A decorative graphic on the right side of the page. It features three overlapping circles of varying sizes, each composed of concentric rings in shades of blue. Two thin, light blue lines intersect at the top left and extend diagonally across the page, framing the circles.

**Citizen Review Board  
Volunteer Board  
Member Policy and  
Procedure Manual**

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Volunteer Board Member Policy and Procedure Manual  
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## **MISSION AND VISION STATEMENTS**

### **THE CRB VISION**

Citizens will shape public policy and actively promote conditions which ensure:

- every child lives in a safe, secure, healthy and permanent home, preserving families whenever possible, and
- youth offenders become successful and productive members of society.

### **THE CRB MISSION**

The mission of the Oregon Judicial Department's Citizen Review Board is to:

- conduct case reviews of children and youth in substitute care to ensure that appropriate services and plans are in place;
- deliver findings and recommendations to the juvenile court, agencies and parties; and
- advocate for change in policies, procedures and laws to improve the child welfare and juvenile justice systems.

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| <b>SECTION: RECRUITMENT</b> | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: N/A</b>      |                                     |

**PURPOSE:**

To ensure:

- compliance with ORS 419A.092(1);
- prospective volunteer board members are recruited from diverse populations; and
- citizen review boards have a sufficient number of volunteer board members.

**AFFECTED PERSONS:**

Field managers, volunteer resource coordinator(s), and prospective volunteer board members

**POLICY:**

In order to ensure adequate citizen input, and meet the intent of statute, the Citizen Review Board (CRB) shall recruit a sufficient number of volunteer community members with special interest, knowledge, and concern for children in foster care. In addition, volunteer board members shall, as far as practicable, represent the various socioeconomic and ethnic groups of the area served. Each board shall be made up of at least three and no more than seven volunteer board members. If there are more than five volunteer board members on a board, the additional volunteer board members shall serve as alternates.

Recruitment efforts shall be multicultural and targeted to those characteristics required by statute.

Volunteers must be domiciled or employed within the counties of the court that they are appointed to serve. In addition, the following persons are not eligible to serve as volunteer board members:

- a person providing child protective services employed by the Department of Human Services (DHS);
- a person employed by the Oregon Youth Authority (OYA);
- a person employed by any private agency regulated, certified, directed or licensed by or contracting with DHS or OYA; or
- a person employed by any juvenile court.

**PROCEDURE:**

- Assess board composition
  - Field managers should regularly assess current board composition and determine any gaps in representation. Recruitment efforts must be in relationship to current and anticipated volunteer board member vacancies.
- Involve volunteer board members

- Because prospective volunteer board members are often recruited by current volunteer board members, field staff should include volunteer board members in the recruitment process.
- Field staff must inform current volunteer board members of recruitment needs and of the next orientation training.
- Field staff may request volunteer board members share their experience with the CRB program with media outlets. Volunteer board members may not take a position on any issue as a representative of the CRB program unless authorized by the CRB director.
- Advertise in local media
  - Use local newspapers to announce recruitment efforts and/or upcoming training (press release, letter to the editor, volunteer listing).
  - Use local TV and radio stations for public service announcements.
  - Use Citizen Review Board (CRB) recruitment materials including posters, brochures, and pamphlets.
  - Use online social networking and volunteer match websites.
- Develop community contacts
  - Since recruitment involves community awareness, field managers are encouraged to speak to advocacy groups, businesses and other service organizations about the CRB.
- Build partnerships
  - To gain public awareness for the CRB, field managers should collaborate with other community partners and stakeholders.
- Multicultural recruitment efforts
  - Recruiting volunteer board members from specific cultural backgrounds requires respectful, culturally responsive networking efforts. Multicultural recruitment efforts must focus on relationship building and information sharing.
    - Assess local dynamics for any specific group you are focusing your recruitment efforts toward.
    - Partner with agencies and advocacy groups that already have an established relationship within the community and can support the board's multicultural recruitment efforts.

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| <b>SECTION: APPLICATION AND SCREENING</b> | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: APPLICATION</b>            |                                     |

**PURPOSE:**

To ensure:

- compliance with ORS 419A.092(1); and
- all community members interested in serving as volunteer board members are afforded equal opportunity to be considered for a volunteer board member position.

**AFFECTED PERSONS:**

Field managers, volunteer resource coordinator(s), and prospective volunteer board members

**POLICY:**

The CRB shall use techniques which are designed to select persons who are best suited to perform the work of the CRB. All prospective volunteer board members will be selected through a standardized application process.

**PROCEDURE:**

- Once a community member has expressed interest in volunteering with the CRB and has requested an application packet, they are considered a prospective volunteer board member. The application packet is sent by the volunteer resource coordinator, obtained in electronic format on the CRB website, or obtained through field staff.
- The application packet shall include the following documents, either in electronic or paper format:
  - Cover letter
  - Application
  - State of Oregon Conditions of Volunteer Service
  - Volunteer Board Member Position Description
  - The most recent annual report, if available
  - The most recent newsletter, if available
- When the completed application is received by the volunteer resource coordinator, it is forwarded electronically to the field manager of the appropriate county for review.



- When the application packet has been received, the prospective volunteer board member shall be notified by the volunteer resource coordinator. This notification shall detail when the prospective volunteer board member can expect to be contacted by the field manager in that county.

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| <b>SECTION: APPLICATION AND SCREENING</b> | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: INTERVIEWING</b>           |                                     |

**PURPOSE:**

To ensure each prospective volunteer board member participates in a thorough interview to determine advancement to the orientation training level.

**AFFECTED PERSONS:**

Field managers and prospective volunteer board members

**POLICY:**

The CRB shall use a formal interview process to determine whether a prospective volunteer board member should advance to orientation training.

The interview will provide an opportunity for the field managers to educate the prospective volunteer board member as to the purpose, authority, roles, and responsibilities of a volunteer board member. The opportunity for inquiry or clarification of these topics will also be provided to the prospective volunteer board member at the time of the interview.

Reasons for recommending against advancement to orientation training will be documented and kept on file consistent with the Oregon Judicial Department Records Retention Policy.

**PROCEDURE:**

- Within two weeks of reviewing the application, the field manager shall contact the prospective volunteer board member to discuss the application. If the prospective volunteer board member and field manager wish to continue the application process, they will schedule a face to face interview and a board observation.
- Field managers will use a formal interview process that includes the completion of an interview form. (See Sample Interview Questions and CRB Volunteer Board Member Interview Form in the Appendices).
- The interview will be conducted within 30 days of contacting the prospective volunteer board member or as soon as mutually agreed upon.
- At the time of the interview, the field manager will begin the process of educating prospective volunteer board members as to the purpose, authority, roles, and responsibilities of a volunteer board member.

- At the time of the interview, the field manager shall provide the reference forms to the prospective volunteer board member, and explain their importance, and how they should be distributed and returned.
- The interview will also provide the prospective volunteer board member with the opportunity to make inquiry as to the responsibilities of being a volunteer board member.
- Within seven days of the completion of the interview, the field manager will forward the completed CRB Volunteer Board Member Interview Form to the volunteer resource coordinator.
- The CRB Volunteer Board Member Interview Form shall be filed, and maintained in accordance with the Oregon Judicial Department Records Retention Policy.
- If a prospective volunteer board member is not recommended for advancement in the application process, the field manager shall alert the volunteer resource coordinator and document the reasons for this recommendation on the CRB Volunteer Board Member Interview Form.

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| <b>SECTION: APPLICATION AND SCREENING</b> | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: CRIMINAL HISTORY CHECK</b> |                                     |

**PURPOSE:**

To ensure citizen review boards are comprised of members who have no criminal record that would render them unsuitable or inappropriate for service.

**AFFECTED PERSONS:**

Field managers, volunteer resource coordinator(s), and prospective volunteer board members

**POLICY:**

The CRB shall conduct a criminal history check on each prospective volunteer board member prior to advancing the prospective volunteer board member to orientation training.

**PROCEDURE:**

- Once the application is received, the volunteer resource coordinator will complete a criminal history check on the prospective volunteer board member.
- If the volunteer resource coordinator discovers cause for concern about a record, the application process will be discontinued until the director has determined how to proceed.
- If it is decided that the prospective volunteer board member should not advance to orientation training due to a criminal record, a letter will be sent by the CRB director notifying the prospective volunteer board member of that decision. The director shall forward a copy of the letter to the volunteer resource coordinator to be maintained in the volunteer board member's file in accordance with the Oregon Judicial Department Records Retention Policy.
- If there are no records of concern, the field manager will schedule the prospective volunteer board member for orientation training through the volunteer resource coordinator.

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| <b>SECTION: APPLICATION AND SCREENING</b> | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: REFERENCES</b>             |                                     |

**PURPOSE:**

To ensure citizen review boards are comprised of suitable, qualified, and competent members.

**AFFECTED PERSONS:**

Field managers, volunteer resource coordinator(s), and prospective volunteer board members

**POLICY:**

The CRB shall complete reference checks on all prospective volunteer board members prior to advancing the prospective volunteer board member to orientation training.

**PROCEDURE:**

- Prospective volunteer board members shall provide the name and contact information of three individuals to be used as references. Two of the three references shall not currently reside with the prospective volunteer board member, nor shall they be related to the prospective volunteer board member in any way.
- After the interview has been completed, the field manager shall contact, via telephone, at least two of the three references listed on the prospective volunteer board member's application.
- While completing the reference check, the field manager shall fill out and submit the Volunteer Board Member Reference Check Form through the CRB website for each of the references checked.
- The Volunteer Board Member Reference Check Form will be kept on file in accordance with the Oregon Judicial Department Records Retention Policy.
- In the event that the field manager is unable to contact two references, the field manager shall notify the volunteer resource coordinator. The volunteer resource coordinator will then contact the prospective volunteer board member and request the name and contact information for additional references.
- In the event that the field manager is still unable to contact the required two references, the director must grant approval to proceed to the orientation training, however, the additional reference must be received prior to the appointment of the board member. Such approval must be documented in the CRB Volunteer Database.

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| <b>SECTION: TRAINING</b> | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: N/A</b>   |                                     |

**PURPOSE:**

To establish expectations for initial and ongoing training to be required of all volunteer board members.

**AFFECTED PERSONS:**

Field staff, lead trainer, volunteer resource coordinator(s), volunteer board members, and prospective volunteer board members

**POLICY:**

The CRB shall offer training opportunities that will enable volunteer board members to learn and maintain skills necessary to perform their role as volunteer board members.

**Initial Training:**

In order to be appointed to serve as a volunteer board member, a prospective volunteer board member must successfully complete the CRB 16-hour Orientation Training established and approved by the Supreme Court of the State of Oregon.

**Ongoing Training:**

In order to continue to serve after their initial year, volunteer board members are required to obtain and record a minimum of eight additional hours of training annually, one of which shall be specific to cultural responsiveness. This training must be approved by field staff.

**PROCEDURE:**

Per ORS 419A.092 (2), "prior to reviewing cases, all persons appointed to serve as local citizen review board members must participate in a 16-hour orientation training program established and approved by the Supreme Court of the State of Oregon. In addition, each local citizen review board member must receive eight hours of training annually."

- Prior to appointment, each prospective volunteer board member must successfully complete the 16-hour CRB Orientation Training.
  - The prospective volunteer board member can be registered for the training that is most convenient for them based on the annual orientation training schedule.
  - The 16-hour training meets the training requirement for that calendar year and no additional eight hour training is required.
  - After completing the 16-hour orientation training the written recommendations of the lead trainer shall be forwarded to the field manager based on the

prospective volunteer board member's performance during the training. The recommendation of the lead trainer will include a point value based on the following scale:

- 1 (One) – The lead trainer believes that the person is ready to proceed to the appointment process, and has no major reservations for this applicant.
  - 2 (Two) – The lead trainer believes that the person could proceed with the appointment process, but there are some minor reservations about which the lead trainer wants the field manager to know.
  - 3 (Three) – The lead trainer has major reservations for proceeding to the appointment process for this person, and believes that the person should not move forward. The field manager will be responsible for communicating this information to the prospective board member. If the field manager thinks differently, he or she will need to consult with the CRB Director, who will make the final decision.
- 
- Each volunteer board member appointed to serve on a board must complete eight hours of training annually, one of which must be related to cultural responsiveness, as described in the following section of this manual. To satisfy the requirement, the CRB will provide statewide and regional trainings as funding permits. In addition, field staff members will facilitate local training events and notify volunteer board members of other training opportunities available in the community. The volunteer resource coordinator and the CRB website have training resources that can be accessed, including: books, manuals, videos, and other training materials.
  - Additional Training Opportunities: Training may be initiated by a volunteer board member but the type of training and number of hours reported must be approved by field staff. Examples include: watching TV programs, documentaries or movies relevant to juvenile law, reading a book pertaining to foster care, and/or attending a local presentation by a partnering agency.
  - Training Log: Volunteer board members are responsible for tracking their training hours. Training hours may be reported by:
    - completing the form on the CRB website;
    - directly reporting the hours to field staff who will then input it into the CRB Volunteer Database; or
    - directly reporting the hours to the volunteer resource coordinator who will then input it into the CRB Volunteer Database.

- Cultural Responsiveness Training:
  - Cultural Responsiveness Training is broadly defined as educational programs that provide board members with knowledge about individuals and groups of people that board members can integrate into their work as case reviewers, improving the quality of their reviews and outcomes for children, youth, and families involved in the system. Cultural responsiveness training may include, but is not limited to, topics such as racial and ethnic identity formation, class, gender, age, people with disabilities, religion/spirituality, sexual orientation, immigration, and language barriers.
  - Volunteer board members can receive cultural responsiveness training by any of the following methods if approved by field staff:
    - CRB sponsored training (state, regional, county, and/or local board);
    - Other training events such as conferences and workshops related to cultural responsiveness;
    - Viewing of videos, documentaries or television programs related to cultural responsiveness;
    - Reading of books, articles, manuals or other materials related to cultural responsiveness;
    - Any other culturally responsive event or experience.
  - Cultural responsiveness training hours will be coded as (CR) in the CRB Volunteer Database. Volunteer board members will indicate that a training qualifies for this requirement by:
    - completing the form on the CRB webpage, and answering “yes” to the question: “Is this training related to cultural responsiveness issues?”;
    - directly reporting the (CR) hours to field staff who will then input them into the CRB Volunteer Database; or
    - directly reporting the (CR) hours to the volunteer resource coordinator who will then input them into the CRB Volunteer Database.

The volunteer resource coordinator and/or field staff will type (CR) in the description box when entering the hours into the CRB Volunteer Database.
- Reporting Period: The annual eight hours of training, including the one hour of training related to cultural responsiveness, must be completed and reported prior to December 15<sup>th</sup> of each year. Field staff should periodically remind volunteer board members to report their training hours, and make sure volunteer board members have an opportunity to successfully complete the requirement.



- Failure to Meet the Training Requirement: By December 15th, the volunteer resource coordinator shall run a report in the CRB Volunteer Database that shows the number of training hours each volunteer board member has completed for that calendar year. If a volunteer board member has not completed yearly training, the volunteer resource coordinator shall place that volunteer board member on inactive status in the CRB Volunteer Database. The volunteer board member will not be allowed to participate in reviews after the first of the following year until the training requirement for the previous year is fully completed. Once the training hours have been completed, the volunteer resource coordinator shall place the volunteer board member back on active status in the CRB Volunteer Database, and the volunteer board member will be able to participate in reviews.

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| <b>SECTION: APPOINTMENT</b> | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: N/A</b>      |                                     |

**PURPOSE:**

To ensure all volunteer board members meet the appointment criteria outlined in ORS 419A.092 (1).

**AFFECTED PERSONS:**

Prospective volunteer board members

**POLICY:**

Local volunteer board members shall be appointed by the Chief Justice of the Supreme Court of the State of Oregon.

Appointment of any individual volunteer board member to a local citizen review board may be made only from a list approved by the presiding judge or designee of the court to which the individual volunteer board member is to be appointed to serve.

**PROCEDURE:**

- Upon completion of the application and screening process, successful completion of the orientation training, a half-day of board observation, and a two-hour juvenile court observation, a prospective volunteer board member is eligible for appointment to the CRB, pending recommendation from the field manager.
- The field manager will review the recommendations received from the results of the orientation training, and determine which prospective volunteer board members will advance in the appointment process. The field manager will notify the volunteer resource coordinator and the prospective volunteer board member of the decision.
- The volunteer resource coordinator will send a letter to the presiding judge or designee in the prospective volunteer board member's judicial district, requesting the judge to send a letter of recommendation for appointment to the Chief Justice.
- If the presiding judge approves of the appointment request, the judge will send a letter to the volunteer resource coordinator who will forward the letter, along with a Certificate of Appointment, to the Chief Justice for review.
- The Chief Justice, upon review and approval of the appointment, will sign and return the Certificate of Appointment to the volunteer resource coordinator, who will forward it to the appointed volunteer board member.

- The field manager is alerted of the appointment, and arranges for the volunteer board member to be sworn-in with the local presiding judge.

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| <b>SECTION: OATH OF CONFIDENTIALITY</b> | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: N/A</b>                  |                                     |

**PURPOSE:**

To ensure confidentiality pursuant to ORS 419A.100(1).

**AFFECTED PERSONS:**

Volunteer resource coordinator(s) and all volunteer board members who have been appointed

**POLICY:**

Prior to serving on a local Citizen Review Board, each volunteer board member shall swear or affirm to the court to keep confidential the information reviewed by the board, its actions, and recommendations in individual cases.

**PROCEDURE:**

- The Oath of the Citizen Review Board Member shall be taken and signed during the swearing-in with the local presiding judge or designee.
- The field manager shall forward the signed oath to the volunteer resource coordinator, who will activate the volunteer board member in the CRB Volunteer Database.
- The oath will be kept on file consistent with the Oregon Judicial Department Records Retention Policy.
- The volunteer board member will then be eligible to begin serving on the CRB.
- The field manager will assign the volunteer board member to a specific board and notify the volunteer board member of the day and time the board meets.

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| <b>SECTION: REAPPOINTMENT</b> | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: N/A</b>        |                                     |

**PURPOSE:**

To ensure volunteer board members who are at the end of their appointed two-year term can be reappointed to serve additional terms.

**AFFECTED PERSONS:**

Field managers, volunteer resource coordinator(s), and volunteer board members who are at the end of their two-year term

**POLICY:**

Each volunteer board member shall be appointed for a term of up to two years ending on December 31<sup>st</sup> of the second year. Volunteer board members may be reappointed at the end of each term. There is no limit to the number of terms a volunteer board member may serve.

The CRB will use a formal reappointment process to determine whether a volunteer board member should be recommended for reappointment to another two-year term.

This process will provide the opportunity to:

- determine the volunteer board member's willingness to be reappointed;
- consider the recommendation of the field manager for reappointment;
- conduct a criminal records check; and
- gain approval for reappointment by the presiding judge (or designee) of the court to which the individual volunteer board member serves.

Reasons for recommending against reappointment shall be documented and kept on file consistent with the Oregon Judicial Department Records Retention Policy.

**PROCEDURE:**

- There is no limit to the number of terms a volunteer board member may serve.
- Prior to the end of September, the volunteer resource coordinator shall provide a list to all field managers with the names of the volunteer board members in their respective counties whose terms are expiring at the end of the current year.
- Upon receipt of the list, the field manager shall make a determination as to which volunteer board members they would like to recommend for reappointment. The field manager shall then discuss serving another two-year term with each of the prospective appointees.
- Prior to the end of October, the field manager shall give the volunteer resource coordinator a list of volunteer board members that are being recommended for

reappointment, and who have also indicated that they are interested in serving another two-year term.

- Reasons for non-recommendation for reappointment shall be documented and kept on file consistent with the Oregon Judicial Department Records Retention Policy. The field manager shall consult with the CRB director prior to making this decision and shall notify those volunteer board members who will not be recommended for reappointment.
- The volunteer resource coordinator will conduct a criminal records check on all volunteer board members who are being recommended for reappointment. If a record is discovered that causes concern, the reappointment process will be discontinued until the CRB director has determined how to proceed.
- If it is decided that the volunteer board member should not be reappointed due to a criminal record, a letter will be sent by the CRB director notifying the volunteer board member of that decision.
- If there are no records of concern, the volunteer resource coordinator will send a letter to the presiding judge or designee in each county requesting the judge to send a letter of recommendation for reappointment for all of the volunteer board members in the judge's district whose terms are expiring to the Chief Justice.
- If the presiding judge approves of the reappointment request, the judge will send the letter to the volunteer resource coordinator who will forward the letter, along with the Certificates of Reappointment, to the Chief Justice for review.
- The Chief Justice, upon review and approval of the reappointments, will sign and return the Certificates of Reappointment to the volunteer resource coordinator, who will forward them to the reappointed volunteer board members.
- The volunteer board members are then appointed to another two-year term.

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| <b>SECTION: SERVICE</b>       | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: ATTENDANCE</b> |                                     |

**PURPOSE:**

To ensure an adequate number of volunteer board members are present to conduct case reviews.

**AFFECTED PERSONS:**

Field staff and volunteer board members

**POLICY:**

The CRB should be notified as soon as possible if a volunteer board member is unable to attend a scheduled board review.

If a volunteer board member attends less than 75% of scheduled reviews during a 12-month period, the volunteer board member removal process, as outlined in the Supreme Court Operating Rules, may be initiated.

A leave of absence may be requested from and approved by the field staff in the case of an anticipated prolonged absence. A leave of absence shall not be granted for more than 12 months.

**PROCEDURE:**

- It is important that volunteer board members attend review days regularly:
  - To ensure an adequate number of volunteer board members are present to conduct case reviews;
  - To demonstrate commitment to the program;
  - To demonstrate dependability to field staff and other volunteer board members;
  - To maintain competency of the case review process; and
  - To maintain familiarity of cases reviewed.
  
- Therefore, in anticipation of any scheduled absence:
  - A volunteer board member will contact the CRB as soon as possible.
  - Field staff will communicate the volunteer board member's absence to other members of the board (in advance of the review if possible).
  - If the scheduled absence is known within 12 days of the review, field staff will record the absence in the CRB Volunteer Database and communicate such absence to the judicial support specialists. The volunteer board member would not be mailed a packet of materials.
  
- In the event of a prolonged absence:

- A volunteer board member may request a leave of absence for no more than 12 months.
- A volunteer board member who is granted leave will remain on active status and is responsible for completing annual training requirements.
- Field staff will communicate the volunteer board member's absence to other members of the board and to the judicial support specialist.
- Field staff may utilize a substitute volunteer board member to temporarily fill a board vacancy.
- Field staff will record the leave of absence in the CRB Volunteer Database and communicate such absence to judicial support specialists and the volunteer resource coordinator.



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| <b>SECTION: SERVICE</b>     | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: ADVOCACY</b> |                                     |

**PURPOSE:**

To ensure the individual and diverse opinions of volunteer board members are not misrepresented as an official position of the CRB.

**AFFECTED PERSONS:**

CRB director and all volunteer board members

**POLICY:**

When advocating for systems issues outside of the review, volunteer board members must adhere to the following guidelines:

- Volunteer board members may not represent the CRB or a CRB position on any issue without the authorization of the CRB director.
- A volunteer board member may not make statements to the media about a position of the CRB without the authorization of the CRB director.
- Prior to taking any action which might significantly affect or obligate the CRB, volunteer board members must seek prior consultation and approval of the director.
- Volunteer board members may express personal opinions on systems issues as long as they are clearly identified as not representing the CRB.
- When providing information about a personal position that is in disagreement with the position of the CRB, a volunteer board member must ensure that the difference is clearly stated.
- Volunteer board members may not advocate on behalf of individual cases outside of the review process.

The volunteer board member removal process, as outlined in the Supreme Court Operating Rules, may be initiated upon failure to comply with this policy.

**PROCEDURE:**

- Volunteer board members may not state their opinions on individual cases outside of the review process.
- Volunteer board members may state their own opinion about the CRB or a position that the CRB has taken on an issue. Volunteer board members, however, shall not represent their opinion or position as that of the CRB without adhering to the following procedure:

- Unless expressly asked by the CRB director to represent the CRB or a CRB position on any issue, a volunteer board member who wishes to represent the CRB or a CRB position on any issue must make a written request to the CRB director. The request should outline in detail the oral/written statement, media release, or testimony the volunteer board member wishes to express, and the reason the volunteer board member wants to represent the CRB.
  - Upon receipt of the written request the director will respond in writing within five business days, either giving approval to the request as submitted, giving approval with certain modifications, or denying the volunteer board member request.
  - A volunteer board member wishing to take a position on a systems issue that is in disagreement with the position of the CRB, must clearly state that the position is their own personal position and does not in any way represent the position of the CRB.
- If a volunteer board member should decide to independently contact state legislators or other officials or provide public testimony as a citizen on an issue relevant to the CRB, advance notice of such communication to the CRB director is requested.

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| <b>SECTION: STANDARDS AND RETENTION</b> | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: N/A</b>                  |                                     |

**PURPOSE:**

To ensure volunteer board members meet performance standards set by the CRB.

**AFFECTED PERSONS:**

Field staff, lead trainer, and volunteer board members

**POLICY:**

Volunteer board members shall strive to meet a set of standards in the following areas: Advocacy, Commitment, Competency, Dependability, Demeanor, Effectiveness, Ethics, Objectivity, Relationships, and Training.

Each volunteer board member will be introduced to these standards at Orientation Training. Field staff shall review the standards with the volunteer board member during the probationary period. CRB staff shall incorporate the standards when providing ongoing training.

**PROCEDURE:**

- Volunteer board members make findings consistent with federal law, state law, administrative regulation, and agency policies and procedures. Recommendations are sent to the court, DHS, legal parties and to other parties present at the CRB review. To effectively and professionally serve as a volunteer board member, each volunteer board member must strive to meet the following ten standards:
  - 1 - Advocacy
    - Adhere to volunteer board member policy pertaining to representation of the CRB
  - 2 - Commitment
    - Attend at least 75% of scheduled reviews within a 12-month review period
    - Notify staff in anticipation of any scheduled absence
  - 3 - Competency
    - Demonstrate knowledge of CRB policy and procedures
    - Demonstrate ability to apply information learned in training to the review process
    - Demonstrate an understanding of the juvenile court process and juvenile law
    - Demonstrate knowledge of DHS and OYA policies, procedures, and services

- Conduct culturally responsive reviews that are sensitive to culture, ethnic identity, religion, gender, socioeconomic status, and other cultural factors
- 4 - Dependability
- Read materials ahead of time and identify questions for each case
  - Arrive on time and participate in board preparation discussions, board business, and board debriefing
- 5 - Demeanor
- Demonstrate professional and positive communication skills during reviews
  - Avoid scolding, lecturing, counseling, telling your story, and/or preaching to parties at the review
  - Avoid inappropriate comments and questions that do not directly pertain to findings
  - Avoid negative non-verbal body communication
- 6 - Effectiveness
- Conduct a structured review of the findings
  - Assume volunteer board member role and responsibilities as lead questioner and/or board chair when requested
  - Ask appropriate and relevant questions as they pertain to the findings
  - Adhere to the law and CRB/DHS/OYA policy when determining findings
  - Develop effective recommendations
  - Utilize time efficiently for each case and remain on schedule
- 7 - Ethics
- Maintain confidentiality as prescribed by law, including refraining from sharing information about individual cases outside the review process
- 8 - Objectivity
- Approach each review without bias or judgment toward caseworkers, families, or other parties
  - Declare any potential conflict of interest prior to each review
  - Conduct fair, impartial, and factual reviews
- 9 - Relationships
- Foster positive working relationships
  - Maintain communication with field staff
  - Accept constructive re-direction from field staff
  - Participate in the decision making process; demonstrate ability to reach consensus
  - Demonstrate language, attitude, and conduct that reflect positively on the CRB and OJD
  - Encourage teamwork and collaboration

## 10 - Training

- Complete annual training requirement as described in the training section of this manual

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| SECTION: STANDARDS AND RETENTION | REVISION DATE: APRIL 1, 2010 |
| SUBSECTION: EVALUATION           |                              |

**PURPOSE:**

To ensure volunteer board members successfully meet performance standards set by the CRB.

**AFFECTED PERSONS:**

Field staff and volunteer board members

**POLICY:**

On an annual basis, each board member shall complete a self assessment of his or her adherence to the CRB standards using the Volunteer Performance and Feedback Form. The self assessment provides a formalized method for field staff to regularly check-in with board members about their strengths and training needs. It also acts as a tool for the program to ensure its boards are sufficiently meeting the CRB standards. For those volunteer board members on probationary status, the self assessment must be completed not less than nine months from the date of initial appointment. Volunteer board members that do not meet the standards may be offered a plan of support and/or supportive resources to address concerns.

A volunteer board member may be recommended for removal if:

- A plan of support does not satisfactorily address the performance standard deficiency; or
- Inappropriate conduct exists that is so serious that it has been determined a plan of support would not be appropriate.

The volunteer board member removal process, as outlined in the Supreme Court Operating Rules, may be initiated upon failure to comply with this policy.

**PROCEDURE:**

- Volunteer Performance Evaluation:
  - Evaluation of volunteer board member performance is conducted on an annual basis using the Volunteer Performance and Feedback Form.
  - The form is a self assessment and is based on the CRB Board Member Position Description and the list of ten standards.
  - The evaluation is designed to identify strengths and training needs for both the volunteer board member and the review board(s). The form can be found in the appendix section of this manual.

- For volunteer board members who have served less than nine months and/or who remain on a probationary status:
  - The field staff will provide the volunteer board member with the Volunteer Performance and Feedback Form and ask them to fill it out.
  - Within 30 days of receipt of the form, the field staff will contact the volunteer board member to schedule a meeting to review the form with the volunteer board member, provide an opportunity for feedback, and identify areas for further training.
  - The field staff will make a decision as to whether that volunteer board member will continue on as a volunteer board member.
  
- For volunteer board members who have served more than one year:
  - The field staff will use the results of the assessment for training purposes.
  - A face-to-face meeting is not required but may be requested.
  - If the volunteer board member requests a meeting or if there are areas of concern to address with the volunteer board member, the field staff will contact the volunteer board member within 30 days to schedule a meeting.
  
- Failure to Meet Standards:
  - Field staff are responsible for developing a plan of support to address areas of concern in a volunteer board member's performance. Dismissal of any volunteer board member for failure to meet performance standards will follow the procedure outlined in the Supreme Court Operating Rules.

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| <b>SECTION: STANDARDS AND RETENTION</b> | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: PROBATIONARY PERIOD</b>  |                                     |

**PURPOSE:**

To ensure new volunteer board members successfully meet the standards of the CRB.

**AFFECTED PERSONS:**

Field staff, volunteer resource coordinator(s), and all volunteer board members during their first 12 months of service

**POLICY:**

A probationary period shall be in effect for all volunteer board members during their first 12 months of service.

During initial service, all volunteer board members shall be evaluated by field staff at regular intervals.

**PROCEDURE:**

- The intent of the probationary period is to ensure each volunteer board member receives:
  - comprehensive ongoing training;
  - assessment of performance; and
  - support to address any identified needs,

in order to determine if the volunteer board member should be recommended for full board member status.

- The probationary period begins on the date of appointment and concludes at the first 12 months of service.
- The assessment of performance will be based on the CRB Volunteer Board Member Position Description and compliance to the ten standards.
- As closely as possible after the second review day, the field staff and the volunteer board member will meet to discuss volunteer board member progress and review the performance standards.
- Each volunteer board member must complete a Volunteer Performance and Feedback Form no later than nine months from the date of initial appointment and annually thereafter.



- The field staff must contact the volunteer board member to schedule a meeting no later than 30 days after receipt of the nine month Performance and Feedback Form. The meeting may be conducted telephonically or in person, and must be documented and include any areas requiring improvement.
  
- If in the assessment of the field staff, the volunteer board member has passed the probationary period, a notice of recommendation for appointment to full volunteer board member status must be sent to the volunteer resource coordinator prior to the 12 month appointment date.

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| <b>SECTION: CONFLICT OF INTEREST</b> | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: N/A</b>               |                                     |

**PURPOSE:**

To ensure:

- an unbiased case review is conducted; and
- compliance with ORS 419A.108.

**AFFECTED PERSONS:**

Volunteer board members

**POLICY:**

Volunteer board members shall be responsible for recognizing and preventing conflicts of interest. A volunteer board member must disclose any potential conflict of interest. The board will decide whether that volunteer board member should be excused from the case. Examples of potential conflicts of interest are, but not limited to:

- Knowledge of any family member in the case, such as children, parents, or relatives.
- Knowledge of the circumstances of the case or history of the family either by personal and/or professional contacts or information.

Volunteer board members may remove themselves from a case being reviewed when a conflict of interest exists.

Any conflict of interest or potential conflict of interest will be recorded in the official records of the board.

**PROCEDURE:**

- Volunteer board members must disclose any potential conflict of interest to the other members of the board and field staff prior to the start of discussion of the case and/or the review. Disclosure must include the nature of the potential conflict of interest without giving information that might bias other volunteer board members. Volunteer board members disclosing a conflict of interest must also state whether they believe that they can be objective and impartial in reviewing the case.
- A volunteer board member may excuse themselves from a review.
- The board will determine if the volunteer board member will be permitted to review the case.
- During the opening statement, parties attending the review are given an opportunity to object to a volunteer board member's participation in the review

due to a potential conflict of interest. The board will determine if the volunteer board member will be excused or allowed to review the case. However, strong weight should be given to an objection.

- Any disclosure of a potential conflict of interest and the determination of the board must be documented in the findings and recommendations for the case.
- The following may create a potential conflict of interest:
  - When the reviewer is a member of the family being reviewed;
  - When the reviewer is a neighbor or friend of any family member or foster parent in the case;
  - When the reviewer is actively involved in a professional, business, or personal relationship with any family member in the case, including but not limited to:
    - Teachers who presently have family members in class;
    - Human services professionals and other professionals (social workers, psychologists, nurses, ministers, physicians, CASAs, etc.) who are actively working with family members;
    - Attorneys involved in any way in the case or cases of family members;
    - Proprietors who have any family member as a tenant;
    - Reviewer involvement in any other relationship with any family members that would make them privy to information about the family that influences their perception of the case or people in the case.

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| <b>SECTION: CONFLICT RESOLUTION</b> | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: N/A</b>              |                                     |

**Purpose:**

To ensure a consistent process is utilized for conflict resolution.

**AFFECTED PERSONS:**

Field staff and volunteer board members

**POLICY:**

The CRB shall consistently follow a defined procedure for resolving conflicts that arise between volunteer board members, CRB staff, agency staff, and other parties.

Prior to taking any action, the board and the field staff shall fully discuss any such concerns or disagreements. Volunteer board members shall not take action without the aid of field staff.

**PROCEDURE:**

The CRB does not cast itself in an adversarial role with any party. It is recognized that reasonable people may disagree, and that the best outcomes for children result from a full and complete discussion of all issues and points of view. Open dialogue is encouraged in discussing concerns and disagreements. Therefore, the following processes will be used for addressing conflict:

- Conflict Resolution with other Volunteer Board Members:
  - When a volunteer board member has a concern with another volunteer board member, the volunteer board member shall discuss the concern directly with the affected volunteer board member and attempt to gain resolution.
  - If resolution is not obtained, the volunteer board member may communicate the concern to field staff who will attempt to resolve the situation
  - If field staff are unable to resolve the conflict, a determination shall then be made as to the necessity of a formal plan of action.
- Conflict Resolution with Field Staff:
  - When a volunteer board member has a concern with a field staff member, either the volunteer board member or the volunteer board member with assistance from the local board chair shall communicate that concern directly to the field staff member.
  - The field staff member will attempt to resolve the situation, and decide if a formal plan of action is needed.
  - The field staff member will keep the volunteer board member informed relative to the progress of the resolution.

- If there is an instance where the process becomes ineffective, the volunteer board member and/or the local board chair shall communicate the concern to the field staff member's supervisor.
  - The supervisor shall review the facts and contact the volunteer board member within five working days to fully address the issues of concern.
  - The supervisor shall follow up in writing detailing the facts of the concern(s) and will copy the field staff member.
  - The supervisor shall keep the volunteer board member and/or local board chair and those involved in the concern informed of progress toward resolution of the concern.
  - If the issue remains unresolved, the CRB director shall hold a meeting with all parties to determine a process and course of action.
- Conflict Resolution with DHS/OYA:
    - Attempts shall first be made to address all concerns and disagreements at the local level.
    - Prior to taking any action, the board and the field staff should fully discuss any such concerns or disagreement.
    - Issues pertaining to caseworker supervision issues will be addressed by the board or the field staff member through direct contact with the worker's supervisor.
    - If concerns and disagreements cannot be resolved at the local level, they will be forwarded to the CRB director/designee.
    - The CRB director/designee will review the facts and relate the issue to the appropriate agency head by e-mail, phone or other means of communication to determine further action.
    - The CRB director/designee will contact the local board and field staff to inform them of progress relative to the resolution of the concern or disagreement.
    - It is never appropriate for volunteer board members to attempt to resolve an issue with a case manager on their own.
- Conflict Resolution with Other Parties:
    - Attempts shall first be made to address all concerns directly with the affected persons.
    - If attempts to resolve the situation are ineffective the board along with the field staff member will determine if a formal plan of action is necessary.
    - A plan of action may include direct contact with a party's supervisor.
    - It is never appropriate for volunteer board members to attempt to resolve an issue with a community partner on their own.

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| <b>SECTION: RECOGNITION</b> | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: N/A</b>      |                                     |

**PURPOSE:**

To ensure volunteer board members are acknowledged for their service.

**AFFECTED PERSONS:**

Field staff, CRB director, and volunteer resource coordinator(s)

**POLICY:**

The CRB shall recognize volunteer board members for their service.

CRB resources may be made available for this purpose, as funding allows.

**PROCEDURE:**

Volunteer board members donate their time and expertise to the CRB program and to the State of Oregon, and should be recognized for their service both at the local and program levels.

- Local Level Recognition
  - Informal
    - Field staff are responsible for providing volunteer board members with on-going feedback on regular duties and activities.
    - Field staff shall also informally recognize volunteer board members for exceptional performance or contributions during reviews or other CRB related work.
  - Formal
    - Field staff are responsible for providing annual formal recognition at the board level through: special events, certificates, media releases, or another method designed in accordance with how local volunteer board members choose to be recognized.
    - Based on availability, a per board allotment of funds may be determined by the CRB director for the purpose of formal local level recognition.
- Program Level Recognition
  - National Volunteer Week
    - Annually, and in conjunction with National Volunteer Week, the volunteer resource coordinator will collaborate with the CRB director to ensure that all board members are formally recognized for their service.
  - Length of Service
    - New volunteer board members will be recognized on a quarterly basis through program communication to volunteer board members and staff.

- Annually, volunteer board members who have completed 5, 10, and 20 years of service will be acknowledged for these achievements.
- Special Recognition
  - Volunteer board members will be formally recognized for extraordinary service to the program and/or service related to their work with the CRB and child welfare or juvenile justice systems.
  - Field staff will be responsible for nominating volunteer board members for special recognition to the CRB director.

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| <b>SECTION: OPERATIONAL POLICIES</b>                        | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: CONFIDENTIALITY AND DESTRUCTION OF FILES</b> |                                     |

**PURPOSE:**

To ensure all volunteer board members meet the criteria outlined in ORS 419A.100(1).

**AFFECTED PERSONS:**

All CRB staff, volunteer board members, and prospective volunteer board members

**POLICY:**

Volunteer board members shall not discuss any aspect of an individual case with anyone outside of the review process. This includes, but is not limited to, family and friends, the general public, the media, and the legislature.

A member of a local citizen review board who violates the duty imposed by 419A.100 (1), to keep information reviewed by the board and its actions and recommendations in individual cases confidential, commits a Class A violation.

**PROCEDURE:**

Per ORS 419A.100 (1) - (3), before beginning to serve on a local citizen review board, each volunteer board member shall swear and affirm to the court to keep confidential the information reviewed by the board.

- Confidentiality:
  - A volunteer board member who violates the duty of confidentiality commits a Class A violation.
  - Volunteer board members may only discuss the information reviewed by the board with other volunteer board members and staff of the CRB in a confidential setting.
  - All materials sent to the CRB by the OYA or DHS shall be collected by the CRB field staff at the end of the review day.
  - Any case notes made by the volunteer board member are confidential and must be strictly protected.
  - CRB staff must store confidential materials in a locked file.
  
- Destruction:
  - If a volunteer board member receives a packet of case materials and does not attend the review day, the volunteer board member shall return the packet to the CRB field staff the next review day. Volunteer board members may also shred or burn their materials but shall report this to the CRB field staff.



- Upon resignation or completion of CRB volunteer duty, the volunteer board member's notes, schedules and any other CRB materials that contain confidential information shall be destroyed.

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| <b>SECTION: OPERATIONAL POLICIES</b>               | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: CONDITIONS OF VOLUNTEER SERVICE</b> |                                     |

**PURPOSE:**

To inform volunteer board members of the extent to which they are covered by State of Oregon insurance for liability and personal injury/illness.

**AFFECTED PERSONS:**

Field staff, volunteer resource coordinator(s), volunteer board members, and prospective volunteer board members

**POLICY:**

As a volunteer working in a State of Oregon agency, volunteer board members are afforded the following coverages outlined in the State of Oregon Conditions of Volunteer Service form that volunteer board members are required to sign:

- Tort liability
- Motor Vehicle Liability
- Volunteer Injury Coverage

**PROCEDURE:**

- Forms
  - The State of Oregon Conditions of Volunteer Service form must be filled out and signed by volunteer board members appointed to serve on the CRB.
  - This form is available in the application packet and through the Oregon Department of Administrative Services Risk Management Division website.
- Claims
  - In the event that a volunteer board member is involved in any accident or exposed to a potential liability situation while performing assigned duties, the volunteer board member shall notify the volunteer resource coordinator as well as field staff as soon as possible, but not to exceed 180 days after the loss or injury.
  - Field staff shall work with the CRB director to appropriately handle the claim.
  - Claim forms and instructions can be found on the Oregon Department of Administrative Services Risk Management Division website.

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| <b>SECTION: OPERATIONAL POLICIES</b>  | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: STATUTORY IMMUNITY</b> |                                     |

**PURPOSE:**

To ensure compliance with ORS 419A.110.

**AFFECTED PERSONS:**

All CRB staff, volunteer board members and prospective volunteer board members

**POLICY:**

Volunteer board members and CRB staff have:

- immunity from any liability, civil or criminal, for defamation for statements made in good faith by the volunteer, orally or in writing, in the course of a CRB case review; and
- immunity with respect to participating in any judicial proceeding resulting from the review or recommendation to the juvenile court.

**PROCEDURE:**

- If any volunteer board member or staff person receives a subpoena, summons, notice of tort claim, or other legal document pertaining to their work with the CRB, the following shall be completed:
  - Keep a record of:
    - The method of service (in person, by mail, etc.);
    - The name of the person serving the document;
    - To whom the document was directed and who actually received the document in person;
    - The date and time of the service;
    - The location where it was served; and
    - Report the information immediately and provide a copy of the document to the CRB director, who will notify OJD Legal Counsel.

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| <b>SECTION: OPERATIONAL POLICIES</b>                   | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: REIMBURSEMENT OF VOLUNTEER EXPENSES</b> |                                     |

**PURPOSE:**

To ensure the financial circumstances of a particular volunteer board member are not a barrier to service with the CRB.

**AFFECTED PERSONS:**

Field staff, volunteer resource coordinator(s), volunteer board members, and prospective volunteer board members

**POLICY:**

The CRB may reimburse qualifying travel expenses for volunteer board members subsequent to administrative approval and based on financial need. Any such reimbursement is subject to availability of funds.

Reimbursement may also be provided to eligible volunteer board members for whom out-of-pocket expenses and occasional loss of income are barriers to their ability to serve.

**PROCEDURE:**

- Reimbursement of expenses related to serving on the CRB is intended to support CRB to comply with ORS 419A.092 (1)(b): “As far as practicable, members of each local citizen review board shall represent the various socioeconomic and ethnic groups of the area served.”
- The following guidelines have been adopted to assist field managers and volunteer board members in determining the eligibility of persons seeking reimbursement of certain expenses related to serving on a local Citizen Review Board. All requests for reimbursement will be evaluated in terms of the federal poverty guidelines. The maximum income levels for eligibility for reimbursement of expenses related to serving on the CRB reflects 185 percent of the poverty guidelines updated annually in the Federal Register by the U.S. Department of Health and Human Services under authority of 42 U.S.C. 9902(2). (See Appendix to reference 2009 guidelines).
- One-time reimbursement to attend Orientation Training or the annual conference:
  - If a CRB field manager determines that a potential or active volunteer board member’s income is below the maximum income guidelines, the field manager may ask the CRB director to approve a one-time

reimbursement request. The request may be submitted electronically and must be approved in advance of the training. The following expenses may be reimbursed, dependent upon need and available funds:

- One to three nights lodging at a location at which the CRB has a direct bill agreement. Upon approval of the director, the volunteer resource coordinator will make the reservation for the potential volunteer board member. The potential volunteer board member must call the volunteer resource coordinator to confirm the reservation 24 hours before the expected arrival time. If the potential volunteer board member does not call to confirm, the reservation will be cancelled and any subsequent stay will be at the expense of the potential volunteer board member.
  - Travel between the volunteer board member's home and the orientation training location will be reimbursed at the rate set by the CRB director.
- Ongoing reimbursement of expenses:
    - Every volunteer board member may request reimbursement to allow them to serve on a local board by:
      - Completing and signing the Request for Reimbursement of Expenses Related to Serving on the CRB form as part of the eligibility determination process; and
      - Returning the Request for Reimbursement form to the field manager who will complete their section on the form and forward it to the CRB director for processing.
    - Upon receipt, the CRB director will review the Request for Reimbursement and notify the volunteer board member and field staff of any expenses related to CRB service that can be reimbursed. The notification will include a written statement with an explanation and the necessary forms for obtaining reimbursement of approved expenses.
    - Decisions to reimburse expenses will be based on the volunteer board member's maximum income levels as stated above. Additional consideration will be given to the availability of funds, the current need for volunteer board members, and the field manager's recommendation. The following expenses may be reimbursed:
      - Travel between the volunteer board member's home and the review location which will be reimbursed at the rate set by the CRB director
      - or
      - the actual cost of public transportation where it is available and reasonable;
      - Lunch reimbursement at the rate approved by the OJD for the location in which the review is held;

- Dependent care expenses of up to \$30 for a full day of reviews; and
  - A stipend of up to \$24 for a full day of reviews.
- Dependent care and/or a stipend will be prorated by 50% in circumstances where the review day is only a half day, such as only the morning or only the afternoon. When claiming reimbursement for dependent care, the name and contact information of the provider must be provided and receipts must accompany the monthly submission for reimbursement.
  - Reimbursement will be authorized for the current fiscal year, ending on June 30th. Volunteer board members may request ongoing reimbursement annually as long as they continue to meet the expectations and responsibilities of a volunteer board member. The full Request for Reimbursement form must be completed on an annual basis to continue reimbursement for expenses.
  - In counties with more than one board, a volunteer board member may receive reimbursement for their participation on only one board.
- Change in Circumstances
    - Volunteer board members receiving reimbursement must notify the CRB director of any changes that make them ineligible for reimbursement. Reimbursement will discontinue upon notification.
    - Field managers will notify the volunteer board member and CRB director when a recipient of reimbursement does not meet the expectations and responsibilities of a volunteer board member and is no longer eligible to receive reimbursement. Reimbursement will discontinue upon notification.
- Denial of Reimbursement
    - The denial of reimbursement is not subject to review or appeal. As the budgetary authority of the CRB, the decisions of the director are final.

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| <b>SECTION: OPERATIONAL POLICIES</b> | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: OBSERVING BOARDS</b>  |                                     |

**PURPOSE:**

To ensure observation is respectful to the parties and persons participating in the review.

**AFFECTED PERSONS:**

All CRB staff, prospective volunteer board members, volunteer board members, and persons outside of the CRB wishing to observe a board

**POLICY:**

Volunteer board members, prospective volunteer board members, DHS Child Welfare, OYA, or Oregon Judicial Department staff and interns may observe reviews.

Other persons must make a formal request to observe a board 18 days prior to the review day.

If a legal party objects to the observation, no observation will be allowed. If an essential party other than a legal party objects to the observation, a decision will be made by the local board.

Any observer to a CRB review must swear or affirm to keep confidential all case-specific information learned at the review.

An observer is not entitled to written case material provided for the review or to the written findings and recommendations made by the board.

*NOTE: Supreme Court Operating Rules state that "other persons with a legitimate interest in the system may be permitted to attend a review if all interested parties present agree."*

**PROCEDURE:**

**Pre-Authorized Persons:**

- The following persons may observe a review without a formal invitation, prior permission, or special arrangements:
  - Prospective volunteer board members who have been through the required interview process;
  - DHS Child Welfare, OYA or Judicial Department staff or interns; and,
  - A current volunteer board member who is a member of another board.
- Contacting the field staff prior to observing a review is appreciated.

#### Invited Persons:

- Persons may be invited to observe a review by staff, a volunteer board member, or the board as a whole to fulfill an objective of the CRB. The following steps shall be followed:
  - The volunteer board member shall notify field staff of the prospective guest.
  - The field staff shall notify the CRB director about the person being invited, if the person is a legislator or public official.
  - The field staff will contact the invited guest to explain the CRB process, set up a time and date to observe, explain the confidentiality requirement, and inform the guest that his/her presence in any particular review is subject to the approval of legal parties to the review.
  - When time allows, all persons sent notice of the CRB review shall be provided written information about the person invited to observe a review. The notice shall contain a statement of the right to object to the observation and must list a person to contact to register any such objection.
  - If time does not allow notice to be sent and received prior to the review date, field staff shall provide those parties present at the review with information as to the request for observation, the name of the intended observer and the purpose of his/her observation. Legal parties present at the review may object to the observer's presence in which case the observation shall not occur. If an essential party objects to the observation, a decision will be made by the local board.

#### All Other Persons:

- Other persons with a legitimate interest in the system may request an opportunity to observe a review. That request shall be made to field staff. The following steps shall be taken:
  - The person requesting permission to observe a review shall submit their request in writing at least 14 calendar days before the next board date. The request must specify:
    - the reason why they wish to attend a review, and
    - any relationship or knowledge they have of a child or children who are currently in the care and custody of the state.
  - Field staff shall review the request with the board and/or the CRB director.
    - If the request is approved and time allows, all persons sent notice of the CRB review shall be informed of the request to observe the review. The notice shall contain a statement of the right to object to the observation of the review and must list a person to contact to register any such objection.



- If time does not allow notice to be sent and received prior to the review date, the field staff shall provide those present with information as to the request for observation, the name of the intended observer and the purpose of his/her observation. Legal parties present at the review may object to the observer's presence in which case the observation shall not occur. If an essential party objects to the observation, a decision will be made by the local board.
- If the request to observe is denied, a letter of explanation will be sent to the person requesting the observation.

#### Participation:

- Persons observing reviews may not actively participate in the formal review, nor comment during any informal discussion in such a way that might influence the proceedings of the review or the findings and recommendations made during the review.

#### Confidentiality:

- Those observing reviews must swear or affirm that they shall keep confidential information disclosed by the board in the case review and will disclose it only as authorized by law.
- Observers are not entitled to written case material or the board's written findings and recommendations document.

CITIZEN REVIEW BOARD  
VOLUNTEER BOARD MEMBER POLICY AND PROCEDURE MANUAL

|                                |                                     |
|--------------------------------|-------------------------------------|
| <b>SECTION: END OF SERVICE</b> | <b>REVISION DATE: APRIL 1, 2010</b> |
| <b>SUBSECTION: N/A</b>         |                                     |

**PURPOSE:**

To provide an opportunity for exiting volunteer board members to give feedback about the program and their service.

**AFFECTED PERSONS:**

Field staff, volunteer resource coordinator(s), and volunteer board members

**POLICY:**

The CRB will provide the opportunity to participate in an exit interview to all volunteer board members at the conclusion of their service.

**PROCEDURE:**

- At the conclusion of a volunteer board member's service, field staff shall notify the volunteer board member of the opportunity to give feedback about the program and their service by participating in an exit interview conducted by the volunteer resource coordinator.
- Field staff will notify the volunteer resource coordinator of the conclusion of the volunteer board member's service.
- The volunteer resource coordinator will close the volunteer in the CRB Volunteer Database and note the reason for the end of service.
- The volunteer resource coordinator will send a letter or e-mail to the volunteer board member in appreciation of their service. The letter will include the Exit Interview Form, and will invite them to schedule a time to call or come into the office to discuss the questions or return the form with their responses.
- The completed Exit Interview Form will be maintained in the volunteer board member's file. It will also be forwarded to the director and to the field manager or review specialist.
- Closed volunteer board member files will be stored in the CRB office, and maintained in accordance with the Oregon Judicial Department Records Retention Policy.
- See appendix for Exit Interview Form and sample of end of service letter.

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# APPENDICES

CITIZEN REVIEW BOARD  
VOLUNTEER BOARD MEMBER POLICY AND PROCEDURE MANUAL

OREGON REVISED STATUTE 419A.090 – 419A.128

LOCAL CITIZEN REVIEW BOARDS

**419A.090 Local citizen review boards.** Subject to the availability of funds, the Judicial Department shall establish local citizen review boards. There shall be at least one local citizen review board in each county with a population of 5,000 or more, except that for two or more contiguous counties, each with a population of fewer than 100,000, there may be joint local citizen review boards. [1993 c.33 §18]

**419A.092 Membership; training.** (1) Each local citizen review board shall be composed of at least three and not more than seven members appointed by the Chief Justice of the Supreme Court of the State of Oregon. If more than five members are appointed to a local citizen review board, the additional members serve as alternate members. Each member appointed shall be sworn in by a judge of the court to which the member is to be appointed to serve. The Chief Justice shall appoint local citizen review boards according to the following guidelines:

(a) Members of each local citizen review board shall be recruited from groups with special knowledge or interest in foster care, child welfare and juvenile corrections, which may include but are not limited to adoptive parents and members of the professions of law, medicine, psychology, social work, law enforcement, corrections and education;

(b) As far as practicable, members of each local citizen review board shall represent the various socioeconomic and ethnic groups of the area served;

(c) A person providing child protective services employed by the Department of Human Services, by any private agency regulated, certified, directed or licensed by or contracting with the department or by any juvenile court may not serve on any local citizen review board reviewing cases under ORS 419A.106;

(d) A person employed by the Oregon Youth Authority, by any private agency regulated, certified, directed or licensed by or contracting with the Oregon Youth Authority or by any juvenile court may not serve on any local citizen review board reviewing cases under ORS 419A.107;

(e) The appointment of any individual member of a local citizen review board may be made only from a list approved by the presiding judge of the court to which the individual member is to be appointed to serve; and

(f) Members of local citizen review boards must be domiciled or employed within the counties of the court that they are appointed to serve.

(2) Prior to reviewing cases, all persons appointed to serve as local citizen review board members must participate in a 16-hour orientation training program established and approved by the Supreme Court of the State of Oregon. In addition, each local citizen review board member must receive eight hours of training annually. [1993 c.33 §19; 1993 c.412 §1; 2001 c.241 §1; 2003 c.442 §8]

**419A.094 Additional boards; creation.** Local citizen review boards shall be added when the number of cases requiring review by existing boards exceeds a number per month established by rule under ORS 419A.096, as the maximum number that may be

reviewed by a single board. [1993 c.33 §20]

**419A.096 Duties of Judicial Department in administering boards.** (1) Subject to the availability of funds, the Judicial Department, in accordance with the direction of the Supreme Court of the State of Oregon, shall:

(a) Establish and approve policies and procedures for the operation of local citizen review boards;

(b) Approve and cause to have conducted training programs for local citizen review board members;

(c) Provide consultation services on request to local citizen review boards;

(d) Establish reporting procedures to be followed by the local citizen review boards to provide data for the evaluation of ORS 419A.090 to 419A.128, 419B.470, 419B.473, 419B.476, 419B.500 and 419B.502; and

(e) Employ staff and provide for support services for the local citizen review boards.

(2) The Supreme Court shall establish requirements and procedures necessary for compliance with subsection (1) of this section and shall direct the State Court Director to carry out duties prescribed by the Supreme Court relating to the administration of the local citizen review board program established under this section and ORS 419A.090, 419A.092, 419A.094 and 419A.098. [1993 c.33 §21]

**419A.098 Rules.** The Chief Justice, in consultation with the Supreme Court, shall adopt rules under ORS 1.002 that may include any procedures for the administration of the local citizen review board program regarding:

(1) Removal of members of local citizen review boards;

(2) The time, content and manner in which case plans and case progress reports shall be provided by the Department of Human Services or other agency or individual directly responsible for the care of the child or ward to the local citizen review board. These rules may require that such information be provided in shorter time periods than those contained in ORS 419B.443, and that information in addition to that specified by ORS 419B.443 be provided;

(3) Procedures for providing written notice of the review to the department, any other agency directly responsible for the care or placement of the child or ward, the parents or their attorneys, foster parents, surrogate parents, mature children and wards or their attorneys, the appointed attorney or court appointed special advocate of any child or ward, any district attorney or attorney general actively involved in the case and other interested persons. The notice shall include advice that persons receiving a notice may participate in the hearing and be accompanied by a representative;

(4) Procedures for securing or excusing the presence at the review of caseworkers and other employees of the department or other agencies directly responsible for the care of the child or ward;

(5) Procedures by which boards can remove cases from review when such review is not required under federal law;

(6) Grounds for removal of members;

(7) Terms of board members; and

(8) Organization of individual boards. [1993 c.33 §23; 1993 c.546 §6; 2001 c.962 §95; 2003 c.396 §§16,17]

**419A.100 Confidentiality of information; penalty.** (1) Before beginning to serve on a local citizen review board, each member shall swear or affirm to the court that the member shall keep confidential the information reviewed by the board and its actions and recommendations in individual cases.

(2) The members and staff of a local citizen review board are not subject to subpoena to appear in court to testify regarding information reviewed by the board or actions taken or recommendations made by the board in individual cases.

(3) A member of a local citizen review board who violates the duty imposed by subsection (1) of this section commits a Class A violation. [1993 c.33 §27; 1993 c.412 §3; 1999 c.1051 §179]

**419A.102 Access to confidential information by boards; procedure.** (1) Notwithstanding the provisions of ORS 40.225 to 40.275, 412.074, 419B.035, 419B.045, 419B.440, 419B.443, 419B.446, 419B.449, 419B.452 and 419B.460, each local citizen review board shall have access to:

(a) Any records of the court which are pertinent to the case; and

(b) Any records of the Department of Human Services that would be admissible in a permanency hearing conducted under ORS 419B.470, 419B.473 and 419B.476, including school records and reports of private service providers contained in the records of the department or other agency.

(2) All requested records not already before the local citizen review board shall be submitted by the department within five working days after receipt of the request. The following provisions apply:

(a) Copies may be sent in lieu of originals.

(b) Except as otherwise provided in this paragraph, the local citizen review boards and the staff provided for the boards must return all records and copies received from the department to the department within seven working days after completion of the review. The staff of a local citizen review board may retain a reference copy of case materials used by the local citizen review board to make its recommendation if the following apply:

(A) The material is necessary for the ongoing work of the board with regard to the particular case or to work of the board; and

(B) The confidentiality of the material is continued and protected in the same manner as other materials received from the department. Materials thus retained by the local boards are exempt from disclosure under the public records law.

(3) If a local citizen review board is denied access to requested records, it may request a court hearing. The court may require the organization in possession of the records to show cause why the records should not be made available as provided by this section. [1993 c.33 §28; 1993 c.546 §91; 1999 c.859 §17]

**419A.104 Report on children and wards in substitute care.** Within seven working days after the first of each month, the Department of Human Services shall send to the citizen review board state administrative office the federally required report listing all children and wards in substitute care. The report must include the dates of placement and the dates by which a review must be conducted. [1993 c.412 §5 (enacted in lieu of 1993 c.33 §29); 2003 c.396 §18]

**419A.106 Review of cases generally.** (1) Except for cases removed from review under procedures established under ORS 419A.098, the local citizen review board shall review the case of each child and ward in substitute care which is assigned by the court. The following provisions apply:

(a) The review shall take place at times set by the board, the first review to be no more than six months after the child or ward is placed in substitute care and subsequent reviews to take place no less frequently than once every six months thereafter until the child or ward is no longer within the jurisdiction of the court, no longer in substitute care or until an adoption proceeding becomes final.

(b) The court, by rule of the court or on an individual case basis, may relieve the local citizen review board of its responsibility to review a case if a complete judicial review has taken place within 60 days prior to the next scheduled board review. A complete judicial review is a hearing that results in a written order that contains the findings required under ORS 419B.476 or includes substantially the same findings as are required under ORS 419A.116.

(c) The court shall notify the local citizen review board of a denial of a petition to terminate parental rights within 10 days of the denial. As soon as practical but no later than 45 days after the denial, the board shall review any case where a petition to terminate parental rights has been denied.

(2) The local citizen review board may hold joint or separate reviews for groups of siblings.

(3) At any review conducted under this section or at a court hearing conducted in lieu of that review, the court or local citizen review board shall inquire of those present as to the parent's current address and telephone numbers and, if the parent has a contact person, the name, current address and telephone number of the contact person. When appropriate, the court may enter a protective order limiting disclosure of information obtained under this subsection. [1993 c.33 §30; 1993 c.412 §6; 2001 c.686 §§19,19a; 2003 c.396 §19]

**419A.107 Review of cases of youth offenders.** (1) Subject to the availability of funds, a local citizen review board shall review cases of youth offenders in the custody of the Oregon Youth Authority and placed in substitute care. The local citizen review board shall focus on public safety, youth offender accountability and reformation in conducting the reviews.

(2) The Judicial Department and the Oregon Youth Authority shall enter into an intergovernmental agreement regarding the reviews conducted under subsection (1) of this section. The intergovernmental agreement must outline the:

(a) Timing of the reviews;

(b) Participants to be invited to the reviews; and

(c) Process to be followed in conducting the reviews.

(3) The local citizen review board shall forward findings and recommendations generated at a review under subsection (1) of this section to the court and any other parties designated in the agreement under subsection (2) of this section. The court shall cause the findings and recommendations to become part of the juvenile court file for consideration by the juvenile court judge. [1999 c.187 §1; 2001 c.241 §2]

**Note:** 419A.107 was added to and made a part of ORS chapter 419A by legislative

action but was not added to any smaller series therein. See Preface to Oregon Revised Statutes for further explanation.

**419A.108 Procedure for conflicts of interest.** Whenever a member of a local citizen review board has a potential conflict of interest in a case being reviewed, the member shall declare to the local citizen review board the nature of the potential conflict prior to participating in the case review. The following apply as described:

(1) The declaration of the member shall be recorded in the official records of the board.

(2) If, in the judgment of the majority of the local board, the potential conflict of interest may prevent the member from fairly and objectively reviewing the case, the local board may remove the member from participation in the review. [1993 c.33 §32]

**419A.109 Review of cases of wards for whom guardian has been appointed; rules.** (1) Subject to the availability of funds and upon request of a court under ORS 419B.367, a local citizen review board shall review the case of a ward for whom a guardian has been appointed under ORS 419B.365 or 419B.366. In the request for review, the court shall notify the local citizen review board of the names and addresses of the parties.

(2) The review shall take place within 45 days, or as soon as is practicable given the schedule of the local citizen review board, after the local citizen review board receives the request for review by the court.

(3) The local citizen review board shall send notice of the review to all parties.

(4) The Chief Justice of the Supreme Court, in consultation with the Supreme Court, shall adopt rules under ORS 1.002 that may include any procedures for the administration of the local citizen review board program regarding:

(a) The time, content and manner in which the guardian must provide reports to the local citizen review board; and

(b) The process to be followed in conducting the reviews.

(5) The local citizen review board shall forward findings and recommendations generated at a review under subsection (1) of this section to the court and all parties. The court shall cause the findings and recommendations to become part of the juvenile court file for consideration by the juvenile court judge. The court shall give the local citizen review board written notice if the court modifies, alters or takes action on a case as a result of the recommendations of the local citizen review board. [2003 c.229 §8; 2005 c.84 §2; 2007 c.333 §6]

**Note:** 419A.109 was added to and made a part of ORS chapter 419A by legislative action but was not added to any smaller series therein. See Preface to Oregon Revised Statutes for further explanation.

**419A.110 Immunity of participants in case review.** Anyone participating in a case review by a local citizen review board shall have:

(1) Immunity from any liability, civil or criminal, for defamation for statements made in good faith by the participant, orally or in writing, in the course of such case review.

(2) The same immunity with respect to participating in any judicial proceeding resulting from the review or recommendation of a local board to the juvenile court. [1993



c.33 §35]

**419A.112 Disclosure of information to participants in case review; confidentiality.** (1) The local citizen review board may disclose records disclosed to the local board under ORS 419A.102 to:

- (a) Parents and their attorneys;
- (b) Foster parents;
- (c) Mature children;
- (d) Mature wards;
- (e) The attorneys for children and wards; and
- (f) Other persons authorized by the local board to participate in the case review.

(2) Before participating in a local citizen review board case review, each participant, other than parents, children and wards, shall swear or affirm to the board that the participant shall keep confidential the information disclosed by the board in the case review and to disclose it only as authorized by law. [1993 c.33 §34; 1997 c.328 §2; 1999 c.92 §5; 2003 c.396 §20; 2005 c.159 §3]

**419A.114 When presence of agency personnel at board hearings required.** (1) Unless excused from doing so by the local citizen review board, the Department of Human Services and any other agency directly responsible for the care and placement of the child or ward shall require the presence of any employees having knowledge of the case at local board meetings.

(2) The local citizen review board may require the presence of specific employees of the department or agency at local board meetings. If an employee fails to be present at such a meeting, the local review board may request a court hearing. The court may require the employee to be present and show cause why the employee should not be compelled to appear before the local citizen review board.

(3) As used in this section, “presence” includes telephone participation except that the caseworker on the case at the time of the meeting must be physically present if required. [1993 c.33 §37; 2003 c.396 §21]

**419A.116 Findings and recommendations; judicial review.** (1) After reviewing each case, the local citizen review board shall make written findings and recommendations with respect to:

(a) Whether reasonable efforts were made prior to the placement, to prevent or eliminate the need for removal of the child or ward from the home;

(b) If the case plan at the time of the review is to reunify the family, whether the Department of Human Services has made reasonable efforts or, if the Indian Child Welfare Act applies, active efforts to make it possible for the child or ward to safely return home and whether the parent has made sufficient progress to make it possible for the child or ward to safely return home;

(c) If the case plan at the time of the review is something other than to reunify the family, whether the department has made reasonable efforts to place the child or ward in a timely manner in accordance with the case plan, including, if appropriate, placement of the child or ward through an interstate placement, and to complete the steps necessary to finalize the permanent placement of the child or ward;

(d) The continuing need for and appropriateness of the placement;

- (e) Compliance with the case plan;
  - (f) The progress which has been made toward alleviating the need for placement;
  - (g) A likely date by which the child or ward may be returned home or placed for adoption;
  - (h) Other problems, solutions or alternatives the board determines should be explored; and
  - (i) Whether the court should appoint an attorney or other person as special advocate to represent or appear on behalf of the child or ward under ORS 419B.195.
- (2) The local citizen review board may, if the case plan has changed during the period since the last review by a local citizen review board or court hearing, make written findings and recommendations with respect to:
- (a) Whether the Department of Human Services has made reasonable efforts or, if the Indian Child Welfare Act applies, active efforts to make it possible for the child or ward to safely return home and whether the parent has made sufficient progress to make it possible for the child or ward to safely return home, if a plan to reunify the family was in effect for any part of the period since the last review or hearing; or
  - (b) Whether the department has made reasonable efforts to place the child or ward in a timely manner in accordance with the case plan, including, if appropriate, placement of the child or ward through an interstate placement, and to complete the steps necessary to finalize the permanent placement of the child or ward, if a case plan other than to reunify the family was in effect for any part of the period since the last review or hearing.
- (3) In determining whether the Department of Human Services has made reasonable efforts or, if the Indian Child Welfare Act applies, active efforts to make it possible for the child or ward to safely return home, the local citizen review board shall consider the child or ward's health and safety the paramount concerns.
- (4) No later than 10 days after receiving the findings and recommendations of the local citizen review board, a party adversely affected by the findings and recommendations may request judicial review. [1993 c.33 §31; 2001 c.686 §20; 2003 c.396 §22; 2007 c.611 §3]

**419A.118 Records; disclosure of findings and recommendations.** The local citizen review board shall keep accurate records and retain these records on file. The local citizen review board shall send copies of its written findings and recommendations to the following:

- (1) The court;
- (2) The Department of Human Services; and
- (3) Other participants in the review. [1993 c.33 §33]

**419A.120 Court use of findings and recommendations.** Upon receipt of findings and recommendations from the local citizen review board, the court shall:

- (1) Review the findings and recommendations of the local citizen review board within 10 days after the findings and recommendations are received by the court. If the court finds it appropriate, the court may on its own motion schedule a review hearing.
- (2) Cause the findings and recommendations of the local citizen review board to become part of the juvenile court file.
- (3) Give the local citizen review board written notice if the court modifies, alters or

takes action on a case as a result of the board's recommendations. [1993 c.33 §38]

**419A.122 Use of findings and recommendations by Department of Human Services.** Upon receipt of findings and recommendations from the local citizen review board, the Department of Human Services shall:

(1) Review the findings and recommendations of the local citizen review board within 10 days after the findings and recommendations are received by the department. The recommendations shall be implemented and the case plan modified as the department deems appropriate and resources permit.

(2) Give the local citizen review board written notice of such intent within 17 days of receipt of the report if the department does not intend to implement the recommendations.

(3) Cause the findings and recommendations of the local citizen review board to become part of the case file of the department. [1993 c.33 §39; 1993 c.412 §7]

**419A.124 Policy and procedure recommendations.** In addition to reviewing individual cases of children and wards in substitute care, local citizen review boards may make recommendations to the court and the Department of Human Services concerning substitute care services, policies, procedures and laws. [1993 c.33 §36; 2003 c.396 §23]

**419A.128 State Citizen Review Board Operating Account.** (1) There is created a State Citizen Review Board Operating Account in the General Fund which is continuously appropriated to the State Court Director to pay the expenses incurred under ORS 419A.090 to 419A.128, 419B.470, 419B.473 and 419B.476. Such expenses shall be paid only from funds specifically appropriated for the purposes of ORS 419A.090 to 419A.128, 419B.470, 419B.473 and 419B.476 and no other moneys appropriated to the State Court Director shall be used for these purposes.

(2) The State Court Director may accept funds and assistance from public and private sources for carrying out the purposes of ORS 419A.090 to 419A.128, 419B.470, 419B.473 and 419B.476 and may agree to conditions on the funds and assistance that are not inconsistent with ORS 419A.090 to 419A.128, 419B.470, 419B.473 and 419B.476. Such funds shall be credited to the State Citizen Review Board Operating Account. [1993 c.33 §42; 2003 c.442 §9]

CITIZEN REVIEW BOARD  
VOLUNTEER BOARD MEMBER POLICY AND PROCEDURE MANUAL

SUPREME COURT OPERATING RULES

Rule I. Appointments

- A. The Citizen Review Board (CRB) program will develop procedures and standards for evaluating potential volunteers that include an interview, a criminal background check, and other processes for evaluating the appropriateness of applicants. The evaluation process will include the sixteen-hour orientation training required by law. All information regarding the potential board member obtained through this process shall be available to the Presiding Judge. The Presiding Judge may request that the CRB Field Manager screen applicants and recommend only appropriate applicants. Any such request must be in writing.
- B. Each review board member shall be appointed for a term of up to two years ending December 31 of the second year. Members may be reappointed at the end of a term. There is no limit to the number of terms a member may serve.
- C. An active foster parent may not serve on any local citizen review board. This does not include adoptive parents receiving adoption assistance for a finalized adoption or guardians receiving a subsidized guardianship payment.

Rule II. Duties

- A. Board members are responsible for reporting their yearly training to the local CRB Field Manager by December 1 of each calendar year. At least one hour of the eight hours of annual training required by law shall be in cultural competency. If a board member does not participate in the required amount of yearly training, that member may not participate in case reviews until the training has been completed.
- B. Board members must read and be familiar with case materials, and participate in all regularly scheduled board reviews. If a board member is unable to attend a scheduled review, he or she must notify the review board staff as soon as possible.

Rule III. Quorum and Substitutions

- A. Except as provided below, a review will not be conducted with less than three review board members. When notified that a board member is unable to attend a review, the CRB staff shall seek to obtain the attendance of an alternate board member or another local review board member appointed by the same court. If the CRB Field Manager or CRB management determines that an emergency exists and circumstances prevent three review board members from being present, a review can continue with only two review board members present. If less than two board members are present, a federal review that meets the requirement of PL105-89 shall be held in dependency cases. In delinquency cases, a briefing will be held

and the information will be shared with absent members at the next regularly scheduled review board meeting. In guardianship cases, a review will be held.

- B. No more than five members serving on a board may review a case at any one time.
- C. A board member may serve on more than one board in the same county.

#### Rule IV. Meeting Place and Time

Each local citizen review board shall meet at a time and place mutually agreed by a majority of the board as often as it is necessary to carry out the duties of the board. The local citizen review board shall consult with the CRB Field Manager in making these decisions.

#### Rule V. Decisions of a Board.

- A. Actions of a review board shall be decided by consensus or, when a consensus is not possible, by majority vote.
- B. A member of a local citizen review board who has been removed by the Board from participating in a review due to a potential conflict of interest in a case being reviewed, may be heard with other interested parties.
- C. Parties attending a review will be offered the opportunity to inform the Board whenever they believe a particular citizen review board member will not be fair or objective. The Board will decide if they should excuse that member from reviewing the case.

#### Rule VI. Removal of Board Members.

- A. After consultation with the local Presiding Judge and the CRB staff, the Chief Justice of the Supreme Court may remove a board member for:
  - 1) failure to participate in training as prescribed by law
  - 2) absence from four regularly scheduled review days in a twelve-month period without being given authorized leave status
  - 3) violating the duty of keeping confidential the information received by the Board and its actions and recommendations in individual cases
  - 4) displaying any behavior that hinders the effectiveness of the Board
  - 5) establishing a domicile in a county other than the county where the court appointed the person to serve if the board member is not employed in the county of service
  - 6) other good cause shown.

B. The process for removal shall be as follows:

- 1) The CRB field manager shall have a discussion with the board member and then submit a written request outlining the reasons for removal to the CRB director. A copy will be provided to the review board member and the presiding judge of the county in which the member is appointed to serve. The CRB director may determine that the member be suspended from active service on the CRB pending the final decision on removal.
- 2) The CRB director shall review the request for removal, consult with the presiding judge, and meet with the review board member within twenty-one days to discuss the concerns addressed in the request. The meeting may be held by phone. The CRB director may deny the request for removal. If such a decision is made, the director shall notify the field manager and the member within ten days of the meeting.
- 3) If the CRB director concurs with the request for removal, the director shall forward the request to the deputy state court director for program operations within ten days of the meeting.
- 4) If the deputy state court director concurs with the request, the deputy shall forward a request to the chief justice, with a copy to the presiding judge, within ten days.
- 5) The chief justice shall make the decision whether to remove the board member. The decision of the chief justice is final.

#### Rule VII. Staff Access to Records

- A. CRB staff shall have access to all records pursuant to ORS 419A.102.
- B. CRB staff shall keep confidential all information submitted to and reviewed by the Board, and the Board's actions and recommendations in individual cases

#### Rule VIII. Participants in the Review - Definitions.

- A. Legal parties - those parties with legal standing before the Juvenile Court.
- B. Essential parties - those persons specifically named as entitled to notice of CRB reviews, including legal parties, pursuant to ORS 419A.098 (3) and any other parties listed by the Department of Human Services (DHS) or the Oregon Youth Authority (OYA) or listed in the Court order to review the Guardianship. A mature child means a child who is able to understand and participate in the decision making process without excessive anxiety or fear. A child 14 years or older shall be rebuttably presumed to be a mature child.

- C. Interested Parties - persons, other than those listed above who have some connection with or knowledge of the child or family situation.

#### Rule IX. Case Review Information.

- A. Review boards shall request a case plan written within the last sixty days and any supporting documents at least twenty days before a scheduled review. The DHS or the OYA shall submit the case plan and updated case information, including complete addresses of all parties, as outlined in the DHS/CRB Memorandum of Understanding or OYA/CRB Intergovernmental Agreement
- B. In reviews of guardianship cases, the Board may request a report or documents from the guardian in addition to the guardianship report and other pertinent materials provided by the court. The Board will request, at the time notice is given, that the guardian bring the information to the review.

#### Rule X. Notice of Reviews

CRB staff shall send written notice to all essential parties at least fifteen days prior to a scheduled review. Such notice shall briefly describe the review process and indicate the precise time and place of the review.

#### Rule XI. Review Board Hearings

- A. A review board shall provide the opportunity for all legal and essential parties to be heard during a scheduled review.
- B. If a representative other than legal counsel accompanies a person receiving notice to the review, other legal parties must consent to the representative's presence during presentation of information. The representative may be present when the person inviting the representative is providing information to the Board.
- C. A review board may agree to hear an interested party who formally requests to be heard. In granting such a request, the review board is not required to allow the interested party to be present during the entire review.
- D. Other persons directly concerned with the CRB system or with a legitimate interest in the system may be permitted to observe a review, if no legal party objects. DHS Child Welfare, OYA or Judicial Department staff or interns may attend any review. Any other persons wishing to observe a review, must make a request at least eighteen days prior to the review in question. The request must include the reason or purpose for the observation. Upon receipt of the request, the CRB staff shall notify the essential parties of the request to observe. If any objection is received from a legal party, no observation shall be permitted. If an objection is received by an essential party, other than a legal party, the decision whether to allow the observation will be made by the local board. The individual requesting to observe will be notified promptly by the CRB staff once a decision is made. If observation is

allowed, the person requesting to observe will be asked at the time of the review to swear or affirm that he or she will keep confidential all information discussed and action taken by the Board. Observers are not entitled to receive written case material provided for the review or the written Findings and Recommendations made by the Board.

- E. A review board may elect to schedule reviews in such a manner that the Board may hear from parties separately (i.e., restraining order cases).
- F. A review board may exclude anyone who is not an essential or legal party from any review on its own initiative or at the request of a participant.
- G. Audio or video recordings of a CRB review are not allowed.
- H. A local board may hear up to ten cases in a review day. Any exception must have prior approval of the CRB Director.

#### Rule XII. Procedures for Securing or Excusing the Presence of Caseworkers and Other Employees of DHS and OYA

- A. The CRB 700 will serve as notice for the case carrying worker to appear at the review. Worker requests to participate by telephone must be made to local board staff in advance of the review. Substitutes or supervisors may attend as outlined in the Memorandum of Understanding developed between the CRB and DHS and the Intergovernmental Agreement between CRB and OYA.
- B. A local citizen review board may excuse the presence of a representative of the agency directly responsible for the care and placement of the child from the review. The Board may excuse the agency's presence if other parties attend and the Board can gather sufficient information to make the legally required findings in a case.

#### Rule XIII. Procedures for Removing Cases from Review when Review is not Required by Federal law.

- A. CRB staff may remove a case from the CRB review schedule when a review is not required by federal law.
- B. CRB staff shall notify DHS when a case is removed because a review is not required under federal law.

#### Rule XIV. Review Board Recommendations

The board chair or the CRB Field Manager will document the findings and prepare the recommendations within two days of reviewing a case. The findings and recommendations shall be sent within twenty-one days of the review to the court, DHS, legal parties, anyone attending the review and anyone to whom a recommendation was made.



## Rule XV Additional Procedures and Practices

The CRB Director may adopt such other administrative practices and procedures not inconsistent with these rules as may be necessary for the administration of the citizen review board system.



## OREGON JUDICIAL DEPARTMENT CITIZEN REVIEW BOARD

### Volunteer Board Member Position Description

#### **Purpose of Position:**

Citizen Review Board members are volunteers who are appointed to serve on a review board in the county where they live or work. They are responsible for reviewing the cases of children and/or youth who are in foster care. Cases of dependent children in the custody of the Department of Human Services are reviewed every six months to ensure that the case plan provides for appropriate services and treatment to address the child's safety, health and well-being, and provides permanency in the shortest time possible. Cases of youth offenders in the custody of Oregon Youth Authority (OYA) are reviewed as jointly determined by the board and OYA staff to ensure that the public safety is protected, youth offenders are held accountable, and youth are provided the opportunity for reformation.

#### **Appointment Requirements:**

Prior to serving on a Citizen Review Board, prospective volunteers must:

- Complete an application
- Observe a Citizen Review Board
- Complete the Orientation Training
- Swear or affirm to a judge, that you will keep the information reviewed confidential

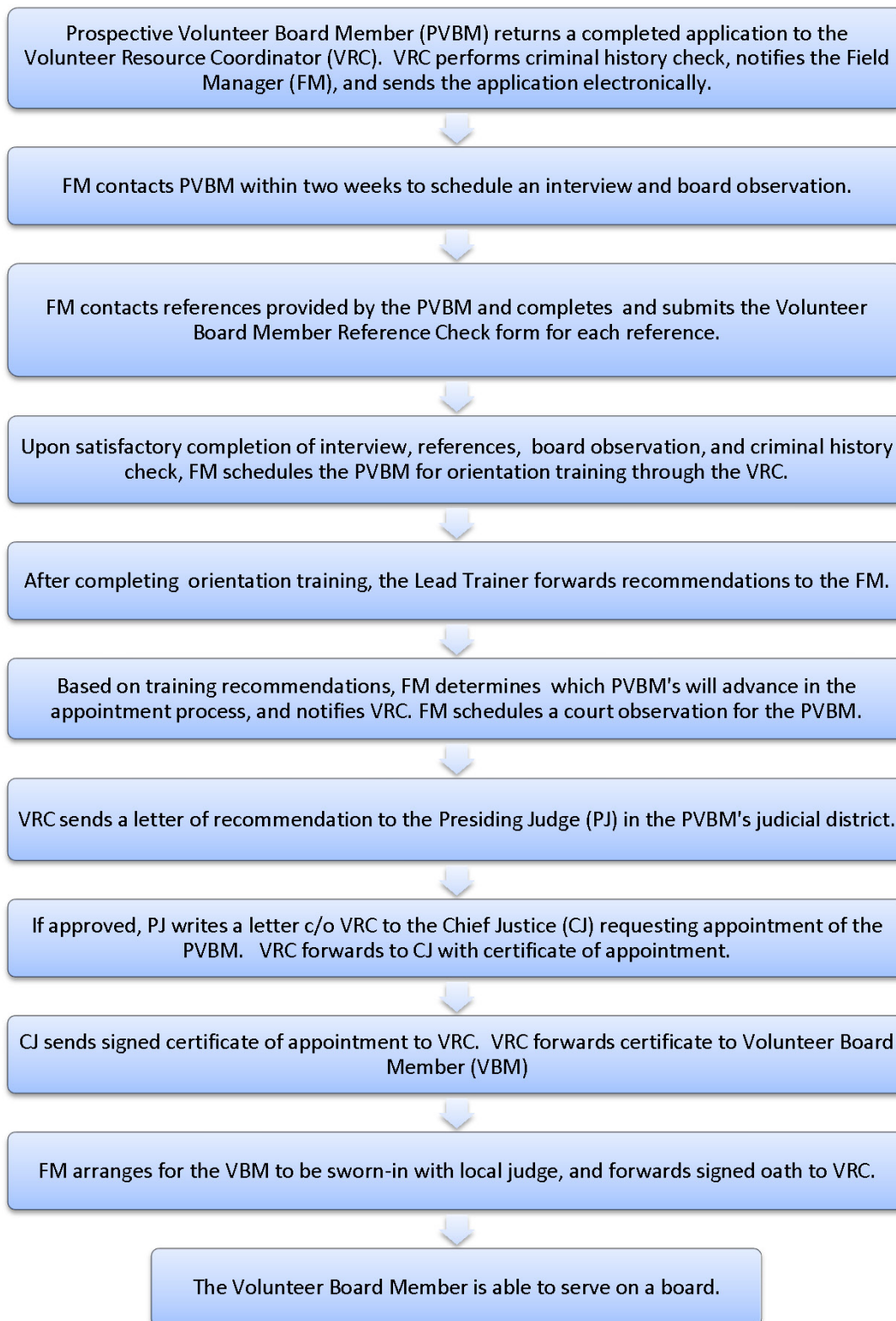
*Additionally, new Citizen Review Board members are expected to observe a Juvenile Court proceeding within two months of appointment.*

#### **Position Duties and Responsibilities:**

Citizen Review Board members are responsible for conducting case reviews of dependent children and delinquent youth. Major duties are to:

- Attend all scheduled board days prepared to discuss each case
- Interview parties with an interest in the case to obtain necessary information
- Make state and federally required legal findings in each case
- Develop recommendations to address identified concerns
- Consider responses from the court, DHS, OYA, and take appropriate action
- Participate in scheduled meetings with the court, DHS, OYA, and other stakeholders
- Maintain a respectful, nonjudgmental demeanor in reviews, including sensitivity to the child and family's culture, ethnic identity, religion, gender, and socioeconomic status
- Complete and report a minimum of eight hours of relevant additional approved training annually, including one hour of training related to cultural responsiveness
- Adhere to the CRB volunteer board member policy
- Represent the Citizen Review Board and the Oregon Judicial Department in a professional manner

CITIZEN REVIEW BOARD  
VOLUNTEER BOARD MEMBER POLICY AND PROCEDURE MANUAL  
APPLICATION AND APPOINTMENT PROCESSES FLOW CHART



CITIZEN REVIEW BOARD  
VOLUNTEER BOARD MEMBER POLICY AND PROCEDURE MANUAL  
VOLUNTEER BOARD MEMBER REFERENCE CHECK FORM

Volunteer Board Member Reference Check Form

Date

**Applicant Information**

Applicant Name:

\_\_\_\_\_

Last                      First                      M.I.

Field Manager:

\_\_\_\_\_

**Reference Information**

Name:

\_\_\_\_\_

E-Mail:

\_\_\_\_\_

Phone:

(    )

**Reference Comments**

***\*Note: Please provide the reference with a brief description of the CRB, volunteer duties and expectations, and local community context at the beginning of the conversation.***

**How long have you known the applicant? In what capacity?**

**Do you have any concerns regarding the applicant's having access to confidential information concerning children and families?**

**What are the assets that you believe the applicant would bring to the Citizen Review Board?**

How would you assess this person's ability to ask clear, relevant, concise questions, listen carefully, and reach a decision?

Do you feel there is any reason the applicant should not be considered for this position?

Using the scale, please rate the volunteer's abilities, for the following areas:

|   | Excellent |   | Average |   | Poor |
|---|-----------|---|---------|---|------|
| Dependability, Commitment, and Attendance | 1         | 2 | 3       | 4 | 5    |
| Maintaining Confidentiality               | 1         | 2 | 3       | 4 | 5    |
| Objectivity                               | 1         | 2 | 3       | 4 | 5    |
| Ability to Learn and Apply New Skills     | 1         | 2 | 3       | 4 | 5    |
| Professional Communication Skills         | 1         | 2 | 3       | 4 | 5    |
| Active Listening Skills                   | 1         | 2 | 3       | 4 | 5    |
| Ability to Work as Part of a Team         | 1         | 2 | 3       | 4 | 5    |
| Ability to Make Sound Judgments           | 1         | 2 | 3       | 4 | 5    |

Are there any ratings you feel that you would like to explain further?

Is there anything else you think we should consider regarding this applicant?

*Thank you for your time and assistance.*

CITIZEN REVIEW BOARD  
VOLUNTEER BOARD MEMBER POLICY AND PROCEDURE MANUAL

SAMPLE INTERVIEW QUESTIONS

1. How did you hear about the Citizen Review Board program?
2. Why are you interested in applying for this particular volunteer position?
3. Please tell me what your understanding is of the purpose, authority and responsibility of the Oregon Judicial Department Citizen Review Board.
4. How do you feel this volunteer position fits with your personal goals?
5. Can you describe for me any personal or professional connections you have to other community organizations?
6. What are the most difficult aspects of jobs or previous volunteer positions that you have held?
7. What kind of experience have you had in working with a group or board?
8. What perspective do you think you will bring to the board?
9. If you were to disagree with the rest of the board on a decision, how would you deal with it?
10. Please describe how you solve problems.
11. Do you have any particular beliefs/opinions about Child Welfare, the juvenile justice system, or families involved in the system that may influence your role as a board member?
12. Most of the children we review have been emotionally, physically, sexually abused or neglected. How do you feel about reading these incidents and discussing sensitive matters with the parents and/or children?
13. Youth who have been placed in the custody of the Oregon Youth Authority, have committed law violations and a decision has been made by the Juvenile Court to remove them from parent's home for public safety, youth accountability, and youth reformation. How do you feel about having contact with youth offenders and discussing their plan with them?
14. What factors do you think would be important in a foster home?
15. How would you feel about a child being placed in a non-traditional home (bi-racial, single parent, same sex couple)?
16. Do you feel a parent with drug/alcohol addiction, and/or a history of abuse, neglect and unemployment can rehabilitate themselves adequately to parent?
17. Do you have any questions about this volunteer position or level of commitment? (court observations, 16 hour training, one review day per month, prep time, annual training hours).

CITIZEN REVIEW BOARD  
VOLUNTEER BOARD MEMBER POLICY AND PROCEDURE MANUAL

CRB Volunteer Board Member Interview Form

**Volunteer**

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Interviewer Name: \_\_\_\_\_

County: \_\_\_\_\_

**Questions/Notes**

Question: \_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Question: \_\_\_\_\_

Notes: \_\_\_\_\_

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Question: \_\_\_\_\_

Notes: \_\_\_\_\_

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Question: \_\_\_\_\_

Notes: \_\_\_\_\_

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**Questions/Notes**

Question: \_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_

Question: \_\_\_\_\_

Notes: \_\_\_\_\_

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Question: \_\_\_\_\_

Notes: \_\_\_\_\_

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**Additional Notes**

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CITIZEN REVIEW BOARD  
VOLUNTEER BOARD MEMBER POLICY AND PROCEDURE MANUAL

VOLUNTEER PERFORMANCE AND FEEDBACK FORM

**VOLUNTEER PERFORMANCE AND FEEDBACK FORM**

This form is based on the CRB Volunteer Board Member description and list of ten standards. It identifies attributes of highly effective volunteer board members. This evaluation form is designed to identify strengths and training needs for both you as an individual and for your review board.

|   |
|---|
| <b>Volunteer Board Member:</b> _____<br><br><b>Assigned Board:</b> _____ <b>Date:</b> _____ |
|---|

**Volunteer board members who have served 9 months or less:**

Please complete and return this form to your field staff member. Field staff will schedule a meeting to review this form with you.

**Volunteer board members who have served 1 year or more:**

Please complete and return this form to your field staff member. Field staff will ask you to complete this form on an annual basis and will use results of this assessment for training purposes. A face to face meeting is not required but may be requested. If you would like feedback on your self assessment, you may request a meeting with field staff. Field staff may also request a meeting with you to address areas for improvement.

**I. SELF ASSESSMENT**

**E = Excellent   S = Satisfactory   NI = Needs Improvement   U = Unobserved/ Unknown**

| STANDARDS   | E | S | NI | U | COMMENTS |
|---|---|---|----|---|----------|
| <b>ADVOCACY</b>   |   |   |    |   |          |
| <b>Adheres to volunteer board member policy pertaining to representation of CRB program</b> |   |   |    |   |          |
| <b>COMMITMENT</b>   |   |   |    |   |          |
| <b>Attends at least 75% of scheduled reviews within 12 month review period</b>              |   |   |    |   |          |
| <b>Notifies staff in anticipation of any scheduled absences</b>                             |   |   |    |   |          |

| COMPETENCY  |  |  |  |  |  |
|---|--|--|--|--|--|
| Demonstrates knowledge of CRB policy and procedures   |  |  |  |  |  |
| Demonstrates ability to apply information learned in training to the review process   |  |  |  |  |  |
| Demonstrates an understanding of the juvenile court process and juvenile law  |  |  |  |  |  |
| Demonstrates knowledge of DHS and OYA policies, procedures, and services  |  |  |  |  |  |
| Conducts culturally responsive reviews that are sensitive to culture, ethnic identity, religion, gender, socioeconomic status, and other cultural factors |  |  |  |  |  |
| DEPENDABILITY   |  |  |  |  |  |
| Reads materials ahead of time and identifies questions for each case  |  |  |  |  |  |
| Arrives on time and participates in board preparation discussions, board business, and board debriefing   |  |  |  |  |  |
| DEMEANOR  |  |  |  |  |  |
| Demonstrates professional and positive communication skills during reviews  |  |  |  |  |  |
| Avoids scolding, lecturing, counseling, telling your own story, and/or preaching to parties at the review   |  |  |  |  |  |
| Avoids inappropriate comments and questions that do not directly pertain to findings  |  |  |  |  |  |
| Avoids negative non-verbal body communication   |  |  |  |  |  |
| EFFECTIVENESS   |  |  |  |  |  |
| Conducts a structured review of the findings  |  |  |  |  |  |
| Assumes volunteer board member role and responsibilities as lead questioner and/or board chair when requested   |  |  |  |  |  |
| Asks appropriate and relevant questions as they pertain to the findings   |  |  |  |  |  |
| Adheres to the law and CRB/DHS/OYA policy when determining findings   |  |  |  |  |  |
| Develops effective recommendations  |  |  |  |  |  |
| Utilizes time efficiently for each case and remains on schedule   |  |  |  |  |  |
| ETHICS  |  |  |  |  |  |
| Maintains confidentiality as prescribed by law, including refraining from sharing information about individual cases outside the review process           |  |  |  |  |  |

| OBJECTIVITY  |  |  |  |  |  |
|--|--|--|--|--|--|
| Approaches each review without bias or judgment toward caseworkers, families, or other parties |  |  |  |  |  |
| Declares any potential conflict of interest prior to each review                               |  |  |  |  |  |
| Conducts fair, impartial, and factual reviews  |  |  |  |  |  |
| RELATIONSHIPS  |  |  |  |  |  |
| Fosters positive working relationships   |  |  |  |  |  |
| Maintains communication with field staff   |  |  |  |  |  |
| Accepts constructive re-direction from field staff   |  |  |  |  |  |
| Participates in the decision making process; demonstrates ability to reach consensus           |  |  |  |  |  |
| Demonstrates language, attitude, and conduct that reflect positively on the CRB and OJD        |  |  |  |  |  |
| Encourages teamwork and collaboration  |  |  |  |  |  |
| TRAINING   |  |  |  |  |  |
| Completes annual training requirement  |  |  |  |  |  |

## II. BOARD ASSESSMENT

**E = Excellent S = Satisfactory NI = Needs Improvement U = Unobserved/ Unknown**

| STANDARDS  | E | S | NI | U | COMMENTS |
|--|---|---|----|---|----------|
| Members of my board have consistent attendance.  |   |   |    |   |          |
| Members of my board arrive on time for board preparation.                                      |   |   |    |   |          |
| Members of my board are thoroughly prepared for each case review.                              |   |   |    |   |          |
| Members of my board contribute to the discussion of each case prior to review.                 |   |   |    |   |          |
| Members of my board follow the structured review process.                                      |   |   |    |   |          |
| Members of my board effectively utilize time for each case and stay on schedule.               |   |   |    |   |          |
| Members of my board give me an opportunity to ask questions when I am not the lead questioner. |   |   |    |   |          |
| Members of my board provide opportunity for all parties to give input.                         |   |   |    |   |          |
| Members of my board have a good understanding of DHS (and/or OYA) policy.                      |   |   |    |   |          |
| Members of my board have a good understanding of juvenile court system/ juvenile law.          |   |   |    |   |          |

|   |  |  |  |  |  |
|---|--|--|--|--|--|
| Members of my board ask appropriate questions which are relevant to each finding.         |  |  |  |  |  |
| Members of my board use policy and law to determine findings.                             |  |  |  |  |  |
| Members of my board refrain from counseling, lecturing, preaching to, or scolding others. |  |  |  |  |  |
| Members of my board value my perspective.   |  |  |  |  |  |
| Members of my board work as a team and are able to achieve consensus.                     |  |  |  |  |  |
| Members of my board treat all parties with respect and professional courtesy.             |  |  |  |  |  |
| Members of my board treat me with respect and professional courtesy.                      |  |  |  |  |  |

### III. Training and Support Needs

1. I need more training/assistance in the following areas:
  
2. Area(s) for board improvement:
  
3. Area(s) of suggested improvement for field staff:
  
4. Ideas to improve your volunteer experience:
  
5. Are you available to...:
  - a) assist with recruitment and support of new volunteer board members?
  
  - b) assist with other program activities outside of the review function process?
  
  - c) serve as a substitute when your schedule permits?
  
6. Additional comments:

*Thank you for taking the time to complete this assessment. We appreciate your involvement in the CRB program and value your feedback.*

CITIZEN REVIEW BOARD  
VOLUNTEER BOARD MEMBER POLICY AND PROCEDURE MANUAL  
REIMBURSEMENT OF VOLUNTEER EXPENSES

**2009 Maximum Income Levels and Request for Reimbursement**

| <u>Size of Family</u> | <u>Poverty Guideline</u> | <u>Maximum Eligible Income</u> | <u>Maximum Monthly Income</u> |
|-----------------------|--------------------------|--------------------------------|-------------------------------|
| One                   | \$10,830.00              | \$20,035.50                    | \$1,669.63                    |
| Two                   | \$14,570.00              | \$26,954.50                    | \$2,246.21                    |
| Three                 | \$18,310.00              | \$33,873.00                    | \$2,822.79                    |
| Four                  | \$22,050.00              | \$40,792.50                    | \$3,399.38                    |
| Five                  | \$25,790.00              | \$47,711.50                    | \$3,975.96                    |
| Six                   | \$29,530.00              | \$54,630.50                    | \$4,552.54                    |
| Seven                 | \$33,270.00              | \$61,549.50                    | \$5,129.13                    |
| Eight                 | \$37,010.00              | \$68,468.50                    | \$5,705.71                    |
| Additional member     | \$3,740.00               | \$6,919.00                     | \$576.59                      |

**Definitions**

1. "Family" means a group of two or more persons related by birth, marriage, or adoption, or a same-sex domestic partner who live together; all such related persons are considered as members of one family. For instance, if an older married couple, their daughter and her husband and two children, and the older couple's nephew all lived in the same house or apartment; they would all be considered members of a single family.
2. "Income" means actual current total cash receipts before taxes of all persons who are resident members of, and contribute to, the support of a family unit.
3. "Total Cash Receipts" include money, wages and salaries before any deductions; income from self-employment after deductions for business or farm expenses; regular payments from public assistance; social security; unemployment and worker's compensation; strike benefits from union funds; and military family allotments or other regular support from an absent family member or someone not living in the household; public or private employee pensions and regular insurance or annuity payments; and income from dividends, interest, rent, royalties, or from estates and trusts. "Total Cash Receipts" do not include money withdrawn from a bank, tax refunds, gifts, compensation and/or one-time insurance payments for injuries, and non-cash benefits.

## Request for Reimbursement of Certain Expenses Related to Serving on the CRB

Please complete both pages

**INSTRUCTIONS:** Volunteer Board Members must complete Part I and must have their field staff complete Part II. The CRB Director will complete Part III.

**PART I: APPLICANT TO COMPLETE**

A. Name: \_\_\_\_\_ County: \_  
\_\_\_\_\_

Mailing Address: \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Work Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

**B. Income Information:**

Number of people in the Family ("Family" means a group of two or more persons related by birth, marriage, or adoption, or a same-sex domestic partner who live together) \_\_\_\_\_

Total **Monthly** Income of all persons who are resident members of, and contribute to, the support of a family unit \$ \_\_\_\_\_

\*See definition for "Total Cash Receipts" in CRB Volunteer Board Member Procedure Manual

|   |                          |   |          |                          |                      |   |                          |                       |          |                          |                |          |                          |         |          |  |                 |          |  |
|---|--------------------------|---|----------|--------------------------|----------------------|---|--------------------------|-----------------------|----------|--------------------------|----------------|----------|--------------------------|---------|----------|--|-----------------|----------|--|
| <p><b>C. I request monthly reimbursement of the following expenses to enable me to participate in the CRB (specify estimated amounts):</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;"><input type="checkbox"/></td> <td style="width: 50%;">Lunch Meal</td> <td style="width: 30%;">\$ _____</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Mileage (\$.55/mile)</td> <td>(round-trip - # of miles _____)<br/>\$ _____</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Public Transportation</td> <td>\$ _____</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Dependent Care</td> <td>\$ _____</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Stipend</td> <td>\$ _____</td> </tr> <tr> <td></td> <td style="text-align: right;">Total Requested</td> <td>\$ _____</td> </tr> </table> | <input type="checkbox"/> | Lunch Meal                                  | \$ _____ | <input type="checkbox"/> | Mileage (\$.55/mile) | (round-trip - # of miles _____)<br>\$ _____ | <input type="checkbox"/> | Public Transportation | \$ _____ | <input type="checkbox"/> | Dependent Care | \$ _____ | <input type="checkbox"/> | Stipend | \$ _____ |  | Total Requested | \$ _____ | <p style="text-align: center;"><b>For CRB Use Only<br/>Approved Amounts</b></p> <p>Meal: _____</p> <p>Mileage: _____</p> <p>Public Trans.: _____</p> <p>Dep. Care: _____</p> <p>Stipend: _____</p> <p>TOTAL APPROVED \$ _____</p> <p>Start Date _____ End Date _____</p> <p>Notification sent: _____</p> |
| <input type="checkbox"/>  | Lunch Meal               | \$ _____                                    |          |                          |                      |   |                          |                       |          |                          |                |          |                          |         |          |  |                 |          |  |
| <input type="checkbox"/>  | Mileage (\$.55/mile)     | (round-trip - # of miles _____)<br>\$ _____ |          |                          |                      |   |                          |                       |          |                          |                |          |                          |         |          |  |                 |          |  |
| <input type="checkbox"/>  | Public Transportation    | \$ _____                                    |          |                          |                      |   |                          |                       |          |                          |                |          |                          |         |          |  |                 |          |  |
| <input type="checkbox"/>  | Dependent Care           | \$ _____                                    |          |                          |                      |   |                          |                       |          |                          |                |          |                          |         |          |  |                 |          |  |
| <input type="checkbox"/>  | Stipend                  | \$ _____                                    |          |                          |                      |   |                          |                       |          |                          |                |          |                          |         |          |  |                 |          |  |
|   | Total Requested          | \$ _____                                    |          |                          |                      |   |                          |                       |          |                          |                |          |                          |         |          |  |                 |          |  |

**E. Reason for Request:**

I need reimbursement because:

---

**F. Certification:**

I have read and agree to the CRB policies and procedures regarding the reimbursement of certain expenses related to serving on a board and acknowledge that failure to follow this policy or meet the expectations of me as a Volunteer Board Member may make me ineligible.

I certify that I have accurately disclosed all financial information requested. I certify that I have not and will not receive payment from any source other than the Judicial Department for my participation in this program, except as described below:

\_\_\_\_\_ Board Member Signature                      Date \_\_\_\_\_

**PART II: FIELD STAFF TO COMPLETE**

I support this application because:

\_\_\_\_\_ Field Staff Signature                      Date \_\_\_\_\_

**PART III: DIRECTOR TO COMPLETE**

I authorize reimbursement subject to OJD Travel Policy limitations and the Guidelines for Determining Board Member Eligibility for Reimbursement of Certain Expenses Related to Serving on the CRB. CRB will reimburse up to \$\_\_\_\_\_ monthly from statewide funds for the expenses as shown on page 1.

I deny the request because:

\_\_\_\_\_ CRB Director                      Date \_\_\_\_\_

After signing this form, the CRB Director will keep the original and provide copies to the applicant and the applicant's field staff.



CITIZEN REVIEW BOARD  
VOLUNTEER BOARD MEMBER POLICY AND PROCEDURE MANUAL  
SAMPLE END OF SERVICE LETTER



**Oregon Judicial Department  
Citizen Review Board**

Dear \_\_\_\_\_,

On behalf of the Oregon Judicial Department Citizen Review Board, we would like to thank you for your \_\_\_\_\_ years of service on the \_\_\_\_\_ County Citizen Review Board. Our program could not perform the work we do without the hard work that our volunteers contribute on a daily basis to realize our mission of ensuring safe, secure, healthy, and permanent homes for children in our communities, and promoting conditions that ensure youth offenders become successful and productive members of society.

In an effort to continue to work toward program improvement, we would like to give you the opportunity to share your thoughts about your experience with the Citizen Review Board. I would like to invite you to set up a time to participate in an exit interview to discuss the topics on the enclosed form. You can contact me by phone at the number below to set up a time, or you may share your thoughts by filling out the form and returning it by mail, fax, or e-mail.

We greatly appreciate your service to the Citizen Review Board, and wish you the best in your future endeavors.

Respectfully,

Name  
Volunteer Resource Coordinator  
Citizen Review Board  
Toll Free: (888) 530-8999 Ext. \_\_\_\_\_  
[CRB.Volunteer.Resources@ojd.state.or.us](mailto:CRB.Volunteer.Resources@ojd.state.or.us)  
Fax: (503) 731-3442

CITIZEN REVIEW BOARD  
VOLUNTEER BOARD MEMBER POLICY AND PROCEDURE MANUAL  
EXIT INTERVIEW FORM

**CRB Exit Interview**

**Name:** \_\_\_\_\_

**Date :** \_\_\_\_\_

**County:** \_\_\_\_\_

Please briefly comment on the following:

1. What were the most enjoyable and the least enjoyable aspects of your volunteer service?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Do you feel you received adequate training and support during your service?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. What suggestions, changes, or recommendations would you offer to make the experience better for future volunteers?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. What tips or hints would you give to other volunteers to serve more efficiently?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. What is your main reason for leaving? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. What in particular triggered your decision to leave? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. Additional Comments \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_