



## In Service Training Fact Sheet & Frequently Asked Questions

### Why must I complete ongoing training?

Once accepted into the program, a volunteer's education does not end after new volunteer training class is over. The National Standards require that a Volunteer complete at least 12 hours of ongoing training each CASA fiscal year, July 1st—June 30th.

### How can I earn ongoing training credit?

Ongoing training credit can be earned through a variety of different delivery methods, including attending Brown Bag Trainings, completing the Newsletter Advocate Tip, logging on to Texas CASA E-College, submitting unofficial college transcripts, attending outside trainings, and reading approved books, related to your role as a CASA volunteer.

### How do I access the Newsletter Advocate Tip?

At the beginning of every month you will receive the CASA Newsletter directly to your email. Find the section titled, "Advocate Tip", there you will find a brief summary of related advocate subject with questions at the bottom. Simply read the paragraph, answer the questions correctly and submit it along with the title of the Advocate tip, to our training email: **training@casa-satx.org** and you will receive 1 hour of training credit. All these Advocate tips can also be found on our website, [www.casa-satx.org](http://www.casa-satx.org). Once approved the credit will reflect in the Optima Database.

### How to obtain credit through Texas CASA E-Learning?

Texas CASA E-College is free and available for use by volunteers, and staff. It keeps track of all the courses that you enroll in and complete. You simply go to: <https://texascasa.org/casa-college-e-learning/> and create a log in if you're a first time user, complete the material and **email your transcript showing your courses and credit, to your CASA supervisor for approval. You will also have to add your training into Optima by selecting the training tab and hitting add.** To access your transcripts, sign in to CASA College, click the Toggle Main Menu and select **'Transcript'**. You will see all of your earned credit through CASA College E-Learning.

### Does a college course count toward Ongoing Training credit?

A completed college course related to your role as a CASA volunteer, with a passing grade of C or higher, will issue you the same amount of credit the College/University issues. A 3-hour credit class will count as 3 hours of ongoing training credits. In order to receive credit, **you must add the training into Optima and email a copy of your unofficial transcript showing a passing grade of a C or higher, to your supervisor for approval.**

### How to obtain credit through outside trainings?

Other organizations offer excellent trainings with valuable instruction for child advocates. These courses are offered in different formats. Many of these courses will issue a certificate of training, confirmation email or training agenda. In order to receive credit you must **email a copy of your certificate, confirmation email or training agenda along with your completed In-Service Training Request Form to your supervisor for approval.** Please also add the training information into Optima as well.

### What books qualify for Ongoing Training credit?

National CASA, Texas CASA and Child Advocates San Antonio have created an approved reading list that will credit you 30 minutes for each 50 pages; maximum of 3 hours per book. This list can be obtained from your supervisor. In order to receive credit you must **email your completed In-Service Training Request Form to your supervisor for approval as well as add the training information into Optima.**

### How do I enter credits for approval in Optima Database?

Simply log in to Optima and select the Training Tab. You can add hours by clicking the green "Add" button under In-Service Trainings. Use the Ongoing Training Fact Sheet & Frequently Asked Questions to compute your training time and credits.

### Where can I obtain the In Service Training Request Form?

The **In Service Training Request Form** can be obtained through your CASA supervisor or by requesting it from our training department at [training@casa-satx.org](mailto:training@casa-satx.org).