws, living at home or in out-of-home care. CASA/GAL volunteers advocate for children from birth through the age defined by the state statute as the limit to youth remaining in care.

## **Standard 2. Guiding Principles**

Provides best-interest advocacy for children as reflected in these guiding principles which recognize the importance of family preservation and reunification, equity, diversity, inclusion and collaboration.

## **Standard 3. Diversity, Equity and Inclusion**

Commits to diversity, equity and inclusion and demonstrates these qualities in its own operations, governance, management and quality advocacy for children.

## **Standard 4. Ethical Conduct and Confidentiality**

Upholds the credibility, integrity, dignity and reliability of CASA/GAL advocacy by conducting all interactions in an honest, fair, respectful and compassionate manner. The program incorporates policies and practices to avoid conflicts of interest and preserve confidentiality.

## **Standard 5. Governance and Administration**

Oversees and ensures compliance with applicable laws, regulations, fiduciary obligations, written agreements, standards and financial sustainability of the program.

## **Standard 6. Management and Funding**

Demonstrates mission-oriented leadership in operations management and is a responsible steward of all resources in order to maximize advocacy for children who are eligible for and in need of a CASA/GAL volunteer.

## **Standard 7. Human Resources**

Follows written policies for recruiting, screening, training, supervising, evaluating and developing staff from diverse backgrounds in an equitable and inclusive environment that advances the CASA/GAL mission.

## **Standard 8. Volunteer Administration**

Follows written policies for recruiting, screening, training, supporting, supervising, recognizing and retaining volunteers to fulfill the role and duties of court appointed special advocates, in accordance with applicable laws, rules, regulations and standards.

## **Standard 9. Public Education and Engagement**

Communicates and actively engages with stakeholders and the general public, providing information regarding and building support for the CASA/GAL mission and the needs of children who have experienced abuse or neglect.

## **Standard 10. Data and Records**

Compiles, maintains, manages and reports quality data and information in accordance with applicable laws, policies and/or standards. The program maintains complete, accurate and current case records and volunteer files.

## **Standard 11. Network and Membership**

Maintains membership with National CASA/GAL Association and is a member or an affiliate of the state CASA/GAL organization (if one exists) and meets the standards, requirements and policies.

# Overview of Updates to the Standards for Local Programs



# 2020 Revisions

- Informed and guided by the collaborative process and feedback from the 2018 compilation of draft standards.
- Incorporated the *Core Model* and the national, state and local *Roles*.
- Added Standard 2 *Guiding Principles*.
- Added values statement and volunteer retention plan.
- Reduced repetition and eliminated redundancies.
  - Retained Diversity & Inclusion as a separate standard, added Equity concept and combined disproportionality within the standard.
- Updated standards related to pre-service training to reflect the current curriculum available in three modalities.
- Re-ordered and re-phrased many of the 2012 elements for clarity while maintaining the 2012 format for familiarity.
- Edited for consistency and updating of terms.

# 2020 Revisions

- The *Core Model* defines the population of children served by community court appointed volunteers.
- Supervisor to volunteer/case ratios remain unchanged so a full time supervisor works with a maximum of 30 volunteers or 45 cases; retained the reduced pro rata for less than full time.
- Volunteer case assignment ratio remains unchanged so a volunteer is not assigned to more than 2 cases at one time unless the program has an exceptions policy and documents each exception (not to exceed 5 cases assigned to a volunteer at one time)
- “Elements of Practice” in lieu of the previous “requirements” language
- Building upon the past self-assessment process, an updated QA process will be developed, allowing implementation of these standards to inform the development.

# 2020 Standards with Elements of Practice

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## Standards for Local Programs (Draft)



FINAL REVIEW DRAFT FOR NETWORK ENGAGEMENT  
MARCH, 2020

### DOCUMENT ORGANIZATION

#### *How to view and understand this draft of the local program standards:*

The document as a whole provides a framework for quality program management. The document is organized into sections dealing with specific areas of program management. Each section begins with a standard. There are 11 local program standards. The order of the standards does not in any way represent importance; they are all equal in stature.

The standard statement in each section defines the overall approach to manage a particular aspect of program operation. Under each standard, 'Elements of Practice' are provided as indicators for how the standard is implemented. Elements of Practice specify activities, policies and/or processes for a local program to have in place to adhere to and to carry out the intent of the overall standard.

In this preview version, Elements of Practice that are in bold under specific standards must be fully adhered to when the local program is being assessed for this standard. Consider these the mandatory/required elements of practice.

Please note, local programs should look to adhere to all Elements of Practice whether they are in bold or not. Those Elements of Practice that are not in bold will be assessed based upon at least a certain percentage, yet to be determined, needing to be met in order for the local program to satisfactorily complete the quality assurance process. Percentages higher than that determined to be satisfactory may be used to deem the local program to be operating at higher levels than the minimal satisfactory level required.

Elements of Practice within this document that are shaded, whether bold or not, are items which either do not pertain to publicly administered programs or they pertain to them however the Element of Practice or assessment may need to be addressed differently than the manner in which it applies to a nonprofit local program.

Available on the National CASA/GAL Member Portal here:

<https://member.nationalcasagal.org/program-quality-standards-and-guidance/local-standards/>

# 2012-2020 Summary of Changes to Standards of Local Programs



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# 2012 to 2020 Summary of Changes to Standards for Local Programs



REVIEW DRAFT FOR NETWORK ENGAGEMENT  
MARCH, 2020

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## Summary Changes

Available on the National CASA/GAL Member Portal here:

<https://member.nationalcasagal.org/program-quality-standards-and-guidance/local-standards/>

# Next Steps



Our goal is to complete the next round of network engagement by the end of this month, March 2020, before finalization and roll out to the network for implementation.



- **Network preview - March 6-20, 2020.**
- State Leadership Council and Q&A Committee - March 10, 2020.
- Network Webinar – March 12, 2020 (10-11am PT/1-2pm ET).
- Rural and Tribal Leadership Councils - March 17, 2020.
- Urban and Suburban Leadership Councils - March 18, 2020.
- National Leadership Council - March 20, 2020 (tentative date).
- National CASA/GAL Association Board of Trustees - March 27, 2020.



Guidance and support, including webinars, to be provided throughout network implementation of the updated Standards for Local Programs.

Questions?



Thank You!