



Volunteers in the Courts: Resource Guide

Knowledge & Information Services

[Best or Promising Practices](#)

[Recruitment and Training](#)

[Guides and Manuals](#)

[Volunteer Management](#)

[CASA Resources](#)

[Guardianship Resources](#)

[Juvenile Court Volunteer Program Articles](#)

[Other Volunteer Program Articles](#)

[State Volunteer Program Internet Resources](#)

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Best or Promising Practices

Working with Volunteers: A Training Model For Court Clerks. Portland, ME: Administrative Office of the Courts, 2002. **KFM526 .V6 W67 2002** Provides model exercises to train court staff to work effectively with court volunteers. Suggests guidelines and activities to enhance volunteer supervision and provides solutions to problems that may arise when working with volunteers. Provides sample forms and surveys used in the Maine Volunteers for Justice program.

Guidelines for Best Practice. Raleigh: North Carolina Administrative Office of the Courts, Guardian ad Litem Services Division, 2000. **KFN7491 .M5 G85 2000** Provides guidelines and policy used in the North Carolina Guardian ad Litem Division. Suggests procedures for recruiting, screening, training, and placing volunteers and outlines the volunteer's role in the court system. Lists qualifications, standards, and duties for attorney advocates and the GAL district administrator. Suggests solutions to potential problems in the GAL program as well as information on personnel management and processing complaints. Provides sample documents used in the development of the NC GAL program

Clinton, W. Terry, III. [Opening the Courts to the Community: Volunteers in Wisconsin Courts.](#) Bureau of Justice Assistance Bulletin (April 2000). Lists and describes the twelve types of volunteer programs used in Wisconsin State Courts.

Larimore, Steven M. **Building an Effective Court Volunteer Program: The Coordinated Trial Courts of Contra Costa County's Small Claims Advisor Volunteer Program** (1998). **KFC985 .V6 L37** Detailed 52-page paper with appendices on how to plan and organize a court volunteer program. It uses the Contra Costa County's Small Claims Advisor Volunteer Program as the dominant example, but the suggestions are universally applicable.

Volunteers in the Courts: A Development and Management Guide. Washington, DC: American Association of Retired Persons, 1996. **KF8807 .V66** Provides a generic guide for developing and managing volunteer programs in courts. Gives a few model court volunteer programs along with sample forms, such as a recruitment letter, application forms, time sheets, volunteer agreement forms, and training event timelines and worksheets. Outlines best practices for developing a volunteer component, and recruiting, placing, training, managing, and recognizing the volunteers.

Haynes, Jacinda. **Guardian ad Litem Volunteer Training Manual for Family Law Cases.** Tallahassee: State of Florida Guardian ad Litem Program, Office of the State Courts Administrator. 1995. **KFF91 .M5 H39** Provides guidelines and procedures for Florida's Guardian ad Litem Program. Outlines the role of the GAL in family cases and includes sample orders and reports used in training and placing volunteers in family courts. Provides specific outlines detailing the various roles of the GAL as an investigator, protector, spokesperson, and reporter.

Partin, Emmett M., and Lynn Shreve. **Final Report on Delaware Family Court Dissemination of Best CASA Models** Delaware, 1989. **KF337.5 .J88 P38 1989** A comparative analysis of six well established CASA programs to determine the most effective elements of CASA programs in order to formulate the best CASA model. Analyzes aspects of recruitment, training, supervision, case management, and worker relationships. Provides recommendations for a model program and appendices including questionnaires used in the study.

[Top](#)

Recruitment and Training

[New Mexico Court Volunteer Program: Recruiting, Retaining, and Recognizing Court Volunteers.](#) Albuquerque: New Mexico Administrative Office of the Courts, 2001. **KFN4126 .V6 N49 2001**

Jucovy, Linda. [Training New Mentors.](#) Office of Juvenile Justice and Delinquency Prevention (March 2001).

Jucovy, Linda. [Recruiting Mentors: A Guide to Finding Volunteers to Work with Youth.](#) Office of Juvenile Justice and Delinquency Prevention, February 2001.

Gratch, Mary. **Guardian ad Litem Volunteer Training Program: Volunteer Manual.** Raleigh: North Carolina Administrative Office of the Courts, Guardian ad Litem Services Division, 2000. **KFN7491 .M5 G83**

Robinson, Dianne. **Volunteers: How to Find, Train and Manage Them.** Washington, DC: Center for Community Corrections, 2000. **KF8807 .R63**

Finding Volunteers: A Never Ending Challenge. VIP Examiner (Spring 1998): 5-14. An outline of effective guidelines for developing a justice volunteer program.

Haynes, Jacinda. **Guardian ad Litem Volunteer Training Manual for Family Law Cases**. Tallahassee: State of Florida Guardian ad Litem Program, Office of the State Courts Administrator, 1995. KFF91 .M5 H39 Provides guidelines and procedures for Florida's Guardian ad Litem Program. Outlines the role of the GAL in family cases and includes sample orders and reports used in training and placing volunteers in family courts. Provides specific outlines detailing the various roles of the GAL as an investigator, protector, spokesperson, and reporter.

McCurley, Steve. **Recruiting Volunteers for the Long Haul**. Leadership (January-March 1995): 9.

Peterson, Leslie, and Kristi Duggan. **Reaching the Short Term Volunteer**. Leadership (January-March 1995): 10.

Dicks, Helen Marks, and Betty Abramson. **Judicial Companion to Guardianship and Protective Services**. Madison, WI: Elder Law Center, 1992. KF 553 D52 1992. See especially "Appointment of the Guardian Ad Litem," pp. 4-8, and "Selecting and Appointing a Guardian," pp. 21-23. Again, this does not focus exclusively on volunteer guardians, but some material covered might be useful. Appendices may be useful for training purposes

McCurley, Steve. **Recruiting Volunteers for Difficult or Long-Term Assignments**. Downers Grove, IL: VMSystems, 1991. HN49 .V64 M34 1991

Macduff, Nancy L. **Volunteer Recruiting and Retention: A Marketing Approach**. Walla Walla, WA: Macduff/Bunt Associates, 1985. HN49 .V64 M23

Jorgensen, James D. **Volunteer Training Manual: Training Volunteers to Work in Court Settings**. Denver: Colorado Judicial Department Volunteer Services Coordination Project, 1973. KF8807 .J6 1973

Jorgensen, James D. **Volunteer Training for Courts and Corrections**. Metuchen, NJ: Scarecrow Press, 1973. HV9275 .J65

[Forty-Sixth District Court Volunteers in Probation Training Manual](#). Michigan 46th District Court.

[Recruiting, Using, and Training Volunteers](#) (from Peer Justice and Youth Empowerment: An Implementation Guide for Teen Court Programs). American Probation and Parole Association.

[Top](#)

Guides and Manuals

Guidelines for Best Practice. Raleigh: North Carolina Administrative Office of the Courts, Guardian ad Litem Services Division, 2000. **KFN7491 .M5 G85 2000** Provides guidelines and policy used in the North Carolina Guardian ad Litem Division. Suggests procedures for recruiting, screening, training, and placing volunteers and outlines the volunteer's role in the court system. Lists qualifications, standards, and duties for attorney advocates and the GAL district administrator. Suggests solutions to potential problems in the GAL program as well as information on personnel management and processing complaints. Provides sample documents used in the development of

the NC GAL program.

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Volunteers in the Courts: Court-Related Volunteer Programs in Wisconsin. Madison: State Bar of Wisconsin, Wisconsin Supreme Court, Volunteers in the Courts, a Partnership for Justice, 1998. **KFW2910.5 .V6 C68 1998**

Larimore, Steven M. **Building an Effective Court Volunteer Program: The Coordinated Trial Courts of Contra Costa County's Small Claims Advisor Volunteer Program** (1998). **KFC985 .V6 L37** Detailed 52-page paper with appendices on how to plan and organize a court volunteer program. It uses the Contra Costa County's Small Claims Advisor Volunteer Program as the dominant example, but the suggestions are universally applicable.

Court Docent Handbook, California. Los Angeles: Los Angeles Municipal Court, 1998. **KFC985.V6 C68**

The South Bay Municipal/Superior Court Volunteer Guide. Chula Vista: California Superior Court (South Bay), 1995. **KFC985 .V6 S68**

Thommen, Kenneth, and Janet G. Cornell. **A Guide for Developing a Volunteer Guardianship Monitoring Program.** Phoenix, AZ: SJI/Guardianship Review Project, 1995. **KF553 .T56 1995**

Lovko, Rae. **Court-Community Relations Survey: Final Report.** Williamsburg, VA: Information Service of the National Center for State Courts, 1994. **KF8732 .L68** Section 9 lists various volunteer programs implemented in the state courts.

[Achieving Diversity: A Beginning Guide for CASA/GAL Program.](#) National CASA Association, 1992.

Partin, Emmett M., and Lynn Shreve. **Final Report on Delaware Family Court Dissemination of Best CASA Models** Delaware, 1989. **KF337.5 .J88 P38 1989**

Schwartz, Michael A. **The State Office of Volunteerism Manual.** Trenton: New Jersey Office of Volunteerism, 1989. **HN49 .V64 S39**

Citizen Volunteers in the Family Courts: The New York State Experience. Welfare Research, Inc., 1987. **KFN5134 .C58**

McCurley, Steve. **101* Ideas for Volunteer Programs.** Downers Grove, IL: Heritage Arts Publishing, 1986. **HN49 .V64 M33 1986**

Jaycox, Victoria H. **Creating a Senior Victim/Witness Volunteer Corps: A Manual.** Washington, DC: Criminal Justice and the Elderly Program, Legal Research and Services for the Elderly, National Council of Senior Citizens, 1982. **KF3721.5 .J3**

Missouri Handbook for Volunteers in Juvenile Justice. Jefferson City: Missouri Council on

Criminal Justice, 1978. **HV9105 .M8 M57**

Fox, Vernon. **Handbook for Volunteers in Juvenile Court**. Reno, NV: National Council of Juvenile Court Judges, 1973. **HV9104 .F6**

Bashant, Susan K. **Volunteer Program Development Manual**. Denver: Colorado Judicial Department, Volunteer Services Coordination Project, 1973. **HV9304 .B3**

National Volunteer Parole Aide Program. **Volunteers in the Criminal Justice System: Rights and Legal Liability**. Washington, DC: American Bar Association, Commission on Correctional Facilities and Services, 1973. **KF3721.5 .V5**

[Top](#)

Volunteer Management

Working with Volunteers: A Training Model for Court Clerks. Portland, ME: Administrative Office of the Courts, 2002. **KFM526 .V6 W67 2002** Provides model exercises to train court staff to work effectively with court volunteers. Suggests guidelines and activities to enhance volunteer supervision and provides solutions to problems that may arise when working with volunteers. Provides sample forms and surveys used in the Maine Volunteers for Justice program.

Robinson, Dianne. **Volunteers: How to Find, Train and Manage Them**. Washington, DC: Center for Community Corrections, 2000. **KF8807 .R63**

[5 Tips for Getting Useful Feedback from Your Volunteers](#). VIP Examiner (Spring 1998): p. 17.

Chambre, Susan M. **Difficult Volunteers**. Volunteer Leadership (October-December 1996): 18-20.

Volunteers in the Courts: A Development and Management Guide. Washington, DC: American Association of Retired Persons, 1996. **KF8807 .V66** Provides a generic guide for developing and managing volunteer programs in courts. Gives a few model court volunteer programs along with sample forms to use in a volunteer program, such as a recruitment letter, application forms, time sheets, volunteer agreement forms, and training event timelines and worksheets. Outlines best practices for developing a volunteer component, and recruiting, placing, training, managing, and recognizing the volunteers.

Thommen, Kenneth, and Janet G. Cornell, **A Guide for Developing a Volunteer Guardianship Monitoring Program**. Phoenix, AZ: SJI/Guardianship Review Project, 1995. **KF 553 T56 1995**. This focuses on volunteer guardianship monitors, not volunteer guardians. However, there are good sections that relate to volunteers generally. See "How Can Volunteers Be Recruited, Trained, Managed, and Recognized for Service?" p. 8.

Kipperman, Stephanie Probst. **Motivating Volunteers: Make the Most of Commitment to the Cause**. Leadership (October-December 1995): 21.

Del Preore, Jude. **Volunteer Management in the Essex County New Jersey Family Court**. Phase III paper, Court Executive Development Program, Institute for Court Management, 1988. **KFN2326 .V6 D45**

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and Criminal Justice. Milwaukee, WI: National Association on Volunteers in Criminal Justice, 1988. HV9303 .G842 1988

Ellis, Susan J. **From the Top Down: The Executive Role in Volunteer Program Success.** Philadelphia: Energize Associates, 1986. HN49 .V64 E44 1986

[Top](#)

CASA Resources

[National CASA Association Volunteer Training Manual.](#) National CASA Association, 2003.

[Standards for National CASA Association Member Programs.](#) National CASA Association, 2002.

Rubio, Dawn Marie. **Evaluation of the Arizona Court Appointed Special Advocates Program: Final Report.** Denver: National Center for State Courts, Court Services Division, 1999. KFA2494.5 .R83

Flynn, Tracy. [Tips to Keep Volunteer Training Costs Down.](#) National CASA Association, 2001.

[Standards for State CASA/Guardian ad Litem Organizations Affiliated with the National CASA Association](#) (NCASAA). National CASA Association, 1998

Lawry, M. [Court Appointed Special Advocates: A Voice for Abused and Neglected Children in Court.](#) National CASA Association, 1997.

Bogle, T. G. [Evaluation of the Virginia Court-Appointed Special Advocate \(CASA\) Program: Executive Summary and Final Report.](#) Virginia Department of Criminal Justice Services, 1996.

[Achieving Diversity: A Beginning Guide for CASA/GAL Program.](#) National CASA Association, 1992.

Partin, Emmett M. **Final Report on Delaware Family Court Dissemination of Best CASA Models.** Delaware, 1989. KF337.5 .J88 P38 1989 A comparative analysis of six well established CASA programs to determine the most effective elements of CASA programs in order to formulate the best CASA model. Analyzes aspects of recruitment, training, supervision, case management, and worker relationships. Provides recommendations for a model program and appendices including questionnaires used in the study.

Standards and Guidelines for Court Appointed Special Advocate (CASA) Projects. Topeka, KS: Office of Judicial Administration, 1987. KFK106 .S73

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[Top](#)

Guardianship Resources

Gratch, Mary. **Guardian ad Litem Volunteer Training Program: Volunteer Manual**. Raleigh: North Carolina Administrative Office of the Courts, Guardian ad Litem Services Division, 2000. **KFN7491 .M5 G83**

[Standards for State CASA/Guardian ad Litem Organizations Affiliated with the National CASA Association \(NCASAA\)](#). National CASA Association, 1998

Killian, Wendy C. **Restructuring the Guardian System**. OAC Reports (June 22, 1998): 1-2.

Haynes, Jacinda. **Guardian ad Litem Volunteer Training Manual for Family Law Cases**. Tallahassee: State of Florida Guardian ad Litem Program, Office of the State Courts Administrator, 1995. **KFF91 .M5 H39** Provides guidelines and procedures for Florida's Guardian ad Litem Program. Outlines the role of the GAL in family cases and includes sample orders and reports used in training and placing volunteers in family courts. Provides specific outlines detailing the various roles of the GAL as an investigator, protector, spokesperson, and reporter.

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[Achieving Diversity: A Beginning Guide for CASA/GAL Program](#). National CASA Association, 1992.

[Top](#)

Juvenile Court Volunteer Program Articles

Leone de Nie, Karen. [Teen Jurors, Attorneys: Prevention and Positive Peer Pressure](#). The Third Branch, vol. 7 no. 3 (Summer 1999): 8-9. Overview of Wisconsin Teen Court programs where volunteer teenagers hear cases of minor juvenile offenders and recommend sentences such as community service and apology letters to the victims.

Nessel, Paula A. [A Teen Court Web Site: Starting Locally—Reaching Globally](#). Update on Law Related Education, vol. 22, no. 2 (1998): 35-36. Overview of Knox County, Illinois "Teen Court" program.

Pairing Juvenile Offenders with Volunteer Advocates. VIP Examiner (Fall 1997): 13-18. Description of Detroit's Partners Against Crime (PAC) mentoring program for juvenile offenders.

Probate Court Volunteers in Prevention Program Aids Area Juveniles At-Risk. VIP Examiner (Fall 1997): 6-8. Overview of CASA, Volunteer Probation Officers, Learning Partner, and Guardianship programs managed by the VIP division in Traverse City, Michigan.

[Top](#)

Other Volunteer Program Articles

Clinton, W. Terry, III. [Opening the Courts to the Community: Volunteers in Wisconsin Courts.](#) Bureau of Justice Assistance Bulletin (April 2000). Lists and describes the twelve types of volunteer programs used in Wisconsin State Courts.

Leone de Nie, Karen. [DOJ Funds Study of Wisconsin Court Related Volunteer Initiative.](#) The Third Branch (a newsletter of the Wisconsin Courts) vol. 7, no. 1 (Winter 1999): 11.

Leone de Nie, Karen. [Law Students Volunteer in Wisconsin Courthouses.](#) The Third Branch, vol. 7, no. 3 (Summer 1999): 9.

Hobson, Rich. **Oath of Confidentiality Ceremony for Judicial Volunteers.** Alabama Court News, vol. 6, no. 2 (September 1998): 1. Description of the Lee County Judicial Volunteer Program.

Bridge, Bobbe. **Courthouse Volunteers Invaluable.** WSBA Bar Bulletin (June 1998): 28. Overview of volunteer programs in the King County Superior Court, such as GAL, CASA, Volunteer Settlement Panel, Guardianship Monitoring Program, and the Guardianship Delinquency and Probate Review Program

When Amateurs Are Better than Professionals. The Responsive Community, vol. 8, no. 1 (Winter 1997-98): 89-90. Article on South Minneapolis town of Lyndale using volunteers as night patrolmen, in after-school programs, and in regular community events and fund raisers.

Volunteer Officers Help Keep Offenders on the Right Track. VIP Examiner (Spring 1997): 11-12. Article on the Bellevue, Washington, Probation Volunteer Program where volunteers meet weekly or monthly with clients facing a variety of misdemeanor charges. The program has resulted in keeping all but 5 percent of its clients from repeat arrests.

OAR of Richmond, Virginia. VIP Examiner (Fall 1996): 14. Article on the Impact of Crime on Victims Program, a workshop run by volunteers for prisoners at the Henrico County Jail.

Court-wide Volunteer Program Toledo, Ohio. VIP Examiner (Fall 1996): 4. Overview of the use of volunteers as mediators in the Citizens Dispute Settlement Program in Toledo, Ohio, to divert appropriate cases from official court appearances.

[Top](#)

State Volunteer Program Internet Resources

[Volunteers in the Courts: A Partnership for Justice.](#) State Bar of Wisconsin.

[Volunteers in the Courts News.](#) Wisconsin Court System.

[Volunteer Programs in the 19th Judicial District](#). 19th Judicial Circuit Court of Lake and McHenry Counties, Illinois.

[Maine's Volunteers for Justice Program](#). VolunteerSolutions.org (March 3, 2003).

[New Jersey Court Volunteer Services](#). New Jersey Judiciary.

[Top](#)

Contact the **Knowledge & Information Service Office** with inquiries regarding
Volunteers in the Courts
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