

## Frequently Asked Questions

### What is the purpose of CASE?

- To assist individuals who have been judged appropriate for community service sentencing.
- To provide another source of volunteers for member agencies of The Volunteer Center (TVC).
- To help the courts administer justice in our service area.

### How does one enroll in CASE?

- Contact TVC to speak with the CASE Manager and arrange a convenient time for an interview.
- Complete the CASE Form in this brochure and sign the CASE Agreement.
- Pay the placement fee in cash or money order. \$1 for each required community service hour in addition to the flat rate. The flat rate for adults is \$40 and the flat rate for juveniles is \$30.

### Where are CASE Volunteers placed?

- Over 50 public and non-profit agencies in TVC's Northwest Suburban Chicago service area.  
May take up to two weeks to process depending on the nature of the offense.

### How are CASE Volunteers placed?

- The CASE Manager contacts agencies prior to the interview to determine potential sites for community service.
- At the interview, the CASE Volunteer and the CASE Manager discuss the best placement location based on the Volunteer's location, skills and availability, as well as agency needs.

### What happens after the completion of service hours?

- The CASE Volunteer is responsible for reporting back to the court or to the referring source.

## About the Volunteer Center

The Volunteer Center of Northwest Suburban Chicago (TVC) is devoted to improving lives by developing, advancing and promoting community volunteer initiatives. A not-for-profit 501(c)(3) agency, TVC is the largest suburban volunteer center in the state of Illinois and part of a national network of HandsOn Action Centers that function as community clearing houses and agents for social change.

Since its inception in 1969, the agency has supported volunteer programs through its partnerships with social service agencies, schools and businesses. Our broad service area includes 53 towns and villages, with a total population of over 1.6 million residents. Our volunteers come from all age brackets, youth to senior citizens, and from all walks of life.



"Where Compassion Takes Action"

volunteer@volunteerinfo.net  
[www.volunteerinfo.net](http://www.volunteerinfo.net)



**An affordable referral program  
that places court appointed  
community service volunteers at  
public and not-for-profit agencies.**

Hours: 9 am - 4 pm, Monday - Friday

2121 S. Goebbert Road  
Arlington Heights, IL 60005  
Phone: 847.228.1320  
Fax: 847.228.1327

[kathleen.kerman@volunteerinfo.net](mailto:kathleen.kerman@volunteerinfo.net)  
[www.volunteerinfo.net](http://www.volunteerinfo.net)



A program of the Volunteer Center of  
Northwest Suburban Chicago



## Benefits For All

### For a Not-for-Profit Agency

- Increased visibility
- Steady source of volunteers
- Agency needs matched with volunteers' skills
- Provides access to a new pool of volunteers

### For a Judicial Entity

- Consistent, reliable procedures
- Assistance with the administration of justice
- Reduction of judicial workload
- Restitution to society

### For a CASE Volunteer

- Link to community service agencies
- Personalized service
- Opportunity to repair harm done to society
- Awareness of not-for-profit needs
- Comparably low fees

ELIGIBILITY - CASE is available to adult offenders convicted of misdemeanors, traffic offenses and violations of local ordinances. Only those NOT convicted of violent, sexual or theft offenses are allowed to participate. An agency may opt not to utilize a CASE Volunteer based on the charge. Juvenile eligibility is determined on a case-by-case basis.

## What Member Agencies Are Saying About CASE

“The last CASE Volunteer was an absolute joy to have working with us. Thank you for sending her to our organization.”

– Volunteer Coordinator, Kohl Children’s Museum

“We have had a few CASE Volunteers referred by TVC and it has been a very good experience. One CASE Volunteer has worked out especially well for us. After his time was completed, he decided to help us as a substitute driver for the Meals-ON-Wheels program and has done a few delivery routes since then.”

– Site Manager, CNNSSA

“Our experience with court referred volunteers has been positive overall and mutually rewarding. It is gratifying to see both agency and volunteer needs met through our partnership with court referrals. In addition, this is often accompanied by attitude changes, continuing service and developed friendships.”

– Director of Volunteer Services, Clearbrook

## CASE Form

Please print.

Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

City \_\_\_\_\_

Zip/Township \_\_\_\_\_

Phone (day) \_\_\_\_\_

Phone (cell) \_\_\_\_\_

E-mail \_\_\_\_\_

Adult \_\_\_\_\_ Juvenile ages 13-17 \_\_\_\_\_

Offense \_\_\_\_\_  
\_\_\_\_\_

How did the volunteer hear about CASE?

Online search \_\_\_\_\_ Friend/Relative \_\_\_\_\_

Other \_\_\_\_\_

If referred by a lawyer, school or police department, please provide:

Name \_\_\_\_\_

Phone \_\_\_\_\_

The following questions are optional and are used for statistical & reporting purposes only.

Male \_\_\_\_\_ Female \_\_\_\_\_

Do you describe yourself as:

African American \_\_\_\_\_ Hispanic \_\_\_\_\_

Asian/Pacific Islander \_\_\_\_\_ Caucasian \_\_\_\_\_

Native American \_\_\_\_\_ Other \_\_\_\_\_

What languages do you speak?  
\_\_\_\_\_