

## ADVOCATE MINIMUM PERFORMANCE STANDARDS

1. Volunteers shall maintain minimum performance standards set forth below.
  - a) Maintain confidentiality in handling program issues and case or volunteer information.
  - b) Review case records, maintain confidentiality, and interview appropriate parties involved in the case.
  - c) Develop and maintain a relationship with the assigned child.
  - d) Maintain an accurate and complete Contact Log/Journal on the case.
  - e) Communicate with caregivers about the child's behavior and relationships.
  - f) Participate as a member of the case management team.
  - g) Participate in the formulation of any agreement, stipulation, or case plan entered into regarding the child and provide input to subsequent revisions.
  - h) Advocate for the best interest of the child, identify service needs, and make recommendations to the court regarding timely placement of the child.
  - i) Monitor the child's placement to observe the child's behavior in the home and to assess problems or the child's needs.
  - j) Assist the responsible parties to ensure that the child's educational needs are being met.
  - k) Report to the appropriate authorities significant changes in family situations or violations of court orders.
  - l) Consult at least monthly with the county coordinator in case/program discussion, and document the discussion in the Contact Log/Journal.
  - m) Discuss all recommendations concerning the case with the county coordinator prior to submitting recommendations to the court.
  - n) Submit an objective and concise, signed, written court report in the time line required by the county program office.
  - o) Attend all court hearings pertaining to the assigned case. Advance approval for non-attendance must be obtained from the county coordinator.
  - p) Assist the court in exploring alternative placement for the child.
  - q) Make recommendations at Foster Care Review Board (FCRB) meetings.
  - r) Remain assigned to the dependency case through all phases of the court process up to the time of permanent guardianship or adoption, unless otherwise directed by the court.

- s) Provide and document an annual performance based assessment of the Arizona CASA Program.
  - t) Maintain contact with the county coordinator to alert or to discuss high profile cases or problems as they arise.
  - u) Provide to the county program office a copy of all case related correspondence as directed by the county coordinator.
  - v) Comply with Arizona Statutes, Rules of Procedure for the Juvenile Court, Administrative Order, Rules, ACIA, and the policy manual. A special advocate is immune from civil or criminal liability for the advocate's acts or omissions in connection with the authorized responsibilities the special advocate performs in good faith.
  - w) Comply with the state program training requirements.
2. The volunteer may receive authority for additional responsibilities set forth below.
- a) An overnight stay of the volunteer's assigned child in the volunteer's care shall occur only on an exceptional or emergency basis. Specific prior approval of the CPS supervisor, CPS case manager, and a court order are required.
  - b) A volunteer may be appointed as a Courtesy CASA.
3. A Volunteer *shall not*:
- a) Allow the assigned child to stay overnight. Only on an exceptional or emergency basis shall this occur and only under these conditions:
    - 1. Specific prior approval of the CPS supervisor, CPS case manager, county coordinator, and a court order are required for an overnight stay of the volunteer's assigned child in the volunteer's care.
  - b) Be related to any parties involved in the case or be employed in a position and/or agency that might result in a conflict of interest.
  - c) Engage in the following activities:
    - 1. Give legal advice or therapeutic counseling.
    - 2. Make placement arrangements for the child.
    - 3. Give money or gifts of value over \$10 to the child or family without prior approval by the county coordinator and the legal guardian.
  - d) Perform home studies for out-of-state or in-state agencies.
  - d) Supervise court-ordered, supervised visits between parent(s) and child(ren).