Optima FAQs

General Questions

What is Optima and why do I need to use it?

Optima is an online database where you can manage case information, CEUs, and your personal contact information. Giving CASAs the ability to access and edit this information ensures that our records are updated and correct. Optima is also a tool to keep all case related information in a confidential and secure place.

Who has access to Optima?

Child Advocates—Denver CASA staff has access to all records in Optima. Each advocate has access to only the cases in which they are currently assigned and their own personal information. No one else outside of Child Advocates—Denver CASA has access to this database, however reports and contact logs are submitted to the court for the magistrate to review and therefore become an official court document.

How do I access Optima?

You can go to www.denvercasa.org and click on the Optima icon at the top. Please contact Child Advocates—Denver CASA for your username and password. You can access the website here: https://co-denver.evintosolutions.com/Account/LogOn?ReturnUrl=%2f

You are welcome to bookmark the login page on your personal computer, but be sure that no one else who uses that device is able to login and access information.

What do I do if I can't login?

First, make sure that you are typing everything in correctly, including any punctuation. You can reset your password by clicking "Reset Password" on the login page. An email will be sent to you with a link to change your password. Or you can call your Case Supervisor and we can reset the password for you and verify your username. Your email address is connected to the email address you have provided to Child Advocates—Denver CASA, please check with your case supervisor if you are unsure what email that is.

I have attended training but am still struggling with Optima. What do I do?

Come in! We understand that this is a huge transition. Schedule a time to come in and meet with Program Staff to go over your questions. If you have to come in every week or call us every other day, that is ok! We are here to help in any way.

Case Information

How do I access case information?

If you are assigned to a case, when you first login you will see a page that lists the case number and case name. On that same line you will see a magnifying glass. Click on the magnifying glass and that will direct you to the Case Details page where you will see all the information about that case.

What if I notice a mistake on the Case Details page?

CASAs are able to edit most of the information in Optima. Click on the magnifying glass next to the item that is incorrect and click Edit. Feel free to change/update anything in Optima. The point is to have the most accurate and up-to-date information at all times. If you are unable to edit and item, or are unsure of how to do so, contact VFC Program Staff and we will change it for you or walk you through the process.

Where can I look to see if there is an upcoming hearing?

Hearings are entered by Child Advocates—Denver CASA staff from the minute orders. You can see if there is an upcoming hearing by looking at the Case Details page, scrolling to the bottom, and clicking on the Hearings tab. Upcoming hearings will also show up on your Optima Calendar.

Where do I keep track of people involved in the case?

All family members will be listed under the Family Members box on the Case Details page. You can add people to this category by clicking Add. Anyone who is not family, but is related to the case should be listed under the Associated Parties tab. You can add someone to this list by clicking Add, selecting whether they are an Attorney, Caseworker, or Interested Party and picking their name from the drop down list and click Save. If their name does not appear, you can select New and add their information to the drop down list. Or you can contact VFC and we can update this information for you.

Contact Logs

What are contact logs?

Contact logs are a way to keep track of all case related activities. You can think of this as a way of replacing hand written notes you may be keeping throughout the month.

When do I need to fill out a contact log?

A contact log needs to be filled out within 72 hours of a conversation or contact with anyone related to the case. This includes in person meetings/visits, phone conversations, emails and even texts. You can combine a string of emails or texts into one contact log where appropriate. You are not required to fill out a contact log for brief conversations about scheduling meetings, confirming plans, etc. However, many CASAs find it helpful to fill out contact logs for EVERYTHING as a way to keep track of case activity.

How detailed do I need to be in my contact logs?

Under the Notes section of the contact log, you will need to detail what that contact was and any relevant case information. Some contacts may be very brief, only consisting of a couple of sentences. Some contact logs may be lengthy because the contact involved a lot of new information or observations that are relevant to the case. Use your best judgment when deciding how much detail to include. Think of the contact logs as your notes, it may be helpful to review your contact logs for the last few weeks when compiling your monthly report.

Do I need to fill out a contact log if the child was not involved in the contact?

Yes, contact logs need to be filled out when talking to anyone related to the case including parents, GALs, caseworkers, etc.

Who sees the contact logs?

The contact logs are reviewed by your Case Supervisor.

How do I add a contact log?

The easiest way is to select the Pen and Paper icon on the same line as the case name and number when you first log in.

How do I know if the Case Supervisor has seen my Contact Log?

On the Case Details page scroll to the bottom. You will see a list of all contact logs that have been submitted. Under "Status", it will detail whether it is "Pending", which means your supervisor has not yet reviewed it or whether it has been "Approved" or "Denied". If we have to deny a contact log, it is most likely because it was clearly submitted as a mistake or a duplicate. If there is anything that needs to be revised before it can be approved, we will contact you to let you know.

Can I look at past Contact Logs I have submitted?

Yes. You can go to the Case Details page and scroll to the bottom where you will see all contact logs you have submitted. You can then click on the magnifying glass to view that individual contact. Or you can click View Notes and that will show you a list of all the contacts that have been Approved, starting with the most recent at the top.

Monthly Reports

Why do I need to fill out a monthly report if I am already doing contact logs?

The contact logs detail what you have done on the case. The report is a chance to highlight the important information from the last month and share your concerns and recommendations based on what you have observed. The Monthly Summary may be used if you have not kept up with your contact log throughout the month and need to utilize a summary instead.

When do I need to fill out a monthly report?

You will need to fill out a report for each month, due by the 5th of the following month. For example, October's report would be due by Nov 5th.

Who sees the report?

The report will first be reviewed by your Case Supervisor.

How do I submit a report?

You will go to the Contact Log page, click add, and under the Activity Type choose "Monthly Summary."

Training Logs/CEUs

What are CEUs?

CEU stands for Continuing Education Unit. In Optima, these are referred to as Training Logs. Each CASA, whether on a case or not, is required to complete 12 CEUs each year.

How do I know how many CEUs I have so far?

On the Volunteer Dashboard (when you first login) you will see a tab labeled Training Logs. If you click on that tab, it will show you all CEUs you have ever completed, the most recent at the top.

What if I have completed something that is not on there or that I want to add?

Click Create New on the Training Logs tab. Fill in all the information about that CEU, including date, format, etc. You do not need to worry about filling in a Trainer. Under the Notes section, write a brief description of what it was and how it relates to CASA work or your case. Click Submit. It will be sent to your Supervisor for approval.

What counts as a CEU?

Anything where you can learn something related to CASA work or your case! You can watch a movie, read a book, attend a lecture, attend an in service, etc. Check out the CASA library at Voices for Children for free books and movies you can check out. Or look on our website for a list of movies we recommend and upcoming events. We will give you one credit for each hour you attended something educational related to CASA work. Books are worth 3 CEUs, movies are worth 1.

If I attend an In-Service at Child Advocates—Denver CASA and sign-in, do I still need to create a CEU?

No, if you put your name on the sign-in sheet at these events, we will add the CEU for you.

Other features of Optima

Do I have to use the Calendar or Address book features?

No, both are tools for your convenience. You are not required to use either, however we do recommend that you at least check the Calendar every once and a while to see what may be coming up. We will add in-service meetings and hearings to your calendar.

Will staffings or other team meetings appear on the Calendar?

VFC will not add these events, but you are welcome to add them and keep track of them that way. You can add an event by double clicking the date it will take place and filing in all information you have.

Do I need to do anything with the Personal Info page?

Not really. Check it periodically to make sure everything is correct. You can edit it at any time if you wish.