CasaConnect Introduction

CasaConnect brings the benefits of "the cloud" to the CasaManager database suite supporting the CASA community at every level.

As a CASA volunteer you will enjoy the convenience of entering your hours anytime, anywhere, knowing you are helping your agency save staff time and administrative costs.

CasaConnect is built into CasaManager - the volunteer and case management system designed specifically for CASA agencies and in use throughout the United States.

This guide explains how to activate your volunteer subscription, enter your volunteer hours and case notes which are then sent to your agency and imported automatically into their CasaManager Data Management system.

Only your agency sent you an email or printed invitation to join CasaConnect. This invitation contains your unique registration key that will be used to ensure your notes and hours are imported correctly to your record with your agency.

Once you have activated your own CasaConnect account you will immediately be able to enter your hours. The agency, at their option can also turn on the case note and monitoring features.

If you have any questions or feedback once you are logged onto CasaConnect, click the Forum button to post a note. This note can be viewed by the CasaConnect community and the developers. Check back on the Forum page to see comments related to your posting.

Why Track Volunteer Hours
Government agencies and the National CASA Association consider volunteer hours evidence of CASA impact and effectiveness.   Accurately reporting volunteer hours helps to secure and protect Local, State, and Federal funding for our CASA program.

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If you want to make changes to your note submission, contact the agency. They can make the changes for you once the notes are imported into the agency's central database.

Advisory: If this field is left blank, the default source will be your name.

Advisory: Notes are not editable after submission. Unlike hours, notes are not stored in the cloud but are delivered once a day to the agency. If you need to edit or correct a submitted note, contact the agency and they will either make the change for you or delete the note and ask you to re-submit it.

Getting Started with CasaConnect

You should have received from the CASA agency a registration key which looks something like: CC1-xxx-xxx- xxx. If you did not receive this key or have lost it, call your agency and ask them to send it to you again.

1. **Log in** to the CasaConnect website:

    www.casaconnect.info

2. Click the **Join** button and enter the Registration key (you will do this only once)

3. Click the **Continue** button.

4. **Create your account:** Enter your full name, a user name and password.

Advisory: Your password must be at least six (6) characters in length, have at least one capital letter, one small case letter and one number.

You can click the "reveal box" to see the password you have entered to be sure.

Passwords cannot be retrieved if lost or forgotten. If this happens, call your CASA agency and ask them for a temporary PIN code which will allow you to log on and create a new password. They can generate this PIN code for you once they log on to CasaConnect. (There is a video that demonstrates how this is done if they have questions.)

Accessing CasaConnect

You can enter hours (and case notes) from any device that connects to the Internet—smart phone, tablet, or computer.

The same data entry method applies to Non-Case Related Hours, Casework Hours, VOCA hours, and Case Notes if your agency has enabled the notes feature.

1. Connect to the Internet and launch the website: www.casaconnect.info

2. Click the Log In button

3. Enter your User Name and Password

Advisory: If you forgot your password, contact your agency and ask them to send you a temporary PIN.

Home Page Overview

From the home page you will be able to access the various areas of CasaConnect. You will also be able to see the number of days left in your trial or subscription. Click on the buttons/drop down menu to navigate to the various areas of the site.

Hours	Notes	Forum	My Account	Support	Log Out
Independent Training	Comments, reports, observations	Read Post	Details	Help Screen	Click to log out
Non-case related		Add Post	Change Password	Manuals	
Case work			Subscribe		
VOCA Hours					
Hours Report					

Hours Entry

In this section you will learn how to enter hours and case notes using the CasaConnect service. First it is important to understand the difference in Hour Types—independent training hours, non-case related hours, VOCA hours (if applicable), and volunteer spent working with children and family groups.

CASA agencies are required to keep an ongoing tally of all the hours that are donated to their agency to prove to National CASA as well as their funders that they are performing their mission and meeting their goals to benefit abused and neglect children. Government agencies and the National CASA Association consider volunteer hours evidence of CASA impact and effectiveness.

Accurately reporting volunteer hours helps to secure and protect Local, State, and Federal funding for our CASA program. Your hours are critical to the financial health of the CASA agency. Thank you for using CasaConnect!

Types of Hours

Read each section below to determine the type of Volunteer hours you will record with the agency.

INPUT FIELD	DESCRIPTION
Independent Training	This section is used to record Volunteer hours related to independent training time you have spent continuing your CASA education out of the agency. Every CASA is required to have a minimum number of hours of on going training each year. Training that you acquire outside of what your agency offers qualifies as "independent training". Check with your agency to see what qualifies for independent training. This may include seminars, books, and movies.
Non-Case Related	This section is used to record hours related to service to or for the agency. These are hours you donate to your agency that do not involve direct service to a child or children. Typically the work may be in the office, on a special event, as a board member, fundraiser or any activity you do on a voluntary basis that benefits the agency.
Case Related	This section is used to record hours related to time spent with the child/family group. Each child is given a unique child ID number so that hours you donate can be applied to the correct child in the agency's database. If you have more than one child, check with your agency as to which child ID goes with which child. If you want to submit hours for a whole family group, choose one child as the family representative and enter the total hours on this one child ID. Hours are entered by child ID but tallied by volunteer for reports.

VOCA Hours	If the agency receives VOCA funding (Victim of Crime Act), you will be asked to submit hours for their VOCA funding report. Specific children are funded by VOCA so for this report you will need to enter hours for a specific child or children.

Entering Volunteer Hours

The same data entry method applies to Non-Case Related Hours; Casework Hours; and VOCA hours.

If you are a visual learner, click the movie camera icon at the tope of the Hours Input screen to see a video about how to enter your hours.

About Data Entry Field & Definitions

For a complete description of each field on this page, please see the Appendix: Hours Data Entry Field Descriptions. It might be a good idea to print the last page of this manual and keep it handy.

About Child ID Numbers

The child ID will appear in the pop-up list automatically. If there is no child ID in the list it is likely that the agency has not uploaded this information yet and it will appear the next day. If you can't wait, and you know the child ID, you can manually type it in the field to the right of the pop-up list.

Advisory: If you do not know your child's ID number, do NOT guess. The hours you submit will not be attributed to the correct child/family group if you guess at the child ID number. Please contact your agency if the child ID number does not appear, or if you do not know it.

About Family Groups

For a family group, you have the option of entering the hours for each child or selecting ONE child to represent the entire family group and entering the total number hours on that one chid's record. To funders, agencies report on hours by volunteer, not individual children.

You can enter four instances of service for one child or four instances of service for different children in the family at one time. Click the Submit button to submit the hours and repeat the process as many times as necessary.

How to Enter Hours

1. **Log into** www.casaconnect.info from any device that connects to the Internet.

    Power User Tip: If you are using a tablet or smart phone to enter hours, use the following website that has been optimized for smart devices: www.casaconnect.info/mobile

2. Click the **Hours** link on the main menu bar and begin entering applicable fields.

    To credit case-related hours: Select the correct unique child ID number. For a family group, select a single child's unique ID number to represent the whole family.

3. Click the **submit** Confirmation button after you have reviewed your entry and are sure you want to submit your hours to the agency.

Advisory: Once hours are submitted they cannot be edited. If you have submitted a mistake, call your agency. They can edit the record for you directly in their database.

Print Hours Report

You can view three (3) months worth of hours submitted on the Hours Report. You can print out your hours for your own records or sign and send them to the office if that is required by your agency. To print your report, simply click the **Print Page** button

Advisory: Hours are stored on the server for three (3) months. Be sure to click the "Print Page" button if you want to keep a personal log of time donated. To clear the hours, click the "Tidy up" button.

Tidy Up Your Hours

You can remove hours from this report that you have previously submitted. Simply "tick this box" as illustrated and click the "Tidy Up" button. This will remove hours from the cloud only. The hours that you previously submitted have already been recorded in the agency's central database. We suggest you make a pdf or print an hours report every month then, "Tidy Up!"
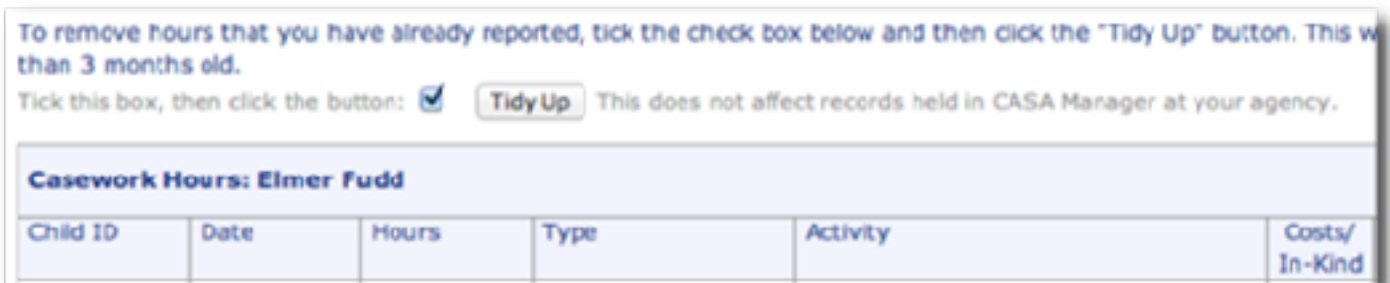
The total number of hours you have donated to the agency are stored in the agency's central database. The agency can send you a report for all of the hours you have submitted at any time.

Advisory: CasaConnect's primary purpose is to transmit hours and notes to your CASA Agency. It was not designed as an unlimited repository for hours or notes. For server maintenance purposes, the hosting company reserves the right to purge hours that are more than 3 months old without notice.

Hours, once submitted to the agency are stored permanently in the agency's database. if you find your hours have been purged from the Hours Report screen before you had a chance to print them, contact your agency directly and ask that they provide you with a report of your hours as submitted.

Notes Entry

Typically you will keep notes for your own reference in preparation for the writing of your court report. Most agencies do not need to see your case notes. However, some agencies like to receive progress reports/notes from their volunteers.

Note Entry is an optional feature your agency can make available to you if they desire.

When the notes feature is enabled, you will see a "Notes" link in the main menu bar. *If you do not see this link and wish to submit notes via CasaConnect, please contact your agency and ask them to, "enable the notes feature."

Advisory: Due to the confidential nature of note entries, they are **NOT stored up in the cloud.** They are encrypted once you click the Submit button and imported into CasaManager when the agency retrieves Volunteer submissions.

If you want to make changes to your note submission, contact the agency. They can make the changes for you once the notes are imported into the agency's central database.

Entering Case Notes

1.   Click the **Notes** button on the main menu bar

2. Add the date

3. Select to whom the note should be attributed. Notes can be submitted for one or the other - your choice!

- **One Child:** For a note that pertains to a single child in a sibling/family group, use the Child ID field.

- **All Siblings:** For a note that pertains to ALL siblings in a family group, use the Family ID field.

4. Specify the source of the information and their phone number.   The source is the person who told you the information. e.g. Psychologist, Physician, School Principal, or You

Advisory: If this field is left blank, the default source will be your name.

5. Enter the note. There is no character limit; the note can be as long or as short as needed.

6. Click the submit button.

Once submitted the notes are immediately encrypted and bundled for delivery to the agency.

Advisory: Notes are not editable after submission. Unlike hours, notes are not stored in the cloud but are delivered once a day to the agency. If you need to edit or correct a submitted note, contact the agency and they will either make the change for you or delete the note and ask you to re-submit it.

How to Subscribe to CasaConnect

From the main window you can see the number of days remaining on your subscription. To subscribe to this convenient service simply click the "Subscribe" button. Subscribing to CasaConnect helps your agency offset the Administrative costs of paying staff to enter hours you could enter yourself for them. Everyone wins!

7. Log into **www.CASAconnect.info**

8. Enter your **User Name** and **Password** (or the temporary PIN code provided to you by the Agency).

9. From the Welcome screen, click on the **My Account** link.

10. Click on the **Subscribe** sub-link. The subscribe link takes you to the License Agreement Screen.

11. Read the License Agreement then **Check box** for **I accept the license agreement** and click the **Continue** button.

12. Select Payment Option:

- **Buy Now:** to purchase a 12 month subscription
- **Redeem Coupon:** Enter the coupon code the agency provided to you and click the **Redeem** button

Data Entry Field Descriptions

*Idea....*Print only this page and keep this next to your computer if you need to be reminded about the definition for each field and how the agency uses it.

Input Field	Description / Data Entry Guidelines
Date	Enter the date of the visit or activity as: MM/DD/YYY.
Child ID / Family ID	Choose the unique ID number for either the child or the family group. You can enter hours for each individual child in a sibling group; or you can enter ALL hours for a sibling group and post against one child in the family. National CASA is concerned with bulk hours, vs hours for each child. It is up to the agency how to direct you to enter hours.
Hours	Enter the amount of time donated per activity type. Increments of an hour should be entered in 15 minute increments at a minimum. Follow this formula: .25 = 15 minutes .50 = 30 minutes .75 = 45 minutes 1 = 1 hour *if time is > 1 hour, use the same formula logic: 1.5 for one-and-a-half hours*
$ Cost	Enter and direct cost/s incurred related to the activity. For example, $25 registration fee to attend a conference. Enter whole numbers and do not use the dollar symbol—enter 25 for $25 dollars.
$ In-Kind	Check with your agency on how they want you to submit in-kind donations. If they allow the use of this field, enter whole numbers and do not use the dollar symbol—enter 15 for $15 dollars.
Mileage	If applicable enter total miles traveled related to the activity.
Type	Select the type of contact by clicking on the arrow and choose from the list provided. If you do not see your activity type, select "Other" and enter a brief description.
Visits	This is the total number of visits you had with the child/ren or sibling group.
# of Professional Contacts	This is the total number of professionals you have contacted on behalf of the child/ren or sibling group case. (E.g. Physician, Phycologist, Attorney, Social Worker, etc.)
Topic of Activity	Enter topic of activity type when appropriate. Be BRIEF here. If you have a long note or comment, use the Note data entry screen. A typical note reads: Board Meeting; or Field trip; or Wrote Court Report.