

Douglas County CASA, Inc.

Program Policies

Revised & Approved by the Board
December 16, 2021

Table of Contents

	<u>Page Number</u>
1. Mission and Purpose	1
A. Mission Statement	
B. Vision Statement	
B. Statement of Purpose	
C. Provision of Services	
2. Authority to Operate	2
A. Legal Authority	
B. Court Recognition and Support	
3. Program Governance – Ethical Conduct and Confidentiality	3
4. Board of Directors	
A. Recruitment, Screening and Selection for Membership	4
B. General Responsibilities and Organization	
C. Specific Duties	
E. Confidentiality	
F. Conflict of Interest	
5. National and State CASA Affiliations	6
A. National CASA Association	
B. Kansas CASA Association	
6. Human Resource Management	7
A. Administration	
B. Recruitment, Screening, and Selection	
C. Retaining Qualified Employees	
D. Personnel Policies – General Principles	
7. Volunteer Management	8
A. Administration	
B. Volunteer Management Policies– General Principles	
8. Financial, Facility and Risk Management	9
A. Budgeting	
B. Financial Resource Management and Development	
C. Financial Reporting and Accountability	
D. Financial Accounting and Record Keeping	
E. Facility and Workplace Management	
F. Risk Management	
G. Dissolution / Property Disposition	

9. Public Relations	13
A. Ongoing Programs	
B. Crisis Communications	
C. Online Communications and Use of Social Media	
10. Planning and Evaluation	15
A. Data Collection	
B. Confidentiality	
C. Annual Report	
D. Evaluation & Assessments	
11. Inclusiveness, Diversity, and Disproportionality	16
A. Vision	
B. Implementation	
C. Inclusiveness, Diversity, Civil Rights and Non-Discrimination	
D. Limited English Proficiency	

1. Program Mission

A. Mission Statement

Our Mission: We recruit, train, and support volunteers who advocate for the best interest of children who have experienced abuse and neglect and are under the protection of the court system in Douglas County, Kansas.

B. Vision Statement

Our Vision: All children in Douglas County, Kansas live in safe, nurturing, and permanent homes.

C. Program Purpose

Douglas County CASA, Inc. (hereinafter referred to as “CASA” or “the Program”) provides trained and qualified community volunteers to advocate for the best interests of children who are before the Court as a result of abuse or neglect as defined by the laws of Kansas.

D. Provision of Services

The Program provides services in a manner that:

- i. is consistent with its Mission;
- ii. reflects available staff and financial resources;
- iii. complies with Kansas CASA and National CASA Association standards and guidelines;
- iv. complies with applicable legal standards;
- v. facilitates cooperation and coordination with other volunteer agencies, the courts, tribes, guardians ad litem, public service agencies, community groups, clients, and families.

2. Authority to Operate

A. Legal Authority

- i. CASA is duly incorporated under the laws of the State of Kansas;
- ii. CASA is to be certified by the Office of Judicial Administration (OJA) on an annual basis, and operates in compliance with Kansas Supreme Court Rule 110 and the Standards and Guidelines for CASA Volunteer Programs adopted pursuant to Administrative Order No. 256.

B. Court Recognition and Support

- i. CASA operates pursuant to a written agreement with the District Court of Douglas County, 7th Judicial District of District of Kansas that is renewed every two (2) years. The written agreement will be renewed when there are changes in leadership, policy, law, or court rules that substantially impact the relationship between the program and the court.
- ii. The Executive Director regularly communicates with the District Court to evaluate the Court's satisfaction with the Program and to obtain the Court's recommendations regarding Program improvement. The District Court receives a copy of the Program's Annual Report for the Office of Judicial Administration (OJA).
- iii. Program policies that require judicial approval pursuant to Kansas CASA Standards and Guidelines will be submitted for approval whenever revised.

3. Program Governance - Ethical Conduct and Confidentiality

A. The Program shall uphold the credibility, integrity, and dignity of the CASA mission by conducting all business in an honest, fair, professional, and compassionate matter, and shall maintain the highest standards for confidentiality. The Program shall adopt specific policies to govern the ethical conduct of Board Members, staff members, paid consultants, and volunteers.

B. The Program shall promptly refer to KCA and National CASA any credible evidence that a staff member, agent, contractor, or other person has committed a criminal or civil violation of laws pertinent to fraud, conflict of interest, bribery, gratuity, or similar misconduct involving Program funds.

C. Board members, staff members, and volunteers must immediately notify the Program of any criminal charges filed against them.

D. The Program will implement procedures to protect confidential information of Board members, staff members, volunteers and donors.

4. Board of Directors

A. Recruitment and Screening for Membership

The Program shall recruit and select Board Members according to National CASA Standards and Program Policies. Board Members will undergo the same screening procedures as volunteers, as outlined in the Standards and Guidelines for Kansas Court Appointed Special Advocate (CASA) Programs and National CASA Standards, including fingerprinting, criminal background checks, child abuse background checks, Sex Offender Registry checks, and Social Security Number verification. (See Volunteer Management Policies, 3.C-D.)

B. General Responsibility and Organization

- i. The Board of Directors (hereinafter referred to as “the Board”) is responsible for overseeing compliance with all applicable laws and regulations, adoption of policies, definition of services, and guidance of Program development, assuring the Program’s accountability to the courts and to the community.
- ii. The Board is constituted and organized in accordance with the bylaws.
- iii. Board members shall receive formal orientation to the Program’s goals, objectives, structure, method of operation, and their fiduciary responsibilities, including financial oversight. Board members are familiar with Program services and are provided with key documents related to governance and responsibilities.

C. Specific Duties

- i. The Board shall meet, act in accordance with the bylaws and articles of incorporation, and maintain written records of meetings.
- ii. Board members shall act in accordance with the “Board Member Expectations Agreement” signed by the member and the Executive Director.
- iii. The Board shall appoint, support, and evaluate the Executive Director, and hold the Executive Director accountable for the Program’s performance.
- iv. The Board shall periodically review the Program’s mission, long-range plan, all program policies (including personnel, volunteer management, and fiscal policies), and approve or adopt needed changes.
- v. The Board shall review financial reports and budgets, raise funds, ensure a balanced budget, and manage resources prudently.

D. Confidentiality

Members of the Board may, on occasion, receive information regarding other Board members, donors, staff members, volunteers, cases or client families as part of their Board responsibilities. Board members will be required to sign and abide by a written Confidentiality Agreement. (Where possible, identifying information will be redacted or deleted from materials under review.) Any information received by the Board will be treated as confidential and will be governed by the specific personnel and volunteer management policies relating to confidentiality.

The Board shall request the resignation of any member of the Board who breaches the duty of confidentiality and, failing such resignation, shall remove said member if removal is in the best interest of the Program.

E. Conflict of Interest

1. Definition

A conflict of interest is a situation in which a Board member has a personal interest (including a personal or business interest in another organization) sufficient to appear to influence the objective exercise of his or her official duties.

2. Each Board member has a duty:

- a. to place the interests of the Program above personal interests in any dealings with the Program;
- b. to disclose fully any possible or actual conflict of interest with respect to any dealings with the Program;
- c. to refrain from using their position, or any knowledge gained therefrom, for personal gain.
- d. to recuse themselves from any transaction or decision in which there is a conflict of interest.
- e. to immediately notify the Program of any criminal charges filed against them.

3. Board members shall not have a direct or indirect financial interest in the assets, leases, business transactions or professional services of the Program. The conduct of business between any Board member and the Program is prohibited unless first fully disclosed and then only if approved by the Board.

4. Board members shall submit annual disclosure forms, in a format approved by the Board, and disclose any potential or actual conflict before any additional Board action is taken. The disclosure forms will be reviewed by the officers of the Board, who will attempt to resolve any actual or potential conflicts and, in the absence of resolution, refer all such matters to the full Board of directors.

5. The Board shall request the resignation of any member of the Board who breaches the duty of loyalty and, failing such resignation, shall remove said member if removal is in the best interest of the Program.

5. National and State Affiliations

A. National CASA Association

The Program shall be a program member in good standing with the National CASA Association (NCA).

B. Kansas CASA Association

The Program shall be a program member in good standing with the Kansas CASA Association (KCA) and shall take advantage of the services available from KCA, including technical assistance, resource materials, conferences, meetings, training, and web resources.

6. Human Resources Management

A. Administration

1. The Executive Director oversees all personnel policies and is responsible for ensuring that the Program's decisions are carried out in accordance with written Program policies and procedures. The Executive Director is responsible for ensuring that program policies are consistent with the evolving needs of the Program, with changes in National or Kansas CASA standards, and applicable law. The Executive Director shall consult with staff members and/or Board members for assistance in the periodic review and revision of program policies and procedures. The Executive Director submits proposed policy revisions to the Board for review and approval.
2. All human resources management policies will be reviewed by the Board every three years, with appropriate participation by staff members. Any revisions will be submitted for Board approval. When approved, revisions shall be communicated in writing to staff members.

B. Recruitment, Screening and Selection

The Program shall recruit and select employees according to National CASA Standards and Program Policies, Kansas CASA Standards and Guidelines, and the Program's Personnel Policies (Appendix A).

C. Retaining Qualified Employees

1. The Program shall have written job descriptions detailing the qualifications and responsibilities for each position and shall retain employees qualified to perform the tasks outlined for the position.
2. The Program shall retain a sufficient number of employees to accomplish the Program's goals and objectives.
3. Program employees who use professional titles shall meet all applicable state registration, licensing, or certification requirements for use of the title.

D. Personnel Policies – General Principles

1. Additional specific personnel policies are outlined in Appendix A.
2. Personnel policies shall be consistent with applicable state and federal laws and regulations governing fair employment practices.
3. Personnel policies shall be outlined in an Employee Handbook provided to all employees, and shall be enforced in a consistent and equitable manner.

7. Volunteer Management

A. Administration

1. The Executive Director oversees all volunteer management policies and is responsible for ensuring that decisions and activities are carried out in accordance with written policies and procedures. The Executive Director is responsible for ensuring that the Program's policies are consistent with the evolving needs of the Program, with changes in National or Kansas CASA standards, and applicable law. The Executive Director shall consult with staff members and/or Board members for assistance in the periodic review and revision of program policies and procedures. The Executive Director submits proposed policy revisions to the Board of Directors for review and approval.
2. All volunteer management policies will be reviewed by the Board every three years and any revisions will be submitted for Board approval.

B. Volunteer Management Policies – General Principles

1. The Board hereby accepts and adopts the Standards and Guidelines for CASA Volunteer Programs promulgated by the Supreme Court of Kansas pursuant to Supreme Court Rule 110 and Administrative Order No. 256.
2. The Program shall have written policies regarding the maximum number of cases to which a CASA volunteer may be assigned at any one time, and the maximum number of volunteers to be supervised by each staff person. These written policies shall be made available to the local court and the Supreme Court upon request.
3. Additional volunteer management policies are outlined in Appendix B.
4. Volunteer management policies shall be included in an Employee Handbook provided to all employees, and shall be enforced in a consistent and equitable manner.

8. Financial, Facility and Risk Management

A. Budgeting

1. The Executive Director and the Finance Committee members will prepare an annual written budget, reflecting actual and projected income and expenses, to be approved by the Board of Directors prior to the beginning of the fiscal year. The budget should be based on anticipated funding, the fixed and incremental costs of operating the Program, and potential changes in costs or conditions.
2. The Board of Directors' approval of the annual budget shall serve as authority to spend funds as detailed in the budget. Budget approval cannot be delegated to any other individual, group, or subgroup of the Board of Directors.
3. The Executive Director and Board of Directors are responsible for oversight of the budget.
4. Any budget expenditure that will exceed the approved budget category in the annual budget by more than \$500 must be approved by the Board of Directors. Any revisions to the annual budget must be approved by the Board of Directors.
5. A majority of voting Executive Committee members must be contacted and approve cases of non-budgeted disbursement of funds.

B. Financial Resource Management & Development

1. The Executive Director and Board of Directors develop and maintain a written plan for securing and maintaining diversified financial resources adequate to accomplish the established goals and objectives of the Program.
2. The Executive Director and Board of Directors set policies and exercise control over resource development activities carried out by employees and volunteers to ensure that:
 - i. potential donors have an accurate description of the Program's purposes, services, and financial needs
 - ii. solicitations are conducted in an ethical manner
 - iii. donations are properly acknowledged in accordance with applicable law
 - iv. the benefits of the activity exceed the costs
 - v. the Program spends funds for the purposes for which they were solicited.
3. The Executive Director and Board of Directors shall manage the Endowment Fund according to the separate written plan entitled "Endowment Fund Policy", and shall revise and update that separate policy as needed to accomplish the established goals and objectives of the Program.

4. All fundraising activities shall be consistent with the Program mission, not negatively affect the Program, and comply with the Kansas Attorney General's Opinions and local District or County Attorney's guidance on fundraising.

C. Financial Accounting & Record Keeping

1. Administration

The Executive Director oversees all financial operations, and is responsible for ensuring that operational procedures are adequate to ensure that:

- a) the Program receives, disburses, and accounts for its funds in accordance with generally accepted accounting principles,
- b) restricted funds are properly segregated,
- c) bank statements and accounting records are kept up-to-date and balanced monthly, and
- d) wages, bills and taxes are paid in a timely manner.

2. Specific Rules regarding Receipts and Expenditures

- a) The Executive Director, with approval of the Executive Committee, can establish credit accounts at business as needed to conduct agency business efficiently. Payments must be made promptly to avoid any service charges.
- b) No charges should be made unless funds are currently available in the checking account to cover the charges.
- c) The Executive Director, Board President and Administrative Assistant are the only persons granted authority to utilize a Douglas County CASA debit or credit account to charge items to the organization. The Administrative Assistant must receive approval from the Executive Director or Board President prior to utilizing Douglas County CASA debit or credit accounts to charge items to the organization.
- d) The Executive Director and/or Administrative Assistant opens all incoming mail, restrictively endorses all checks received, prepares a bank deposit and makes a copy for the office. The Executive Director also reviews all bills received and reviews all bank statements for unusual items or missing deposits. The Administrative Assistant deposits all checks, prepares checks for payment and reconciles the bank statement each month.

- e) Authorized check signers shall be the Executive Director, Treasurer, and President. The immediate Past President and the Administrative Assistant may also be an authorized check signer if needed.
- f) The Executive Director is authorized to approve payment of bills of \$1,000.00 or less. Expenditures for \$1,000.00 or less require one signature on the check. Expenditures over \$1,000.00 require two signatures on the check and must be approved by the President or Treasurer, except for Office Rent when an approved budget is in effect. The bank shall be notified that all checks over \$1,000.00 require 2 signatures. These limits apply to both checking and debit card use.
- g) All expenses shall be supported by a receipt. Mileage will be reimbursed for CASA business only.

3. Confidentiality of Records

The Executive Director or designee shall assure that all financial records, including donor records are kept confidential, except to the extent that disclosure is required in the regular course of business or by law, or disclosure is authorized by the subject of the record.

D. Financial Reporting & Accountability

1. Annual Audit

Within nine months of the end of the fiscal year, an independent certified public accountant approved by the Board of Directors shall conduct an audit and prepare the Program's annual tax return. The auditor's report and tax return shall be reviewed by a designated member or committee of the Board, and shall be formally approved or accepted by the Board and made available for public inspection.

2. Annual Filings

The Executive Director shall ensure that the Annual Report, tax returns, and any other required documents are filed in a timely manner.

E. Facility and Workplace Management

1. Office Space

The Program shall maintain an office which provides a safe physical environment for personnel, volunteers, and visitors, in compliance with applicable health and fire safety regulations, and, to the extent possible, accessibility codes and regulations.

2. Equipment

The Program shall acquire equipment needed to meet Program objectives, maintain its equipment in reasonable working condition and properly dispose of property when appropriate.

F. Risk Management

The Executive Director and/or Board of Directors shall evaluate potential risks and liabilities, seek to prevent or reduce risk and liability when appropriate, and annually review insurance coverage and other liability coverage to ensure adequate coverage for liability and worker's compensation.

G. Dissolution / Property Disposition

In the event of dissolution, the Executive Director and Board of Directors shall make appropriate plans for the disposition of property owned by the Program.

9. Public Relations and Use of Social Media

A. Ongoing Programs

The Executive Director is responsible for scheduling and participating in opportunities for public information and education regarding CASA's mission and function in the community. The Executive Director should work cooperatively with representatives from the legal and social service communities and with KCA and NCA to accomplish this goal.

B. Crisis Communications

1. Definition and Awareness

A "crisis" is an event or occurrence that might result in publicity unfavorable to the Program. The Executive Director shall ensure that the Program provides appropriate training to staff members, Board members, and volunteers regarding crisis communication and instruct them to notify the Executive Director as soon as they become aware of a crisis. A crisis that may have a significant impact on Program credibility or reputation, or state or national funding, shall be communicated within 24 hours to KCA, OJA and/or National CASA, subject to confidentiality limitations, as appropriate.

2. Authority and Responsibility for Media Communications

The Executive Director is the only person authorized to speak to the media, unless the Executive Director or the Board has designated an alternative spokesperson. Staff members, Board members, or volunteers who are contacted by the media should decline comment, refer all inquiries to the Executive Director, and notify the Executive Director immediately regarding the inquiry. The Executive Director is authorized to share information, subject to confidentiality limitations, with KCA, NCA, and/or OJA.

3. Extraordinary Response Measures

If the Executive Director determines that the crisis warrants extraordinary measures, he/she shall consult with the Board, KCA, NCA, and/or OJA, as appropriate, regarding the designation of an alternative spokesperson, or the creation of a team or committee to aid in decision making, or to keep them informed of developments.

4. Documentation and Post-Crisis Review

The Executive Director shall maintain records regarding each crisis, including notes regarding the management of the crisis, and copies of written media coverage or press releases. The Executive Director shall report to the Board regarding management of

the crisis, and make appropriate adjustments to any program plans for better management of future crises.

C. Online Communications and Use of Social Media

- 1. Transparency.** Absent specific permission from the Executive Director to post online statements relating to the Program or the Program’s mission, including approval of content, Board members, staff members, and volunteers must state that they are speaking only for themselves and that their statements do not necessarily represent the views of National CASA, the Kansas CASA Association, or the Program.
- 2. Compliance with laws regarding copyright and plagiarism.** Without express permission from the source of materials, including statements, images, statistics, or other content, do not post someone else’s work. If the use constitutes “fair use” under the law, give credit to the original source of materials posted.
- 3. Other limits on content:**
 - a. Do not reveal any confidential information and respect the privacy of others.
 - b. Avoid statements that may be construed as libelous or defamatory.
 - c. Avoid inflammatory statements and topics, such as partisan politics and religion.
 - d. Be accurate.
 - e. Avoid attracting negative attention for the Program.

4. Links to Personal Pages

When posting on behalf of the Program, do not include links or refer viewers to personal pages or sites.

10. Planning and Evaluation

A. Data Collection

The Executive Director is responsible for ensuring that the Program has adequate equipment and appropriate procedures in place for collecting and recording information needed to evaluate program services, to engage in planning for future services, and to provide reports for grants, the local court, Kansas CASA Association, National CASA, and the Office of Judicial Administration.

B. Confidentiality

The Executive Director is responsible for ensuring that the Program has adequate equipment and appropriate procedures in place to protect information stored in physical files or in computerized information systems from unauthorized access and/or disclosure.

C. Annual Written Report

An annual written report will be compiled each year and will be distributed to the Administrative Court Judge, the District Court Judge and the Office of Judicial Administration. Information included in the report will meet Kansas CASA Standards and Guidelines requirements.

D. Evaluation & Assessments

The Executive Director is responsible for conducting periodic evaluation of Program goals, objectives, and outcomes, participating in assessments required by Kansas and National CASA, and for sharing the results of the evaluation and assessment processes with the Board, staff, volunteers, and other entities as appropriate.

11. Inclusiveness, Diversity, and Disproportionality

A. Vision

1. Inclusiveness and Diversity

The Program acknowledges the need to understand, respect, and celebrate diversity including race, gender, religion, national origin, ethnicity, sexual orientation, gender identity, socioeconomic status, age, and disabilities. The Program values diversity of viewpoints, life experiences, talents, and ideas.

2. Disproportionality

The Program acknowledges the need to understand and address the issue of racial disproportionality within the child welfare system.

B. Implementation

1. Inclusiveness and Diversity

The Program shall engage individuals who can help the program identify and understand the needs of children served and identify actions the program can take to address those needs. The Program shall adopt and implement a written plan for diversifying the Board, the staff, and the volunteer pool. The plan shall identify goals, establish strategies for achieving goals, and monitor progress. The plan shall be revised and updated every four years and measurable action steps shall be reviewed at least annually.

2. Disproportionality

The Program shall partner with child welfare providers and government and community organizations to identify, understand, and address the local community's issues of racial disproportionality and to offer activities to increase awareness and understanding.

C. Inclusiveness, Diversity, Civil Rights and Non-Discrimination

Douglas County CASA, Inc. assures that all program services and benefits comply with all applicable nondiscrimination requirements of federal law and Kansas state law. This includes compliance with Title VI of the 1964 Civil Rights Act (42 U.S.C. § 2000d). Douglas County CASA, Inc. assures that services will be available regardless of race, color or national origin, sex, age, or disability, and does not exclude from participation in, deny the benefits of, or subject to discrimination any person under any program or activity receiving federal financial assistance.

1. Notification of program participants:

When a program participant is notified regarding non-discrimination is dependent on the age, development of the child, and the child's circumstances but is as soon as

possible, and made before case assignment or as soon after case assignment as possible. Information is provided verbally by the CASA Volunteer or the Volunteer Advocate Coordinator. Children are offered copies of the policy and have contact information of their CASA Volunteer, our office, and Volunteer Advocate Coordinator to be able to contact for any question or make a complaint.

2. Notification of employees:

Employees are provided copies of our policies and procedures after employment is offered and accepted and when background checks are initiated. This is usually before the first day of employment. New employees are provided copies of policies and procedures again on the first day and are provided time during the first week to review policies and procedures, ask questions of their supervisor and other staff to clarify and understand policies and then sign attesting they have reviewed and understand the policies and procedures. Notifications are also posted in the office. All staff also have access to the policies via our shared drive.

3. Complaint process of alleging discrimination for program participants:

Program participants may file a complaint in writing or by speaking by phone or in person with the Executive Director. A complaint can be filed by the CASA Volunteer or Volunteer Advocate Coordinator on behalf of the child/program participant. If the Executive Director is the person responsible for the alleged discrimination, then the complaint will be filed with the Board President.

4. Complaint process of alleging discrimination for Employees:

Employees may file a complaint alleging discrimination using the established grievance process in the Personnel Policies.

5. Internal Process for complains from participants:

- a. The Executive Director (or Board President) receives the complaint.
- b. The Executive Director shall confer with the program participant, the CASA Volunteer, Volunteer Advocate Coordinator, and others involved in the case as needed within 10 working days after the complaint has been submitted.
- c. The Executive Director will provide written notification of the Executive Director's decision to the program participant within 5 working days of completion the conferences/investigation. The Executive Director may coordinate a meeting with the CASA Volunteer being present to share, discuss, and explain the written notification/decision. When appropriate, the CASA Volunteer may provide the written notification and verbal explanation without the Executive Director.
- d. If the program participant does not concur with the Executive Director's decision, the program participant has the option to request, within 10 working days, that the matter be referred to the Executive Committee, for a decision.
- e. The program participant shall receive written notification of the final grievance

decision within 5 working days of the above-mentioned Executive Committee meeting. The CASA Volunteer and Volunteer Advocate Coordinator (as appropriate) will provide verbal explanation to the service participant.

6. Internal Process for complains from employees:

The internal process for handling discrimination complaints from employees will follow the grievance process in the personnel policies.

7. Reporting of discrimination findings:

Douglas County CASA (the Executive Director or Board President) will report findings of discrimination against the agency issued by the federal or state court or federal or state administrative agency on the grounds of race, color, religion, national origin, or sex to:

- President of the Board of Directors
- Chief Judge of the 7th Judicial District
- Program officer in charge of program certification at the Office of Judicial Administration
- Executive Director of the National CASA Association
- Executive Director of Kansas CASA Association
- Grant Program Officer of Kansas Attorney General's Office
- Office of Civil Rights
- Grant Program Officer of Kansas Governor's Grants Program
- And any other funders of federal dollars not listed above

8. Staff Training on civil rights:

Staff are trained annually on civil rights. This occurs during staff meetings

9. Civil rights liaison

Executive Director. The Program Attorney may be notified and council sought for any civil rights issue. The Executive Director or Board President (or their designee) will contact the program attorney.

D. Limited English Proficiency

Recognizing that Douglas County CASA, Inc. serves individuals with limited English proficiency, the agency strives to ensure that language barriers are minimized and that all eligible persons have meaningful access to program services and benefits.

The agency identifies languages spoken and language needs, including LEP at the time of the Temporary Custody Hearing and updated over the course of the case in the case file and in our database – thus identifying LEP persons who need language assistance.

The agency will maintain a listing of options available to individuals who need language assistance and will inform them that there is no cost to them for access to these options.

As part of their orientation, new staff will receive training in working with limited English proficiency individuals and existing staff shall be kept apprised of changes in the process as they occur.

The agency will, when necessary, appropriate and possible, make available translations of written materials and will provide audiovisual materials in languages other than English.

The agency will identify potential translators and will maintain a list of individuals who are willing to make themselves available to provide translation services. Translators will promise confidentiality and will be trained, when possible, in the special areas that apply to program services.

In an emergency, friends, family members, or minor children may be asked to translate for an individual of limited English proficiency.

The agency will review this policy and its supporting procedures **annually** to ensure that it is current with the needs of the Douglas County CASA, Inc. service area.

Resources for LEP Client Services

- Seventh Judicial District Translators
- Lawrence Police Department
- Douglas County Sheriff's Department
- Community Sign Language volunteer interpreters
- Spanish-speaking staff/volunteers
- Spanish-English dictionary
- Freetranslation.com website
- Kansas Crisis Hotline's Language Line

Staff Training on LEP policy

Staff are trained annually on LEP policy. This will occur during staff meetings.

Notice of Services

Notice of services for all children including LEP persons, is provided based on the development and individual needs of the child. Normally this happens either in person or by phone by the Volunteer Advocate Coordinator, in coordination with the Child Welfare Case Manager, and often includes the CASA Volunteer. Most children are notified that a CASA Volunteer will be assigned to their case before being assigned by the court. CASA Volunteers schedule and make face-to-face contact and visit with the child as soon as possible after case assignment, and the Volunteer Advocate Coordinator accompanies the CASA Volunteer at this initial meeting.