



Standards & Quality Assurance

The goal of our local and state standards is to establish requirements that we believe will assure quality while allowing individual organizations room for creativity and innovation.

Administrative and program staff must weigh how to create efficiencies and effectiveness to arrive at the highest quality advocacy on behalf of the children they serve, related to their models, governing structure and legislated constraints. It is expected that programs make decisions related to best practices with continual reflection and evaluation of outcomes for children.

A set of quality standards to measure a program's operations demonstrate that an organization:

- Respects and protects the children it serves
- Utilizes established policies and procedures necessary for effective management
- Manages its financial affairs prudently and is committed to the principles of public disclosure
- Continually evaluates its services and operations

Our standards provide a framework for quality program management. They define the most effective overall approach to manage a particular aspect of program operation as well as requirements to operationalize the overall standard by specifying the practices that carry out the intent.

A primary goal and guiding principle of the quality assurance system is to strengthen organizations and ultimately support their efforts to provide high quality child advocacy and achieve the maximum level of excellence. The National CASA Self-Assessment tools, one for state organizations and another for local programs, are used to measure compliance with standards. Each state organization and local program participates in the self-assessment process once every four years.

Standards at a Glance

Standard 1: Program Mission and Purpose

The CASA/GAL program's purpose is to provide and promote court-appointed volunteer advocacy so that every abused or neglected child can be safe, establish permanence and have the opportunity to thrive.

Standard 2: Ethical Conduct

The CASA/GAL program upholds the credibility, integrity and dignity of the CASA mission by conducting all business in an honest, fair, professional and compassionate manner. Recognizing and respecting the sensitive nature of the work, the program maintains the highest confidentiality.

Standard 3: Inclusiveness and Diversity

The CASA/GAL program is committed to inclusiveness and diversity as essential values. It demonstrates these qualities in its own operation and promotes them in its governance, management and quality advocacy for the abused and neglected children it serves.

Standard 4: Disproportionality

The CASA/GAL program demonstrates an understanding of and is committed to addressing disproportionality issues and how they impact the children served and the abused and neglected children of their community.

Standard 5: Program Governance

The CASA/GAL program has a governing body responsible for the following: oversight of the program's compliance with all applicable laws and regulations; adoption of policies; definition of services; and guidance of program development, assuring the program's accountability to the courts and community.

Standard 6: Human Resources Management

The CASA/GAL program follows approved written policies for recruiting, selecting, training, and evaluating its personnel. Practices are in place that encourage development of a diverse, effective staff.

Standard 7: Volunteer Management

The CASA/GAL program follows approved written policies regarding recruitment; application, selection and screening; training; supervision; assignment of roles and responsibilities; and dismissal of volunteers.

Standard 8: Public Relations

The CASA/GAL program communicates with its community and other service providers about its program and the needs of the children it serves and cooperates with other agencies to plan for programs needed to serve children.

Standard 9: Planning and Evaluation

The CASA/GAL program maintains management information and data necessary to plan, deliver, evaluate and report on its services.

Standard 10: Financial, Facility and Risk Management

The CASA/GAL program manages its operations in accordance with generally accepted financial and risk management practices and applicable federal, state and local statutory requirements.

Standard 11: Record Keeping

The CASA/GAL program maintains complete, accurate and current case records and follows written policies for acceptance and assignment of CASA/GAL cases.

Standard 12: National Affiliation

The CASA/GAL program is a member of the National CASA Association and meets its standards, requirements and policies.

Standard 13: State Affiliation

The CASA/GAL program communicates, collaborates and shares information with its fellow programs in the state and is a member of or affiliated with the state organization, association or network, if one exists.

Standard 14: Program Development, Implementation and Expansion

The developing CASA/GAL program engages in a comprehensive assessment, which includes a feasibility study and implementation process that guides the program's development.