



NWCASA

Volunteer Training:

Part 1

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# AGENDA

Welcome, Greeting, and

Introductions

Role Plays

Volunteer Program

# WELCOME, Greetings & Introductions

- ▶ We completed our 40-hour training back last month, we are welcoming Debby, Shravya and Joanna to the team!

# Required Material

- ▶ Civil Rights Training
- ▶ DCFS Mandated Reporting
- ▶ ICASA Center Services and Record Keeping
- ▶ Fingerprinting
- ▶ DCFS Background Check
- ▶ Volunteer Agreements

# Volunteer Program

# Volunteer Program

- ← If you haven't already, please view the volunteer handbook and sign the volunteer agreements
  - ▶ Please note: you are still required to shadow an advocate in hospital, and I will shadow you on a call. This is only for self-evaluation and for me to provide feedback. This will allow you to decide where you feel most comfortable in the new program
- ← ICASA has recently received notice of VOCA funding cuts by 47%, we do not know what this means for our agency just yet, but we are planning:
  - ▶ Combined hotline: please view next slide
  - ▶ We do not know what this means for contractual volunteers, right now funding is guaranteed until July 1. Please remember contractual shifts are only available for overnight shifts, and backup coverage

# Combined Hotline

- ← What this means:
  - ← Crisis and hospital calls from both counties will be filtered through one call center
  - ▶ Backup will be required to go to both counties
- ← Ideas/Suggestions?
  - ▶ Having two volunteers cover a shift (one from each county)
  - ▶ Can it be optional to select which calls you'd like to received? (hotline vs hospital), create a list with this information
  - ▶ Do volunteers have to cover both counties?
- ← This is a new idea, that has not yet been 100% tested.. Please come with open feedback so I can report to staff!


# Review Hospital Packets



# Role Plays

# Links to handouts

- ▶ [Volunteer Portal: Volunteer Meetings](#)
- ▶ [Civil Rights Training](#)
- ▶ [ICASA Center Services and Record Keeping](#)
- ▶ [DCFS Mandated Reporting](#)
- ▶ [ICASA DCFS Reporting](#)



You are all  
very  
appreciated,  
thank you!

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