

QI Self Certification Form

Requirement for Standard	Complete	In progress	Would like a review	Do not have, need assistance
Standard 1				
Mission statement with proof and date of adoption by the governing board				
Written values with proof and date of adoption by the governing board				
Standard 2				
Court report(s) (report template and redacted samples)				
Documentation of orientation materials, including guiding principles topics for staff and governing board members (table of contents, agenda and/or materials - may be included in orientation or onboarding materials)				
Standard 3				
Diversity, equity and inclusion plan(s) with proof and date of adoption by the governing board (These plans may be separate or combined)				
Equal employment opportunity (EEO) policy*				
Anti-discrimination policy*				
Anti-harassment policy*				
Standard 4				
Conflict of interest policy with proof and date of governing board approval				
Confidentiality policy with proof and date of adoption by the governing board				

Release of information policy/protocol (this may be included in the confidentiality policy)				
Policy for protection of non-case information (this may be combined with or included in confidentiality policy or records retention policy)				
Standard 5				
Strategic plan or equivalent				
Whistleblower policy (This may be included in human resources policy)				
Executive director performance evaluation form (a copy of the blank form; see also Standard 7)				
Current succession plan for executive director position				
Statute or memorandum of understanding (MOU) that defines case assignment and acceptance, as well as working relationship with the court				
Screening application form(s) (a copy of the blank form)				
Sample application or information packet(s) for volunteer recruitment, staff recruitment and/or governing board recruitment that contains notice about background screening requirements				
Organization chart showing management structure and lines of accountability				
For CASA programs operating under an umbrella organization, an MOU between the program and the umbrella organization				
Recruitment plan or matrix for governing board				
Job descriptions for members of the governing board				
Board election and screening procedures				

Documentation of orientation materials for governing board members, including guiding principles' topics (table of contents, agenda and/or materials - May be included in orientation or on-boarding materials)				
Training and development plan for governing board				
Standard 6				
Financial Resource Development Plan				
Purchasing and inventory control policy/policies				
When applicable, Management Letter, confirmation of review of management letter and audit findings are sent to National CASA/GAL and Louisiana CASA Association				
Operational policies, manual or handbook consistent with Standard 6.D.2				
Internal financial controls policy (This may be included in operational policies)				
Financial management system (e.g. QuickBooks or Dynamics)				
Resource development policies (This may be included in resource development plan, operational policies or equivalent)				
Controls or procedures for processing and acknowledging contributions in accordance with applicable laws (This may be included in internal controls or internal financial controls)				
Plan for disposition of property in the event the program is dissolved (May be included with Articles of Incorporation filed with the state)				
Email communication policy (This may be included in communications plan, social media policy or confidentiality policy)				

Standard 7

<ul style="list-style-type: none"> • Human resources policies, manual or handbook • Human resources practices • Working conditions • Wage policies and benefits, as applicable • Insurance protection • Required and supplemental training, and development opportunities • Social media policy • Policy requiring all staff and contract workers to disclose any paid employment, contract work, volunteer service, or membership on a board of directors that might present a conflict of interest • Whistleblower policy 				
<p>Equal employment opportunity (EEO) policy*</p>				
<p>Anti-discrimination policy*</p>				
<p>Anti-harassment policy*</p>				
<p>Human resources policies or operational policies (see above) include procedures for staff grievances and appeals unless prohibited by law</p>				
<p>Complaints, investigations and responses are documented and kept separate from main human resources file for each staff person.</p>				
<p>Human resources policies include (see above) or separate governance policy that allows periodic participation by the executive director or delegate in the governing body’s review of human resources policies and for written notification to staff of any changes to the human resources policies</p>				
<p>Staff recruitment plan detailing the type and number of staff required to accomplish program goals and objectives (This may be included in strategic plan)</p>				
<p>Current succession plan for key staff ("key" staff is determined by the program - succession plan for key staff may be reflected in executive director succession plan)</p>				

Job descriptions for each staff person or group of similar positions				
Professional development plan for staff (individually or as a group)				
System for staff periodic evaluation(s) (This may be included in human resources policies)				
<p>Policies or procedures that specify conditions for disciplinary action and termination of employment, including violations of program policy and/or documented substandard performance. The program's policies and procedures specify the person or persons with authority to implement disciplinary action(s) and/or terminate employment. (This may be included in human resources policies)</p>				
Standard 8				
Recruitment plan for volunteer advocates				
Sample of standardized information used to recruit volunteer advocates				
Volunteer application (a copy of a blank form or redacted as necessary)				
Reactivation policy for volunteers who have been inactive for more than one (1) year. The written policy shall include guidelines under which a volunteer would not have to be retrained. The volunteer's file must include documentation of reactivation (This may be included in volunteer policies and procedures)				
Copy of equivalent curriculum for review and written pre-approval before use from National CASA/GAL if the program is not using the current National CASA/GAL Association pre-service training curriculum				
Procedure for acceptance and assignment of cases. (This may be included in operational policies, MOU with the court, or a separate procedure)				

Volunteer job description, roles and responsibilities (This may be included in Volunteer Policies and Procedures)				
Exceptions policy, if applicable, for in-person contact minimum requirement per Standard 8.F.5.g (This may be included in the volunteer policies and procedures)				
Policy to resolve conflicts between volunteer advocates and the program supervisor (This may be included in the volunteer policies and procedures)				
Exceptions policy, if applicable, for case assignment ratios per Standard 8.F.8 (This may be included in the volunteer policies and procedures)				
Policies and procedures for corrective action and non-voluntary dismissal of volunteers (This may be included in volunteer policies and procedures)				
Policies that specify when, and if, volunteers have access to their records and detail the procedures for review, addition and correction (by volunteers) of information contained in the record (This may be included in volunteer policies and procedures)				
Records retention policy (see also Standard 10)				
Standard 9				
Plan for public information, outreach and education				
Communications policy				
Crisis management plan				
Standard 10				
Operational procedures for data collection tool or software				
Written operational procedures, consistent with legal requirements, and with the policy on confidential information, governing the retention, maintenance,				

protection, destruction and return of case files when the case is closed				
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 (This may be included in volunteer policies and procedures or operational procedures)				
Standard 11				
If the program has an auxiliary, the program has a written agreement with the auxiliary				
Growth Plan				