

STAY SANE – **RETAIN** your Advocates!!!

Whether you keep an Advocate is often a choice that is made by staff.....

- Do you talk to them “nicely”...OR do you give them the “**RED CARPET Treatment**”?
- Do you “communicate” with them on a regular basis OR do you “**CONNECT**” with them each and every encounter?
- Do you “share the facts”...OR do you **BUILD** “Bridges of insight”?

RED CARPET TREATMENT

- Lunch during training - AC take turns eating lunch and “chatting” with the group - listen to who **THEY** are, what **THEY** want from the volunteer experience.
- Boots & Bandana – recognize **Advocates** at February Fundraiser – huge applause
- THANKSgiving Celebration Dinner – speaker, dinner prepared, china & crystal, and served by Board, small gift, each AC says one nice thing about each **Advocate** as they come up front for gift
- STOP working when they come in and **FOCUS** on **THEIR NEEDS**

CONNECT

- What is difference between communicating and **CONNECTING** with them? Short game
- Make notes about **THEIR** personal life (either in your mind or on paper)
- Access to **BLUESTAR Advocate notebook** notes from initial interview, picture, previous AC Survey
- Find out if **THEY** prefer text, call or email and FOLLOW which way **THEY** prefer to communicate with you. 3 points for court notecard
- Cards
 - **Birthday cards** signed by AC & ED mailed out right before Birthday
 - **Anniversary cards** signed by entire staff
 - **Thank You notes** at least once a year from AC,
 - **Postcard** after rough/great court day by ED
- When AC calls to ask for report, timesheet, etc., ask how XYZ is going in **their** life
- Twice a year – pick 2 slow months – call twice a year to THANK **them** for **their** hard work



BUILD BRIDGES OF INSIGHT

- Examples of telling facts vs. building bridges of insight
 - **Reason** for needed information or action
 - **Why** we **DEPEND** on Advocate
 - **Resulting** in XYZ for child/case
 - **Share** hopeful outcome, big picture, and how it pertains to your request
- USE **Bridges of insight** when you ask Advocate to do something on the case – IT WILL WORK!!
- If AC attends ANY meeting or gets ANY info from CPS, **CALL Advocate ASAP!!! NO EXCEPTIONS!**
- Whether it is with CPS, AAL, DR, School, Fostering Future or Finding Family – Advocates **MUST** know about action taken or learned the **DAY IT OCCURS**
- **Results** you will receive:
 - **Cement Advocate dedication** to letting AC know what is happening in case
 - **Teamwork**
 - **Accountability** to specific person – AC

Every child needs a hero
in their life, but a **CASA**
child needs a **Super Hero.**