1. **What is the time commitment?**

Approximately 15 to 20 hours per month.

1. **How will my time be spent?**

The majority of your time will be spent communicating with volunteer advocates via phone, email, text and through Optima. You will also spend some time communicating with volunteers in person. If available, you may choose to attend court hearings and other case related events when the volunteers you support are unable to attend. You will spend additional time editing court reports and sending them to your Program Coordinator.

1. **Will I be required to carry a case?**

No, it’s not a requirement to take a case. If you’re currently active on a case, you may remain on it. Your current CASA Program Coordinator supervising your own case will not change. You will also be supported by a Program Coordinator in your role as a Peer Coordinator.

1. **What are the documentation requirements?**

Documentation about the volunteers you supervise and their cases must be kept in Optima. Your Optima documentation must include contact with advocates and any case activities. You’re used to documenting all case activity; this won’t be significantly more or less. You must also immediately notify your supervisor if you have a serious challenge with one of your advocates.

1. **Will I critique court reports and paperwork?**

Yes! You will be responsible for editing and critiquing court reports then submitting them to your Program Coordinator for final review and distribution.

1. **What if I’m gone for a planned absence?**

Your CASA Program Coordinator or another Peer Coordinator can be scheduled to cover your cases and be available to your CASA Advocates. Preplanning for such an event is what is essential. Program Coordinators are available to support and assist you, as needed.

1. **Are there any legal ramifications of being a volunteer coordinator?**

No. You are protected from any civil or criminal liability assuming you’re performing your duties as a Volunteer Peer Coordinator in good faith.

1. **I’m not that comfortable with computers, can I do this?**

If you are comfortable with Optima, court reports and emailing, then you can be a successful Peer Coordinator.

1. **Will geographic location be considered?**

When possible CASA Volunteers will be assigned with location in mind.

1. **Do I have to commit to be a Peer Coordinator before training?**

Great question. If you’re on the fence about participating, you are welcome to attend the training and then make a decision. Obviously, you won’t be able to start until a formal commitment is made.

1. **What if one of my CASA Volunteers can’t go to their hearing?**

First option would be for you to attend in their place (since you will know most about their case). If that is not possible, then another Volunteer Peer Coordinator or your CASA Program Coordinator would attend.

1. **I only know about a certain type of cases (i.e., older youth, infants, ect.).**

You will have the entire network of Volunteer Peer Coordinators and all the CASA Program Coordinators available to continue to ‘share the knowledge’. Many of these individuals have specialized expertise in specific issues we face in our advocacy. We will also match Peer Coordinators with advocates based on the experience and knowledge of the Peer Coordinator when possible

1. **Will I get assigned to a new Program Coordinator or will my Program Coordinator change?**

Possibly. It depends on the individual caseloads of the Program Coordinators at the time when you become a Peer Coordinator. That said, many volunteers find it useful to learn from the wisdom, success and experiences of several different staff members throughout their years with CASA.

1. **What if I can’t attend the initial training?**

Come talk to us! We will try to work with you. If we can’t work it out this time we can put you on a waitlist for our next training.

1. **How often do I have to meet with my assigned CASA Volunteers?**

We require that you have weekly contact with advocates for the first three months. After that time, you should contact them at least once each – this can be by phone or email. Most communication is by Optima, phone and email and not in person.

1. **How long do I have to have been a CASA to do this?**

We expect that you’ll have been a CASA for at least a year or so. Some CASA’s have had 3 cases, others have been on only one case.

1. **Am I required to attend court hearings?**

Whenever possible you should attend the first hearings with your CASA’s. You might attend other hearings as you are available if they are expected to be particularly challenging for the advocate.

1. **When will I meet my assigned CASA Volunteers?**

You will likely meet them in training, as many of the Peer Coordinators come to a training session to introduce themselves or assist with the training. If not, you will schedule a meeting with them after you are matched with them, just before they start working on their new case.