



Curtis & Co

CASA Application Adjustments



Application Overview : Section 1

Name: *		Birthdate: *
<input type="text"/>	<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>
<small>First</small>	<small>Last</small>	
Mobile Phone:	Home Phone:	Email: *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address: *		
<input type="text"/>		
<small>Street Address</small>		
<input type="text"/>		
<small>Address Line 2</small>		
<input type="text"/>	<input type="text" value="v"/>	
<small>City</small>	<small>State</small>	
<input type="text"/>		
<small>ZIP Code</small>		
Emergency Contact Name: *	Emergency Contact Phone: *	
<input type="text"/>	<input type="text"/>	
How long have you lived at your current address? *		
<input type="text" value="More than seven years"/>		

Observations:

- All information collected is relevant to gain background information on the candidate
- “How long have you lived at your current address?” is the only drop-down style metric

Recommendations:

- Allow the address field to auto populate to prevent errors
- Change date format to a calendar to prevent errors
- Data validation on all fields



Application Overview : Section 2

EMPLOYER INFORMATION

Employer: *

Occupation:

If you are not currently employed, please indicate your employment status (retiree, student, parent, etc.) in the **EMPLOYER** field and indicate N/A in remaining fields.

Supervisor Name: *

Phone:

Address:

Street Address

Address Line 2

City

State

ZIP Code

Observations:

- Questions regarding employer and supervisor information cannot be translated into metric-based questions due to uniqueness of responses

Recommendations:

- Turn occupation field into a drop-down with broader career listings
- Remove or reduce the number of questions about supervisor information unless it is necessary for a background check



Application Overview : Section 3

PERSONAL INFORMATION

Education: *

School	Degree Earned
<input type="text"/>	<input type="text"/>

Do you speak a language other than English? *

- Yes
- No

Please describe any current and previous volunteer experience over the last five years:

We are always looking to share CASA's mission locally, please list any personal and/or professional organizations you are affiliated with (i.e. local corporations, businesses, foundations, professional or civic groups, social or service groups, networking groups, churches, etc.) *

Hobbies:

What strengths do you feel you will bring to this program? *

How did you learn about Henrico CASA? *

Observations:

- Ability to translate a lot of questions into measurable fields
- Section 3 begins to target characteristics of an advocate

Recommendations:

- Degree earned can be a dropdown list
- Add a button to include other languages spoken
- Use the affiliated organization question to fuel recruitment strategies
- "How did you learn about Henrico CASA" can be a dropdown



Application Overview : Section 4

PERSONAL INFORMATION

Have you ever worked with another CASA Program? *

- Yes
- No

Will you be able to complete the required CASA pre-service training? (36 total hours + 3 hours courtroom observation?) *

- Yes
- No

As a CASA volunteer, will you be able to participate in ongoing training? *

- Yes
- No

As a CASA volunteer, will you be able to attend court appearances? *

- Yes
- No

Will you be able to make a one-year commitment to CASA? *

- Yes
- No

Observations:

- All Y/N questions, can be easily measured

Recommendations:

- Use this as an application checkpoint: if people cannot answer “Yes” to questions 2-5, redirect them to alternate positions

Application Overview : Section 5

AS A CASA VOLUNTEER, YOU WILL NEED COMPUTER SKILLS TO PREPARE AND SUBMIT REPORTS.

Do you have access to a computer? *

- Yes
- No

Are you skilled in the use of Microsoft Word? *

- Yes
- No

Do you have an email account? *

- Yes
- No

Previous

Next

Observations:

- Not skills or personality-based questions, but technology based

Recommendations:

- Necessary questions, good transition to the writing question



Application Overview : Section 6

Step 6 of 8

62%

WRITING SAMPLE

Choose File No file chosen

Max. file size: 100 MB.

A CASA advocate is required to prepare a written report for the court. Please provide a writing sample of 500 words or less, in English, to address why you would like to volunteer with Henrico CASA at this point in your life.

Previous

Next

Observations:

- Easy file upload, clear explanation of what is needed and why

Recommendations:

- No recommendations or changes



Application Overview : Section 7

REFERENCES

Please list 3 references of people unrelated to you who know you well, preferably people for whom you have worked either in a paid or unpaid capacity.

REFERENCE 1 INFORMATION:

Reference Name:

Reference Email:

Reference Phone:

Reference Address:

Street Address

Address Line 2

City

State

Observations:

- Straightforward, no redundant information

Recommendations:

- Drop-down list that asks in what capacity you know the reference could more background context to the applicant



Application Overview : Section 8

BACKGROUND CHECKS

Do you have any court cases pending in Henrico County? *

- Yes
- No

Do you have any court cases pending in any court? *

- Yes
- No

Please disclose all criminal/legal offenses of which you have been charged as an adult or juvenile and the disposition of these offenses:

Will you grant the program the authority to follow up on this information? *

- Yes
- No

This information may or may not preclude you from becoming a volunteer, but the information will be considered. **NOTE:** Your application will be rejected if you have been convicted of, or have charges pending for a felony or misdemeanor involving a sex offense, child abuse or neglect, or related acts that would pose a risk to children or the CASA program's credibility.

Observations:

- All measurable / metric based
- Necessary for application

Recommendations:

- No recommendations or changes



Alternate Advocate Applications



Alternate Applications

Status of Employment

-- Select --

Career Type

-- Select --

How did you hear about the CASA Volunteer Program?*

- Business association/affiliation
- CASA Event
- CASA referral
- Former Foster Parent
- Former Youth in State Custody
- Internet Search
- National CASA website
- Newspaper/magazine
- Professional experience worked with a CASA
- Public Advertisement (billboard, public transportation)
- Serving as a CASA in another State
- Social media

Delaware

First Name *

Last Name *

Email *

Phone

###-###-####

Gender *

Please select...

Race/Ethnicity *

Please select...

Where have you seen SFCASA? *

Please select...

Have you seen SFCASA from anywhere else? *

Please select...

Info Session Date

Please select...

Submit

San Francisco



Alternate Applications

Responsibilities



Investigate

Conduct an independent investigation by reviewing all pertinent documents and records, helping a judge learn the nuances of each child's prospective caregiver situations.



Interview

Interview the children, parents, social worker(s), foster parents, counselors, and teachers to determine the facts and circumstances of the child's situation.



Monitor

Visit the child at least once a month to monitor the well-being of the child. The CASA volunteer may be the only constant adult in the child's life.



Report

Provide findings and information for written reports to the court. Volunteers are welcome to attend hearings with their supervisor after completing our Court Etiquette training.



Recommend

Make recommendations for specific services for the child and family and advocate for necessary services which may not be immediately identified or available.



Advocate

Advocate for the child's interests in the community by bringing concerns about physical health, mental health, or education to the appropriate professionals, and assure that the child's needs in these areas are met.



Alternate Applications

ELIGIBILITY REQUIREMENTS

- Must be 21 years of age.
- Must have a telephone in the home.
- Must not abuse drugs or alcohol.
- Must be willing to undergo close screening requirements, which include a criminal background check.
- Must be willing to commit the time and effort to conducting a thorough, independent investigation of an assigned case, attending and participating in court hearings, and remaining actively involved in the case until its conclusion.
- Must be willing to commit no less than one year.

NEEDED SKILLS

- Interest in children, their rights, and special needs.
- Ability to work with families in a positive, sensitive, non-judgmental manner.
- Ability to work with a child, family members, and professionals using tact, concern, and basic human relations skills.
- Ability to keep all information confidential.
- Ability to communicate effectively both orally and in writing.
- Ability to respect and relate to people of all backgrounds in a variety of settings.
- Ability to transport oneself to a variety of locations.
- Ability to deal with hostility, anger, and other negative emotions.
- Ability to maintain objectivity.
- Ability to gather and record factual information.
- A basic understanding of child development.
- A basic understanding of family relationships.

Summary:

The volunteer is approved through a screening process that includes a fingerprint background check and must undergo extensive training before being sworn-in by the judge and assigned a case. The volunteer is accountable to the volunteer coordinator or program director who will supervise and support the case work. The volunteer is responsible for the following duties:

1. Complete an intensive independent investigation that will provide, first hand, a clear understanding of the child's situation and needs.
 - Interview the parents and any other parties who may have relevant information regarding the child's situation.
 - Have regular in-person contact with the child at least once every 30 days.
 - Talk with and listen to the child.
 - Review all appropriate records and reports.
 - Observe the child and significant others.
 - Maintain complete records about the case, including appointments, interviews, and information gathered about the child and the child's life circumstances.
2. Report findings to the court.
 - Provide the court with a signed written report containing factual information and recommendations as to the child's best interests.
 - Submit all written reports to the court in a timely manner.
 - Appear at all court hearings and testify when necessary.
 - Inform the court promptly of any important developments in the case.
3. Ensure representation of the child's best interests.
 - Identify and advocate for the child's best interests.
 - Determine if there is a permanent plan in place for the child.
 - Participate in any case conferences.
 - Attend all court proceedings to see that all relevant facts are presented.
 - Make recommendations for specific appropriate services.
 - Facilitate action from community agencies involved with the child to ensure the child's needs are met.
4. Confer with and apprise the GAL of the child's status and any changes or assistance which may be needed, requested, or recommended.
5. Act as a facilitator among the parties in order to seek cooperative solutions.
6. Monitor the implementation of service plans and court orders as designated by the court.
7. Return case files to the CASA office after the case is closed.
8. Attend training arranged by the program staff.
 - Attend and complete 30-40 hours of pre-service training.
 - Accumulate at least 12 hours of in-service training per year.
9. Consult regularly with the CASA staff concerning assigned cases.
10. Discuss preliminary findings.



Successes of Alternate Applications

- Outlines responsibilities and expectations of a CASA volunteer
- Info session sign-up is embedded and the website and seen as “first step” of application
- Most applicant information is collected through list-style questions



Curtis&Co

CASA Application Mockup



Introduction

CASA Henrico County Application

The CASA volunteer's role is one of a reporter to the court and that of impartial observed, conducting the investigation as the judge would if time permitted. The volunteer is not entitled to present a case, call witnesses, examine or cross-examine witnesses. His/her role is to function as investigator and monitor, working directly for the judge. The CASA volunteer submits a written report to the court and may testify if called as a witness. In order to do this, the CASA must investigate the facts of the case, recommend a course of action to the court, facilitate the resolution of the problems and monitor progress toward established goals.

The basic qualifications of a CASA volunteer are listed below:

1. Interest in children, their rights, and special needs.
2. Time to devote to training sessions, investigation and follow-up on a case (usually an eighteen-month commitment, averaging four hours a week).
3. Ability to work with a child, family members, and professionals using tact, concern, and basic human relations skills.
4. Ability to communicate verbally and in writing, making verbal and written reports to the court, to the program, and to other persons, as needed.

This document will walk through suggestions for the new CASA application. While Microsoft Forms does not have all the tools previously suggested, we thought this would be a good starting point to visualize where metric-based questions can be incorporated into the application.



Basic Advocate Information

Basic Advocate Information

1. Full name *
2. Phone number *
 → Use data validation here to only allow whole numbers
3. Email address *
 → Use data validation here to only email addresses
4. Date of birth *
5. Address *
 → Use data validation here to autofill addresses
6. Emergency Contact Name *
7. Emergency Contact Phone Number *
 → Use data validation here to only allow whole numbers



Basic Advocate Information

8. How did you learn about Henrico CASA? *

- Professional Association / Affiliation
- CASA Event
- CASA Referral
- Former Foster Parent
- Former Youth in State Custody
- Online Search
- National CASA Organization
- Served as a CASA in Another State
- Social Media
- Other

9. Did you attend an info session or watch a recorded info session? *

- Attended info session
- Watched recording

10. If you attended a live info session, what was the date? *

Please input date (M/d/yyyy)

11. If accepted as a CASA volunteer, indicate your availability for training sessions below: *

	First Choice Time	Can likely attend	Can not attend
January 9th 12PM	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
February 13th 8PM	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Drop-down list inspired by other CASA sites, use the answers to influence future outreach strategies

Accountability – can't submit unless option selected

Ensures that commitment to training is understood, also provides estimate of attendance for each day



Experience and Education

12. Degree Level *

- Some high school
- High school diploma
- Some university
- Associate degree
- Bachelor's degree
- Masters degree
- Doctoral degree
- Other

13. Occupation *

- Stay-at-Home Parent
- Retired
- Unemployed
- Arts
- Business
- Education
- Government / Public Education
- Healthcare
- Law
- Science / Technology
- Other

14. Do you speak a language other than English? *

- Yes
- No

15. What other languages do you speak?

Enter your answer

Add form control so that question 15 will not appear if "no" is selected on question 14

Looks to have measurable metrics and reduce some of the confusion that exists surrounding the question on the current application



Personal Information

Personal Information

16. Please describe any current and previous volunteer experience over the last five years: *

Enter your answer

17. We are always looking to share CASA's mission locally! Please list any personal and/or professional organizations you are affiliated with (i.e. local corporations, businesses, foundations, professional or civic groups, social or service groups, networking groups, churches, etc.) *

Enter your answer

18. What strengths do you feel you will bring to this program? *

Enter your answer

Aggregate responses for future outreach strategies
(which organizations to target)

Can also add drop-down of skills based on the
"Job Description of a CASA" document



Personal Information

CASA Expectations

19. Have you ever worked with another CASA Program? *

Yes

No

20. Will you be able to complete the required CASA pre-service training? (36 total hours + 3 hour courtroom observation?) *

Yes

No

21. As a CASA volunteer, will you be able to participate in ongoing training? (build out what the expectations/time commitment is) *

Yes

No

22. As a CASA volunteer, will you be able to attend court appearances? *

Yes

No

23. Will you be able to make a one-year commitment to CASA? *

Yes

No

Other

Add form control that adds a question asking "Which Program?" with a text box if "Yes" is selected

If "No" is selected for any of these answers, set an alert / flag on the application for follow up



Technical Skills

Technical Skills

24. Do you have access to a computer?

Yes

No

25. How comfortable are you with using a word processor such as Microsoft Word or Google Docs?

1	2	3	4	5
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More can be added as seen fit, the sliding scale helps give more context into skill level



Writing Sample

Writing Sample

A CASA advocate is required to prepare a written report for the court. Please provide a writing sample of 500 words or less, in English, to address why you would like to volunteer with Henrico CASA at this point in your life.

26. Writing Sample File *

↑ Upload file

File number limit: 1 Single file size limit: 10MB Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio

Restrict file type to Word or PDF, implicit test on computer skills



References

References

Please list 3 references of people unrelated to you who know you well, preferably people for whom you have worked either in a paid or unpaid capacity.

27. Reference 1 Name *

Enter your answer

28. Reference 1 Email *

Enter your answer

29. Reference 1 Phone Number *

Enter your answer

Use data validation to ensure information is entered correctly



Background Checks

Background Checks

This information may or may not preclude you from becoming a volunteer, but the information will be considered. NOTE: Your application will be rejected if you have been convicted of, or have charges pending for a felony or misdemeanor involving a sex offense, child abuse or neglect, or related acts that would pose a risk to children or the CASA program's credibility.

36. Do you have any court cases pending in Henrico County? *

Yes

No

37. Do you have any court cases pending in any court? *

Yes

No

38. Please disclose all criminal/legal offenses of which you have been charged as an adult or juvenile and the disposition of these offenses: *

Enter your answer

39. Will you grant the program the authority to follow up on this information? *

Yes

No

If "Yes" is selected for any of these answers, set an alert / flag on the application for follow up

Add a pre-question asking "Have you been charged on any criminal/legal offenses?" and add the text box is "Yes" is selected