

EXHIBIT 2

INDIANA STATE OFFICE OF GAL/CASA

PROGRAM STANDARDS

GAL/CASA PROGRAMS

1. A GAL/CASA program has a written mission statement in keeping with the mission and purpose of the Indiana Office of GAL/CASA and abides by the Indiana Office of GAL/CASA Code of Ethics and Program Standards, and is in compliance with applicable state statutes.
2. A GAL/CASA "program(s)" as used in I.C. 33-24-6-4 and 33-24-6-5 is defined as a program that provides trained community volunteers to advocate for the best interests of children who come into the court system as a result of alleged abuse or neglect.
3. A GAL/CASA program operates under the auspices of the county's court system, or is incorporated as (or part of) a not-for-profit organization. The program's legal authority is derived from IC 31-32-3 *et seq.* A GAL/CASA program has a written agreement with the Court that outlines the relationship between the Court and the CASA program. A GAL/CASA program operated under an umbrella agency has a written agreement with the umbrella agency. The GAL/CASA program has a written agreement with the local Department of Child Services outlining the working relationship between these entities; however, this requirement is waived if the GAL/CASA program has attempted to obtain an agreement with the Department of Child Services and they have refused to enter into an agreement with the GAL/CASA program.
4. A GAL/CASA program has a governing body that meets regularly (the judge(s) for court programs, a board of directors for programs that are a not-for-profit or are under a not-for-profit entity) and that is responsible for adopting its policies and procedures, guiding its development, overseeing its program of services, approving the program's annual budget, and assuring accountability to the community.
5. A GAL/CASA program provides trained community volunteers and/or program staff to advocate for the best interests of children involved in court proceedings. A GAL/CASA program recruits, screens, trains and supervises persons serving as guardians ad litem or Court Appointed Special Advocates.
6. A GAL/CASA program operates with access to legal counsel.
7. The management and operation of GAL/CASA program assures adequate supervision of GAL/CASA volunteers. The GAL/CASA program has a volunteer/supervisor ratio of 30 to 1 or less the majority of the time, absent special circumstances. Each volunteer has no more than two children or sibling

groups absent special circumstances that are approved by the GAL/CASA Director. The GAL/CASA program supervisors hold regular case conferences with volunteers to review progress on each case. The GAL/CASA program assures that volunteers have regular, in-person contact with children sufficient to have in-depth knowledge of the case and make fact based recommendations to the court.

8. A GAL/CASA program keeps written records on each volunteer applicant. All volunteer applicants are required to: complete a written application containing information about educational background and training, employment history, and experience working with children; submit the names of three or more references unrelated to the applicant; authorize the GAL/CASA program to secure a criminal check, BMV check and child protective services check; attend and participate in personal interviews with GAL/CASA program personnel; and attend all required pre-service training.

9. A GAL/CASA program has a written volunteer policies and procedures manual that is provided to every volunteer. The policies and procedures manual must include the Indiana State Office of GAL/CASA Code of Ethics and the job description/role of the volunteer. The manual must specifically prohibit a GAL/CASA from: taking a child home, providing legal advice or therapeutic counseling to a child, and making placement arrangements for the child. The manual must require the volunteer to submit all reports (or to discuss oral recommendations) to the volunteer supervisor prior to submitting the recommendations to the court. The manual must contain a transportation policy addressing whether, and under what conditions, a volunteer may transport a child. The manual must address the conditions for disciplinary action against a volunteer, and must specify the grounds for dismissal of a volunteer from the program.

10. A GAL/CASA program has written management and personnel policies and procedures, an equal employment opportunity policy, job descriptions, screening requirements for the program director and staff, a training curriculum, and keeps the required data on the operation of the program.

11. A GAL/CASA program does not accept applicants for staff or volunteers if they have been convicted of, or have charges pending for, a felony or misdemeanor involving a sex offense, child abuse or neglect, or related acts that would pose risks to children or to the program's credibility. A GAL/CASA program does not accept applicants for staff or volunteers if they have any substantiated history of child abuse or neglect with the Indiana Department of Child Services or with a child protection agency in another state.

12. A GAL/CASA program has a written procedure to allow the immediate reporting to the local Child Protection Service of a situation in which a CASA volunteer has reason to believe that a child is in immediate danger.

13. A GAL/CASA program shall be an inclusive organization whose volunteers, staff, and board members reflect the children they serve and their community in terms of gender, ethnicity, and cultural and socio-economic background.

14. A GAL/CASA program makes every effort to cooperate with other agencies to improve services for individual children and their families.

15. A GAL/CASA program keeps the statistics and data required on the operation of the program to complete the annual statistical report for the State office of GAL/CASA and submits the information to the State Office by the required deadline. A program maintains complete and accurate records for all children it serves. A program must require its volunteers to turn in their case records, including all notes and materials, when the case is closed.

16. A GAL/CASA program must send the program director or the director's designee to the annual staff and directors meeting held each year in conjunction with the annual GAL/CASA volunteer conference. The director or the director's designee must also attend the annual GAL/CASA conference and must communicate the information about the conference to all of their volunteers.

17. A GAL/CASA program must keep the State Office informed of their current phone and fax numbers, address and e-mail address and any changes in the director's position. These changes should be communicated to the State Office within one week of the applicable change. The program must also respond to phone calls for requests for information from the State Office in a timely manner.

18. A GAL/CASA program receives, disburses, and accounts for its funds in accordance with sound financial practices and generally accepted accounting principles. A program must have a written budget and/or financial statement that demonstrates that funds distributed by the State Office to the local program are being utilized in accordance with the fund distribution statute, I.C. 33-24-6-4 and I.C. 33-24-6-5.

GAL/CASA VOLUNTEERS

19. A GAL/CASA volunteer is an individual who has been screened and trained by a certified program and appointed by the court to advocate for children who come into the court system primarily as a result of abuse or neglect. A GAL/CASA may be appointed to volunteer in a divorce/custody/paternity, juvenile delinquency, guardianship, adoption or other case involving children if the volunteer has received training in these areas. A volunteer reviews records; facilitates prompt, thorough review of the case; and interviews appropriate parties in order to make recommendations on what would be in the best interests of the child. A volunteer advocates for the children being placed in a safe and

permanent home as quickly as possible and seeks to prevent any unnecessary delays or continuances of the case that would delay permanency for children.

20. A GAL/CASA volunteer is at least twenty-one years of age, and has passed screening requirements which include a written application, personal interview, reference and CPS and criminal records checks.

21. A GAL/CASA volunteer has successfully completed a minimum of thirty (30) hours of initial training that includes instruction on the court and child welfare systems; the identification and treatment of child abuse and neglect; early childhood, child and adolescent development; relevant state and federal laws; permanency planning and family preservation; cultural awareness; confidentiality and ethics; and the roles and responsibilities of a GAL/CASA volunteer. GAL/CASA volunteers shall complete at least twelve (12) hours of continuing training each year as approved by the local program.

22. A GAL/CASA volunteer does not engage in activities which jeopardize the safety of the child, the integrity of the program, or the objectivity of the volunteer; or activities which are likely to result in conflict of interest or expose the program or the volunteer to criminal or civil liability. A GAL/CASA volunteer also reviews, signs and agrees to abide by the Code of Ethics of the Indiana Office of GAL/CASA.

23. A GAL/CASA volunteer respects the right to privacy by keeping information confidential that would identify parties involved in cases. GAL/CASA volunteers respect the right to privacy of all individuals. Volunteers maintain strict confidentiality of all information related to a case. GAL/CASA programs will take all reasonable steps to ensure that volunteers also maintain strict confidentiality. GAL/CASA programs will provide training to volunteers about confidentiality and will have volunteers sign a confidentiality statement and/or policy. Neither a GAL/CASA program nor volunteers will disclose confidential information relating to a case to any person who is not a party to the case except in reports to the court and as provided by law or court order.

GAL/CASA ADMINISTRATORS

24. The administrator of a GAL/CASA program shall comply with all standards for a GAL/CASA program as herein defined. Training for new administrators will include at least eight hours of program management training provided by the State Office. The Indiana Office of GAL/CASA shall have the discretion to exempt from new administrators' training persons having at least two years experience in GAL/CASA management.

25. The administrator of the GAL/CASA program and all staff should attain twelve hours of continuing training each year as approved by the Indiana State Office of GAL/CASA. The GAL/CASA program will maintain records of continuing training

of the administrator and staff and will make these records available to the State Office upon request.