

Best Practice Protocol for Contacting Parties in a Case

The Division Caseworker

- It is written in our DCP&P agreement that DCP&P caseworkers will call us back.
- The CASA volunteer should place the initial call to the DCP&P worker. If there is no answer, leave a message detailing who you are, which case you are calling about and do not forget to ask for the resource family contact information.
- If you do not hear back from the caseworker within 2 to 3 days, place another call. You should never place more than 2 calls per week.
- Continue to try and reach the caseworker by placing 4 calls over a 2-week period.
- At the end of two weeks if you have not heard from the caseworker, place a call to the DCP&P caseworker's supervisor, following the protocol above.
- If you still do not receive a response, contact your Peer Coach for further assistance.

Foster Parents/Relative Caretakers

- The caretakers of a child are an essential contact in the case in order for CASA to see the whole child.
- The CASA volunteer should make sure to get the contact information for the child's placement from the caseworker at initial contact with DCP&P.
- The CASA volunteer will reach out to the caretaker to arrange an initial visit.
- Caretakers are often extremely busy, so the same protocol of two (2) phone calls a week for two (2) weeks should be followed.
- If you are unable to make contact, please notify your Peer Coach for further assistance.

Birth Parents/Relatives

- The CASA volunteer should make sure to get the contact information for the child's birth parents and any relevant relatives from the caseworker at initial contact with DCP&P.
- The CASA volunteer should reach out to the most relevant birth parents or parties to the case after the initial meeting with the child has taken place. Decisions on who to contact next should be made with guidance from the Peer Coach.
- The CASA volunteer should place an initial call to the birth parents but if they cannot be reached the CASA volunteer should leave the office number and the name of their Program Coordinator for a return phone call or their own personal number as they see fit.
- The CASA volunteer should attempt to call the birth parents twice a week for two weeks and advise their Peer Coach to be prepared for a return call.
- If no response is received after two (2) weeks notify the Peer Coach for further assistance.
- Make sure to check in with the DCP&P caseworker to see if they have any updated phone numbers for the birth parents.