



**CASA**

Court Appointed Special Advocates  
**FOR CHILDREN**

---

**LEHIGH COUNTY**

To Whom It May Concern:

I am delighted to write this letter of recommendation on behalf of Michelle Penoyer. I have had the pleasure of supervising Ms. Penoyer since June, 2017 when she was sworn-in as volunteer with Lehigh County Court Appointed Special Advocate (CASA) for children. Lehigh County CASA is a government-funded volunteer program that works with children who have been removed from their homes due to abuse and/or neglect. A CASA volunteer is typically assigned to a child by request of a Lehigh County Judge and they are considered the eyes and the ears of the court. Prior to being sworn-in, prospective CASA volunteers are provided with forty hours of intensive training. Additionally, CASA volunteers are asked to dedicate ten to twelve hours per month to their case assignment which includes visiting their CASA children once per week. Every three months, the CASA volunteer will write a report to the court summarizing their interactions and assessments, as well as, providing recommendations on their CASA children's permanency plan to the court.

Since her swearing-in, Ms. Penoyer has graciously donated her time to meet and work in concert with all of the key stakeholders in her role as a CASA to ensure that the best interests of her CASA children are consistently met. She has persisted in the toughest of circumstances and is able to contribute valuable information that directly impacts the success of her CASA children's future and permanency. Ms. Penoyer has always conducted herself in a professional manner and is very conscientious in the delivery of her thoughts when working with other professionals and the courts.

Lehigh County CASA  
Lehigh County Courthouse  
455 W. Hamilton Street, Rm 728  
Allentown, PA 18101-1614  
Telephone: 610-782-3858; Fax: 610-782-3734  
erinhefferan@lehighcounty.org

Ms. Penoyer exemplifies the quality and compassion of an outstanding CASA volunteer, who possesses personal integrity and a thoughtful communicative style. I am an ardent admirer of her giving spirit, perseverance in the most trying of times, as well as the dignity she radiates no matter what obstacles have been put in her way. Ms. Penoyer's unending devotion and dedication to the Lehigh County CASA program has unequivocally impacted beneficial change to the lives of a very vulnerable population of children in Lehigh County. As you can tell, I think very highly of Ms. Penoyer and would recommend without reservations for employment or any other endeavors she chooses to pursue. Ms. Penoyer would be a tremendous addition to any school district.

Thank you for your attention in this matter. Please do not hesitate to contact my office at the number below should you require any additional information.

Very truly yours,



Erin P. Hefferan,  
Director, Lehigh County CASA

Lehigh County CASA  
Lehigh County Courthouse  
455 W. Hamilton Street, Rm 728  
Allentown, PA 18101-1614  
Telephone: 610-782-3858; Fax: 610-782-3734  
[erinhefferan@lehighcounty.org](mailto:erinhefferan@lehighcounty.org)