12-2018

Resource/Activity Guide for CASA Advocates

Kathreen Lopez
California State University, Monterey Bay

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Resource/Activity Guide for CASA Advocates

Kathreen Lopez

CASA of Monterey County, Stacey Van Hoose-Gunwall & Edna Chinn

Collaborative Health & Human Services

Department of Health Human Services and Public Policy

California State University Monterey Bay

December 10th, 2018

Author’s Note

Kathreen Lopez, Department of Collaborative Health and Human Services, California State University Monterey Bay. This capstone project was created with the support of CASA of Monterey County to inform CASA advocates about activities and resources available around their community in an easily accessible location through a website. Correspondence concerning addressing this article should be sent to Kathreen Lopez, California State University, Monterey Bay, 100 Campus Center, Seaside, CA.
Title: Resource/Activity Guide Website for CASA Advocates

Abstract

CASA of Monterey County is a public non-profit organization that supports the foster youth population in “pursuing safe, permanent homes” through a volunteer advocacy program. With that being said, Court Appointed Special Advocate (CASA) youth have many needs and challenges. Some advocates feel unsure about how to adequately advocate and connect with their CASA child throughout their advocacy because there was no easy access to resources, activities, and community events information. For this reason, the resource/activity guide website for CASA advocates has been dedicated to providing advocates with a central place to access resources on services for CASA kids in regards to their education or personal needs, community events that can be attended with them, and continuing education opportunities. The success of this project was defined by the resource/activity guide being available on the agency’s website, being used by advocates, and effectively helping those advocates. Looking into the future, the hope is that the agency identify an individual to take the lead role of upkeeping the website and team drive.

Keywords: advocate, foster youth, CASA of Monterey County, services, website
Agency Description

CASA of Monterey County is a public non-profit organization that supports the foster youth population. The mission of the agency is to “ensure that abused or neglected foster children in the community have the care and services they need while pursuing safe, permanent homes. Court Appointed Special Advocates (CASAs) are community volunteers who are trained in children’s advocacy, sworn by the court to uphold those rights” (CASA of Monterey County, 2017). At the moment, CASA of Monterey County is the only agency in the county providing these services (T. Jimenez, personal communication, October 31, 2017). CASAs main role is to advocate for the child’s needs and wants, support the child with school, connect the child to resources in their community, encourage them to seek opportunities in their community and school, and restore trust. The agency serves foster youth between five and eighteen-years-old, and if they decide to stay in the system, they are served up until they are twenty-one-years-old. Currently, the agency “has over 100 foster children waiting for a CASA” (Community Builders for Monterey County, n.d.). The essence of a CASA advocate is to “get to know the children, gather information from reports and professionals, and advocate for the child’s best interests related to their education, health, living arrangements, and general well-being” (Community Builders for Monterey County, n.d.). It has been noted that “with the support of a CASA volunteer, a foster child is more likely to succeed in school, receive vital services, and find a safe, permanent home” (Community Builders for Monterey County, n.d.).
Problem Definition

<table>
<thead>
<tr>
<th>Contributing Factors</th>
<th>Problem</th>
<th>Consequences</th>
</tr>
</thead>
<tbody>
<tr>
<td>CASA does not have a clear, organized and easy way to communicate information to advocates.</td>
<td>CASA youth have many needs and challenges. Some advocates feel unsure about how to adequately advocate and connect with their CASA child.</td>
<td>Losing CASA volunteer advocates.</td>
</tr>
<tr>
<td>CASA has no easily accessible list of all resources available for advocates to use</td>
<td></td>
<td>CASA advocates do not connect with their CASA child.</td>
</tr>
<tr>
<td>CASA advocates are not all aware of age appropriate activities to do with their CASA child.</td>
<td></td>
<td>CASA child is less likely to tell their CASA advocate about concerns, risks, etc.</td>
</tr>
</tbody>
</table>

CASA youth have many needs and challenges. Some advocates felt unsure about how to adequately advocate and connect with their CASA child throughout their advocacy.

Contributing Factors to the Problem

There were many contributing factors to the problem at hand. One of the factors was that CASA of Monterey County does not have a clear, organized and easy way to communicate information to advocates. Information about events was not sent in a timely matter. For example, tickets for The 8th Annual Whalefest Monterey were emailed on January 23rd. However, the deadline for notifying the agency about wanting to attend the event was January 25th. This only gave advocates two days to ask the youth’s caregiver permission to take the youth out. Another contributing factor was that CASA advocates were not sure of all upcoming training opportunities. The last email received providing information about continuing education, which can be seen as a form of training was in October 2017. There was also an email sent in early August that included a list of continuing education opportunities in it. The email was the only email received with information about trainings and continuing education opportunities. One
issue with the dates for continuing education was that they were all on Wednesdays at 6 o’clock. The day and time could conflict with other responsibilities; therefore, it would have been nice to see a variety of days or times for different trainings.

Additionally, there was no way for CASA advocates to be aware of all the resources available for them, such as tickets to games, upcoming events, meal vouchers, upcoming trainings, etc. As mentioned before, emails were the only source of communication between the agency and the advocates, but not many check their email. Hence, the agency can look into providing advocates with information through their website. Also, information on resources were limited. For example, not many emails were sent notifying advocates about the opportunity for future trainings or the ability to gain more knowledge on foster care. Receiving one email outlining possible trainings that would occur on the same day and time can be more harmful than helpful. In the California CASA Association Impact Report for 2016-2017, it mentioned that California CASA hosted three CASA program leadership covenings and hosted three Wellness Trainings in the Bay Area (California CASA for Children, 2017). These trainings offered insight on topics such as, Commercial Sexual Exploitation of Children (CSEC), Compassion Fatigue, and Understanding Grief and Loss in Youth in Foster Care (California CASA for Children, 2017). Information about these trainings were not provided to any CASA advocate, but to the Executive Directors of each CASA agency throughout California. Even so, the Executive Director could have provided the information they received to their own advocates. Also, some emails notifying advocates about event opportunities were time sensitive, giving them limited time to respond. Sending reminders ahead of time can help promote events, get better turnout, and make better use of resources. Finally, CASA advocates were not trained in age appropriate
activities for children. Some events can be better suited for certain age groups and providing that information to advocates can help them connect better.

**Consequences**

Consequently, not solving the problem can lead to losing CASA advocate volunteers, CASA advocates having a difficulty connecting with their CASA youth, and CASA child being less likely to tell their CASA advocate about concerns or risks. Losing CASA advocate volunteers can lead to less children being represented at the court hearings by someone who actually spent time with them. This consequence would also lead the agency into having to find new volunteers. Recruiting new volunteers cannot be easy and is already difficult without having to put more pressure on it with the losing of current volunteers. In the agency’s Advocate Termination Report for the Fiscal Year of 2016 to 2017, there were 23 CASA who resigned, 2 terminated, and 27 leaves of absence (CASA of Monterey County, 2018, March 7). Out of those volunteers that resigned, 17% of them did not fulfill commitment and 26% of the volunteers who took leaves of absences did not fulfill commitment (CASA of Monterey County, 2018, March 7-Termination Report). Notwithstanding, the impact of a CASA leaving in the middle of their advocacy cannot be good for the youth. New faces all the time is already something the child is used to. As stated in the training for CASA, continuity is needed to build a foundation and trust with the child (CASA of Monterey County, 2017). Additionally, as the agency’s Average Number of Placements Report shows, for the 214 children that the agency serves, the average number of placements since assignment of first advocate was 1.51 (CASA of Monterey County, 2018, March 7). In addition, CASA advocates can have difficulty building rapport with the child if they were not informed about the issues that were important in the foster youth population.
The amount of resources that can be provided to the advocates can help them gain tools to work with such a sensitive population and help them feel more comfortable having a genuine conversation with their CASA child. For example, California CASA for Children (2017) has multiple CASA Conversations about “After 18 aka Extended Foster Care aka AB12” which can be helpful for an advocate who has had a CASA youth who was between 18-years-old and 21-years-old. Other CASA Conversations were on “Social Media,” “Rights of Foster Youth,” “Grief and Loss,” “Youth Runaway/AWOL from Placement,” among others (California CASA for Children, 2017). These conversations can be useful for advocate volunteers in the Monterey County.

**Project Description and Justification**

**Resource/Activity Guide Website for CASA Advocates**

The resource/activity guide website for CASA advocates provided advocates with a central place to access resources for services for CASA kids in regards to their education or personal needs, community events that can be attended, and continuing education opportunities. When it comes to services for CASA kids, those can be everything from educational support, such as tutoring, to extracurricular activities, community events and gift certificates for local businesses, which advocates can use for outings. For example, CASA already receives tickets for the Monterey Bay Aquarium, community plays, and other events in the Monterey area and there was hope to expand this into collecting gift certificates to local movie theaters and restaurants. These sponsorships would allow advocates to feel less pressure in having to use their own money to buy food or for certain outings.
The idea of this project was to make the guide easily accessible, and possibly web-based. For the beginning of this project, the guide began on a shared drive and eventually was planned to go on the CASA of Monterey County main website. The guide was also organized in different categories based on age, gender, and topic (T. Jimenez, personal communication, February 12, 2018). The idea behind this project was to help CASA advocates feel confident about what activities to do with their CASA youth who have many needs and challenges. Additionally, there was a need for a plan for upkeep so that when the project was finished, the agency can maintain the system and purpose. The project was to be easy to take on and continue for another CASA advocate, for any CASA staff, and for any other intern of the agency. The beginning efforts for this project was to outline the vital need, develop the structure and format, and include a plan for sustainability.

**Project Implementation Plan**

CASA of Monterey County relies on advocate volunteers. Without advocate volunteers, CASA of Monterey County would not exist. Independent Sector recently had an article about the *Value of Volunteer Time* (2018). According to this article, the estimated national value of each volunteer hour is $24.69 per hour (Value of volunteer time, 2018). In the United States “there are 63 million volunteers” who dedicate personal time to serve communities (Value of volunteer time, 2018). Although numbers do not do justice to the immense contributions of volunteers, the numbers do allow to “acknowledge the millions of individuals” and help “quantify the enormous value volunteers provide” nonprofit organizations (Value of volunteer time, 2018). Volunteers also “demonstrate the amount of support an organization has within a community, provide work
for short periods of time, and provide support on a wide range of projects” (Value of volunteer time methodology, 2018).

CASA advocate volunteers take on a 35-hour pre-service training and must commit for at least 18 months because that is how long the average case lasts (What does it mean to be a CASA volunteer?, 2018). Furthermore, an advocate volunteer “can expect to spend approximately 10 hours a month on a case” (What does it mean to be a CASA volunteer?, 2018).

As of January 2018, CASA of Monterey County had 121 advocates with 104 of them being assigned to a case (CASA of Monterey County, 2018, February 7). Using the estimated value of each volunteer hour and the information about how many hours a CASA spends volunteering, one calculated that an advocate has spent about 210 hours in the 18-month commitment. Hence, one CASA advocate would have a value of $5,184.90. Therefore, emphasizing the need to keep volunteers at this agency.

Ultimately the resource/activity guide website for CASA advocates aimed to retain volunteers and allow for better recruitment of volunteer advocates. Even so, this project was not fast and easy. Edna Chinn, the Program and Education Director provided the excel database with information about activities and resources that were helpful for CASA advocates; however, it had not been updated in about a year. Edna also provided two enormous binders with similar information as the excel database. Nevertheless, both the excel database and binders were not up to date and were not matching in information.

Entering the discussion about what was expected out of the resource/activity guide for CASA advocates, Edna gave up all creative decisions. She would be there to assist if further explanation were to be needed. Nevertheless, the creation of the website was fully up to
creativity and imagination. All Edna did was give the information that the website had to provide. As the project began to be worked on, the realization of how overwhelming this could get started. Therefore, the idea to collaborate with a fellow CASA advocate and fellow intern at CASA of Monterey County was brought up. When the idea was brought up, the effort was to allow tasks to be delegated to this fellow advocate and the vision for the website to be discussed among fellow advocates. However, this fellow advocate was unable to continue participation on this project.

In order to effectively complete this project, there were essential tasks to complete before starting the creation of the website that would contain all the resources and activities CASA advocates can do with their CASA child. For example, the agency had an excel database where the information pertaining to the resources and activities available was provided. In addition, the agency also had binders containing this information. Hence, the first step was to make sure both the excel database and the binders matched and provided up to date resources and activity suggestions. This task was time-consuming, but essential in beginning the website itself. This task was completed by the end of June 2018.

After making sure the information in both the excel database and binders were matching and up to date, the information provided for resources was categorized and the information provided for activities was categorized. Accordingly, the categories were topic/type, age, gender, and organization/program. Some of the resources/activities were able to fit under many options; however, to make the process easier, the resource/activity was only provided under one option. This task took place in the months of May, June, and July of 2018. This task was essential because CASA of Monterey County serves 123 children (CASA of Monterey County, 2018,
February 7). Each child has a different personality and different likes and dislikes. Therefore, the need to categorize information was beneficial to help advocates connect better with the CASA youth. Not to mention, the agency serves 73 female youth and 50 male youth (CASA of Monterey County, 2018, February 7). Some of the activities or resources CASA had a list of focused on one gender more than the other. Moreover, the age range for CASA kids vary from 5-years-old up to 21-years-old (CASA of Monterey County, 2017). Although, the agency had a large number of children in the age between 10-years-old and 12-years-old, activities needed to be geared towards the age of the advocate’s youth (CASA of Monterey County, 2018, February 7).

Ultimately, after all the information was categorized, the website was created. This was new territory so; trial and error took place and collaboration was necessary. The vision of how the website was desired to look was decided by playing around with the program. The website creation took place sometime in July 2018, while it was hoped it would be published and attached to the main CASA website in October 2018. A survey was created to be sent to a cohort of advocates which would give a better idea of how effective this website has been. The survey was planned to be sent at the beginning of November, giving enough time for corrections and improvements if needed. However, the website was not published, and the survey was sent out in the middle of December 2018.

An obstacle that took place during the implementation of this project was Edna wanting to change this project completely. This unexpected circumstance made for an interesting situation. At one of the continuing education trainings, Edna seemed to think that this project was too difficult to accomplish. Hence, Edna suggested making a manual as the new project. At
that moment in time, the website had already been created and on its way to being ready for feedback. Nevertheless, Edna did not know this. This situation allowed both stakeholders to come together to discuss the future of the website and the manual. At the end of the day, the website was developed, a team drive was created, and a manual for upkeeping both was written. The team drive had information and resources from continuing education opportunities for advocates who were unable to attend, the excel sheet with the list of resources and activities, and essential documents for advocates.

**Project Results**

The main goal for this capstone project was to complete the resource/activity guide website for CASA advocates. Even so, the success of this project was planned to be defined when the resource/activity guide was attached to the agency’s website, was being used by CASA advocates, and was effectively being helpful to those CASA advocates. Essentially doing its job and helping CASA advocates better connect with their CASA child. However, before all of this, Program and Education Director Edna Chinn had to approve the resource/activity guide website. Then, once it was up and running a cohort of advocates would take advantage of those resources. An email would be sent out to a cohort of CASA advocates letting them know about the new resource on the agency’s website. Consequently, after a couple weeks of having it up and running, a survey would be sent out to those advocates asking them for their thoughts on how helpful the website was and any improvements that should be made. Hopefully, the website prevented the agency from losing volunteers as seen in the agency’s Advocate Termination Report for the Fiscal Year of 2016 to 2017 when 23 CASA resigned, 2 terminated, and 27 took leaves of absences (CASA of Monterey County, 2018, March 7).
For now, the website’s main focus was to provide information about activities and resources that an advocate can do with their CASA child. Even so, personally, the hope for further development has been clear. The website has the potential to provide information about continuing education opportunities such as Commercial Sexual Exploitation of Children (CSEC), Compassion Fatigue, and Understanding Grief and Loss in Youth in Foster Care (California CASA for Children, 2017). The website can also provide information about upcoming activities that occur in and around the community in a calendar form, rather than only CASA events.

Unfortunately, while the above was planned to be accomplished by the end of this semester, it was not. The resource/activity guide website was built and updated all throughout 2018 but was not able to be published or attached to the agency’s main website. Many logistics were involved that made this “success” not possible; however, the agency hopes to soon publish the website and attach it to the CASA of Monterey County website. Likewise, the survey allowing advocates to preview the resource website was not sent until the middle of December 2018, which made it difficult to gather results on advocate thoughts about this new additional resource.

**Personal Reflection/Final Thoughts**

Looking into the future, the hope would be that the agency identify an individual who would be willing to take the lead role of upkeeping the website, team drive, and manual as needed. This capstone project was something the agency has been wanting to do for a long time, as Edna mentioned in check-in meetings. Hence, there is hope for the continuation of this project and making it bigger and better than it is currently. There is always room for improvements and this capstone project is no exception. As mentioned before, the hope would be to provide
information about continuing education opportunities and about upcoming events around the community in a calendar form that could potentially allow advocates to add instantly to their own personal calendars.

The resource/activity guide website project addressed the problem of CASA youth having many needs and challenges; hence, some advocates felt unsure about how to adequately advocate and connect with their CASA child. CASA of Monterey County had established a collection of resources and activities in a binder, which was how the agency informed advocates about what was available in the surrounding communities. Nonetheless, the agency believed there was a better and more effective way of informing advocates about those resources. The agency had imagined a project like the one described in this report but lacked a dedicated individual to focus time on this project. Taking on this project was important because this resource/activity guide would benefit many individuals involved in the agency by enhancing the likelihood of advocates becoming informed about what activities can be done with CASA youth, which can help strengthen the relationship.

This capstone project will not only benefit current CASA advocates, but it can potentially persuade individuals from the community to volunteer their time. This resource/activity guide website can essentially help find more volunteers that are willing to advocate and support foster youth in their pursuit towards academic and personal success. Many can testify that feeling supported can make an immense difference and the “national statistics show that a foster child with a court appointed special advocate spends seven months less time in foster care, meaning they get to a permanent living situation sooner” (Villa, Juan, 2015). Linda Fosler, with the support of the Monterey County Superior Courts, mentions how “children come into foster care
pretty heartbroken and traumatized, not only because of abuse and neglect but the very act of
being removed from their living situation [and] that’s where court appointed special advocates
make a big difference” (Villa, Juan, 2015). For this reason, if this resource/activity guide website
can bring more community volunteers to want to advocate and bring attention to this issue, it has
done its part in alleviating the problem.

The broader problem being tackled was foster youth not having community support. This
capstone project addresses this broader problem by allowing the advocate to make an impact
without putting too much pressure on deciding activities that can be done with CASA youth or
having to look into resources available around the community. This capstone project gives
advocates the opportunity to feel more supported and give back while continuing to be an
advocate for a foster youth who just wants to feel supported by their community.

A big fear for this project is that it will be forgotten throughout the years because other
issues take priority. For this reason, the biggest recommendation there is for the continuation of
the resource/activity website is for an individual to be designated the task of upkeeping the
website information. This capstone project definitely did its part in assisting advocates to be
informed about what communities offer that CASA youth would enjoy. It would be a waste for it
to not be continued. One of the continuing education opportunities the agency offered was a
roundtable where advocates spoke about new activities and resources the community offered.
The staff present had taken notes of the information discussed and mentioned sharing it with the
advocates. That never happened. Hence, where the fear of the website dying off comes from.
There needs to be an emphasis on selecting an individual who can take charge of upkeeping this
particular project. Ultimately, new ideas and creativity may come from it. Even if they designate
To future capstone students that will be working with CASA of Monterey County, whether that be as an advocate or as a CASM, be prepared for the heart wrenching and valuable work the agency does. With that being said, know that self-care will become important. Foster youth have gone through a lot and some of the stories can impact more than imagined. For this reason, self-care management will have to take some priority. On another note, the staff does a lot to support the youth, which may make them hard to get a hold of; however, never feel bad about reaching out to them when there is a need for additional support. It may be hard to admit there is more from them needed, but, in the end, it will enhance the work of both. Remember, it is a learning experience for the mentor and the student. No one knows how to navigate an internship or an intern, but if the student is willing to learn, there will be no reason not to succeed.

Additionally, when taking on a project, be willing to feel uncomfortable. Personally, this was unfamiliar territory, which made for an amazing learning experience. With that being said, when taking any type of project to support the agency, be prepared to learn skills unimaginable. After completing this project, skills such as website design has been added to the toolkit. Projects like these are never easy and may take a toll. Hence, make the effort to reach out to your mentor and ask for the guidance needed. If it is more comfortable to reach out to the capstone instructor, do so. The capstone instructor assigned will, without a doubt, support and advocate for whatever is needed. Remember, this new idea can impact the agency in ways that were not thought of.
That is the immense effect of interning through the Collaborative Health and Human Services major. The community work done through field experience is only the beginning.
References


CASA of Monterey County. (2018, March 7). Average number of placements report: For selected children/[organization handout]. CASA Monterey, CA


What does it mean to be a CASA volunteer? (2018). Retrieved from
Mean.To.Be.a.CASA.Volunteer.htm
## Appendix A

### Scope of Work and Timeline

<table>
<thead>
<tr>
<th>Planned Learning Activities/Assignments</th>
<th>Supporting Staff</th>
<th>Timeline/Dates</th>
<th>Deliverables</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site Visit: to discuss capstone project, such as what is expected and what information is important.</td>
<td>Caitlin; Edna Chinn, Program and Education Director; Stacey Van Hoose-Gunwall, Supervisor</td>
<td>March 14th, 2018 at 12:30pm</td>
<td>Excel Database; Activity/Resource Binders</td>
</tr>
<tr>
<td>Receive the agencies excel sheet with the information on the activity and resource opportunities.</td>
<td>Edna Chinn, Program and Education Director</td>
<td>March 14th, 2018</td>
<td>Excel Database; Activity/Resource Binders</td>
</tr>
<tr>
<td>Review activity binder, in addition to the excel database with this information.</td>
<td>Kathreen Lopez</td>
<td>Deadline: End of April 2018</td>
<td>Excel Database; Activity/Resource Binders</td>
</tr>
<tr>
<td>Review resource binder, in addition to the excel database for this topic.</td>
<td>Kathreen Lopez</td>
<td>Deadline: End of April 2018</td>
<td>Excel Database; Activity/Resource Binders</td>
</tr>
<tr>
<td>Match the binder information with the excel database information for both the activities and resources.</td>
<td>Kathreen Lopez</td>
<td>Deadline: End of April 2018</td>
<td>Excel Database; Activity/Resource Binders</td>
</tr>
<tr>
<td>Go on the excel database and check each activity and resource to see if they are up to date and still available. For example, look to see if the websites are correct or if the activities are still available.</td>
<td>Kathreen Lopez</td>
<td>Deadline: End of May 2018</td>
<td>Excel Database; Activity/Resource Binders</td>
</tr>
<tr>
<td>Categorize the activity information by topic/type. - taken from the excel database. *Some can be in multiple categories; therefore, decide if that is something to include on the website.</td>
<td>Kathreen Lopez</td>
<td>Deadline: End of May 2018</td>
<td>Excel Database; Activity/Resource Binders</td>
</tr>
<tr>
<td>Categorize the resource information by program/organization. - taken from the excel database.</td>
<td>Kathreen Lopez</td>
<td>Deadline: End of May 2018</td>
<td>Excel Database; Activity/Resource Binders</td>
</tr>
<tr>
<td>Categorize the activity information by age. - would require looking at the binder, the activities website, and etc.</td>
<td>Kathreen Lopez</td>
<td>Deadline: End of June 2018</td>
<td>Excel Database; Activity/Resource Binders</td>
</tr>
<tr>
<td>Task</td>
<td>Responsible Party</td>
<td>Deadline</td>
<td>Resource/Activity Guide Website</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-------------------</td>
<td>---------------------------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td>Categorize the resource information by gender. - would require looking at the binder, the resource website, and etc.</td>
<td>Kathreen Lopez</td>
<td>Deadline: End of June 2018</td>
<td>Excel Database; Activity/Resource Binders</td>
</tr>
<tr>
<td>Categorize the activity information by gender? - should be determined by the title, website, or binder.</td>
<td>Kathreen Lopez</td>
<td>Deadline: End of July 2018</td>
<td>Excel Database; Activity/Resource Binders</td>
</tr>
<tr>
<td>Categorize the resource information by age? - should be determined by the title, website, or binder.</td>
<td>Kathreen Lopez</td>
<td>Deadline: End of July 2018</td>
<td>Excel Database; Activity/Resource Binders</td>
</tr>
<tr>
<td>Explore wix, wordpress, and/or squarespace as a possibility to be used for this capstone project.</td>
<td>Kathreen Lopez</td>
<td>Deadline: Beginning of July 2018</td>
<td>Resource/Activity Guide Website</td>
</tr>
<tr>
<td>Draw out the vision for the website as a simple plan to follow, this would allow me the opportunity to make using wix (if that is what I use) easier.</td>
<td>Kathreen Lopez</td>
<td>Deadline: End of July 2018</td>
<td>Resource/Activity Guide Website</td>
</tr>
<tr>
<td>Contact Edna about what program the agency uses for their own website. - the program I use should be compatible with their website program.</td>
<td>Kathreen Lopez</td>
<td>Deadline: End of April 2018</td>
<td>Resource/Activity Guide Website</td>
</tr>
<tr>
<td>Start designing the website.</td>
<td>Kathreen Lopez</td>
<td>Deadline: Middle of July 2018</td>
<td>Resource/Activity Guide Website</td>
</tr>
<tr>
<td>Show draft idea for the website to Caitlin, Edna, Stacey, and any other individual who can give adequate feedback.</td>
<td>Caitlin; Edna Chinn, Program and Education Director; Stacey Van Hoose-Gunwall, Supervisor</td>
<td>Deadline: August 2018</td>
<td>Resource/Activity Guide Website</td>
</tr>
<tr>
<td>Create manual detailing how to use website in hopes of making upkeep easier.</td>
<td>Kathleen Lopez</td>
<td>Deadline: August 2018</td>
<td>Resource/Activity Guide Drive</td>
</tr>
<tr>
<td>“Website” established/published.</td>
<td>Kathleen Lopez</td>
<td>Deadline: October 2018</td>
<td>Resource/Activity Guide Website</td>
</tr>
<tr>
<td>Ask advocates to use website.</td>
<td>CASA Advocates</td>
<td>Deadline: November 2018</td>
<td>Resource/Activity Guide Website</td>
</tr>
<tr>
<td>Make edits based of feedback.</td>
<td>Kathleen Lopez</td>
<td>Deadline: November 2018</td>
<td>Resource/Activity Guide Website; Website Evaluation Form</td>
</tr>
</tbody>
</table>
Appendix B

Website Preview

[Website Screenshot]

Becoming an Advocate

Click Here to Find Out How to Become A Child’s Voice
Appendix D

Resource/Activity Guide Effectiveness Survey

First of all, thank you for volunteering to be a Court Appointed Special Advocate (CASA) for a child in the foster care system. Your kindness is making a difference.

Please take the time to fill out this short survey in hopes of getting a better understanding of how effective and useful the resource/activity guide for CASA advocates is.

Thank you

* Required

How long have you been a CASA advocate for? *

Your answer

Have you taken advantage of the Resource/Activity Guide? *

☐ Yes
☐ No
Resource/Activity Guide Effectiveness Survey

* Required

**Resource/Activity Guide - Yes**

If yes, was the Resource/Activity Guide useful in any way? *

- Yes
- No

Why or why not was the Resource/Activity Guide useful? *

Your answer

Are there any improvements you wish to suggest to make the guide more effective?

Your answer

**Resource/Activity Guide - No**

If no, is there a reason you have not used it? *

Your answer

Never submit passwords through Google Forms.