

## Quality Assurance Site Visit Document Review and Interview Form

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| Program Name: Fourth Judicial District CASA Program  |     |                             |   |
| Date of Site Visit: February 21, 2020  |     | Report Date: April 23, 2020 |   |
| Interview with Darci Anderson, Fourth Judicial District CASA Program Director  |     |                             |   |
| The following documents will be reviewed at the scheduled visit.   |     |                             |   |
| <i>Required by statutes, Idaho Juvenile Rules, GAL Policies and Procedures and NCASAA Standards</i>  | Yes | No                          | <i>Description / Comments</i>   |
| 1. Program has established, maintains and coordinates a districtwide GAL program consistent with the provisions of the Child Protective Act. (I.C. §16-1632 (1)(a))  | ✓   |                             |   |
| 2. To the extent possible, has established a districtwide program to recruit volunteer guardians ad litem sufficient to provide services in each county of the judicial district. (I.C. §16-1632 (1)(f)).  | ✓   |                             | Program provides GAL services to all counties in the Fourth Judicial District as follows:<br><br>Ada County - 131 active GAL volunteers;<br>Boise County – 4 active GAL volunteers;<br>Elmore County – 10 active GAL volunteers<br>Valley County: 3 active GAL volunteers.  |
| 3. Program provides necessary administrative and staffing services as may from time to time be required (I.C. §16-1632 (1)(b)).  | ✓   |                             | CASA Program employs: Executive Director for Family Advocates (FTE), CASA Program Director (FTE), four advocate supervisors/coordinators (FTE), one Trainer & Attorney coordinator (FTE), database administrator (PTE), one CASA Peer Coach (PTE) and one Family Advocates Office Manager.  |
| 4. Program acts as a volunteer coordinator and strives to provide every child under the age of twelve (12) years, who has an open Idaho Child Protection case, a GAL volunteer throughout each stage of any child protective proceeding. In addition, the Program strives to provide a GAL volunteer to any child age 12 and over for whom the court has appointed a GAL. (I.C. §16-1632 (1)(c) and (d); I.C. § 16-1614 (1) and (2) and I.J.R. 37(a)). | ✓   |                             | The Fourth District CASA Program report to the AOC and the Idaho Legislature states that 449 children were appointed to the Program in FY 2019 and that 407 children were served by an active GAL volunteer. The Program served 351 children under the age of 12 and supported 148 active GAL volunteers in FY19.<br><br>A review of the Program’s statistical report identified a discrepancy in the data reported to the AOC and the Legislature. The Program’s statistical report shows that 419 children, as opposed to 407 children were served by a qualified GAL volunteer. Ms. Anderson and I discussed the discrepancy and she explained that if a child was |

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|   |            |  | served by a volunteer, but later the volunteer became Program staff, the child was not counted as “served by a volunteer”. The Program’s data definition is different than other Programs in the state who would count a child as “served by a GAL volunteer” in this situation.   |
| 5. There is an established program for attorneys to represent guardians ad litem, whether or not appointed by the court in conjunction with the local, districtwide, and state bar associations (I.C. §16-1632 (1)(e)).   | ✓          |  | Courts in Elmore and Valley Counties appoint attorneys from the Idaho State Bar to represent GALs. The Program employs a full time trainer and attorney coordinator to recruit, train and retain attorneys that represent GALs in Ada and Boise Counties. The Program currently has 91 active attorneys representing GALs on cases. When there are not enough volunteer attorneys in Ada or Boise Counties, the Court will appoint a Public Defender to represent the GAL. |
| 6. Program has established a priority list of those proceedings under this chapter in which a guardian ad litem shall be appointed in districts where there are insufficient numbers of guardians ad litem (I.C. §16-1632 (1)(i)).  | ✓          |  | See attached Prioritization Case Staffing.   |
| 7. Program has developed and follows written policies for its volunteers regarding recruitment, application, screening, selection, training, and supervision.<br><br>Policies include volunteer roles and responsibilities and dismissal of volunteer GALs. (I.C. §16-1632 (1)(h) & I.J.R. 35 (e)). | ✓<br><br>✓ |  | Copies of Employee Operating Polices (updated July 2019) and Volunteer Policy and Procedure Handbook (updated April 2019) were provided.   |
| 8. Program follows written policies for inclusiveness, recruitment, selection, training, retention, effective performance and evaluation of its paid personnel (I.J.R. 35 (d)).   | ✓          |  | Per Employee Operating Polices (updated July 2019).  |
| 9. Program submitted an annual report to the AOC on or before October 1 for the preceding fiscal year (I.C. §16-1632(2) and Policies and Procedures for GAL Programs).  | ✓          |  | See attached FY2019 Report to the Legislature.   |
| 10. Each GAL program shall complete the national criminal history check (I.C. §16-  |            |  |  |

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| <p>1632(3) &amp; I.J.R. 35).</p> <p>a. All GAL active volunteer criminal record checks are current (I.J.R. 35(k)(1)).</p> <p>b. All GAL Program staff submitted to the criminal records check (I.J.R. 35(k)(2)).</p> <p>c. All board of director members submitted to the criminal records check (I.J.R. 35(3)).</p> <p>d. Program has viable written procedures in place for ensuring that staff and GAL volunteer background checks are current.</p> <p>e. Program has viable written procedures in place for handling GAL volunteers and cases where an active GAL volunteer or staff has an expired fingerprint based criminal records check.</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> |  | <p>Program provided a list of 146 active volunteers. All active volunteers had current background checks at the time of the site visit.</p> <p>Per Volunteer Policy and Procedure Handbook</p> <p>Per Volunteer Policy and Procedure Handbook</p>                            |
| <p>11. Program submitted timely statistical data for annual allocation formula. (P &amp; P for GAL Programs).</p>   | <p>✓</p>                                     |  | <p>Program submitted the following FY 2018 data for the FY 2020 allocation formula:</p> <ul style="list-style-type: none"> <li>• Number of children served by a GAL volunteer: 355</li> <li>• Number of active GAL volunteers: 117</li> </ul>                                |
| <p>12. Program has a governing body responsible for overseeing compliance with all applicable laws and regulations, adoption of program policies, defining program services, and the guidance of program development (I.J.R. 35 (b)).</p>   | <p>✓</p>                                     |  | <p>See attached roster of Board of Directors.</p>  |
| <p>13. Program requires that all volunteers complete at least 30 hours of required pre-service training and reports that pre-service training is at least 30 hours and complies with Idaho Juvenile Rule curriculum requirements (I.J.R. 35 (1) &amp; (2)).</p>   | <p>✓</p>                                     |  | <p>Volunteers are required to complete eight (8) pre-service training sessions, which is 24 hours of in-classroom training, 4.5 hours of mock report writing and review and 2 hours of courtroom shadowing for a total of 30.5 hours. Required homework is an additional</p> |

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| <p>Program requires that all volunteers complete 12 hours of required in-service training per year (I.J.R. 35 (1)).</p>  | <p>✓</p>          |          | <p>5 hours and is assigned prior to each pre-service training session.</p> <p>Program reports 12 hours of continuing education (in-service) training is planned six months in advance and the schedule of training opportunities is regularly sent to all GAL volunteers. In addition to attending monthly training, volunteers may support their continuing education through approved articles, books and attending conferences.</p> <p>All GAL volunteer training is entered and tracked in the Program’s CASAManager database.</p> |
| <p>14. Program has liability protection for governing body, organization, program staff and volunteers to the extent that such individuals are not otherwise immune from liability under Idaho law (I.J.R. 35 (g)).</p>  | <p>✓</p>          |          |  |
| <p>15. Program maintains management information and data necessary to plan and evaluate its services (I.J.R. 35 (h)).</p>  | <p>✓</p>          |          | <p>Program currently utilizes CasaManager 16 for statistical reporting. Statistical reports were provided at the site visit to support FY 2019 data submitted to the legislature and the AOC.</p>  |
| <p>16. Program confirmed they are using the Court’s data definitions as set forth in “data definitions” of the Court’s data management plan.</p>   | <p>✓</p>          |          |  |
| <p>17. Program follows written policies and procedures regarding access to, use of, and release of information about the children it serves to ensure that children’s confidentiality is maintained at all times. In addition, Program has written policies and procedures for maintaining all information regarding a case confidential. (I.J.R. 35 (j) and I.J.R. 36 (c)).</p> <p>Program verified that confidentiality agreement is signed by each GAL volunteer.</p> | <p>✓</p> <p>✓</p> |          | <p>Per Volunteer Policy and Procedure Handbook (updated April 2019). In addition, Program reports that all GAL volunteers sign an acknowledgement that they have read the confidentiality agreement and the Volunteer Policy and Procedure Handbook.</p>   |
| <p>18. Program has a signed MOU with the Court. (NCASAA Standard 1.C.)</p>   |                   | <p>✓</p> | <p>The Program reports that they receive a comprehensive Order from the Court appointing a GAL, and that the Order describes all of the responsibilities of the GAL.</p>   |

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| Describe any opportunities for feedback as to the court's satisfaction with the Program.  |   |   | Program reports they attend stakeholder meetings as well as weekly MDT meetings in Ada County and every 6 weeks in Elmore County. Program also attends the <i>Wild Cat Wrap Around</i> meeting in Boise County once a month.  |
| <p>19. Describe the process to ensure that each GAL volunteer or staff appointed to advocate for the child has regular and sufficient in-person contact with the child where they live, at least every thirty (30) days unless an exception is granted, to ensure in-depth knowledge of the case and make fact-based recommendations to the court. (NCASAA Standard 7.E.f.)</p> <p>Does process include monthly documentation of child contact and if so, how?</p> <p>What types of exceptions are granted, if any?</p> | ✓ |   | <p>Program reports that GAL volunteers are required to report monthly the date of the last visit with the child, the number of volunteer hours and miles to complete volunteer activities that month.</p> <p>Data from each GAL volunteer report of activities is entered into CASA Manager.</p> <p>Exceptions may be granted after the volunteer fills out a form that explains why an exception is needed. The Program may grant exceptions for any of the following reasons: 1) The GAL is unable to travel to the child because of bad roads and the visit needs to be rescheduled; 2) The child is living outside the Program's area of jurisdiction; 3) A Program emergency or other extenuating circumstance approved by the Board of Directors.</p> |
| 20. Ratio of staff to volunteers and cases: do employees supervise more than 30 volunteers or more than 45 cases? (NCASAA Standard 7.D.3.)  |   | ✓ | Program supports 146 active volunteers with four (4) full-time advocate supervisors, a Program manager and one part-time Peer Coach Supervisor.   |
| <p>21. Program has submitted any requested action plan(s) to address concerns identified in the most recent Quality Assurance Site Visit Report and has, or is in the process of completing the tasks outlined in the action Plan.</p> <p>22.</p>   |   |   | No action plan requested in FY 2019   |
| 23. What are the Program's main challenge(s)?   |   |   | Program reports that primary challenges are recruitment and retention of volunteer attorneys and staff retention. Program reports their research on the topic indicates not for profit organizations normally lose 30% of volunteers and staff each year, and that sustainable funding to support staff positions is the remedy because it then frees up the organization to focus on matters that support growth in terms of volunteer retention, serving more children, recruitment and training.   |

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| <p>24. FY 2019 Program successes include:</p>  | <p>Program reports that they exceeded their GAL volunteer recruitment and training goals by graduating 12 more GAL volunteers than planned for a total of 83 new GALs. The Program also increased the number of GAL volunteers that start and complete training from 66% to 93%.</p> <p>It is particularly notable that in February 2020, with one exception, the Program served every child with a GAL volunteer and a volunteer attorney. The Program met or exceeded all of their FY2019 training, recruitment and retention goals!</p>  |
| <p>25. What volunteer retention strategies has the Program found most helpful?</p>   | <ul style="list-style-type: none"> <li>• The Program reports that increased activities that engage volunteers as well as appreciation events are helpful, and that the focus in FY2020 will be on developing and improving volunteer appreciation events.</li> <li>• Building the capacity of staff to become better mentors and supervisors has significantly improved volunteer retention. This has come about with Program development that keeps supervisor to volunteer and case ratios in line with best practice standards.</li> <li>• Volunteer attorney CLE's provided by Judge Ellis have been a tremendous success and have made a significant impact on the ability of the Program to recruit and retain volunteer attorneys for the GAL.</li> <li>• Pro bono week to acknowledge volunteer attorneys.</li> </ul> |
| <p>26. <b><u>Recommendation:</u></b> When the Program submits data to the Child Protection Manager for the FY 2021 allocation formula, the Program needs to adjust their FY2019 data to reflect that 419 children as opposed to 407 children were served by a GAL volunteer.</p>   |   |
| <p>27. <b><u>Comments:</u></b> It is always a pleasure to visit with the Program Director, Darci Anderson and learn about new strategies and innovations in development and management as well as the Program's successes. It was a pleasure to meet the new Executive Director of Family Advocates, Ms. Kathryn Seebold. The Fourth District CASA/ Guardian ad litem Program reported numerous successes in FY 2019 beginning with the recruitment and training of 83 new GAL volunteers, which exceeded their FY 19 grant funding goals. The Program is commended for retaining more volunteers and staying within NCASAA recommendations regarding ratio of staff to volunteers and cases. This came about as a result of the Program's successful implementation of a Peer Coach Supervisor model. National CASA suggests that when there is limited funding, the peer coach model is the only way to support an increase in volunteers, which is needed to serve the largest county in the state without increasing staff. Hiring more staff puts a tremendous strain on Program budgets. In FY 19 the Program trained and graduated six new Peer Coaches to help supervise and retain 83 new volunteers.</p> <p>As a result of the successful CLE Program presented by Judge Ellis, the Program now has 91 trained attorneys, a record number of pro bono attorneys available to represent GAL volunteers. It was exciting to learn that the Program has already graduated 50 new GAL volunteers and is four months ahead of their FY 2020 grant funding goals.</p> <p>The Program's quarterly grant reporting, data collection and statistical reporting is valuable in determining what training, recruitment, and retention steps are working and not working. The Program's ability to provide comprehensive statistical reports demonstrates a high degree of reliability in the Programs final outcome measures.</p> |   |

The Fourth District CASA/GAL Program is compliant with GAL grant eligibility requirements established by the Administrative Office of the Courts, Policies and Procedures for Guardian ad Litem Grant Programs adopted by the Idaho Supreme Court.

Attachments: Board of Directors Roster  
Prioritization Schedule CASA Staffing  
FY 2019 Annual Report to the Legislature