

FY 2019 TEXAS CASA ANNUAL SURVEY ADDITIONAL SERVICES OR ASSISTANCE REQUESTED FROM TEXAS CASA

Programs completing the Fiscal Year 2019 Texas CASA Annual Survey had the option of listing other services or assistance they would like Texas CASA to offer. Network feedback is a vital part of planning for Texas CASA. Texas CASA leadership reviewed each comment to determine if the need was already met or how we might meet it. The response to survey input is provided below.

The mission of Texas CASA is to support CASA volunteer advocacy programs and to advocate for effective public policy for children in the child protection system. The supportive role is manifest through assistance and resources, oversight regarding standards, and as a funder. Direct service to children is the role of local CASA volunteer advocacy programs. Additional services or assistance requested from the CASA network falls within the areas of support outlined below.

Training

The network made multiple requests regarding the annual conference as well as targeted training topics and audience.

Texas CASA has heard the network request to take conference in a new direction and will be adding staff and role specific workshops and an opportunity for sessions on governance. Specifically, the network is asking for workshops for Program Directors, volunteer or advocacy coaches, budgets, grants and fund development.

Additional requests will be responded to as follows:

- Advocacy podcasts will cover a myriad of topics for advocacy and can serve as in-service training for volunteers;
- A Praesidium webpage will be established to continue resources and share IMPACT projects from CASA programs in the network;
- An e-learning course for child victims of sex trafficking will be released in February;
- A short animated video, "What Is a CASA?" will be released in spring 2020.

DID YOU KNOW: Texas CASA provides ongoing support for the Texas CASA pre-service curriculum? A new, improved version of Core Advocacy (OCAST) training is available?

Trauma informed training and resources are available on the Texas CASA website? The Texas CASA Learning Management System (LMS) has new cultural competency resources available? And is updating all the time. A new request resource on Aging-Out Youth will be added soon.

DID YOU KNOW: Grants management resources are available on the Texas CASA website? Corporate sponsorships are pursued when CASA programs provide Texas CASA with the desire and information needed to connect. A fund development "jump start kit" is available to you!





CASA Awareness

Several requests related to marketing, branding, community awareness and recruitment were mentioned and are being addressed through the following:

- Texas CASA is improving our website and publications (Inside CASA, CASA Voice).
- Articles and areas of emphasis in our publications will now be reviewed by Texas CASA leadership utilizing a three month editorial calendar.

Advocacy

Survey respondents made multiple requests regarding advocacy and sharing innovative practices within the CASA network. Texas CASA is responding to those requests in the following ways:

- A consultant is developing a plan to replicate Early Family Engagement—an innovative practice that focuses on the first two weeks of a case for early resolution.
- A workgroup has been established to explore challenges and solutions for service to children in multiple counties.
- Volunteer Coaching and Advocacy (VCA) will respond to requests to expand training and resources by developing additional e-learning opportunities.
- A video-based training for volunteers and staff on legislative advocacy will be released in March 2020 in addition to a retreat in August, and regional trainings.
- Requests for legal resources has been addressed (since FY19) by providing the network with limited access to an attorney to consult on child or case related issues.
- Requests for onsite training, including board member training, are met on a request-by-request basis, based on the resources of the Program Operations team.

Program Operations

Requests for general support to aid programs will be addressed through the following:

- Board training with new topics is offered regionally each year.
- The Texas CASA Board of Directors has established an Ambassador Program to make members of the Texas CASA board available to network programs for additional onsite visits and assistance.
- A request for assistance with Optima is being met through the newly established Optima User Group and Optima Liaison.
- A request for data results on each county will be met through an individual program profile in FY20.
- A white paper will be developed to provide assistance with better defining the role of CASA within our child protection system.
- Resources to aid in program operations are offered annually through the Texas CASA Learning Center and through Inside CASA with ten resources dispersed each year.
- Texas CASA will continue evaluation of our customer service to CASA programs.

We appreciate the feedback received through the annual survey and the time invested in the comments. Specificity in comments helps us to understand and respond to concerns! Please reach out to us at any time with concerns or questions. Texas CASA is committed to incorporating suggestions as we move forward into a new fiscal year.

