

Minimum Expectations of Service to a Case

1. In a timely manner after appointment, obtain first hand 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.
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 to the case of CASA's appointment.
4. Communicate with the DFPS caseworker after appointment and at least one time per month for the duration of the case.
5. Meet the child(ren) in a timely manner after appointment and meet in person with the child(ren) at least one time per month.
 - o If the child(ren) are placed one to three driving hours away, then CASA will meet in person with the child(ren) at least once every three months.
 - o If the child(ren) are placed more than three driving hours away, then CASA will meet in person with the child(ren) at least once every six months.
6. Have other types of age appropriate contact with the child(ren) including telephone calls, emails, and/or letters as applicable for 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. 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.
9. Determine if a permanent plan, an educational passport, and a medical passport has been created for the child(ren).
10. Participate in all scheduled case related meetings.
11. 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.
12. 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.
13. On each case, assigned CASA staff and CASA volunteers will communicate at least once a month so as to up date records and contact logs and participate together in scheduled case conferences.
14. Inform the court promptly of important developments in the case through appropriate means as determined by court rules and statute.
15. 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.
16. Participate in the in-service training.

Source: Texas CASA Standards

