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Comp 325
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Assignment 6-1

Introduction

CASA Manager is a custom developed database system used by the non-profit organization, Child Advocates for the purpose of case management. Child Advocates recruits, trains, and supervises volunteer advocates who work with youth that have been removed from their homes by the court due to abuse or neglect. Advocate supervisors use this system on a daily basis to track all activity related to a child's case. This questionnaire is designed to discover how the advocate supervisors use this tool in their day to day case management activities

Open-ended questions.

Users may have the database open in front of them to use for reference when answering the following questions. (Answers to Pilot interview are in bold)

1. On a typical work day, how much time do you spend working in CASA Manager (either entering or reviewing data)?
 - a. **3 hours**
2. Are there any regular database procedures that you do at the start of your shift? At the end of your shift? If yes, please describe.
 - a. **View tickler and notifications at start of shift**
3. Please list the five reports that you use most frequently.
 - a. **Upcoming hearings, active case list, court dates, advocate AOK status, re-listed cases**
4. Please describe the process you use for assigning a child's case to an advocate.
 - a. **I go to Open Case**
5. Please describe the process you use for closing a child's case.
 - a. **I go to Close case**
6. Please describe the process you use for re-opening/re-listing a case that was previously closed.
 - a. **I go to relist case.**
7. Please describe the process you use for matching an advocate to a child.
 - a. **I use the select child screen and enter the preferences of the advocate (such as age, gender, hobbies, etc.)**
8. Do you use the tickler feature? If so, how?

- a. Go to Casework, Close Case, and fill in date closed.
 - b. Go to Casework, Case Details, and fill in date closed.
6. Which method do you use to re-list a case that was previously closed? Circle one.
- a. Go to Casework, Re-list Case, and click on Start Here button.
 - b. Go to Casework, Case Details, and re-enter the assigned date.
7. Which method do you use for matching a child to an advocate? Circle one.
- a. Go to Menu, Select Child
 - b. Manually browse Children Waiting List
 - c. Search using Mix and Match
8. How often do you use the tickler feature? Circle one.
- a. Daily
 - b. Weekly
 - c. Monthly
 - d. Rarely
 - e. Never
9. Please circle any buttons that you NEVER use.
- a. Progress
 - b. VOCA
 - c. REabuse
 - d. +/- Outcomes
 - e. IEP Input
 - f. I&T Follow up
 - g. I&T pg 1-3
 - h. Giving Tree