



Serving abused and neglected children in
Fayette, Bourbon, Woodford and Scott counties

casaoflexington.org • (859) 246-4313

Top Tips From CASA Volunteers

SYNC IT UP — File-syncing services such as Dropbox or Google Drive can be setup to let you quickly access important documents from your computer, cell phone or tablet at any time. You can put files such as your court order and regularly used forms in a synced folder. Then, if you have a few free minutes, you can easily send off email requests that require your court order using your cell phone, for example. If you need help setting up a file-syncing service, email info@casaoflexington.org.

TALK TO THE WHOLE TEAM — Recognize the power of teamwork. The more you remain in contact with the schools, counselors, rehabs, doctors, employers, social workers, etc., the better you can support and validate what your family tells you.

PAY ATTENTION — Be an active listener by making eye contact and asking questions to clarify your understanding.

DON'T OVERTHINK THINGS — Remember, you're an information gatherer, not the judge.

LOG AS YOU GO — Fill out your timesheet as you go. If you wait until the end of the month, you will forget things.

BINDERS AND DIVIDERS — Use a binder and dividers to keep all your files on a case organized. For example, dividers could be used to create sections for court order; case information and summary sheets; removal orders; your own court reports; Cabinet court reports; CASA case service plan and Volunteer Advocate Checklist; Mom's prevention plan and drug screens; Dad's prevention plan and drug screens; and your own notes from visits, calls, etc.

STAY IN TOUCH WITH THE GAL — Develop a relationship with the Guardian Ad Litem on your case. This may take some time and you may have to work around their schedule since they are so busy. Share pictures with them and regularly update them on issues and accomplishments. Invite them to come on a home visit. Share your thoughts and recommendations before court.



Serving abused and neglected children in
Fayette, Bourbon, Woodford and Scott counties

casaoflexington.org • (859) 246-4313

Top Tips From CASA Volunteers

SCHEDULE VISITS AHEAD OF TIME — With some CASA families, it works well to set up regularly scheduled home visits, such as every first and third Tuesday of the month. This can help you plan ahead, as well. Other families may need more flexibility; in these cases, you can suggest regularly scheduled visits but assure them it's OK if a future visit has to be rescheduled. Planning your visits a month in advance can help you avoid scrambling for a good time to meet at the last moment.

STAFF BONUS TIP 1 — During the pandemic, it may work well to schedule shorter and more frequent virtual visits, as long as it works well for the child and their caretakers. For example, you might spend half an hour every Saturday on Zoom with your CASA child.

USE YOUR VOLUNTEER MANAGER — Ask your Volunteer Manager for help as soon as you need direction with your case. She/he won't bite! Try asking your Volunteer Manager for advice on different ways you could connect with your kids. You'll be surprised what a different perspective can accomplish!

SELF-CARE IS IMPORTANT — If you're feeling burned out, it could be because you're putting too much thought or time into things you personally can't control. Give yourself grace. You are volunteering to help children and families in difficult situations. It's hard work; make sure you take care of yourself.

STAFF BONUS TIP 2 — Try to contact the worker on your case on a day when there isn't court. It can result in a faster response.

Access continuing education options, the CASA of Lexington Resource Directory and more at

www.casaoflexington.org