**Data and Record Retention Operational Procedures**

## Data Collection

CASA of \_\_\_\_\_\_\_\_\_ shall use a data management system to collect and store all case information, volunteer information and staff information. Case information shall be collected through CASA Manager. CASA of \_\_\_\_\_\_\_\_\_\_\_ shall refer to National CASA standard 10(B)(1) for records kept on children served.

CASA of \_\_\_\_\_\_\_\_\_ shall collect all information needed to complete the National CASA/GAL Association’s six-month and annual surveys and other data collection requests.

## Confidentiality of Records

Volunteers must ensure care with their case file. Volunteers should maintain their files in a way and place that does not allow for any breach of confidentiality. Volunteers must return their entire case files to the program within two weeks of close. Please refer to Volunteer Policies and Procedures for more in-depth case closure procedures. Violation of confidentiality can result in the discrediting of the CASA program and may be cause for immediate dismissal.

Program Staff should take measures to ensure that all electronic and hard copy correspondence, files and records are safely and securely maintained. Case files must remain in a locked cabinet, to which all staff have a key in order to ensure staff can only access records at any time. All staff must log off of their computers whenever they leave the office and each monitor must be password protected.

Care will be taken by all staff and volunteers to protect the identity of clients within email transmissions by omitting the client’s name where possible. Staff and volunteers should use the client’s initials when identification is necessary within emails.

Any confidential materials received from another individual or agency, including all information kept on file for governing board, advisory committee members, staff, volunteers and donors, may not be disclosed to anyone outside the CASA programs’ professional staff, except by court order or written consent of the party involved.

## Record Retention

CASA of \_\_\_\_\_\_\_\_\_ shall keep all records a minimum of seven years from case closure unless there is a court requirement that dictates otherwise. Electronic files are backed up on a separate system at least once a week and the backup is kept offsite.

## Case Closure

Removal of a CASA volunteer from a case may be voluntary at the request of CASA of \_\_\_\_\_\_\_\_\_\_, involuntary at the request of the Court or CASA of \_\_\_\_\_\_\_\_\_\_, or a result of case closure when dependency is terminated. The Judge must sign a termination motion for a CASA volunteer to be removed from a case unless it is a result of case closure.

A CASA volunteer may be removed from the case at the discretion of CASA of \_\_\_\_\_\_\_\_\_\_ supervisory staff. Removal will be considered for misconduct or violations of policy and procedures. If the CASA volunteer is removed from the case, whether it be voluntary or involuntary prior to termination of dependency, the CASA of \_\_\_\_\_\_\_\_\_\_ will notify parties to the case, other professionals, and family members involved in the child’s life that the CASA volunteer no longer has the authority to obtain information related to the child. A copy of this letter will be retained in the case file.

After a CASA volunteer is removed from a case, CASA of \_\_\_\_\_\_\_\_\_\_ is no longer responsible for the volunteer’s involvement with that child and family. Further contact is at the sole discretion of the child and family. If the child and family does not want any contact with the CASA volunteer, then the volunteer should not pursue the relationship. If the volunteer chooses to remain in contact with the child and family, they do so at their own discretion and risk. Any continuation of the relationship between the volunteer and the child is not in any way endorsed or affiliated with CASA of \_\_\_\_\_\_\_\_\_\_.

It is CASA of \_\_\_\_\_\_\_\_\_\_’s stance that CASA volunteers have a time-limited relationship with the children they serve. As a case nears termination of dependency and court involvement, it is our suggestion that the volunteer arrange a “final goodbye visit” to communicate to the child and family that you are no longer needed since they are now cared for well enough to be out of the system. We understand that each case is unique, and every relationship is different, and will help you discuss the best way to facilitate this closure.

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# Scheduling Review of this Document

The Operational Procedures should be reviewed by the Executive Director every three years or as changes need to be made. Below is the scheduling of the next review.

**Last Revised:** Jan 23rd. 2021

**Next Review Scheduled:** Jan. 2022

**First Adopted:** Feb. 2021

**Revision History:** Created by CASA of \_\_\_\_\_\_\_\_\_ Jan. 23rd 2021