

PREPARED BY: San Francisco Court Appointed Special Advocate Program 2535 Mission Street San Francisco, CA 94110 (415) 398-8001 (415) 398-8068 (fax)	FOR COURT USE ONLY
Superior Court of California, County of San Francisco Juvenile Justice Center 375 Woodside Avenue, Room 101, San Francisco, CA 94127 Civic Center Courthouse 400 McAllister Street, Room 402, San Francisco, CA 94102	
CASE NAME: PIN (if applicable):	PETITION NUMBER:
APPOINTMENT OF COURT APPOINTED SPECIAL ADVOCATE (CASA)	

The Superior Court of California, County of San Francisco, hereby appoints the San Francisco Court Appointed Special Advocate Program to provide services to:

Name of Youth: _____ Date of Birth: _____

Name of CASA Volunteer: _____

The CASA is expected to:

1. Establish a relationship with the youth, and offer the youth support and assistance throughout the case for the period of appointment.
2. Assist in ensuring that the youth receives needed services. The CASA, with approval of the SFCASA Program, is authorized to release the youth's name, date of birth and school related information as necessary to secure educational services.
3. Interview parties having significant information relating to the youth, review relevant documents, including the "juvenile case file" as defined by California Rule of Court, Rule 5.552, and submit written reports with recommendations for review by the judge.
4. Attend all necessary juvenile court hearings regarding the youth, and provide independent, factual information to the court regarding the youth, and represent the best interests of the youth while considering the best interests of the family.
5. Respect all areas of confidentiality pertaining to the case. No CASA may disclose or permit to be disclosed to a minor, members of the minor's family, or anyone else, the address or telephone number of a victim or witness whose name is disclosed to the CASA unless specifically permitted to do so by the court after a hearing and a showing of good cause.

THE COURT HEREBY ORDERS:

The CASA is an officer of the court, and is hereby granted authority to review specific, relevant documents of any agency relating to the youth. Upon presentation of this order, any agency, hospital, school, organization, division or department of the state, physician and surgeon, nurse, other health care provider, psychologist, psychiatrist, police department, or mental health clinic shall permit the above-named CASA volunteer to inspect and copy any records relating to the youth involved in this case without consent of the youth's parents.

Date

Judge, Unified Family Court
Superior Court of California, County of San Francisco



SFCASA PROGRAM GRIEVANCE POLICY

EVERY EFFORT SHOULD BE MADE TO SOLVE PROBLEMS COOPERATIVELY AND INFORMALLY BEFORE PRESENTING THEM AS A FORMAL GRIEVANCE. WE ENCOURAGE ANYONE TO CONTACT THE SFCASA OFFICE AND ASK TO SPEAK WITH THE PROGRAM DIRECTOR (OR A MEMBER OF THE STAFF AUTHORIZED TO SPEAK ON THEIR BEHALF) TO DISCUSS ANY CONCERNS. SHOULD INFORMAL EFFORTS FAIL, THE FOLLOWING POLICY IS SET FORTH IN ORDER TO PROVIDE AN OUTLET FOR COMPLAINTS AND SYSTEMATIC MEANS TO RESOLVE GRIEVANCES.

IF THE GRIEVANCE CONCERNS A CASA VOLUNTEER OR STAFF MEMBER, PLEASE SEND A LETTER, ALONG WITH SUPPORTING DOCUMENTS TO:

SFCASA EXECUTIVE DIRECTOR
2535 MISSION STREET
SAN FRANCISCO, CA 94110

- ONCE RECEIVED THE MATTER SHALL BE ASSIGNED TO A STAFF MEMBER AS APPROPRIATE. THE EXECUTIVE DIRECTOR WILL HAVE FINAL SAY IN THE MATTER.
- DOCUMENTATION OF ANY GRIEVANCE FILED AGAINST A VOLUNTEER SHALL BE RETAINED IN THE VOLUNTEER'S FILE.

IF THE GRIEVANCE PERTAINS TO THE EXECUTIVE DIRECTOR, PLEASE SEND A LETTER, ALONG WITH SUPPORTING DOCUMENTS TO:

SFCASA BOARD PRESIDENT
2535 MISSION STREET
SAN FRANCISCO, CA 94110

- ONCE RECEIVED THE MATTER SHALL BE REVIEWED BY THE BOARD PRESIDENT. THE BOARD PRESIDENT SHALL HAVE FINAL SAY IN THE MATTER.