

ARKANSAS CASA TECHNICAL ASSISTANCE VISITS

As part of the national Quality Assurance process, ARCASA will be meeting with local programs to help prepare them for the National CASA assessment. We have suggested the following activities for those Technical Assistance Visits, as well as detailing some of the questions we will be asking. ARCASA will indicate in advance if there are any particular areas of concern we want to address during the visit.

Quality Assurance Site Visit

Program:

Date of Review:

Date of Report:

Reviewer:

Participants:

Meet with Board/Advisory Council leadership *(approximately ½ hour)*

1. What is the composition of the Board?
2. How often does the Board meet?
3. What is the nomination process for the Board?
4. What is the Board oversight responsibility for the CASA program? How does it administer that responsibility?
5. Are there any training or support needs that ARCASA could assist in providing?

Meet with Juvenile Judges *(approximately ½ hour)*

1. Are there any trends in the types of cases coming before the court? What needs are you identifying?
2. How is the court using CASA volunteers? Is there a need for change in that practice?
3. What is the referral process for cases to CASA?
4. Are there any technical assistance needs Arkansas CASA can meet?

Meet with Umbrella Agency Leadership (where applicable) *(approximately ½ hour)*

1. Is the role of CASA included in the agency mission statement?
2. How does the CASA program fit into the administration of the agency?
3. How is the CASA program financed?
4. Are there any technical assistance needs Arkansas CASA can meet?

Meet with CASA Program Director

1. (For future visits) Did the program find the previous Quality Assurance process helpful? What areas were highlighted for attention? What progress has been made?
2. Are there any questions regarding program compliance with state and national standards?
3. Review areas for the visit will include:
 - Approximately 10% (or at least 5) randomly selected case files (XIIA)
 - Approximately 10% (or at least 5) randomly selected volunteer files (VIII B, C, D, E, G)
 - Case assignment and processing procedures
 - Volunteer training and management

- Data collection
- Grant reports and compliance
- Copy of last financial audit
- Examination of one personnel file for items in VIIK
- Financial records - Select one quarter since the last review and review financial records from that quarter.
 - a. Look for documentation of every expense.
 - b. Look for the original invoice, how it was paid, who signed the check, what fund it was paid from.
 - c. Look at the 941 quarterly tax reports to check payroll (if grant paying any salary).
 - d. Look at chart of accounts, and look for account numbers for the grant (what was paid from what)
 - e. Look for fund separation. Look at software to make sure it's happening there.
 - f. Look at most recent 990
- 4. How are computer files backed up?
- 5. Are there any technical assistance needs Arkansas CASA or other programs in the state can meet?

Meet with Fiscal Personnel

1. How is the CASA funding tracked? How is fund separation ensured?
2. How does the program ensure all reporting requirements are met?
3. How is the budget developed?
4. Are there any technical assistance needs the State Association can meet?

Meet with volunteers *(can be over lunch)*

1. Are there any trends in the types of cases you have been advocating for?
2. Did your training adequately prepare you for your advocacy?
3. How is the court using CASA volunteers? Is there a need for change in that practice?
4. Are there any technical assistance needs Arkansas CASA can meet?

Meet with attorneys ad litem *(approximately 1/2 hour)*

1. Are there any trends in the types of cases coming before the court? What needs are you identifying?
2. How is the court using CASA volunteers? Is there a need for change in that practice?
3. What is the referral process for cases to CASA?
4. Are there any technical assistance needs Arkansas CASA can meet?

Meet with DCFS County Supervisor or Area Manager *(optional)*

1. What best practices can you recommend in working with CASA?
2. Are there any trends in the types of cases coming into DCFS care? What needs are you identifying?
3. Are there any technical assistance needs Arkansas CASA can meet?