



STRENGTHENING THE VOICES OF CASA STATEWIDE

EXECUTIVE SUMMARY

FY 2020 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 2020 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 require any identification of survey participants beyond their role.

This executive summary includes five main sections:

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

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

	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
Executive Directors	60	57	66	59	54
Program Staff	145	182	177	171	124
Board Members	85	100	106	46	89
Total	290	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:

FY 2020 Aggregate Overall Satisfaction

98% Very Satisfied or Satisfied with an increase in “very satisfied” over FY 2019

Executive Directors

	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
I am very satisfied	67%	65%	52%	63%	57%
I am satisfied	30%	35%	39%	36%	41%
I am unsatisfied	3%	0%	8%	1%	0%
I am very unsatisfied	0%	0%	2%	0%	2%

Program Staff

	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
I am very satisfied	52%	42%	40%	39%	45%
I am satisfied	48%	57%	55%	57%	50%
I am unsatisfied	0%	1%	3%	3%	5%
I am very unsatisfied	0%	0%	1%	1%	0%

Board Members

	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
I am very satisfied	68%	48%	68%	61%	59%
I am satisfied	26%	48%	30%	39%	37%
I am unsatisfied	1%	1%	2%	0%	2%
I am very unsatisfied	5%	3%	0%	0%	2%



Reasons for Dissatisfaction with Services & Performance

Themes and selected quotes from FY 2020 Survey:

Program Staff

- **Frustration with navigation on former website**
"The website continues to be a source of frustration. It's very difficult to search for a specific item."
- **Lack of connection to Texas CASA and the CASA mission**
"I miss feeling connected to you and our mission."
- **Desire for additional social online communities facilitated by Texas CASA**
"Can we get something like the ED group for all staff positions? I would love to talk to others in the program about fundraising! Social online community facilitated by you at TX CASA."
- **Dissatisfaction with Texas CASA's Conference**
"The conference in Galveston was not as valuable as in years past."

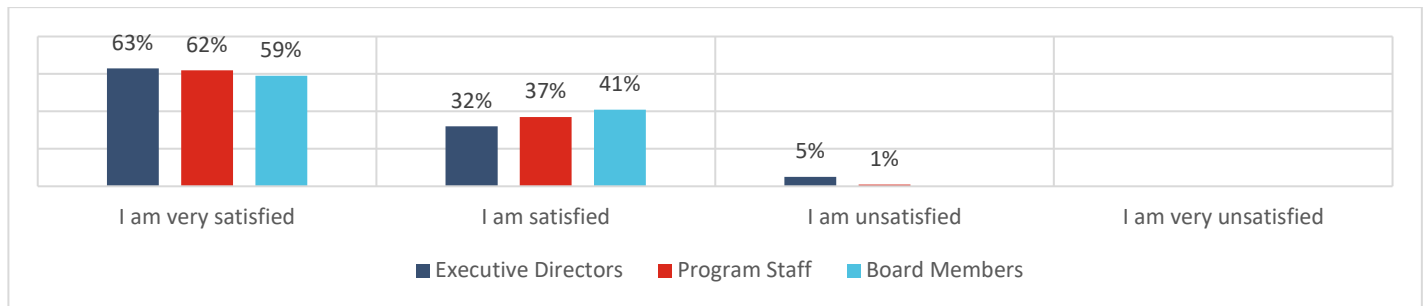
Board Members

- **Lack of resources specific to rural programs**
"So much that comes out of Austin seems to be metro-related. I wish that we had more resources and focus on rural areas that are not affiliated with metros."
- **Perceived overreach into local program governance and operations**
"TX CASA has not provided, but rather tried to influence how our local program is run. This is based on several years of experience. Based on my experience, I don't feel that I can reach out to TX CASA for any type of support, only criticism and control."
- **Concern of deviation from CASA mission**
"I saw Texas CASA take a very political position regarding the LGBTQ and BLM movements. This was manifested in the social media posts by Texas CASA. I believe this is a deviation from the mission of Texas CASA: to support local CASA volunteer advocacy programs and to advocate for effective public policy for children in the child protection system. It is not the role of Texas CASA to effectuate social change on peripheral issues that are highly divisive at the local level throughout Texas. The support, or advocacy, for the LGBTQ and BLM movements cannot be separated from the political undertones that may or may not be driving them. Accordingly, when Texas CASA takes a stance on the politically-charged LGBTQ or BLM movements, it adversely impacts many, if not the majority, of local Texas CASA programs in the area of recruiting, retention, and fundraising. I believe that Texas CASA needs to be sensitive to the differing view on politically-charged issues and recognize the adverse impact this has to the CASA mission at the local level."



Satisfaction with COVID-19 Response and Support

Please rate your overall satisfaction with Texas CASA's response and support related to the COVID-19 health crisis:



Executive Directors

- *"Most staff have been responsive throughout this difficult time."*
- *"I think TX CASA has shown steadfast leadership during this unprecedented time. I truly appreciate you from the top down. Vicki is very approachable and always responds. Thank you. Also Steve Raich has been great at answering questions and being helpful around the PPP stuff."*

Program Staff

- *"Considering the situation of everything going on with COVID-19, I am satisfied with the response and the support to keep everyone safe."*
- *"They have been AMAZING during this trying time!"*

Reasons for Dissatisfaction with COVID-19 Response and Support

Themes and selected quotes from FY 2020 Survey

Executive Directors

- **Delayed response or lack of COVID-19 Resources**
 - *"I felt that resources were provided too late and only after National CASA moved on providing resources to organizations. This made it tough for local organizations to make quick and swift decisions with no resources provided. As well, we only found out about the waiver of seeing kids in person way after the fact when decisions needed to be made."*
 - *"We needed more timely, clearer messaging about how to move forward in the crisis. It would have been very helpful for Texas CASA to message their waiver authorization to the judiciary as well."*
 - *"There was a delayed response of COVID-19 resources and plans of action. Understanding this is new for each one of us and differs across programs this is understandable but when reaching out for a waiver of liability and being told that one should be made by the local board and would not be provided by TX CASA but a few weeks later one was shared was discouraging. Our program felt very alone when this all began and felt as though the responses from TX CASA and direction fell about 2-3 weeks short of what was happening real time. The BOD training was great that it was online and accessible but wasn't as useful as years past."*

Program Staff

- **Need for additional response options for different contexts**
 - *"Just keep in mind that reactions to COVID are very different in extremely rural areas as opposed to extremely urban areas."*



Responsiveness of Texas CASA Staff

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

Executive Directors

	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
Always	72%	56%	56%	53%	63%
Most of the time	22%	39%	44%	44%	26%
Some of the time	7%	5%	0%	2%	4%
Never	0%	0%	0%	0%	2%
N/A	0%	0%	0%	2%	5%

Program Staff

	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
Always	56%	46%	50%	49%	48%
Most of the time	14%	17%	14%	19%	21%
Some of the time	3%	4%	3%	4%	3%
Never	0%	1%	0%	0%	1%
N/A	28%	31%	33%	29%	27%

Board Members

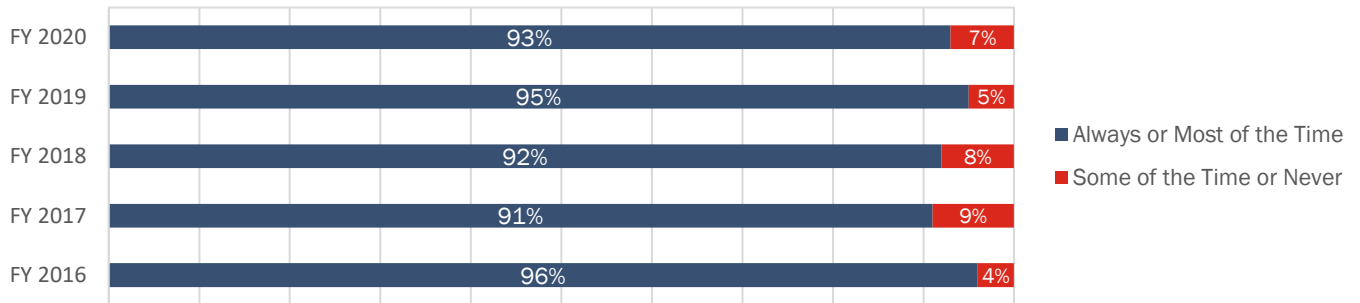
	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
Always	46%	56%	54%	57%	49%
Most of the time	7%	6%	14%	4%	15%
Some of the time	0%	1%	3%	0%	3%
Never	0%	0%	0%	0%	0%
N/A	47%	37%	29%	39%	33%



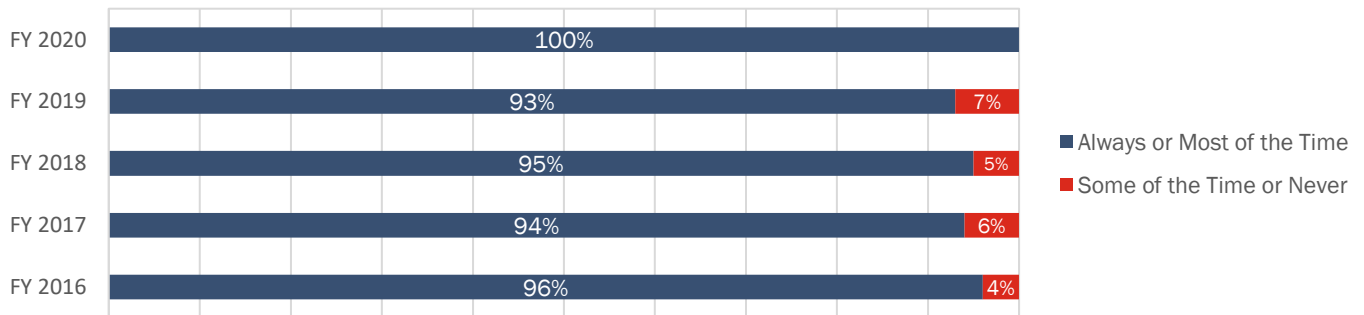
Satisfaction with Responses¹

I was satisfied with the responses provided by Texas CASA:

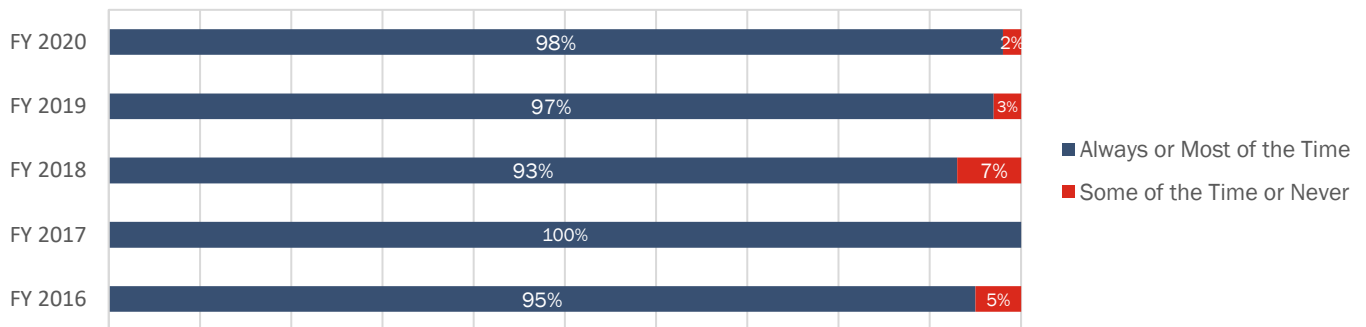
Executive Directors



Program Staff



Board Members

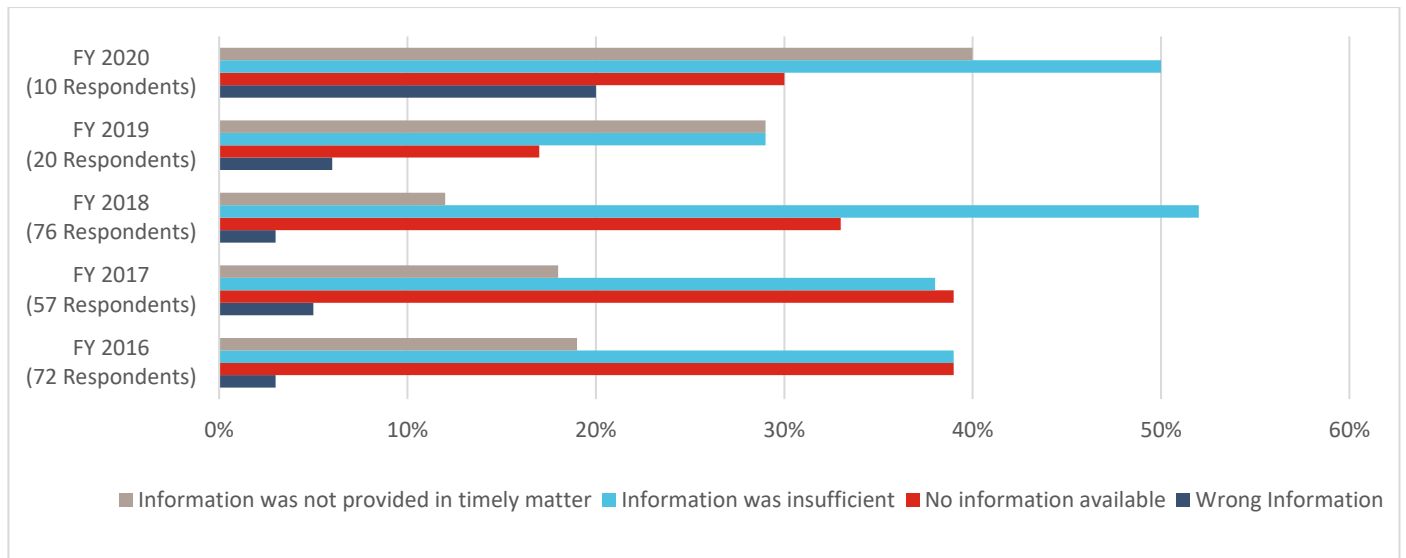


¹ Calculated percentages do not include "N/A" responses



Reasons for Dissatisfaction with Responses²

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



Selected quotes from FY 2020 Survey:

Executive Directors

- “I was directed to about 3 different people before I received an answer. When I had went directly to the person that had answer the question the previous year. Sometimes it is unclear who's job responsibility is who and you get batted around.”

Program Staff

- “Sometimes information is vague”
- “Information was inconsistent”

Board Members

- “Information sometimes not clear”

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 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
More than once a week	8%	4%	2%	3%	2%
Weekly	30%	14%	9%	10%	23%
Monthly	48%	63%	59%	52%	48%
Less than monthly	8%	18%	27%	24%	17%
Rarely	5%	2%	3%	10%	10%

Program Staff

	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
More than once a week	1%	4%	2%	4%	1%
Weekly	6%	4%	3%	2%	8%
Monthly	22%	18%	13%	17%	19%
Less than monthly	32%	32%	33%	27%	21%
Rarely	39%	42%	49%	50%	52%

Board Members

	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey	FY 2016 Survey
More than once a week	1%	1%	3%	2%	5%
Weekly	12%	6%	12%	12%	6%
Monthly	16%	24%	13%	19%	21%
Less than monthly	13%	13%	30%	19%	15%
Rarely	58%	56%	42%	48%	54%



SATISFACTION WITH TEXAS CASA SERVICES & INITIATIVES

Overview of Current Services

Assistance to Local Program Board Members & Local Program Staff

This service includes email, phone, and onsite/virtual 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/virtual 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. This service 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: Texas CASA is available to offer expertise and insight to local programs on all things communications and PR. Through Inside CASA and The 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 programs explore trends within their program and statewide data.

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

There are currently 38 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. These teams 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 first part of the legislative interim, Texas CASA held regional training events 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. During the second part of the interim, Texas CASA has held a series of monthly webinars to discuss tools and tips for effective legislative advocacy as well as policy issues likely to be addressed by the 87th Legislature. Texas CASA has also produced 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 resources, tools and samples to improve overall program operations. The assessment helps to identify the program’s strengths, opportunities and methods to improve efficiency and effectiveness.

Value to Local Programs: Of those who participated in a QA Review in FY 2020 and responded to the evaluation of the review, 97% agreed that the QA review helped increase overall effectiveness in operations and 93% agreed the review helped increase overall effectiveness in advocacy for children.

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.

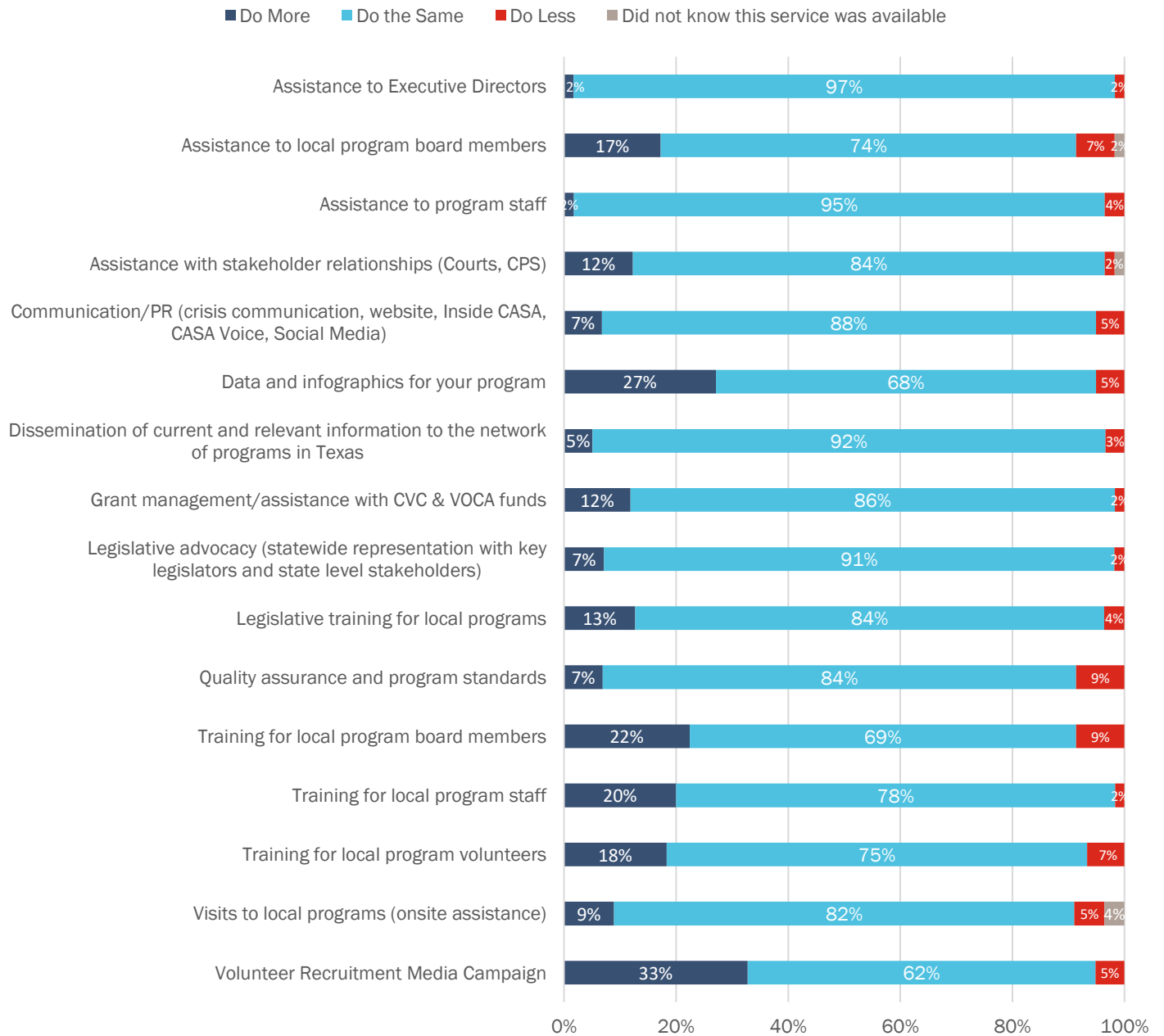
Value to Local Programs: The team creates dynamic and relevant online learning materials to support local programs’ educational needs, and manages Texas CASA’s online Learning Management System (LMS) so that local programs can access the training and resources they need, when they need them. Additionally, 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.



Satisfaction with Current Services³

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

Executive Directors



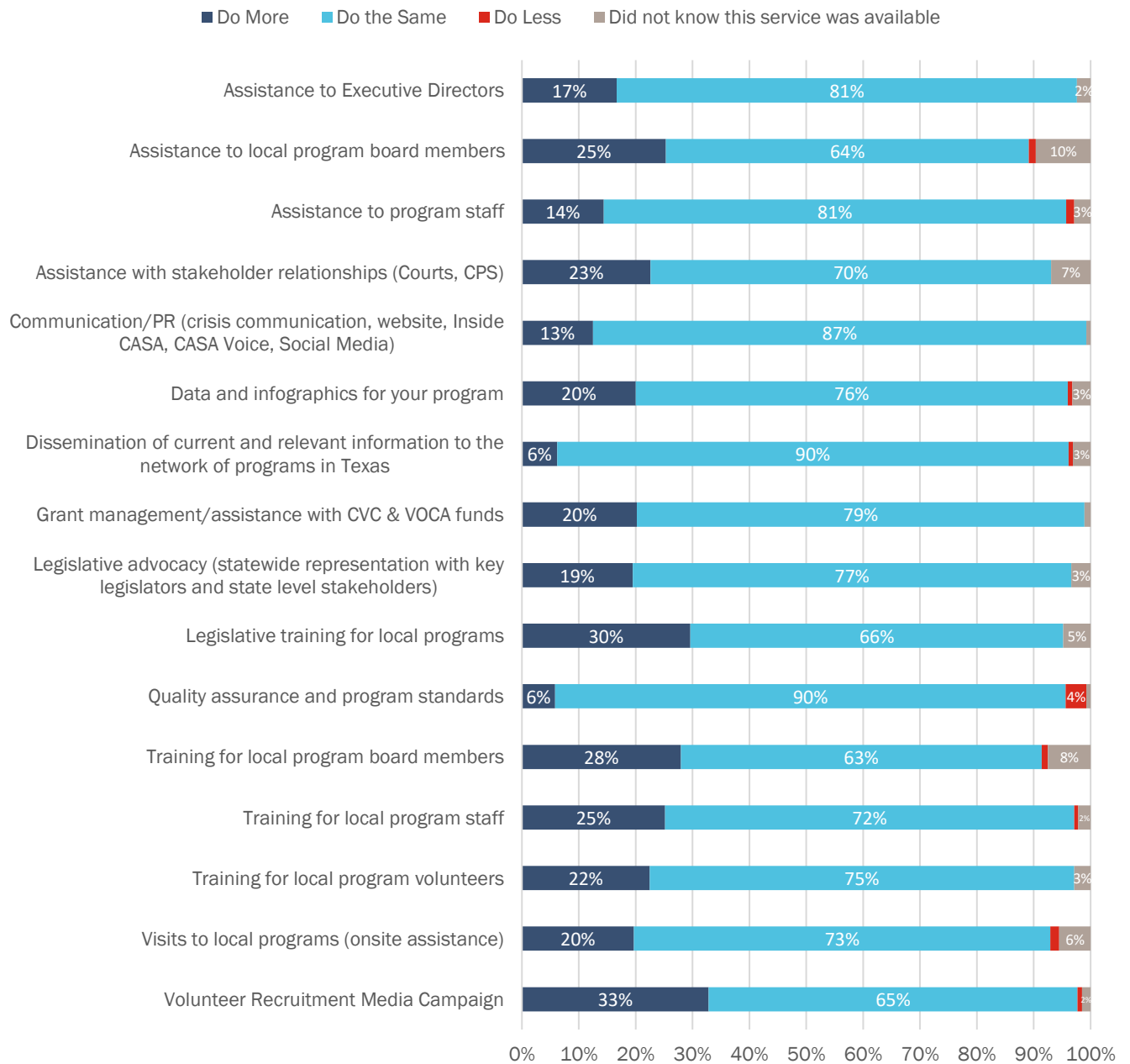
³ Calculated percentages within this section do not include "N/A" responses



Satisfaction with Current Services (continued)

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

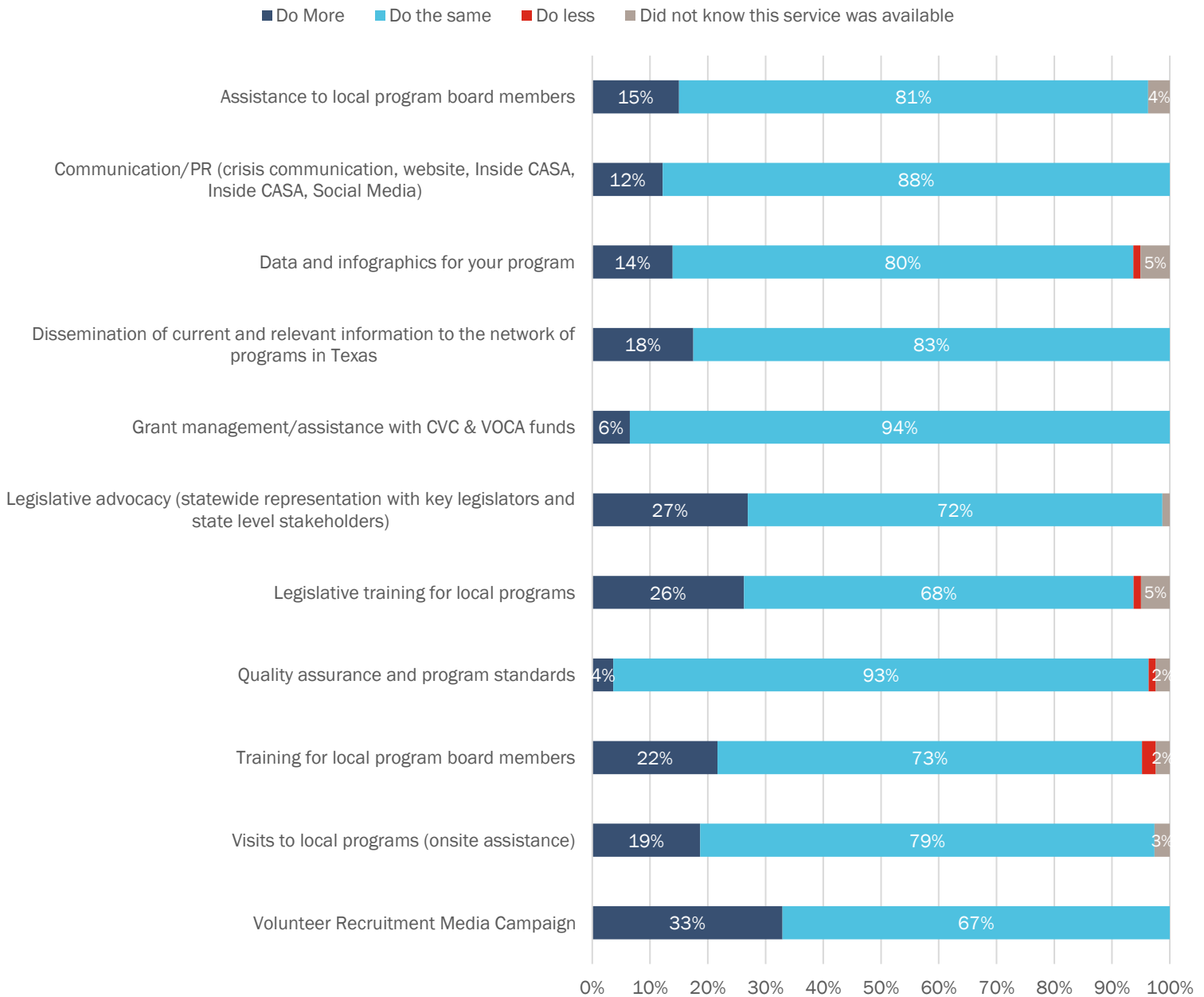
Program Staff



Satisfaction with Current Services (continued)

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

Board Members



Reasons for Indicating “Do More” or “Do Less” of a Service

Selected quotes from FY 2020 Survey pertaining to the highest ranked “Do More” and “Do Less”

Executive Directors

Do More

- **Volunteer Recruitment Media Campaign (33%)**
 - *“The Volunteer Recruitment Media campaign has always been good for us, so having it come around in our region more often would be great.”*
 - *“More media for VRR since everything is virtual currently.”*
- **Data and infographics (27%)**
 - *“Really like the visuals provided with data.”*
- **Training for local program board members (22%)**
 - *“Additional ideas to get board involvement.”*
 - *“We also need more help on the board level--training those new peeps as they come on board and really helping a board to understand what their role is. I think the board trainings should be offered twice yearly especially now that we are using virtual meetings and in light of the pandemic. Maybe training on HOW to engage board during this time...”*

Do Less

- **Quality assurance and program standards (9%)**
- **Training for local program board members (9%)**
- **Assistance to local program board members (7%)**
- **Training for local program volunteers (7%)**

Program Staff

Do More

- **Volunteer Recruitment Media Campaign (33%)**
 - *We have not had the volunteer interest lately as before, Maybe if there was more information out there, people would become advocates.*
 - *“I have never seen Texas CASA recruitment on the social media or ads on YouTube, although I have been told that it exists. I have heard of radio commercials for CASA, but I believe that was for a local program, although I could be wrong. I have also never been approached by a Texas CASA staff for Legislative training at the local level. I have seen involvement by Texas CASA at the state level, but have never been presented an opportunity to be involved or learn more.”*
- **Legislative training for local programs (30%)**
 - *“STAFF NEEDS MORE LEGAL/FAMILY CODE TRAINING in an effort to help volunteer advocates navigate certain issues more efficiently. Not just the legislation. But the practical application to new legislation as well.”*
 - *“I have also never been approached by a Texas CASA staff for Legislative training at the local level. I have seen involvement by Texas CASA at the state level, but have never been presented an opportunity to be involved or learn more.”*
- **Training for local program staff (25%)**
 - *“We do not have a lot of Training Staff, and we are spread really thin in the Program area right now - so help with Volunteer Training would be wonderful. The on-line and webinar training offered by Texas CASA is excellent; but there is never too much of it - and it would be great if we could send our ‘Wish List’ of training needed, and expect that training to be offered within the next year.”*
 - *“We need more training in certain area.”*
 - *“I would like to see more training geared towards program staff. It seems easier to find advocacy training opportunities.”*
 - *“Would like to see more local training in our area. Maybe even consider more virtual trainings.”*



Do Less

- **Quality assurance and program standards (4%)**
 - *"I think the QA Standards are a bit much in some areas. For instance, requiring the Volunteers to show contact with their CASA Supervisor on a monthly basis - many of them feel that they are having contact with their Supervisor every time they complete an Optima Contact Log.- and in fact they are. If the Log entry spurs some contact from the Supervisor, they sometimes enter a Log for that (and sometimes they do not). I know all of the automatic responses to this statement - but just please suffice it to say that some of the standards are micro-managing to the nth degree."*
- **Visits to local programs (onsite assistance) (2%)**
- **Assistance to program staff (1%)**
 - *"I also feel that some of the "training and coaching" offered to Program Staff is truly superfluous - and yet we feel that we would be giving our Program and our ED a black eye if we said that (so we just take the valuable time off work and suffer in silence - and then we make a bad impression because we did not "participate" enough). It would be so much better if we were given a list of the types of help/training/coaching that is available - and were then allowed to choose what we need (without being afraid that we will be thought to be ungrateful or rebellious if we select nothing - or ALMOST nothing)."*

Board Members

Do More

- **Volunteer Recruitment Media Campaign (33%)**
 - *"I would like to see more advertising on CASA and explanation of what the programs does."*
 - *"Opportunity to increase volunteer recruitment through media campaign. Great job in starting these efforts. "*
- **Legislative advocacy (statewide representation with key legislators and state level stakeholders) (32%)**
 - *"The Tx Legislature will be in session and there's always more we can do to advocate for our program and those we serve"*
 - *"Having board members more involved in local and state advocacy could be a real asset. I'd love to have the opportunity to do this."*
- **Legislative training for local programs (26%)**
 - *"Having board members more involved in local and state advocacy could be a real asset. I'd love to have the opportunity to do this."*
 - *"Legislative training is crucial for the CASA programs and the more advocacy there is the more funding and recognition CASA will receive. Training for local board members is sent out, but due to the pandemic we are in the list sent out has not been followed or updated."*
 - *"Regarding legislative training, would like more information to prepare for upcoming Community Based Care for the children"*

Do Less

- **Training for local program board members (2%)**
- **Legislative training for local programs (1%)**
- **Data and infographics for your program (1%)**
- **Quality assurance and program standards (1%)**



Overview of Current 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: Value to Local Programs: Support includes New ED orientations, weekly ZOOM calls, 1:1 weekly calls, onsite/virtual visits, ED trainings (3 per year), onsite/virtual and regional trainings to local boards. New Executive Directors who were hired during FY 2020 were retained through the end of the fiscal year at 92%.

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: As of FY 2021, CFE is taking place in 51 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, remote assistance and in person visit with focuses on coaching principles and strategies, implementing best interest advocacy, and enhancing advocacy; and resources and tools for best practices in volunteer coaching, retention, advocacy guided by minimum sufficient level of care 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.

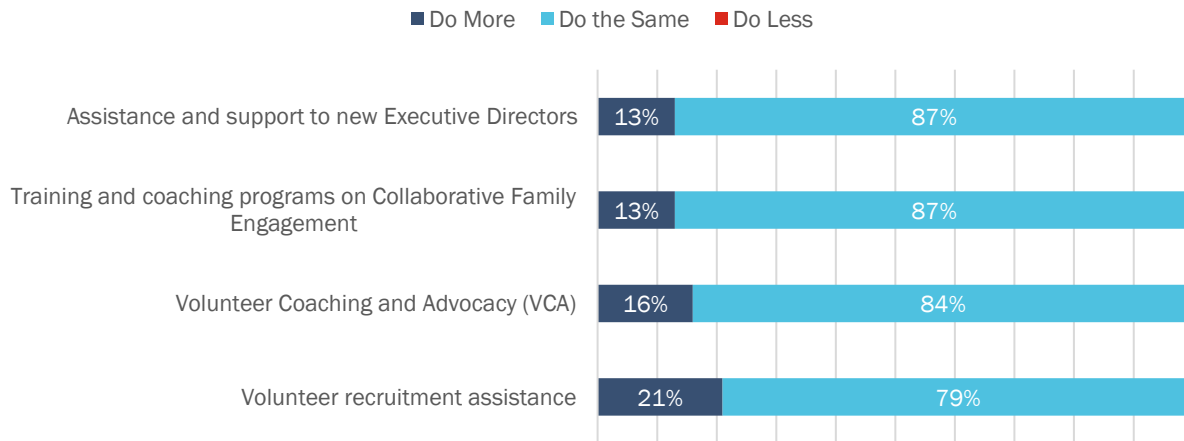
Value to Local Programs: This initiative provides and develops a variety of tools that can be implemented by programs in addition to providing customized hands-on support.



Satisfaction with Current Initiatives

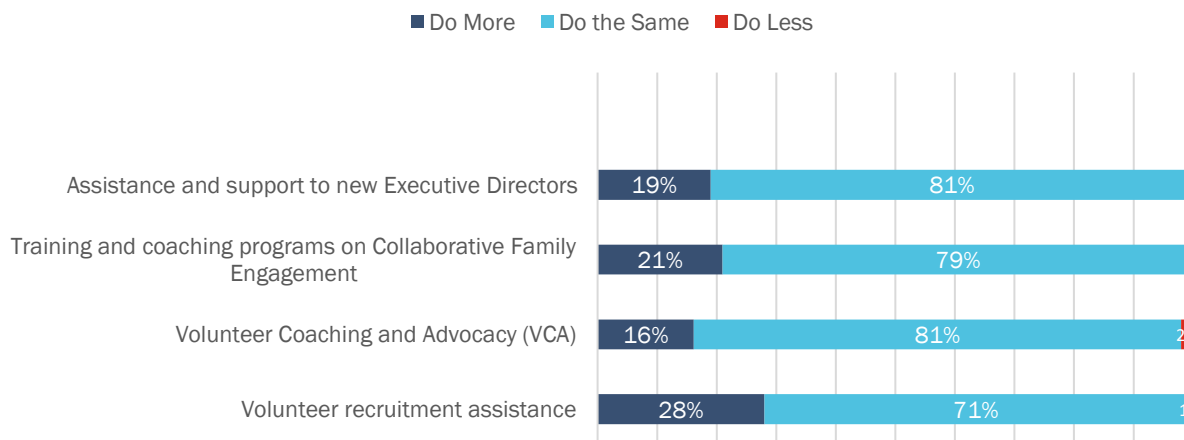
In regard to Texas CASA's current initiatives, Texas CASA should do the following:

Executive Directors



- *“When ED's first come on there is a day or orientation but that is really it for someone walking in. Celeste is great and provides resources when asked however there were a lot of resources as an ED I needed and there was nothing available. In addition CFE does not have enough materials or assistance for CFE coaches to work with individual volunteers.”*
- *“Volunteer coaching and advocacy is the most important service CASA provides to children, therefore it should be our strongest”*
- *“All programs would benefit from assistance with recruitment, especially in rural areas/programs.”*

Program Staff



- *“CFE initial training was great, but in order for CPS and CASA to be able to work together better, we need ongoing training and support.”*
- *“As Volunteer Supervisor, we are always looking for resources to help us in our job both long and short term” Would like to see more trainings for Volunteer Supervisors specifically for volunteer coaching. Would like to see some advanced track trainings for Volunteer Supervisors who have been with the organization for long time periods and have tenure.”*
- *“I was not aware of any assistance with volunteer recruitment.”*



ADDITIONAL SERVICES REQUESTED

Other services or assistance respondents indicated they would like Texas CASA to offer to better satisfy an unmet need:

Communications

- Additional statewide advertisements and media purchases
- A website easier to navigate with additional resources
- More frequent communication about trainings and webinars
- More tips on how to build relationships within the community and with donors
- Information on who to contact at Texas CASA with program questions
- Additional explanation of how grant amounts are calculated under allocation formulas

Child Welfare

- Additional support with transitioning to Community Based Care (CBC) and partnering with Single Source Continuum Contractors (SSCCs)

Training

- Continued virtual training
- Additional training for new executive directors, local board members, recruiters, and volunteers
- Training related to the following topics: legal, human resources, finances, budgeting, revisions RFRs, grant writing, managing and coaching others
- Cultural Competency graded courses for CASA leadership and board with feedback provided based on score

Data

- More data profiles and infographics
- More help and assistance with data management, such as: more user-friendly systems, training on Online Data Management (ODM) and Optima



ADDITIONAL THOUGHTS SHARED

Themes and select quotes from FY 2020 Survey in response to “Are there any additional thoughts you would like to share with Texas CASA?”:

Executive Directors

- **Appreciation for the work and staff of Texas CASA** (8 additional, similar comments were not included below)
 - *“I am new to my position, one of the reasons I dared take this on was because I knew the kind of support you give new E.D's. Thank you!”*
 - *“Outstanding job on delivering information through regular zoom meetings and training opportunities.”*
 - *“Thank you for being such a professional organization and so supportive in so many ways.”*
 - *“Just thank you. I don't know if we say it enough to you for all you do for us.”*
 - *“Thank you for all you do. Texas CASA has produced some amazing resources in the past year and enhanced support to local programs.”*
 - *“I feel that Texas CASA has been involved, listened and is responsive to local program needs”*
- **Requests for the future**
 - *“Love the infographics, please keep those coming. I would like help developing a better board report, but this is my own lack of technological knowledge!”*
 - *“I believe the programs would benefit from: ODM being redeveloped/designed to be more user friendly (consider training/webinar); Recruitment efforts in rural areas/programs(non-existent)”*
- **Various concerns**
 - *“It seems as though there is a shift in the focus of CASA, and there may be some confusion.”*
 - *“You ask for our opinions frequently, but I have rarely found that anything I offered was considered. It seems that you're going to do what you're going to do and asking is a formality.”*

Program Staff

- **Appreciation for the work and staff of Texas CASA** (6 additional, similar comments were not included below)
 - *“I appreciate the zoom meetings. It's great to connect with staff from other organizations.”*
 - *“I would like to thank Texas CASA for always taking the time to answer my questions promptly.”*
 - *“Y'all have been amazing this year! I am getting prompt responses each time I reach out! Amazing crew! So thankful to be a part of Texas CASA! ;-).”*
- **Lack of communication/connection with Texas CASA** (3 additional, similar comments were not included below)
 - *“I don't recall receiving any communication from Texas CASA unless perhaps it was sent to me by my Executive Director. But then my memory is not doing so well.”*
 - *“I have not talked or seen anyone from Texas CASA at our program in more than several years. There was CFE training and that was it. I am unaware of what can be provided to program staff. Our administrative staff is amazing and maybe because of what is provided to them from Texas CASA; Our program runs like a fine-tuned machine.”*
- **Requests for the future**
 - *“If we ever get back to having in-person Annual Conferences, I would like to see a move back to the former policy of having the conference take place in the Austin area every other year. Returning every year to either the Dallas or the Galveston area is a travel expense hardship on far too many of our Programs.”*

Board Members

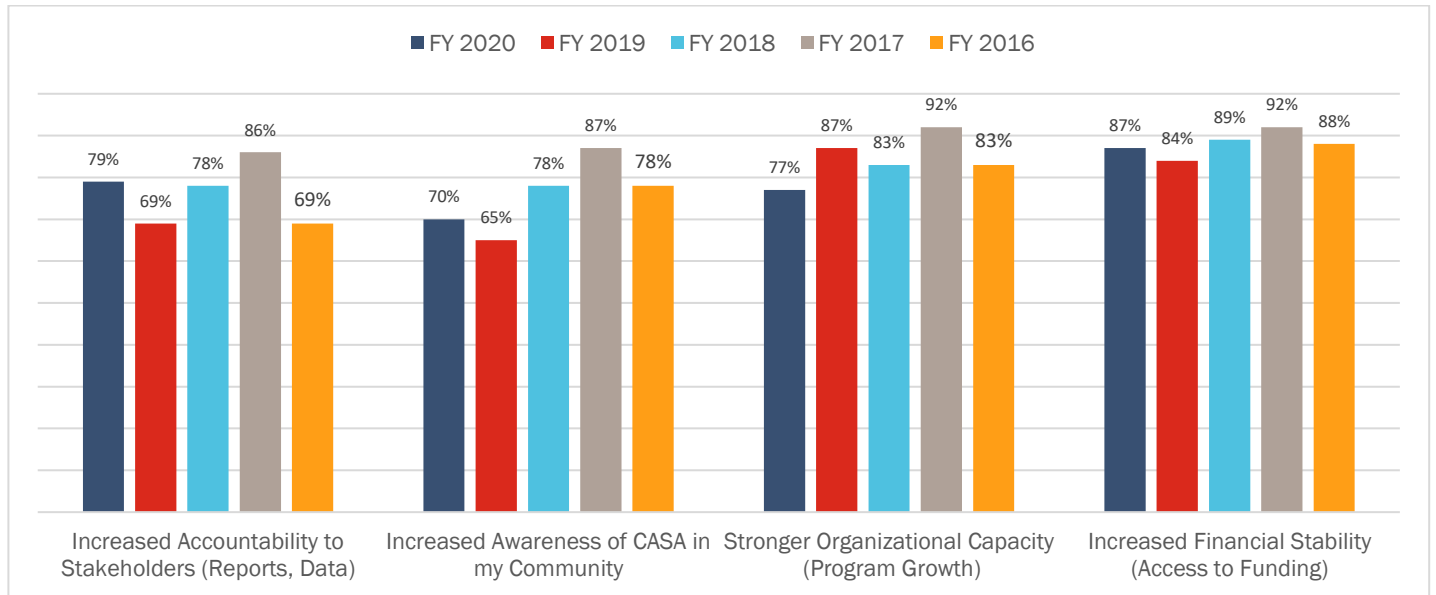
- **Appreciation for the work and staff of Texas CASA**
 - *“In my Board role, I do not have direct contact with Texas Casa. However, I have heard nothing negative from those that do . . . only positive”*
 - *“Personally, I am quite impressed on how Texas CASA runs. Like a well-oiled machine. You don't see that as much anymore.”*
 - *“I think Texas CASA is doing a great job supporting CASA programs across the state. Thank you for the work that you do!”*
- **Pride in being a part of CASA** (2 additional, similar comments were not included below)
 - *“I love being a part of CASA.”*



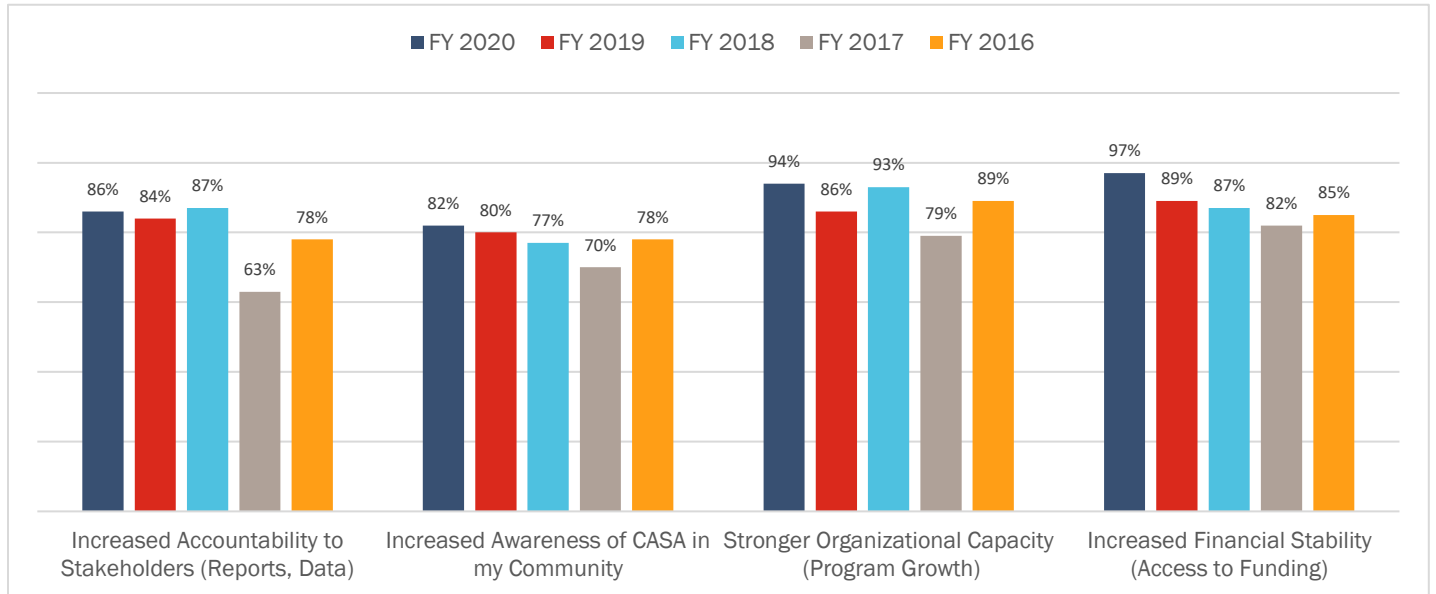
TEXAS CASA'S IMPACT⁴

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

Executive Directors



Board Members

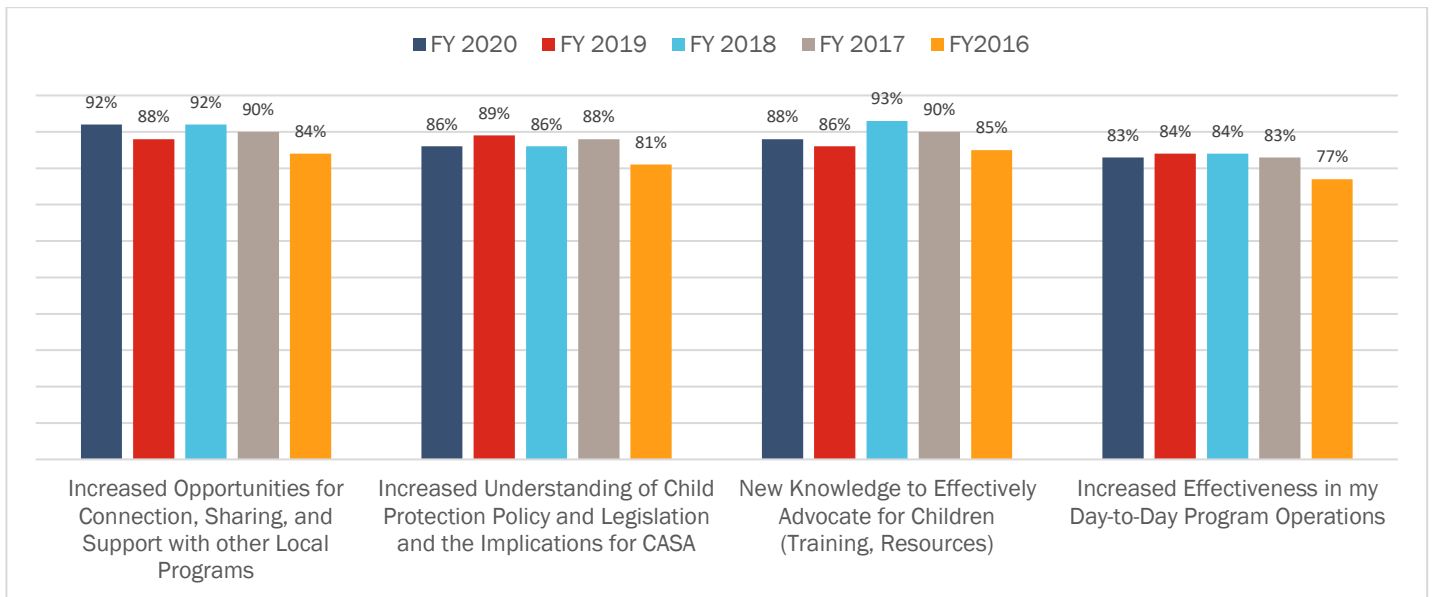


⁴ Percentage shown includes "Yes, Definitely" and "Yes, Somewhat"
 Calculated total percentages do not include "N/A" responses

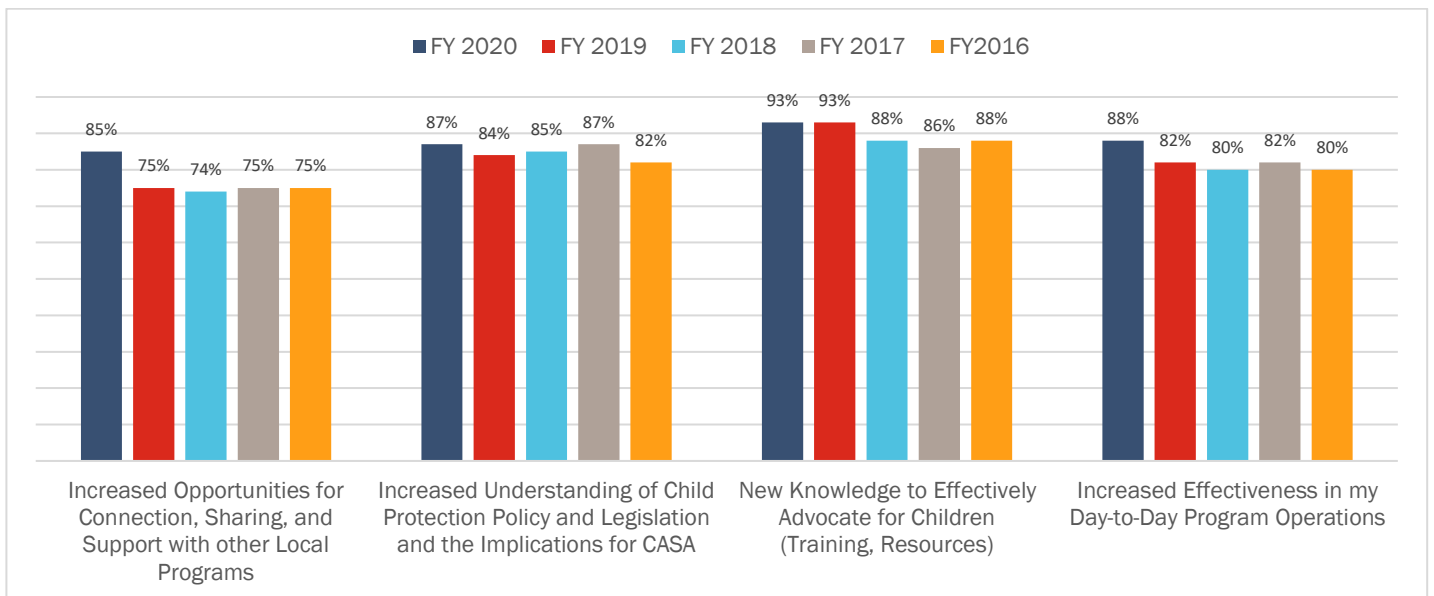


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Executive Directors



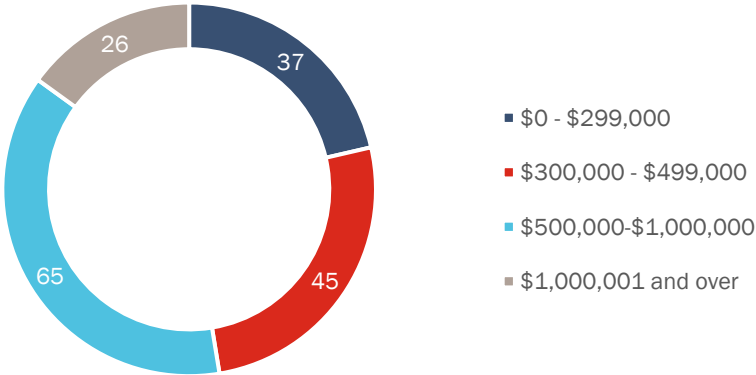
Program Staff



DEMOGRAPHICS OF RESPONDENTS (OPTIONAL SECTION)

Size of CASA Program by Annual Budget

173 Respondents



Tenure in Current Position

245 Respondents

