

JUDICIAL AND STAKEHOLDER SURVEY: STANDARD 9.C.1.A.

(CASA Program, Inc.) continuously strives to increase the effectiveness of the work that we do when handling cases assigned by the Courts. We value your feedback and believe that your participation will help us identify program strengths and weaknesses to continue to make improvements as necessary. We ask that you give a general rating of your experience with volunteer CASAs/GALs and not a specific volunteer. We ask that you assist us by providing constructive feedback on your experience with CASA. We appreciate your time!

1. What is your role?

- Judge
- Attorney ad litem
- Attorney for parent
- DFPS Staff
- Other: _____

<u>Please circle one number for each question using a 5-point scale:</u>		
1- Strongly Disagree	3- Neither Disagree nor Agree	5- Strongly Agree
2- Disagree	4- Agree	

2. CASA volunteers share information and seek your assessment at appropriate times.

- 1 2 3 4 5

3. CASA volunteers' participation speeds the process of the case.

- 1 2 3 4 5

4. CASA volunteers enhance the family's or child's participation in the process of achieving permanency.

- 1 2 3 4 5

5. CASA volunteers seem to understand the issues in their cases.

- 1 2 3 4 5

6. I consider the CASA staff to be responsive to my requests.

- 1 2 3 4 5

7. I consider the CASA staff to be responsive to my suggestions.

- 1 2 3 4 5

Please circle one number for each question using a 5-point scale:

1- Strongly Disagree

3- Neither Disagree nor Agree

5- Strongly Agree

2- Disagree

4- Agree

8. The CASA volunteer's court reports provide information that affects the way I see the case.

1 2 3 4 5

9. Volunteer CASA/GALs act professionally.

1 2 3 4 5

10. Volunteer CASA/GALs understand the court system.

1 2 3 4 5

11. Volunteer CASA/GALs understand the child welfare system.

1 2 3 4 5

12. Volunteer CASA/GALs understand the needs of children.

1 2 3 4 5

13. Volunteer CASA/GALs respect my opinion.

1 2 3 4 5

14. Volunteer CASA/GALs are working for the best interest of the child(ren).

1 2 3 4 5

15. Volunteer CASA/GALs make a difference with the children they serve.

1 2 3 4 5

16. Volunteer CASA/GALs are prepared for the court hearings.

1 2 3 4 5

17. Volunteer CASA/GALs make appropriate recommendations.

1 2 3 4 5

Please circle one number for each question using a 5-point scale:

1- Strongly Disagree

3- Neither Disagree nor Agree

5- Strongly Agree

2- Disagree

4- Agree

18. Volunteer CASA/GALs are valuable to the courts.

1

2

3

4

5

19. I would like for (CASA Program) serve more children.

1

2

3

4

5

20. It is important for volunteer CASA/GALs to attend court hearings.

1

2

3

4

5

21. Volunteer CASA/GALs have a positive reputation in my community.

1

2

3

4

5

22. I usually request the assignment of a CASA volunteer when:

23. My perception of the CASA volunteer's role is:

24. I wish the volunteers or CASA program would:

25. Please estimate the total number of cases you have worked in which a CASA volunteer was assigned:

26. In what ways could volunteer CASA/GALs serve children better?

27. In what ways could CASA/GAL volunteers work better for you?

28. Do you have any other comments about volunteer CASA/GALs?
