



# CASA Volunteer Cheat Sheet

## Outcome Assessments in Optima

### **Purpose of completing Outcome Assessments:**

It's a known fact that you are making an incredible impact on the lives of the children you serve in our community. Our goal as a program is to effectively show the impact you are making to ensure the sustainability of CASA. By completing the Outcome assessments in Optima, you are helping us prove that children with CASA Volunteers fare much better than children without a CASA Volunteer. We have made this process as practical and user-friendly as possible in an effort to obtain the information we need to best support you in your CASA role experience and clearly show that you are making a difference.

### **The BIG Picture:**

This process allows us to assess our program effectiveness and how we can continuously improve, the services, training and support that we provide to our volunteers. With better service to our most valuable players, our volunteers, the better advocacy you will provide to children.

**Who Is Responsible:** 1<sup>st</sup> CASA Volunteers

### **Frequency:**

- **Prior to each court hearing** or at the minimum, every 90 days (if the duration between the court hearing is less than 60 days)
- Your Coordinator will remind you to complete the assessments and use the information to build a Child Advocacy Plan (CAP)

## Optima

### **Prior to each court hearing or every 90 days:**

1. CASA Volunteers will complete the Outcomes assessment by logging into their personal Optima account and clicking on the "Well Being" tab
2. CASA Volunteers will fill out the assessment before each court hearing or every 90 days if the duration between the court hearing is less than 60 days
3. The outcome assessment is broken down into the following domain assessments and automatically provided according to the child's age (CASA Volunteers need to take all assessments that apply for each child they serve)
  - a. Safety, Permanence, Stability - General Advocacy
  - b. Health- Physical & Mental health
  - c. Education
  - d. Youth Advocacy

4. Upon completion of each assessment, the Optima system produces a score indicating the progress and status of each child according to each question {{red= low (poor); yellow=medium, green= high (good)}}
  - a. A line graph can also be displayed for each child by CASA volunteer and staff to visually illustrate the progress of assessments scores over time which is pulled by the Volunteer entering the date range (click on View Report)
  
5. **Child Advocacy Plan (CAP) Development:** CASA Volunteers can make action steps that he/she will take to improve the scores for each area that needs to be addressed by adding “To Do’s” in the “*To Do*” tab
  - a. Use the “due date” functions to prioritize action steps
  - b. Ensure all activities and action steps are documented in the *Contact Log* corresponding to the Advocacy area (ie. Educational Advocacy, Youth Advocacy)
  - c. Coordinators should also use this function to build the Child Advocacy Plan and keep advocacy focused
    - i. For example: Coordinators can create tasks after the case opening (contact caregiver & professionals etc), as a reminder to complete the Outcomes assessments, when to submit court reports
  
6. CASA Volunteers will use the outcome assessments as a tool to complete his/her court report and make appropriate recommendations
  
7. (Varies by Program): CASA Volunteers will refer to the Court Recommendation Guide included at the end of the Court Report Template to assist CASA Volunteers in making effective recommendations