

EXECUTIVE SUMMARY

FY 2019 TEXAS CASA ANNUAL SURVEY

The Program Standards and Services Committee of the Texas CASA Board of Directors is charged with the commission of an annual satisfaction survey of the local CASA programs.

This year's survey evaluates Fiscal Year 2019 and was sent to three distinct groups—executive directors, program staff and board members—in order to gain a clearer picture of program needs and Texas CASA's impact. This audience presents a comprehensive representation of who utilizes the services provided by Texas CASA and will increase our understanding of the needs of the 72 local CASA programs. To ensure anonymity the survey instrument does not provide any identification of survey participants beyond their role.

This executive summary includes six main sections:

1. Satisfaction with Texas CASA Performance
2. Overview of Current Texas CASA Services & Initiatives
3. Satisfaction with Current Texas CASA Services & Initiatives
4. Additional Services Requested
5. Texas CASA's Impact
6. Demographics of Respondents (optional section)

The data in this executive summary includes the following survey responses:

	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
Executive Directors	57	66	59	54
Program Staff	182	177	171	124
Board Members	100	106	46	89
Total	339	349	276	267

SATISFACTION WITH TEXAS CASA PERFORMANCE

Overall Satisfaction

Overall satisfaction with the services and performance of Texas CASA during the past year:

Executive Directors

	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
I am very satisfied	65%	52%	63%	57%
I am satisfied	35%	39%	36%	41%
I am unsatisfied	0%	8%	1%	0%
I am very unsatisfied	0%	2%	0%	2%

Program Staff

	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
I am very satisfied	42%	40%	39%	45%
I am satisfied	57%	55%	57%	50%
I am unsatisfied	1%	3%	3%	5%
I am very unsatisfied	0%	1%	1%	0%

Board Members

	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
I am very satisfied	48%	68%	61%	59%
I am satisfied	48%	30%	39%	37%
I am unsatisfied	1%	2%	0%	2%
I am very unsatisfied	3%	0%	0%	2%

Reasons for Dissatisfaction with Services & Performance

Quotes from FY 2019 Survey in response to "If you were not satisfied with the services and performance of Texas CASA, please provide the reason(s) why":

Executive Directors

- I didn't check unsatisfied because I'm somewhere in between. Some folks are great to deal with and prompt to respond to questions, etc. (Leann, Celeste, the grants dept.) But with others, it would be great if calls could be returned within 24 hours or even within a day or two.
- All of my interactions with Texas CASA have been very positive. Everyone I have interacted with have tried to work on helping me.
- N/A

Program Staff

- Some More food
- I'm generally unaware of what Texas CASA does for my program. Difficult to thoughtfully respond.
- Very Satisfied; Texas CASA is always available to assist when needed.
- The trainings offered to staff members are very poorly organized. The Texas CASA website and college are not user friendly. CASA conference of 2018 was offered nothing for staff. I am not looking forward to conference this year.
- There are times I email Texas CASA staff and NEVER receive a response. Not all, but a few.
- There seems to be a disconnect between Texas CASA and rural areas. The Court, AAL and attorney for CPS don't seem to understand what our role is, therefore it is hard to do our job. Why isn't every judge and DA informed about our role and our responsibilities as laid out by the State Legislature?
- I was not satisfied that our CFE training was cancelled after our volunteers had been notified and many had taken off work to attend.
- Only one time given conflicting information; however on a matter of importance. Our program recorded information according to the directive of Texas CASA and following year found out it should be recorded differently. Made a difference in our reporting.
- There seems to be a disconnect between y'all and what's really happening out here in the large rural areas of Texas. For example, presenters at regional trainings had an attitude of telling us what our focus should be rather than listening to what attendees were saying our true issues and challenges are within our program and in our area. It is also very frustrating to ask a specific question and get a specific answer, only to show up at a training and be told something completely different, or to hear from other programs that they were told something completely different.
- I am very pleased with the assistance, help, guidance and such. I feel there is a certain political "feel" that has crept into some aspects of the TX CASA program, and it is an area of concern since programs from across state may have a more conservative demographic.
- Conference used to have a more diverse range of seminars instead of a sole focal point. I liked the conference that everyone benefited from. Also, can you suggest grant training seminars around the state since you know all programs survive on grants? Thanks!
- Better communication is needed.
- I think the training for the volunteer coordinator, specially for the new curriculum is lacking.
- N/A (5 repeats)

Reasons for Dissatisfaction with Services & Performance, continued

Quotes from FY 2019 Survey in response to "If you were not satisfied with the services and performance of Texas CASA, please provide the reason(s) why":

Board Members

- ED often snaps back at Board members with a response of "Texas CASA says I don't have to do that."
- Lack of funding for sufficient Casework Supervisors with CPS increasing the number of cases dramatically
- Funding for this program seems to be the greatest issue of all despite position or functions
- There should be more offerings for local CASA board members.
- Failure of Texas CASA to actively assess and react to changes in CPS programs in our area, primarily outsourcing of reunification services.
- I was very dissatisfied with how Texas CASA attacked our program last year with a letter writing campaign. It was handled wrong!
- Texas CASA requires training of volunteer Board Members, but does not offer the training at enough sites to be considered "close" to all areas of Texas. Training is offered only during the week and notice of the training calendar is not sufficient to plan for the first few trainings. Furthermore, Texas CASA has contacted our board only in response to negative information from other entities. We are confronted and accused, rather than approached with a discussion.

Responsiveness of Texas CASA Staff

Texas CASA staff members respond to my phone or email requests within 1-2 business days:

Executive Directors

	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
Always	56%	56%	53%	63%
Most of the time	39%	44%	44%	26%
Some of the time	5%	0%	2%	4%
Never	0%	0%	0%	2%
N/A	0%	0%	2%	5%

Program Staff

	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
Always	46%	50%	49%	48%
Most of the time	17%	14%	19%	21%
Some of the time	4%	3%	4%	3%
Never	1%	0%	0%	1%
N/A	31%	33%	29%	27%

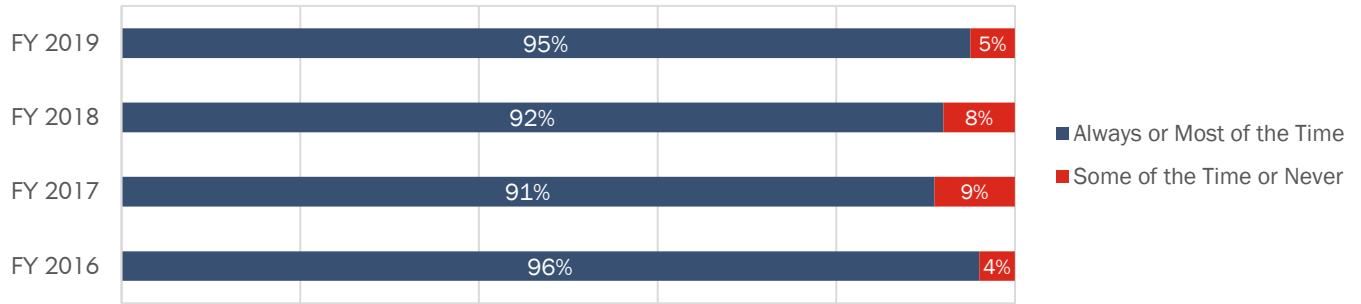
Board Members

	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
Always	56%	54%	57%	49%
Most of the time	6%	14%	4%	15%
Some of the time	1%	3%	0%	3%
Never	0%	0%	0%	0%
N/A	37%	29%	39%	33%

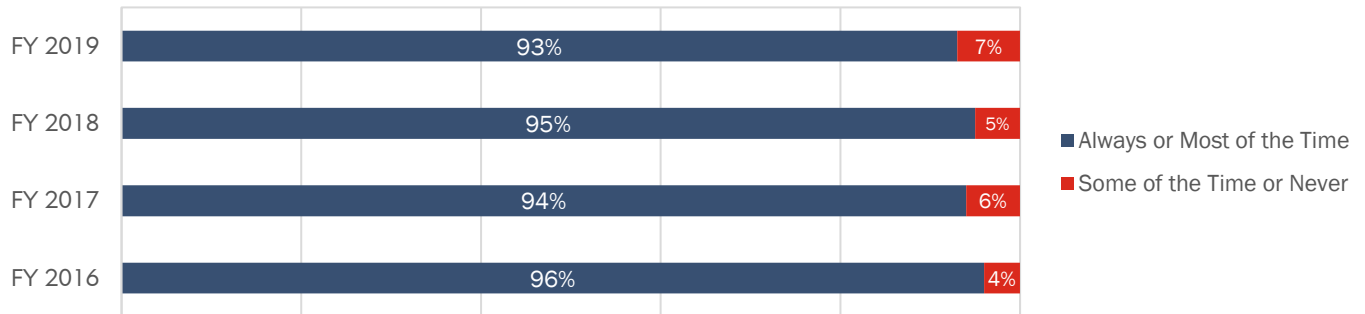
Satisfaction with Responses ¹

I was satisfied with the responses provided by Texas CASA:

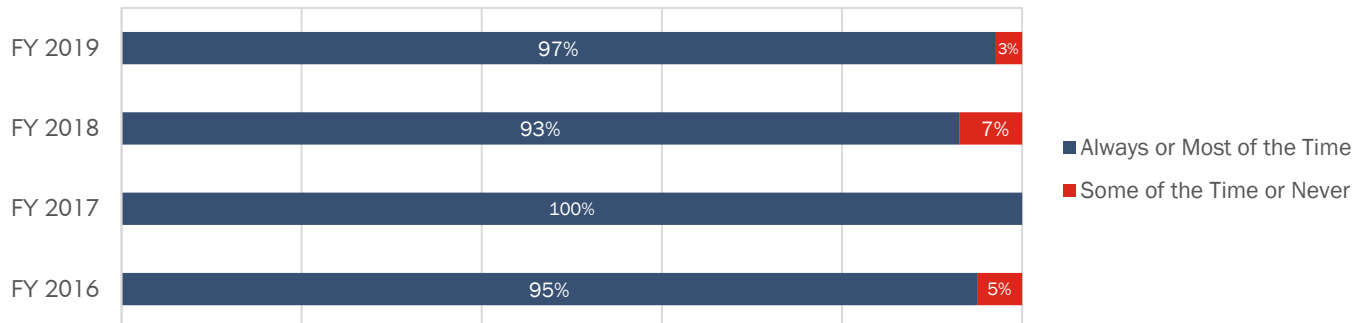
Executive Directors



Program Staff



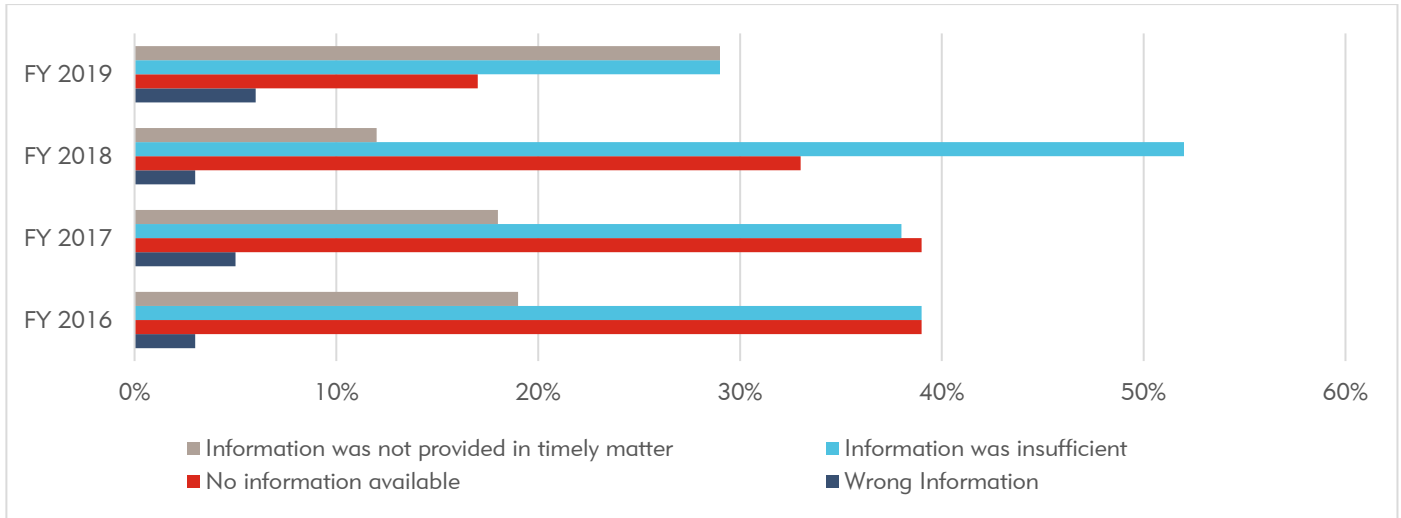
Board Members



¹ Calculated percentages do not include "N/A" responses

Reasons for Dissatisfaction with Responses ²

If you were not satisfied with the response from Texas CASA, please provide the reason(s) why:



Executive Directors

- I know they can't tell the programs what to do or how to do it, but a little more clarity sometimes would be more helpful; sometimes answers are in the very gray area
- different information given about the same topic
- Directed elsewhere
- N/A (2)

Program Staff

- Information was confusing.
- Some staff never responded. Others who did respond were very helpful.
- I haven't been in contact with Texas CASA this year
- We have had a difficult time getting some staff to respond to us, and as I said earlier sometimes we get different answers depending on who we talk to.
- We are always satisfied with the responses we receive; on the rare occasion an email is not returned we cannot be "satisfied".
- they never respond to emails
- In regards to an email I sent asking for contact information on Montgomery County. I was ignored on our recruiters chat. I know Texas CASA also receives those emails. I was not asking for much. A solid question and a brief paragraph about why I needed their contact info. That same day I think someone went off to send another email to the recruiters and people jumped on that but never even bothered with mine.
- N/A (2)

Board Members

- not applicable
- I've never directly communicated w/ Texas CASA
- N/A

² Chart contains aggregate data from Executive Directors, Program Staff, and Board Members

Frequency of Communication with Texas CASA Staff

I communicate with staff at Texas CASA:

Executive Directors

	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
More than once a week	4%	2%	3%	2%
Weekly	14%	9%	10%	23%
Monthly	63%	59%	52%	48%
Less than monthly	18%	27%	24%	17%
Rarely	2%	3%	10%	10%

Program Staff

	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
More than once a week	4%	2%	4%	1%
Weekly	4%	3%	2%	8%
Monthly	18%	13%	17%	19%
Less than monthly	32%	33%	27%	21%
Rarely	42%	49%	50%	52%

Board Members

	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
More than once a week	1%	3%	2%	5%
Weekly	6%	12%	12%	6%
Monthly	24%	13%	19%	21%
Less than monthly	13%	30%	19%	15%
Rarely	56%	42%	48%	54%

OVERVIEW OF CURRENT TEXAS CASA SERVICES & INITIATIVES

SERVICES

Assistance to Local Program Board Members & Local Program Staff

This service includes email, phone and onsite assistance when support for local program staff and board members is needed. Local program assistance also includes the research, development and sharing of manuals, templates, best practice guides and more, to address the CASA network's needs, trends and identified gaps.

Value to Local Programs: Offers email and phone communication, resource sharing and onsite assistance when additional support is needed. Additionally, Texas CASA facilitates annual, mandatory training for representatives from each local CASA program board.

Communication/PR (Crisis Communications, Website, Inside CASA, CASA Voice)

This service includes assistance around current and potential crisis situations and offers branded website template creation and web content management. This services also includes the management of both an internal news blog, Inside CASA, and a statewide news and outreach blog, The CASA Voice.

Value to Local Programs: Through the Inside CASA and CASA Voice, Texas CASA keeps local program staff and board up to date on important news, resources and opportunities, as well as shares CASA success stories and important child welfare news updates.

Data & Infographics for Your Program

Texas CASA creates and distributes data visualizations, dashboards and reports to allow programs to leverage program-specific and statewide data.

Value to Local Programs: Through the distribution of data visualizations, dashboards and reports, Texas CASA helps program explore trends within their program and statewide data.

Legislative Advocacy (Statewide Representation with Key Legislators & State-Level Stakeholders)

There are currently 36 CASA Legislative Advocacy Teams (LATs) in Texas that work with Texas CASA and their local CASA programs to develop and promote policy agendas to improve the child welfare system. They work to build relationships with legislators, share their personal experiences, and motivate and empower others in the local CASA program to advocate for those improvements. LAT volunteers communicate with their legislators about proposed legislation and testify in legislative hearings to support policy changes that affect the role of CASA and budget decisions that support the work of CASA.

Value to Local Programs: Texas CASA provides hands-on support for each program's LAT, which allows CASA volunteers, board members and staff to take their advocacy to the next level and promote systemic change. LATs are empowered to take action in support of improving outcomes for all children and youth in foster care. During the legislative interim Texas CASA has been holding policy webinars to inform LATs (and any other interested individuals) about policy changes resulting from the 86th Legislative Session and



other current systemic changes in the child welfare system. Texas CASA has also been producing a web-based training for LATs on effective legislative advocacy that will be both a training and recruiting tool for the teams.

Marketing of the CASA Brand through the Volunteer Recruitment Campaign

Texas CASA launched the “Every child has a chance- it’s you. ®” recruitment and awareness campaign to help position CASA as the premier volunteer opportunity and come closer to the goal of serving all children in the Texas child protection system with a CASA volunteer.

Value to Local Programs: This comprehensive, multi-touch campaign offers resources, strategies and best practices to support each local CASA program’s branding and recruitment efforts. Additionally, Texas CASA is able to leverage more added value through bulk media purchases that otherwise would not be available to programs purchasing media on their own.

Quality Assurance & Program Standards

Quality Assurance (QA) not only includes a concrete measure of compliance with Texas CASA Standards, but also examines key aspects of program operation and performance through an organizational assessment that identifies needed resources, tools and samples to improve overall program operations. The assessment helps to identify the program’s strengths, needs and methods to improve efficiency and effectiveness.

Value to Local Programs: Of those who participated in a QA Review in FY 2019 and responded to the evaluation of the review, 94% agreed that the QA review helped increase overall effectiveness in operations and 94% agreed the review helped increase overall effectiveness in advocacy for children. Additionally 86% agreed that the QA review helped their program consider, plan and/or prepare for growth.

Training for Local Program Board Members, Program Staff & Volunteers

Texas CASA’s Training team ensures that local CASA program staff, board members and volunteers have the training resources they need to provide the highest level of advocacy for children in care. The team offers a combination of in-person and online training with the goal of providing the entire network with the most up-to-date and innovative tools in a way that works best for each person.

Value to Local Programs: The team creates dynamic and relevant online learning materials to support local programs’ educational needs, and manages Texas CASA’s online Learning Management System (LMS) so that local programs can access the training and resources they need, when they need them. Additionally, the team helps the local CASA programs effectively train their volunteers by offering train-the-trainer resources, trainings and support on how to best utilize the National CASA pre-service training curriculum.



INITIATIVES

Assistance & Support to New Executive Directors

This initiative provides comprehensive coaching, assistance, training and resources to local program executive directors in their first, second and third year of leadership as well as interim executive directors. Through this, Texas CASA supports effective leadership and operational functioning of local CASA programs and provides ongoing assistance in governance, nonprofit administration, finance, volunteer management and advocacy for children.

Value to Local Programs: Support includes New ED orientations, onsite visits, ED trainings (3 per year), onsite and regional trainings to local boards. New Executive Directors who were hired during FY 2019 were retained through the end of the fiscal year at 100%.

Training & Coaching Programs on Collaborative Family Engagement (CFE)

Texas CASA partnered with DFPS on a family engagement effort known as Collaborative Family Engagement (CFE). CFE brings CASA and CPS together to find and engage family and other supportive people to be involved in the planning and decision making for children and youth in the foster care system who are in the conservatorship of the state (both in TMC and PMC).

Value to Local Programs: CFE is currently taking place in 41 local CASA programs, providing each program with ongoing training, collaboration and support. CASA advocacy is enhanced through CFE, supporting advocates to have a holistic lens of the child, their family and community; as well as the impacts of trauma and importance of relationships. CFE aims to improve the outcomes for children through greater family engagement; normalcy; relational permanency; increased collaboration between CASA, CPS, and community stakeholders; and more. This value will be extended across the state as more programs become involved in the coming years.

Volunteer Coaching & Advocacy (VCA)

VCA (Volunteer Coaching and Advocacy) is a new Texas CASA initiative that provides ongoing training and support to local CASA program staff who directly supervise CASA volunteers. The VCA team offers regional trainings; onsite visits with a focus on coaching principles and enhancing advocacy; and resources for best practices in volunteer coaching, communication, time management and more.

Value to Local Programs: VCA is dedicated to deepening understanding and evolving practices when it comes to serving advocates who make a difference for vulnerable children.

Volunteer Recruitment Assistance

Texas CASA uses proven strategies, creates tools, and resources to empower the 72 local CASA programs in recruitment efforts by working with local CASA programs to meet individual local programs' recruitment goals, to develop strategies to engage underrepresented communities and groups, and to open doors and build meaningful relationships.

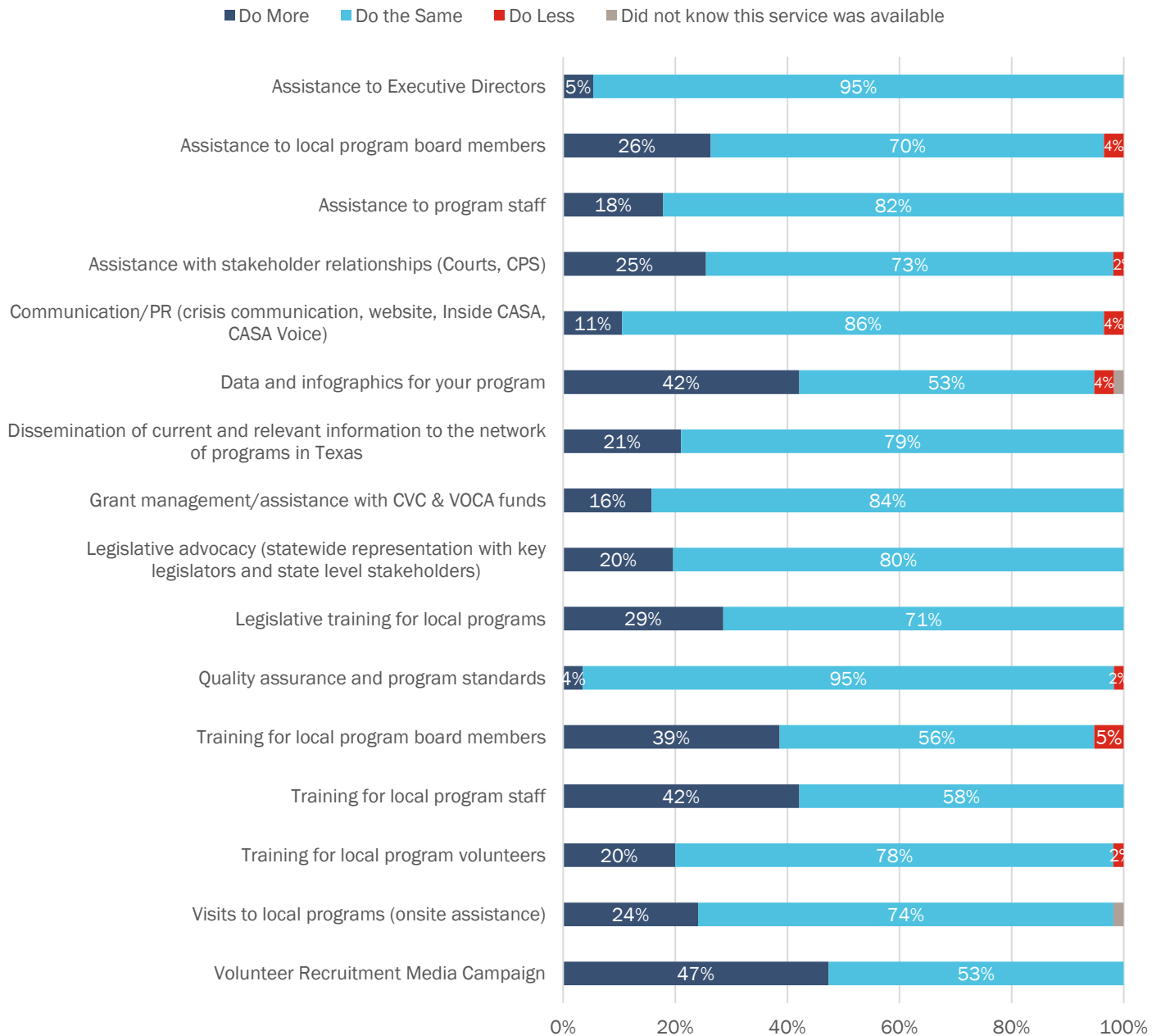
Value to Local Programs: This initiative provides and develops a variety of tools that can be implemented by programs in addition to providing customized hands-on support.

SATISFACTION WITH CURRENT TEXAS CASA SERVICES & INITIATIVES³

Satisfaction with Current Services

In regard to Texas CASA's current services/activities, Texas CASA should do the following:

Executive Directors

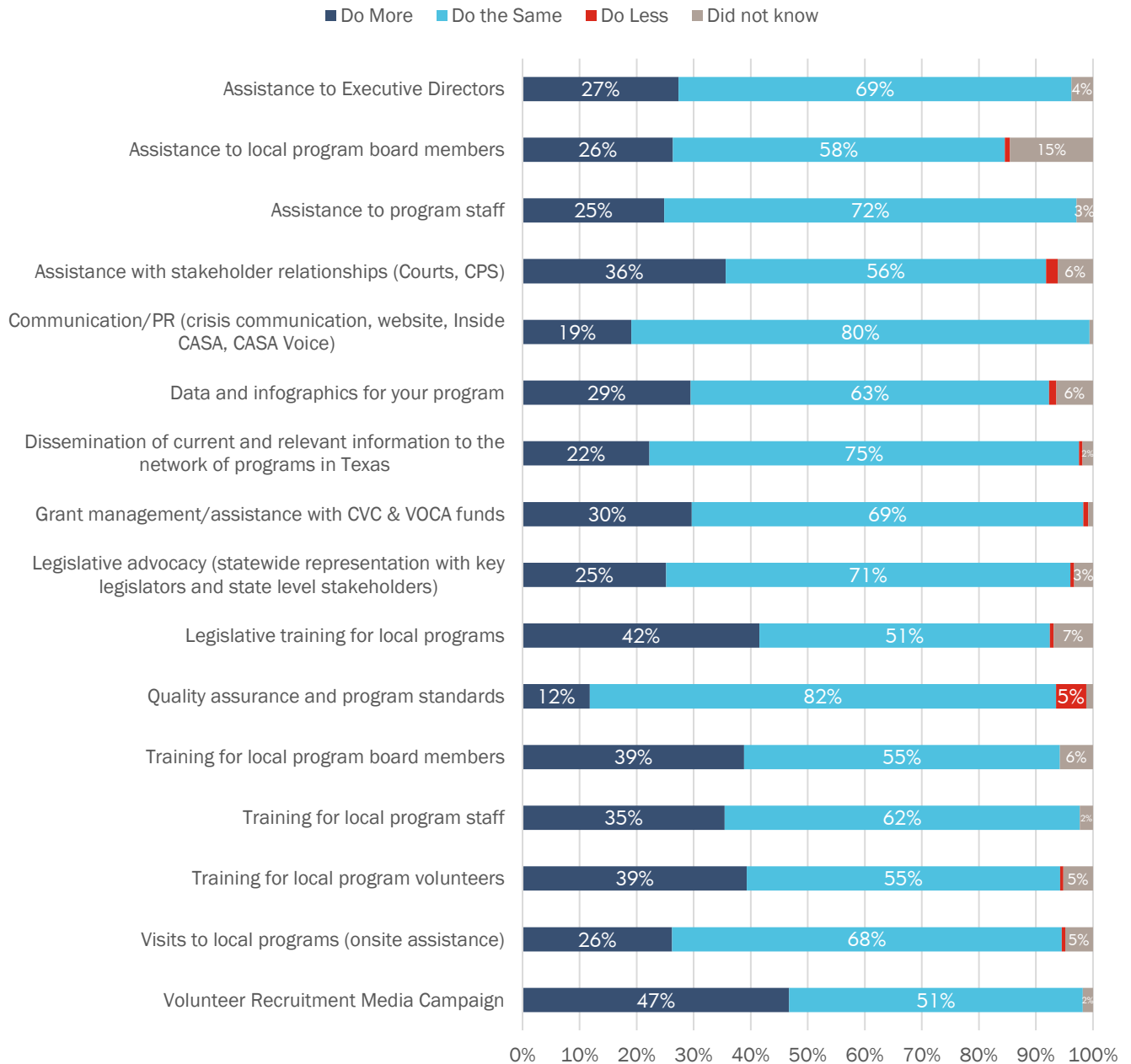


³ Calculated percentages within this section do not include "N/A" responses

Satisfaction with Current Services (continued)

In regard to Texas CASA's current services/activities, Texas CASA should do the following:

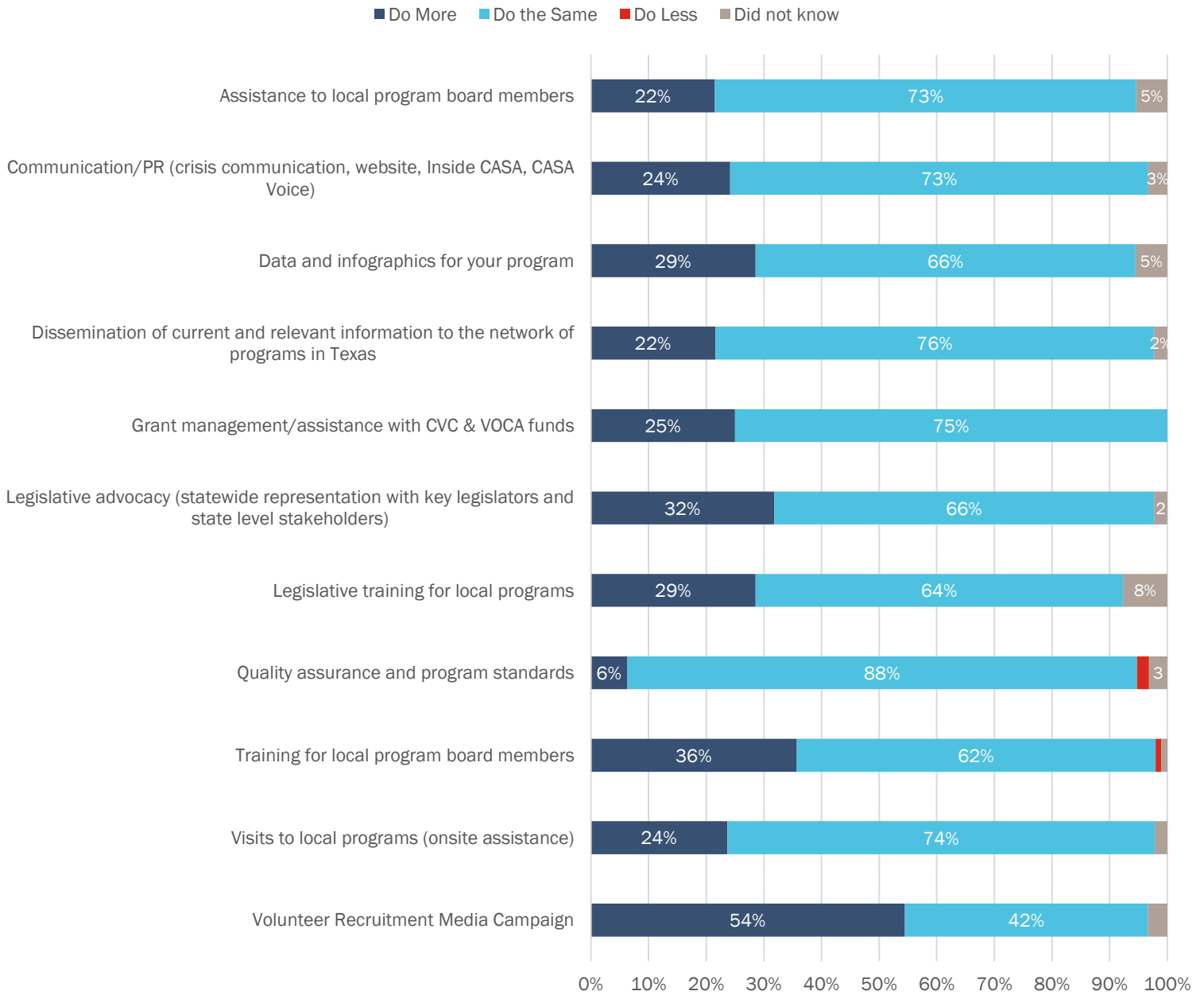
Program Staff



Satisfaction with Current Services (continued)

In regard to Texas CASA's current services/activities, Texas CASA should do the following:

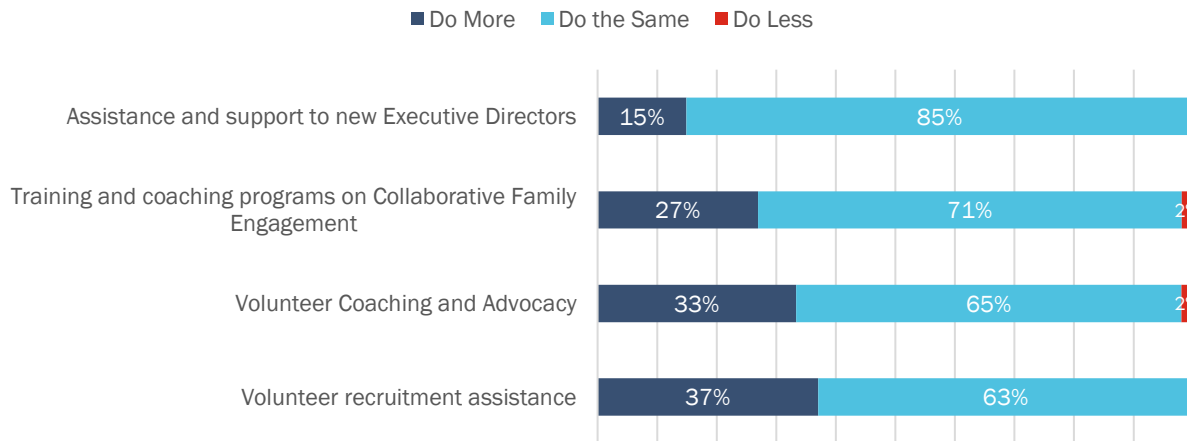
Board Members



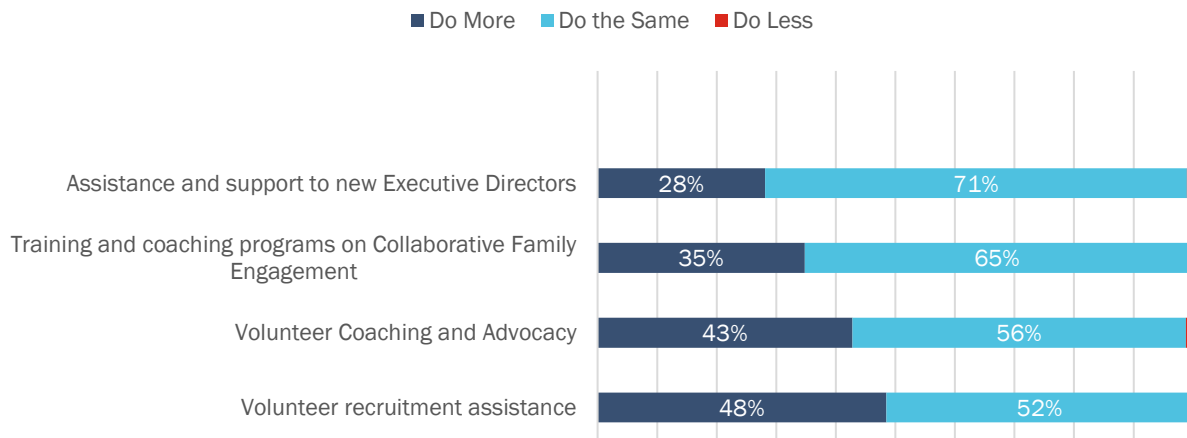
Satisfaction with Current Initiatives

In regard to Texas CASA's current initiatives, Texas CASA should do the following:

Executive Directors



Program Staff



ADDITIONAL SERVICES REQUESTED

Other services or assistance respondents indicated they would like Texas CASA to offer:

Administration

- Better web-based data manager

Communications & Awareness

- Volunteer recruitment (specifically rural, multi-county recruitment) assistance
- Better communication of services and resources that benefit CASA programs
- Additional promotion of innovative practices
- Continued radio recruitment spots and TV advertisements, recruitment videos

Grants Management

- Grants management training and assistance

Public Policy

- LAT training
- Continued legislative advocacy and work around CASA's role in the child welfare system

Program Operations

- Legal services
- A longer onsite training with new EDs (a week-long training was suggested)
- Additional opportunities to attend the Volunteer Coaching and Advocacy training; an advanced track of the VCA training for more tenured staff; continued VCA webinars
- Additional support for new CFE programs
- Assistance that is more tailored to specific community challenges and additional onsite visits to build Texas CASA's understanding of the unique landscape and challenges at local CASA programs

Social Impact

- Corporate partnerships with companies that programs can also leverage on a local level
- Fund development training and assistance

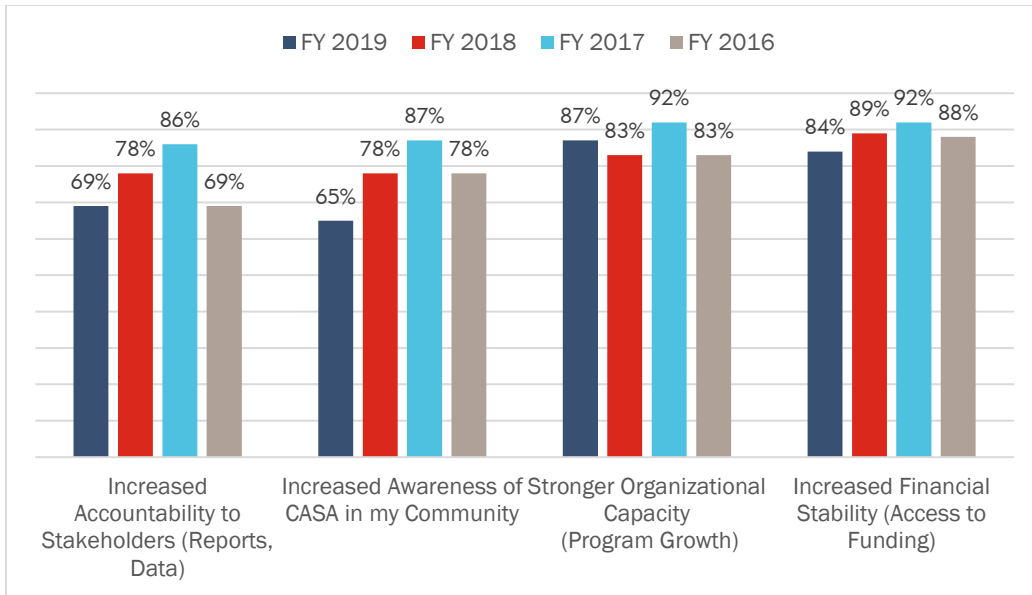
Training

- Training for new advocate supervisors throughout the year
- Broader range of training topics at CASA Conference (specifically training for various staff roles, local board members, CASA supervisors, and fund development)
- Additional in-service training offerings for volunteers
- Trauma-informed training and certification
- Additional human trafficking presentations and assistance
- Resources for youth aging out
- More training and onsite training for local CASA boards
- Additional and more frequent training for new program directors
- Continued focus on risk training such as Praesidium

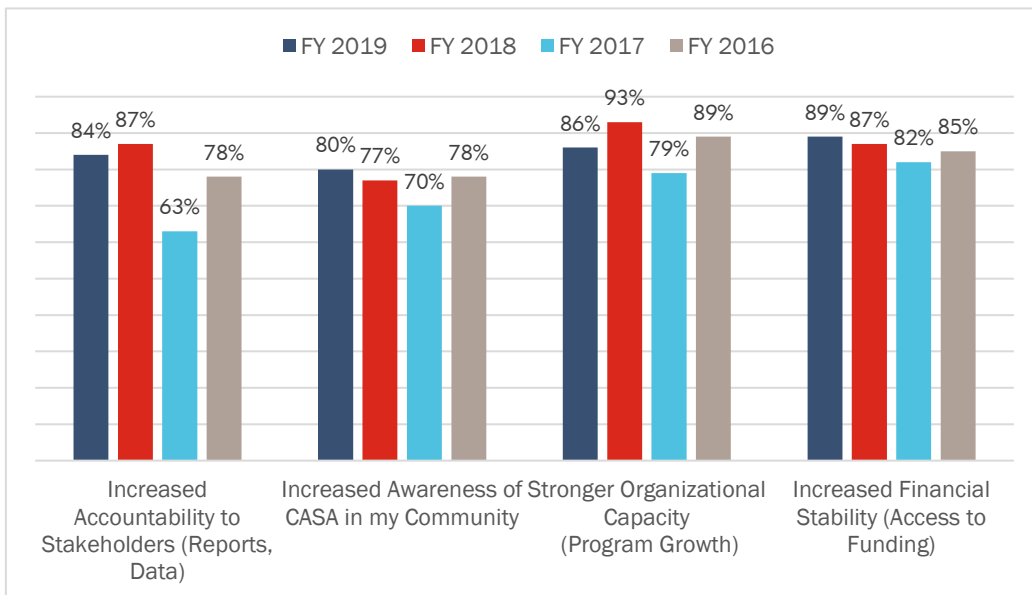
TEXAS CASA'S IMPACT⁴

As a result of Texas CASA's work, my local program has experienced the following benefits:

Executive Directors



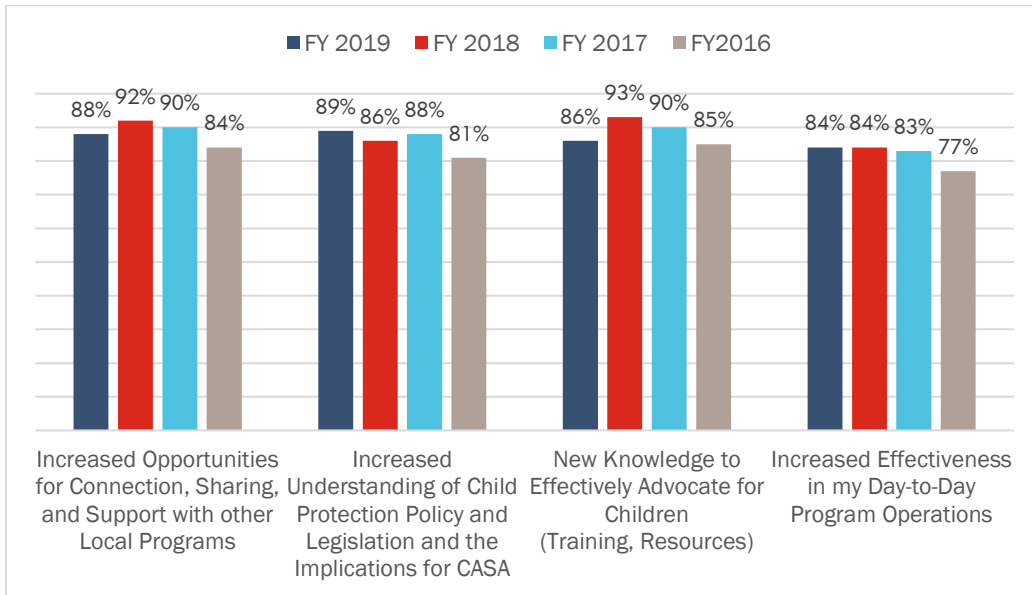
Board Members



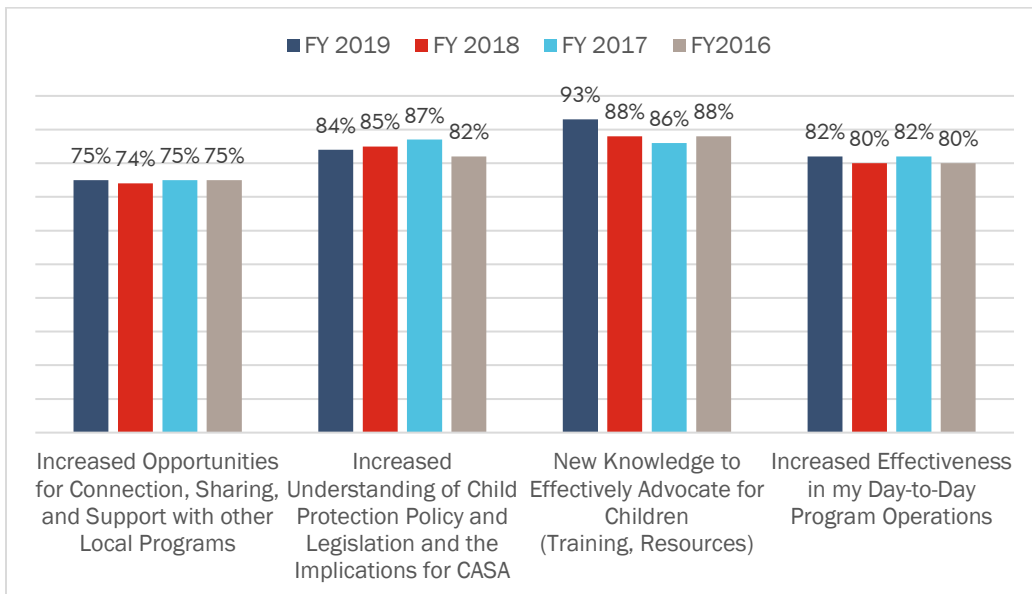
⁴ Percentage shown includes "Yes, Definitely" and "Yes, Somewhat"
Calculated total percentages do not include "N/A" responses

As a result of Texas CASA's work, my local program has experienced the following benefits:

Executive Directors

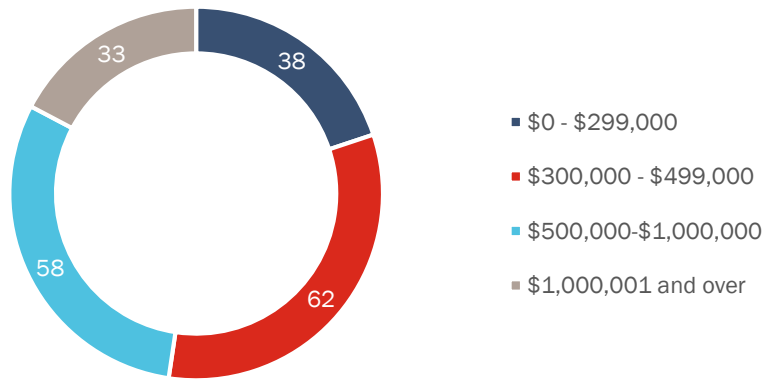


Program Staff



DEMOGRAPHICS OF RESPONDENTS (OPTIONAL SECTION)

Size of CASA Program by Annual Budget



Tenure in Current Position

