

Change of Governance - New Member Support



NATIONAL CASA/GAL ASSOCIATION

PUBLICLY ADMINISTERED PROGRAMS

Upon completion of New Member Support, the program's reviewed documents and policies support the program's alignment with the *National CASA/GAL Association Standards for Local CASA/GAL Programs*. **Bolded documents must be reviewed by National CASA/GAL Association during the New Member Support component of the National CASA/GAL Program Membership Process.**



Where applicable, the prospective program should adopt the administrative authority policies.

WORK PLAN

Develop a current year plan to continue the program's change of governance structure, including objectives, strategies, responsible program staff; partners such as staff from the state organization; and outcome measures to complete the items below.

COMMITMENT TO DIVERSITY, EQUITY AND INCLUSION

Review/Update the program's **Diversity, Equity, and Inclusion Plan**, including data collection, staff, volunteer recruitment, and annual training for staff, volunteers, and members of the administrative authority working with the program.

STAFFING A CASA/GAL PROGRAM

Ensure there are written policies for recruiting, screening, training, supervising, evaluating, and developing staff.

- The program should review/update a Staff Recruitment Plan detailing the type and number of staff required to accomplish program goals and objectives (given funding and capacity restraints).
- Review/update Staff Job Descriptions and Standardized Recruitment Packet.
- Review/update the Organizational Chart showing management structure and lines of accountability.
- Review/update Staff Screening Process - Written/signed authorizations for background checks, documentation of background screening; interview; and references.
- Review/update Key Staff Succession Plan, including the Program Director Succession Plan.

- Review/update **Staff List**.

STAFF MANAGEMENT

Personnel policies should be written in a Human Resources Policies Manual or Handbook (this may be developed by the administrative authority), with copies made available to staff. Because the legal ramifications of personnel policies and practices are significant, consider review by an attorney familiar with employment law.

- Review/update **Human Resources Policies Manual or Handbook**.
- If the program is considering permitting staff to transport children, review requirements and develop a policy regarding transporting children.
- Review/update Staff Orientation introducing the National CASA/GAL Association Core Model, Standards for Local CASA/GAL Programs, Role of the Local Program, and the program's policies and services.
- Training and Professional Development Plan – Staff and Program Director.
- Review/update process for completing Staff Evaluations. A staff evaluation is communication regarding performance at stated intervals (annually) and should be signed; clearly state future objectives; include self-evaluation and recommendations for further training and skill-building.
- Review/update process for maintaining a confidential file or record for each staff person (include process for how staff can access their file; addition and correction of information in the record).
- Review/update process for Program Director Evaluation by the administrative authority (as applicable), as appropriate that provides for participation by the Program Director, the ability for the Program Director to provide written comments and sign.
- If the program is considering the Peer Coordinator Model - review the requirements of Standard 7.E.3.

VOLUNTEER ADMINISTRATION

RECRUITMENT

- Review/update the Volunteer Recruitment Plan. Set recruitment goals with the integration of the Diversity, Equity and Inclusion Plan. Consider the number of volunteers needed; capacity to supervise within National CASA/GAL standards; avenues for promoting the program to the community; and audience.
- Review/update **Volunteer Job Description** and Volunteer Application and Standardized Recruitment Packet (role of a CASA/GAL volunteer, qualifications; time commitment, equal opportunity statement).

SCREENING

Review screening process for CASA/GAL volunteers, including written/signed authorizations for background checks, documentation of background screening; interview; 3 references.

TRAINING

Ensure the Program Director or identified trainer has completed the National CASA/GAL Pre-Service Training and Training of the Facilitators (TOF) training or as required by National CASA/GAL Standard 8.5. Determine training

modality, schedule; documentation process; and court observation plan. Include a plan for continuing in-service training (12 hours per year). Include how pre-service and in-service training will be documented for staff, volunteers, and administrative authority, working with the program.

VOLUNTEER MANAGEMENT

- Discuss National CASA/GAL Association ratio of 1 supervisor for every 30 volunteers (or a maximum of 45 cases). If the supervisor has other responsibilities, the time should be prorated.
- Discuss and review/update the process for maintaining a confidential file or record for each volunteer (include process for how volunteers can access their file, addition, and correction of information in the record).
- Discuss and review/update the program's **CASA/GAL Volunteer Policies and Procedures**.
- Review/update the Volunteer Performance Evaluation Process (this can be part of Volunteer Policies and Procedures).
- Upon selection and before assignment of a case, the volunteer must provide a signed acknowledgment of the following policies: **Conflict of Interest Policy**, Confidentiality Policy, **Social Media Policy** (including Email Communication Policy), and CASA/GAL Volunteer Policies and Procedures.
- If the program is considering permitting volunteers to transport children, review requirements and develop policy and procedures regarding transporting children.
- Review approved template/outline of Court Reports for the program's jurisdiction.

RETENTION

Review/update **Volunteer Retention Plan** (including volunteer recognition).

FISCAL MANAGEMENT AND FUNDING REVIEW

FINANCIAL MANAGEMENT

- Review **Budget** from Foundation Building- update as needed.
- Review National CASA/GAL Standard 6.C. regarding audits, financial compilations and financial review requirements. Review how the change in governance alters requirements.
- Review financial reports due to the administrative authority (i.e., quarterly reports).
- Annual Report. The program or its administrative authority should ensure that an annual report is developed, which includes financial, statistical, and service data summary information.

RISK MANAGEMENT

Review/update Purchasing and Inventory Control Policy/Policies. The program should develop or adopt the administrative authority purchasing and inventory guidelines.

RESOURCE DEVELOPMENT

As applicable or permitted, continue the review of resource development needs and draft a Financial Resources Plan. Include topics such as resources, targeted communications, funding goals; methods; diverse funding

sources; and current resources.

PUBLIC EDUCATION AND ENGAGEMENT

- Review/update plan for communicating and actively engaging with stakeholders and the general public to provide information and build support for the CASA/GAL mission. Develop a Plan for Public Information, Outreach and Education.
- Communication Plan. Outlines appropriate contact with the media and an escalation protocol for state or national media inquiries, identification of who communicates with the public, and describes when to reach out to state organization and National CASA/GAL. Include how the change in governance will be communicated to staff, volunteers, stakeholders, and funders (or as determined by administrative authority).
- Crisis Management Plan (or as determined by administrative authority). Addresses issues that may have a significant impact on the credibility, reputation, or funding at the local, state, or national level. This crisis management plan provides for information sharing between the program, administrative authority, and national, state, and local CASA/GAL organizations within 24 hours, subject to confidentiality limitations.

DATA GOVERNANCE AND LOGIC MODEL

Discuss a system of collecting, reviewing, and reporting accurate data to guide the direction of the program. Discuss how data is maintained and reported. Discuss any state policies/requirements regarding data collection.

- Review requirements for the National CASA/GAL Annual Survey and Six-Month Surveys.
- Ensure the program understands the need for a Logic Model and has one in development.
- Review/update a Records Retention Policy and Schedule (may adopt administrative authority policy and schedule).
- Discuss the process for maintaining a confidential child and case information record.
- Review/update **Policy Review Schedule**.

ADMINISTRATIVE AUTHORITY TRAINING AND DEVELOPMENT

- Review/update or develop Administrative Authority Orientation; Develop Administrative Authority Training and Development Plan, as applicable.

NETWORK AND MEMBERSHIP

- Understand the Membership Renewal Process
-