

**Proposed
Golden Crescent CASA
Inclusiveness and Diversity Plan**

It is the wish of Golden Crescent Court Appointed Special Advocates (CASA) to attract Board Members, Staff, and Volunteers from all ethnicities, demographics, and communities and to recognize disproportionality within the Golden Crescent CASA service region.

Golden Crescent CASA will observe population demographics and communities of our service region and identify cultural biases and build alliances with diverse groups. Methods of building alliances will include, but not limited to, collaborative efforts, targeted media appeals, and participation in community events.

DIVERSE RECRUITMENT

Goal 1: Community Needs Assessment for Inclusivity and Diversity

***Objective A:* Update community population demographics and communities (Families of Color, African American, Multi-Racial, Latinx, persons with disabilities, and persons within LGBTQ).**

Action Step 1: Executive Director and Volunteer Coordinator/Volunteer Recruiter will review of demographics and communities of children served.

Primary Responsibility: Executive Director and Volunteer Coordinator/Volunteer Recruiter

Deadline: December 2020

Action Step 2: Compare demographics and communities of children and families served to volunteer, board, and staff community affinity and demographics.

Primary Responsibility: Executive Director and Volunteer Coordinator/ Volunteer Recruiter.

Deadline: December 2020

***Objective B:* Identify leaders of communities and demographic groups of children and families served, this will include representatives of civic groups, businesses, and religious groups, associations.**

Action Step 1: Brainstorm with board members, volunteers, and staff to identify community representatives.

Primary Responsibility: Volunteer Coordinator/ Volunteer Recruiter, Executive Director, Volunteers, Board, and Staff

Deadline: January 2021

Action Step 1: Contact community representatives to share CASA's mission and ask to share information with their organizations.

Primary Responsibility: Volunteer Coordinator/ Volunteer Recruiter, Executive Director, Volunteers, Board, and Staff

Deadline: January 2021

Goal 2: Build Alliances with Diverse Groups

Objective A: Build relationships with diverse community leaders.

Action Step 1: Arrange a reception inviting individuals from diverse community organizations to provide an introduction to CASA and to provide volunteer information.

Primary Responsibility: Volunteer Coordinator/ Volunteer Recruiter, Executive Director, Board, and Staff

Deadline: April 2021

Action Step 2: Create a schedule of public speaking engagements to targeted audiences three times per year.

Primary Responsibility: Volunteer Coordinator/ Volunteer Recruiter and Executive Director

Deadline: January 2021

Action Step 3: Share recruitment messages in diverse community social media formats.

Primary Responsibility: Volunteer Coordinator/ Volunteer Recruiter

Deadline: January 2021.

Objective B: Collaborate and participate in diverse community activities, church fairs, festivals, holidays.

Action Step 1: Develop a calendar of community activities in service region.

Primary Responsibility: Volunteer Coordinator/ Volunteer Recruiter

Deadline: January 2021.

Action Step 2: Provide online and real time display materials on social media and at events that are relevant to targeted populations.

Primary Responsibility: Volunteer Coordinator/ Volunteer Recruiter

Deadline: Calendar year 2021.

Objective C: Develop targeted public awareness messages for community groups.

Action Step 1: Provide statistics, information, personal stories that relate to and reflect the needs and concerns of targeted community groups. An example, pieces targeting a predominantly male group should tell the CASA story from the perspective of a male advocate.

Primary Responsibility: Volunteer Coordinator/ Volunteer Recruiter

Deadline: January 2021 and throughout 2021.

RETENTION

Goal 1: To Increase Retention of Diverse Volunteers, Board, and Staff

Reviewed 7-8-2021 Adopted 8-26-2021

Objective A: Maintain involvement of new volunteers, board, and staff

Action Step 1: Create a mentor/ buddy system that pairs volunteers, board, and staff in training with tenured volunteers board, and staff.

Primary Responsibility: Volunteer Coordinator/ Volunteer Recruiter, Executive Director, Program Director

Deadline: January 2021.

Objective B: Expand opportunities for recognition of volunteer, board, and staff accomplishments.

Action Step 1: Welcome new volunteers, board, and staff at the monthly in-service training and in email announcements. Place announcements and pictures of swearing in ceremony in local social media.

Primary Responsibility: Volunteer Coordinator/ Volunteer Recruiter, Executive Director

Deadline: To begin November 2020.

Objective C: Assess volunteers' characteristics to best pair them with case supervisors.

Action Step 1: During pre-service training and interviews, introduce volunteer trainees to case supervisors, ask volunteer trainees to think of the types of cases they would like to work and note which volunteer trainees will work best with which case supervisor.

Primary Responsibility: Volunteer Coordinator/ Volunteer Recruiter, Executive Director

Deadline: Done and Continuing.

Action Step 2: Develop a Volunteer, Board, and Staff survey to determine retention factors. Distribute survey annually.

Primary Responsibility: Volunteer Coordinator/ Volunteer Recruiter, Executive Director

Deadline: January 2021.

Objective D: Provide feedback, direction, and support to volunteers.

Action Step 1: Meet by phone or in person with new volunteers at least once a week for the first month of assignment to a case to provide positive feedback.

Primary Responsibility: Case Supervisors, Volunteer Coordinator/Volunteer Recruiter

Deadline: Done and Continuing.

Objective E: Keep volunteers active and involved.

Action Step 1: Offer volunteers not currently assigned or those who requested time off between case assignments opportunities to assist with recruitment efforts, training, of staffing event booths.

Primary Responsibility: Volunteer Coordinator/Volunteer Recruiter

Deadline: Done and Continuing.

TRAINING

Goal 1. Provide a diverse range of In-service training for current and new volunteers, board, and staff that highlights inclusivity, diversity, and disproportionality of children and families in our service region

Objective A: Training provided to volunteers, board, and staff on an ongoing and annual basis.

Action Step 1: Provide annual training that covers culturally responsive advocacy for children, youth, and families of color, including African American, multi-racial and Latinx children, youth, and families.

Primary Responsibility: Training Team of Program Director, Volunteer Coordinator/Volunteer Recruiter, Office Manager

Deadline: October 2020

Action Step 2: Provide annual training that covers specific advocacy for children and youth with disabilities and their families.

Primary Responsibility: Training Team of Program Director, Volunteer Coordinator/Volunteer Recruiter, Office Manager

Deadline: October 2020

Action Step 3: Provide annual training that covers culturally responsive advocacy for children who identify as LGBTQ and their families.

Primary Responsibility: Training Team of Program Director, Volunteer Coordinator/Volunteer Recruiter, Office Manager

Deadline: October 2020

EVALUATION

Goal 1: To Identify Increases or Decreases of Inclusivity and Diversity within Volunteer, Board and Staff

Objective A: Compare and document demographics after one year of diversity recruitment.

Action Step 1: Quarterly tracking of new volunteer, board, and staff demographics and community affinity.

Primary Responsibility: Volunteer Coordinator/Volunteer Recruiter, Executive Director

Deadline: Begin September 2020.

Goal 2: EVALUATE RETENTION OF DIVERSE VOLUNTEERS, BOARD, AND STAFF

Objective A: Document and compare retention rates of volunteers, board, and staff.

Action Step 1: Compare retention of diverse volunteers, board, and staff over time to an established baseline and recruitment goals.

Primary Responsibility: Volunteer Coordinator/Volunteer Recruiter and Executive Director

Deadline: Begin September 2020.

Action Step 2: Compare newly established retention efforts to previous efforts to determine their effectiveness.

Primary Responsibility: Volunteer Coordinator/Volunteer Recruiter, Executive Director, Staff

Deadline: Begin September 2020.