

CASA for York County

Records Retention Policy

CASA for York County maintains complete, accurate and current records for each child served, which include:

- a. Biographical or other identifying information.
- b. Background on the nature of the presenting problem or reason for referral by the court.
- c. Court reports and any court orders related to the service being provided.
- d. Social service case plan.

Records for all children served are kept up to date through current contact entries and periodic progress notes or summaries.

CASA for York County maintains copies of all volunteer reports, correspondence concerning the case, notes from telephone or in-person consultations between staff and volunteers and requires its volunteers to turn in their case records including all notes when the case is closed.

Information entered into the case record by staff shall be specific, factual and pertinent to the nature of the situation. Upon case closure a record is made of the date and reason for closure.

CASA for York County has written operational procedures, consistent with legal requirements and policy on confidential information governing the retention, maintenance, protection, destruction and return of case files when the case is closed.

Procedures shall include hard copy files are kept a minimum of seven (7) years from case closure unless there is a court or statutory requirement that dictates otherwise.

CASA for York County has established procedures for the legal and programmatic release, in writing, of volunteers when a case is closed or when a volunteer is removed from a case.

CASA for York County has procedures for the acceptance and assignment of cases.



All CASA for York County volunteers are sworn in by a judge before appointment to a case.

All cases are accepted by the program without discrimination based on gender, sexual orientation, race, ethnicity, nationality, disability or religion.

When possible, a volunteer is assigned at the earliest possible stage of the court proceedings.

The judge and the program's administrator determine which cases are to be referred to the CASA for York County program. Written referral criteria are reviewed and renewed at least every four years regularly and changed as program resources change.

All appointments and assignments are made by an appropriate written order of the court.

CASA for York County, in cooperation with the court, retains the right to determine which cases entering the court system as a result of abuse or neglect and referred for appointment, it can serve appropriately. Determining factors can include the limits of the program's resources, capacities, statutory authority and mission.

CASA for York County or the court notifies all parties and agencies involved in the case of the CASA for York County volunteer's appointment and release.

Ethnicity, national origin, race, gender, religion, sexual orientation, physical ability and social economic status are considered in the appointment of volunteers to cases. Volunteers are assigned to cases with consideration to their experience, knowledge, skills, availability and case type preference.

In determining volunteer caseload size the following must be assessed:

- a. Nature and difficulty of the current caseload and proposed case.
- b. Specific circumstances and availability of the volunteer.

CASA for York County maintains complete case assignment records including:

- a. Name of volunteer.
- b. Name of the child.
- c. Date of assignment.
- d. Date of release