

TRACKING YOUR CASE

Calculating Case Hours

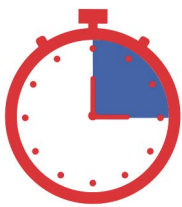
While working your cases, you will be asked to track your time and submit a log each month.

This is a very important part of your role! Our agency is required to report your hours to our regulatory agencies. These hours are tied to requirements related to funding sources for all CASA programs in the Commonwealth. Logs are also part of quality assurances to not only ensure you are working the case, but prevent liability claims, as they serve as a record of your work. Each month, logs are reviewed by your Volunteer Coordinator, and then placed in the case file.

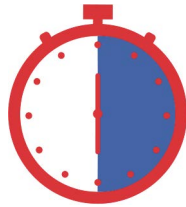
Please report ALL case hours!

- Time spent with your Volunteer Coordinator discussing your case
- Time spent reviewing case file and records
- Time spent during visits
- Time spent traveling to and from visits (even unsuccessful/attempted visits)
- Time spent making phone calls and sending/receiving text messages
- Time spent writing an email (whether you get a response or not)
- Time spent writing your CASA reports
- Time spent in court hearings
- Time spent researching an issue about your case (services, specific disability, etc.)

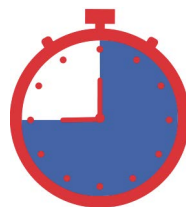
Report your time in quarter-hours and round to the nearest quarter hour:



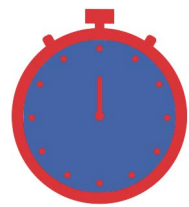
**15 minutes =
.25 hours**



**30 minutes =
.50 hours**



**45 minutes =
.75 hours**



**60 minutes =
1.00 hours**



Mark your calendars to email, fax, or drop-off your logs on the first of each month! These will be given to the Case Manager and your Volunteer Coordinator.

TRACKING YOUR CASE

Reporting Case Contacts

You must also track the number of contacts you have had with the parties and professionals on your cases. You track these case contacts on the same log as you track your hours.

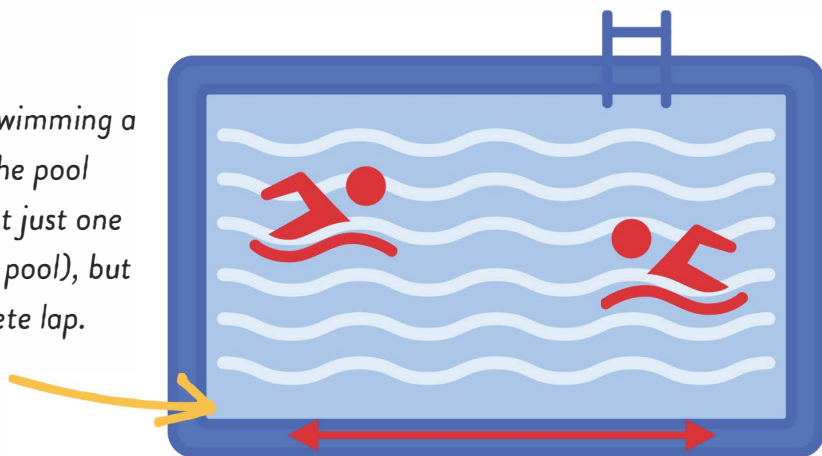
Logs are part of quality assurances to not only ensure you are working the case, but prevent liability claims, as they serve as a record of your work. Each month, logs are reviewed by your Volunteer Coordinator, and then placed in the case file.

Report all out-of-court contacts:

- If you speak to an individual, it is counted as a contact (ex. if you speak to the therapist three times that is three contacts).
- If you attend a meeting with six participating attendees, count that as six contacts.
- If you speak with someone on the phone, count that as one contact.

Though emails and text messages are not to be used as a main method of communication, it is an important way to share information with professionals or send reminders to families. For these communications, you must receive a response to your attempted contact. If you send an email or text message, and receive a response, that counts as one contact.

Think about contacts like swimming a full lap at the pool (down the pool and back). We do not count just one length (one swim down the pool), but need to return for a complete lap.



If you have more than one case, please keep separate logs for each case.