



STRENGTHENING THE VOICES OF CASA STATEWIDE

EXECUTIVE SUMMARY

FY 2021 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 survey of local CASA programs on satisfaction with Texas CASA services.

This year’s survey evaluates Fiscal Year 2021 and was sent to three distinct groups—executive directors, program staff and board members—to gain a clearer picture of program needs and Texas CASA’s impact. This audience provides a comprehensive representation of those who utilize 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 elicit identification of survey participants beyond their role.

This executive summary includes five main sections:

1. Satisfaction with Texas CASA Performance
2. Satisfaction with 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 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey
Executive Directors	55	60	57	66	59
Program Staff	181	145	182	177	171
Board Members	87	85	100	106	46
Total	323	290	339	349	276

SATISFACTION WITH TEXAS CASA PERFORMANCE

Overall Satisfaction ¹

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

FY 2021 Aggregate Overall Satisfaction

95% Very Satisfied or Satisfied

Executive Directors

	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey
I am very satisfied	62%	67%	65%	52%	63%
I am satisfied	33%	30%	35%	39%	36%
I am unsatisfied	4%	3%	0%	8%	1%
I am very unsatisfied	2%	0%	0%	2%	0%

Program Staff

	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey
I am very satisfied	44%	52%	42%	40%	39%
I am satisfied	52%	48%	57%	55%	57%
I am unsatisfied	3%	0%	1%	3%	3%
I am very unsatisfied	1%	0%	0%	1%	1%

Board Members

	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey
I am very satisfied	54%	68%	48%	68%	61%
I am satisfied	40%	26%	48%	30%	39%
I am unsatisfied	2%	1%	1%	2%	0%
I am very unsatisfied	3%	5%	3%	0%	0%

¹ Due to rounding, percentages may not always appear to equal 100%.



Reasons for 95% Satisfaction with Services & Performance

Themes and selected quotes from FY 2021 Survey:

Executive Directors

- **Helpful network-wide services and support throughout a difficult/important time**

"During a time of crisis and change in the world, Texas CASA has been leading the way in new ways of learning and continual support to the Texas CASA network."

"Amazing work at the Capitol fighting for funding and battling anti-CASA sentiments."

"Appreciate the standardization in Optima."
- **Responsive and supportive staff members**

"Everyone who works with Texas CASA is highly responsive and helpful."

"Staff is always attentive, helps solve any problems, answers question and if they do not know the answer will find out."

"I believe Texas CASA staff works hard to help improve local programs and makes great efforts in the areas of our funding, new standards, Optima, and general advice."

"Tremendous support when needed. Willing to not only listen to concerns and questions but feel heard as well."
- **Strong support and programming for new Executive Directors**

"During a time where I wasn't sure what I was getting myself into, it was great to feel like no matter what happened, there was a team around me. Without that initial support, I don't think I would have made it past the first few months."

Program Staff

- **Responsive and supportive staff members**

"I can call or email at any time there is something I need help with, and I always get a response."

"They are highly responsive and offer consistent open communication."
- **Valuable trainings, resources, and services**

"I am grateful for all of the education, the webinars, the Texas CASA webpage. I am grateful for all of the trainings."

"I have greatly enjoyed the newsletters and the Distinguished Speakers Series."

"Texas CASA has been timely and proactive with dealing with a tumultuous year in child welfare and our world."

Board Members

- **Helpful responses and services**

"Any questions/issues we had were answered and guidance was given."

"From a Board member perspective, I have always felt that Texas CASA has supported our ED and staff. Assistance and resources have always been made available when asked."

"I am so proud of how intentional Texas CASA is with planning, providing services, supporting the sites, and policy. In other arenas you do not see this level of coordination or accountability."
- **Effective legislative and advocacy efforts for local programs**

"I appreciated Texas CASA's advocacy on behalf of the program at the state legislature."

"Texas CASA diligently worked with the Governor's office to express the importance of overall funding of the CASA program."
- **Helpful support throughout transitions**

"Texas CASA was very helpful during the interval between executive directors."



Reasons for 5% Dissatisfaction with Services & Performance

Themes and selected quotes from FY 2021 Survey:

Executive Directors

- **Perceived overreach or lack of transparency**

"There is perceived to be an increased overreach this last year in the role of Texas CASA from a membership organization who helps, supports, and serves local programs to more of an umbrella or governing body."

"I believe that Texas CASA has overstepped its role and unreasonably interfered in the internal management of its member programs by dictating the functionality and structure of our own databases and by tying funding to that mandate."

- **Desire for additional communication and support**

"From February 2021 to end of FY21, the team seemed to shift from "granter" to "grant auditor"; or a solutions-focused approach to a risk adverse approach when it came to local programs grant funding and reimbursements. Initially, when I would get told "no, that won't work," it would be followed with some type of solutions, or path to a solution. That eventually shifted to "no," and "here is why." I don't mind being told no; it happens A LOT. I am also appreciative of the "why" for grant understanding and growth. But for smaller programs, the solution is the key. If adding help is needed to coordinate a solutions-based approach for small-mid size programs, it would be a valuable addition."

Program Staff

- **Desire for more and/or dissatisfaction with training**

"The training was not as up to par as previous years."

"I believe there needs to be more "train the trainer" education offered. More training on the actual suggested curriculum from Texas CASA."

"Delays & change in classes that are now offered on the social services menu. Noticeably missing is the "It Happened to Me" module which was universally useful."

- **Perceived overreach and/or overemphasis on reporting**

"Sometimes the staff seem overly concerned with meeting their numbers and convey this to volunteers. This is not motivating to volunteers."

"I think that numbers are being focused on too much and it's affecting the way we have to do the work that truly matters. Some Texas CASA staff make it seem that what they're asking is extremely easy when they don't know what it's like for our volunteers and staff. Asking our volunteers to do more and more for the sake of numbers and documentation is creating less time for what's important and creates more frustrations."

Board Members

- **Perceived overreach, lack of transparency, limited flexibility**

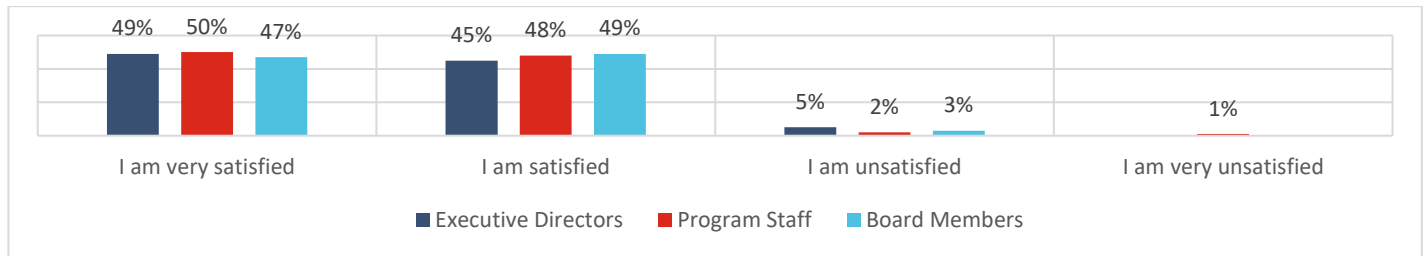
"I was disappointed with the way Texas CASA attempted to compel each chapter to adopt certain updates to their database management systems."

"Onerous oversight - silly audits. No flexibility in audit dates."



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:



Reasons for 92% Satisfaction with COVID-19 Response and Support

Selected quotes from FY 2021 Survey

Executive Directors

"The guidance and support during this time has meant a great deal to my program and board."

Program Staff

"A lot of our volunteers are older and many were nervous about covid as they were at high risk. Having the option to visit via phone or video was helpful. It would be helpful to have an ongoing policy, as an example, some RTC's have had to quarantine some of their houses several times. This makes it hard for the volunteers to get the visits in. As there are likely to be more surges, having a policy in place would be helpful."

Board Members

"The feedback from our operating staff was that Texas CASA was greatly appreciated during the pandemic and support was as expected."

Reasons for 8% Dissatisfaction with COVID-19 Response and Support

Selected quotes from FY 2021 Survey

Executive Directors

"I feel like we were left to our own to figure all of this out. Besides the waivers, which are not timely when granted, we have been left on our own to guide ourselves through."

Program Staff

"Response from TX CASA has felt delayed and insufficient."

Board Members

"I think with 6' distancing Texas CASA members should be able to attend and participate with boards. If they require an overnight stay somewhere, then they choose a hotel with good covid policies and wear a mask. Of course, in person meetings can be limited, but training and interaction is so much better face to face."



Responsiveness of Texas CASA Staff ²

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

Executive Directors

	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey
Always	71%	72%	56%	56%	53%
Most of the time	27%	22%	39%	44%	44%
Some of the time	0%	7%	5%	0%	2%
Never	2%	0%	0%	0%	0%
N/A	0%	0%	0%	0%	2%

Program Staff

	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey
Always	54%	56%	46%	50%	49%
Most of the time	18%	14%	17%	14%	19%
Some of the time	3%	3%	4%	3%	4%
Never	1%	0%	1%	0%	0%
N/A	24%	28%	31%	33%	29%

Board Members

	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey
Always	44%	46%	56%	54%	57%
Most of the time	8%	7%	6%	14%	4%
Some of the time	1%	0%	1%	3%	0%
Never	0%	0%	0%	0%	0%
N/A	47%	47%	37%	29%	39%

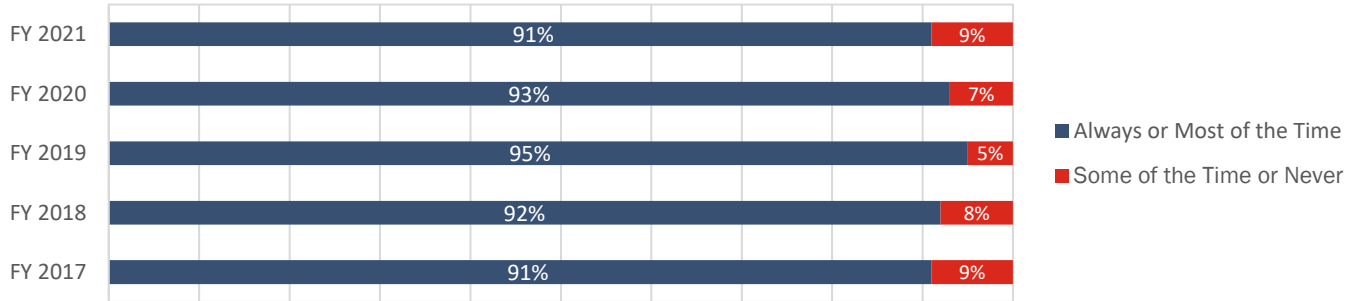
² Due to rounding, percentages may not always appear to equal 100%.



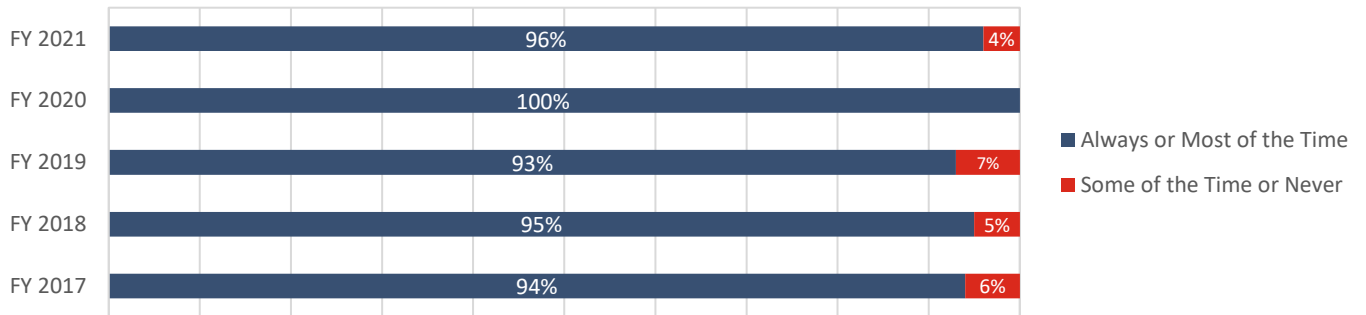
Satisfaction with Responses³

I was satisfied with the responses provided by Texas CASA:

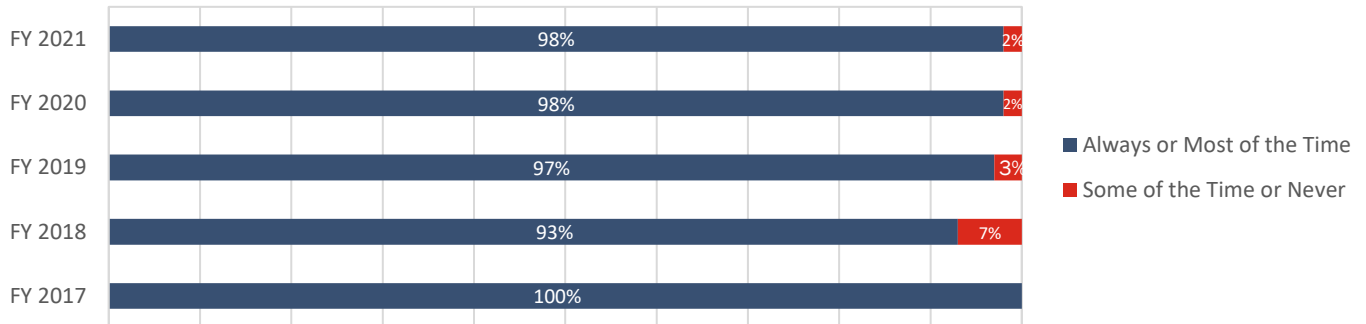
Executive Directors



Program Staff



Board Members

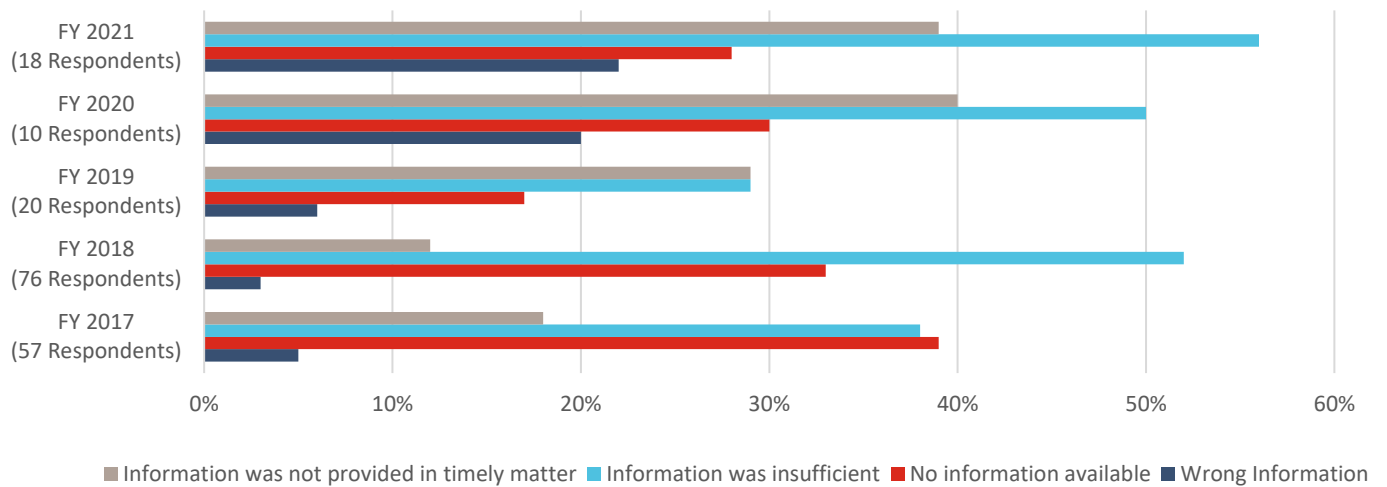


³ Calculated percentages do not include "N/A" responses



Reasons for Dissatisfaction with Responses ⁴

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



Selected quotes from the 18 respondents indicating dissatisfaction in the FY 2021 Survey:

Executive Directors

- “At times I ask questions regarding policies or the right steps to take and am not given a firm answer and told to wait until a training in the future. Even when told an answer sometimes I am not given any reference point to support the decision.”
- “When an attorney took us to court for our case information, Texas CASA did not have a lot of assistance to provide. We had to hire a local attorney.”
- “Lots of info being emailed and Zoomed, but little preparation for important day-to-day business updates”
- “More information on HB 567”

Program Staff

- “Answers were autocratic.”
- “Instructions on different grants were inconsistent.”
- “Most of the time the responses are helpful, but sometimes there is a sense of resignation with systems that are not working. ‘Just the way it is.’”

⁴ Chart contains aggregate data from Executive Directors, Program Staff and Board Members; For questions that use checkboxes, the total number of answer choices selected for a question can be greater than the number of respondents that answered the question. This can cause the total response percentages to exceed 100%.



Frequency of Communication with Texas CASA Staff ⁵

I communicate with staff at Texas CASA:

Executive Directors

	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey
More than once a week	4%	8%	4%	2%	3%
Weekly	36%	30%	14%	9%	10%
Monthly	49%	48%	63%	59%	52%
Less than monthly	11%	8%	18%	27%	24%
Rarely	0%	5%	2%	3%	10%

Program Staff

	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey
More than once a week	1%	1%	4%	2%	4%
Weekly	5%	6%	4%	3%	2%
Monthly	29%	22%	18%	13%	17%
Less than monthly	25%	32%	32%	33%	27%
Rarely	40%	39%	42%	49%	50%

Board Members

	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey	FY 2017 Survey
More than once a week	2%	1%	1%	3%	2%
Weekly	4%	12%	6%	12%	12%
Monthly	17%	16%	24%	13%	19%
Less than monthly	18%	13%	13%	30%	19%
Rarely	59%	58%	56%	42%	48%

⁵ Due to rounding, percentages may not always appear to equal 100%.



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 requested. Local program assistance also includes the research, development and sharing of manuals, templates, best practice guides, live and recorded webinars and more, to address the CASA network's needs, trends and identified gaps.

Value to Local Programs: Offers email and phone/virtual communication, resource sharing and onsite/virtual assistance when additional support is needed. Additionally, Texas CASA facilitates annual, mandatory live or virtual training, for representatives from each local CASA program board with a satisfaction of 96.4% for the five trainings provided in FY21.

Communication/PR (Crisis Communication, Website, Inside CASA, CASA Voice, Social Media)

Texas CASA's Communications team offers assistance around current and potential crisis situations, social media support and branded website template creation. This team also manages 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 compare to statewide data.

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

There are currently 42 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 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 children and families involved in the child welfare system. 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 87th Legislative Session and other current systemic changes in the child welfare system. In the second part of the legislative interim, Texas CASA will be preparing policy priorities and training LATs in preparation for the 88th Legislative Session.



Marketing of the CASA Brand through the Volunteer Recruitment Campaign

Texas CASA produces 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 state law and 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 2021 and responded to the evaluation of the review, 100% agreed that the QA review helped increase overall effectiveness in operations and 100% agreed the review helped increase overall effectiveness in advocacy for children.

Resources for Local CASA Programs

Identified resources for FY21 that were completed and distributed to the network include: a sample disaster recovery plan; a multi-county toolkit that includes tips for rural programs as they recruit, train and retain volunteers; a video and resources for coaching volunteers; Optima reports and training; an Executive Dashboard for programs to use if they wish with each quarter as they update their boards; an interactive map of 72 CASA programs for the Texas CASA website; Clergy, CASA & Community recruitment guides for building relationship with faith communities; the FY21 Revised CASA Standards based upon the new National CASA Standards; updated data profiles such as Program by the Numbers and a new Permanency Planning profile; videos and a family meeting guide for Collaborative Family Engagement; well-being advocacy activities that the network can track together; and the CASA Board Guide to Hiring and Supervising an Executive Director.

Value to Local Programs: These resources were developed based on requests or specific needs identified within the network of 72 programs.

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.

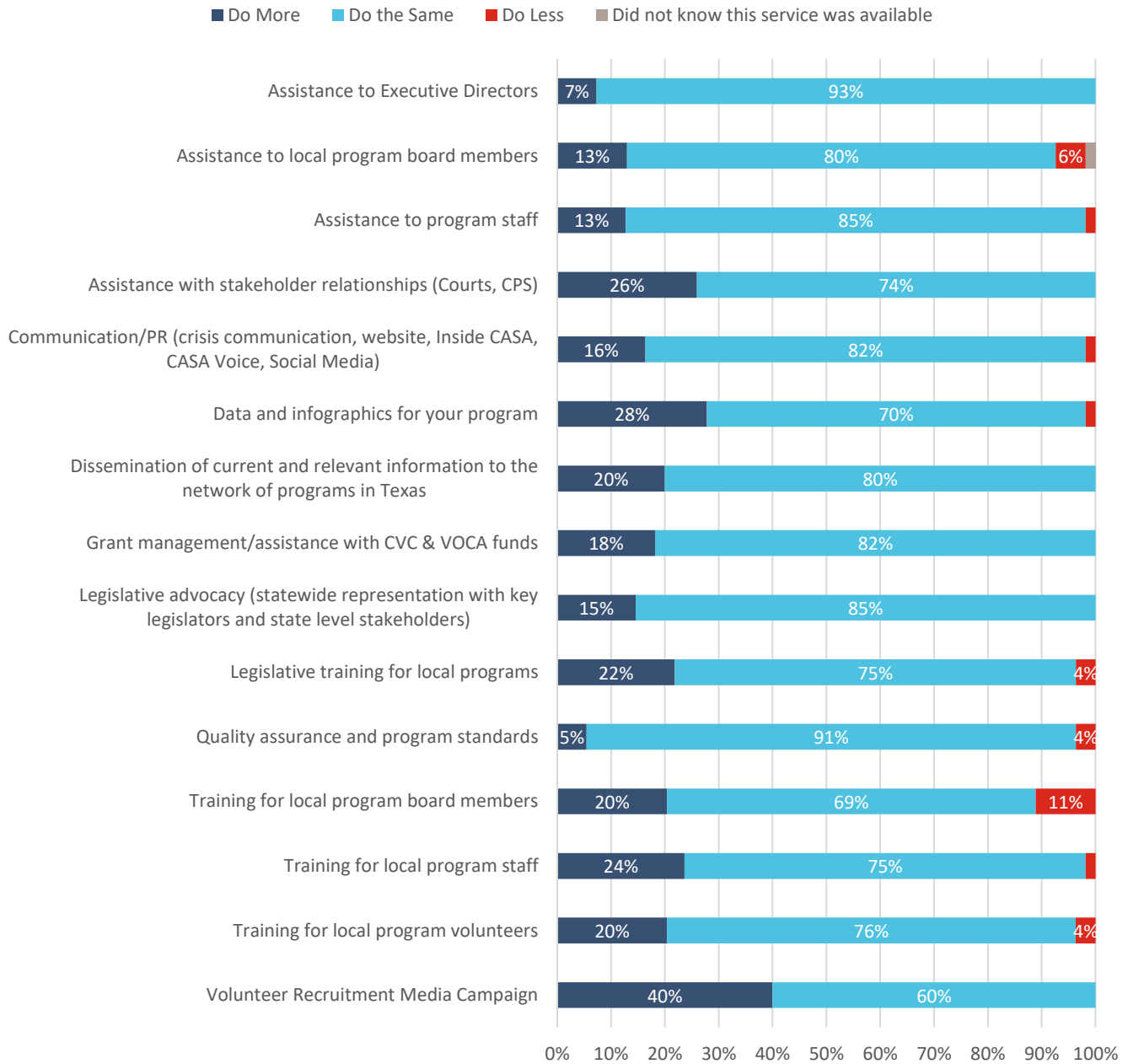
Value to Local Programs: The team creates dynamic and relevant online learning materials to support local programs’ educational needs and manages Texas CASA’s online Learning Management System (LMS) so that local programs can access the training and resources they need, when they need them. Additionally, 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. In FY21, Texas CASA hosted thirty-four training events with over 3,600 training attendees and an overall satisfaction of 95%.



Satisfaction with Current Services⁶

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

Executive Directors



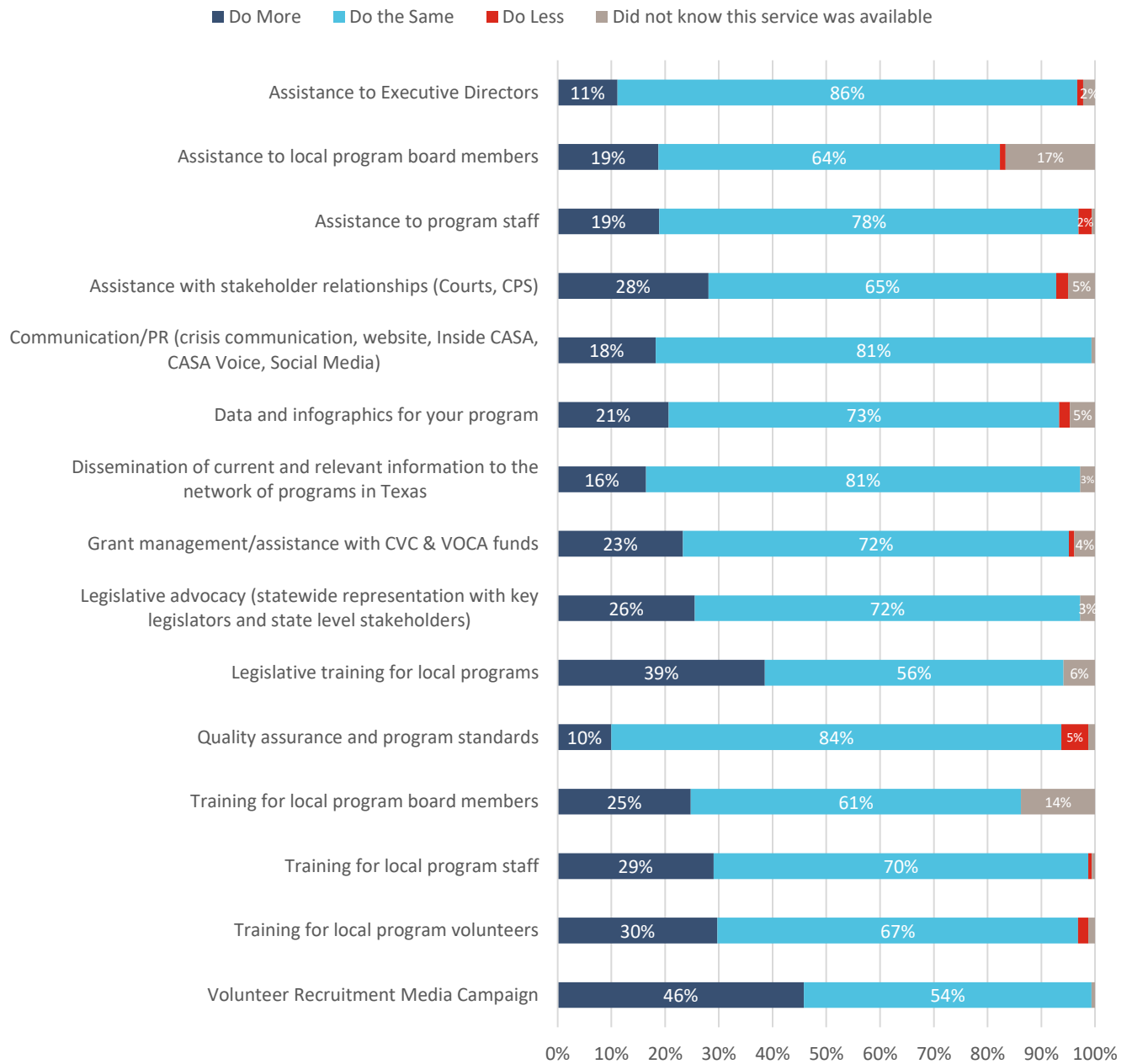
⁶ Calculated percentages within this section do not include "N/A" responses; Due to rounding, percentages may not always appear to equal 100%.



Satisfaction with Current Services (continued)

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

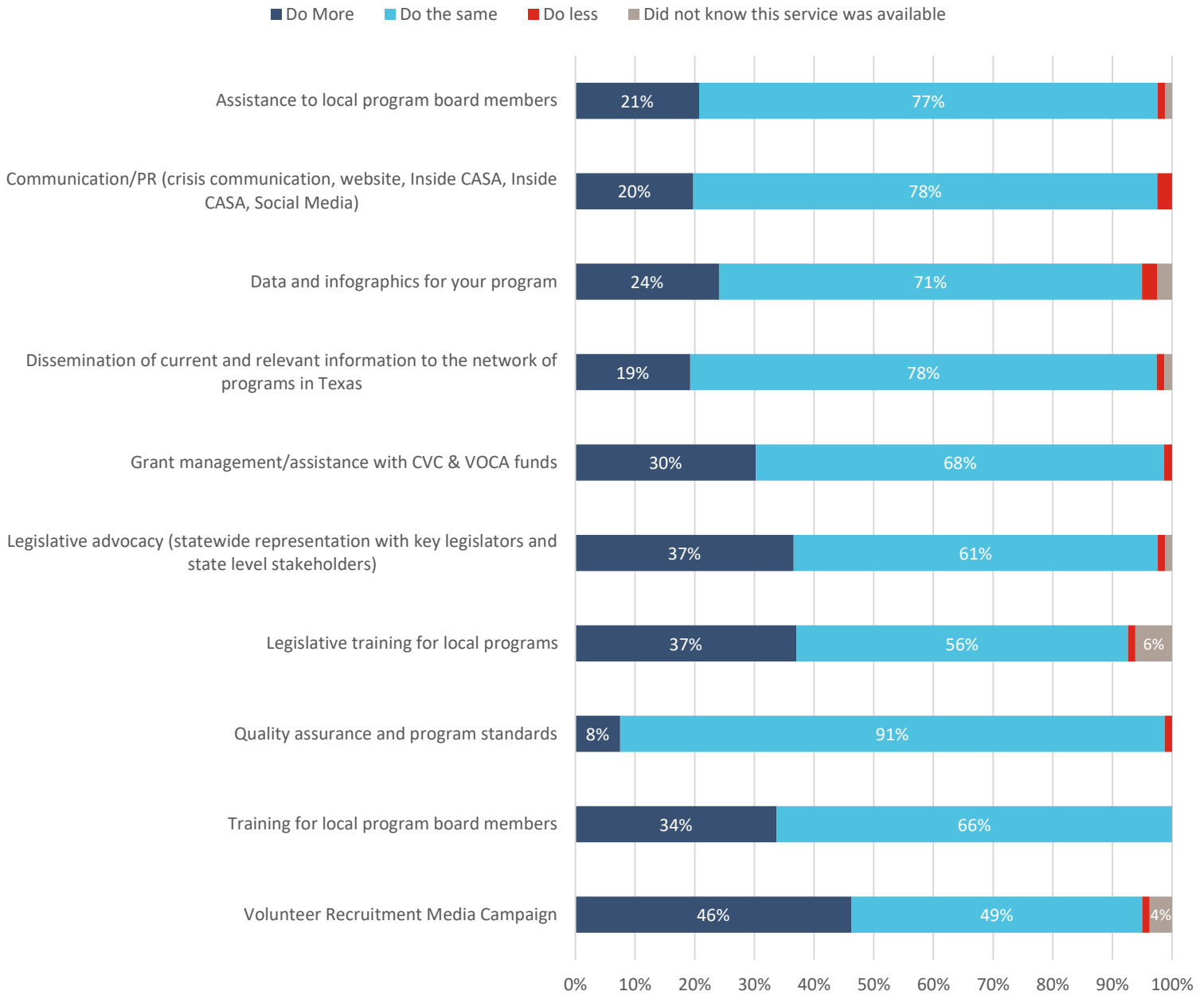
Program Staff



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 2021 Survey pertaining to the highest ranked “Do More” and “Do Less”

Executive Directors

Do More

- **Volunteer Recruitment Media Campaign (40%)**
 - *“Volunteer recruitment is always a need for all local programs.”*
- **Data and Infographics for your program (28%)**
 - *“Love the info graphs and visual data dashboards that have been added this year! Would love to utilize more of those tools when communicating our program stats.”*
- **Assistance with stakeholder relationships (Courts, CPS) (26%)**
 - *“We must dial in our focus to ensure CASA in Texas can continue for children who need our help. Program staff who understand their role and boundaries are more productive and likely to stay with their organization longer.”*

Do Less

- **Training for local program board members (11%)**
- **Assistance to local program board members (6%)**
- **Legislative training for local programs (4%)**
- **Quality assurance and program standards (4%)**
- **Training for local program volunteers (4%)**

Program Staff

Do More

- **Volunteer Recruitment Media Campaign (46%)**
 - *“I think media campaigns or radio ads are something that isn’t always in the budget of the individual programs but works really well to get people interested and going to find the CASA in their area.”*
- **Legislative training for local programs (39%)**
- **Training for local program volunteers (30%)**
 - *“I have volunteers that would like to engage in more trainings from Texas CASA.”*

Do Less

- **Quality assurance and program standards (5%)**
- **Training for local program volunteers (2%)**
- **Data and infographics for your program (2%)**
- **Assistance with stakeholder relationships (Courts, CPS) (2%)**
 - *“Between extremely high turnover and them (CPS) just not seeing us as partners it’s hard to get information. (they are not sharing information well with attorneys either) I know management is happy to work with CASA, but it needs to be felt and understood at the caseworker level or the children suffer. Everything agreed to in meetings is of no use if the caseworkers are not sharing information with advocates.”*
- **Assistance to program staff (2%)**

Board Members

Do More

- **Volunteer Recruitment Media Campaign (46%)**
 - *“Programs across the state can always benefit from additional assistance and support for volunteer recruitment.”*
- **Legislative training for local programs (37%)**
- **Legislative advocacy (statewide representation with key legislators and state level stakeholders) (37%)**

Do Less

- **Data and infographics for your program (3%)**
- **Communication/PR (crisis communication, website, Inside CASA, Inside CASA, Social Media) (2%)**



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 effort, 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, 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 2021 were retained through the end of the fiscal year at 100% and 100% were satisfied the with the support they received.

Training & Coaching Programs on Collaborative Family Engagement (CFE)

Texas CASA partners 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.

Value to Local Programs: In FY21, 51 local CASA programs were implementing CFE by serving 3,355 children and 1,883 families in 108 counties through this unique approach. CFE was independently evaluated over a six-year period by the University of Texas, which concluded in 2021. Some of the findings include more complex cases get designated for CFE, and the more CFE activities that happen, the better the outcomes for children. The outcomes included higher rates of permanency through reunification and permanency to kin or fictive kin. In previous years, the evaluation found that CFE resulted in increased and better communication between CASA volunteers and CPS staff, a higher value placed on family engagement by CASA volunteers, that more people attended family meetings, and more plans were made to support parents, than without CFE.

Volunteer Coaching & Advocacy (VCA)

Volunteer Coaching and Advocacy (VCA) is a 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 and program assistance that focuses on coaching principles and strategies; understanding GAL duties; implementing best interest advocacy; enhancing advocacy; and providing resources and tools for best practices in volunteer coaching, retention and advocacy guided by minimum sufficient level of care.

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. The two VCA Trainings conducted in FY 2021 had a satisfaction rate of 96%.

Volunteer Recruitment Assistance

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

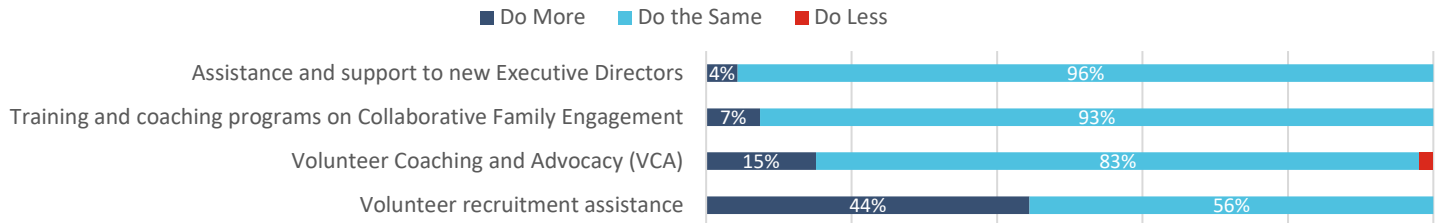
Value to Local Programs: This initiative provides and develops a variety of tools that can be implemented by programs in addition to providing customized hands-on support. This includes Clergy, CASA & Community—a recruitment model that builds a network of faith communities and leaders who recruit volunteers and champion speaking up for local children in foster care—and Men of CASA—a recruitment model focused on recruiting, engaging and networking with men throughout Texas.



Satisfaction with Current Initiatives ⁷

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

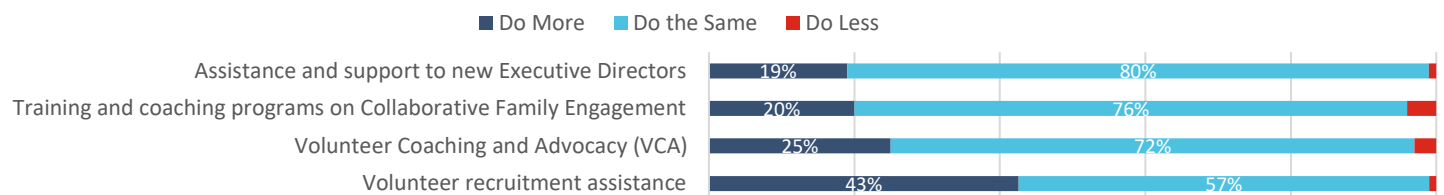
Executive Directors



Selected quotes from FY 2021 Survey:

- *“We understand we must get out recruit our volunteers. But more general PR/marketing support would be appreciated to help create general awareness. A specific training module that provides step by step (or session by session) topics to cover would be great. That way, at the end of all trainings, all volunteers would learn the same info and materials. Right now, what is taught can vary widely from one trainer to the next.”*
- *“Provide dedicated funding for recruitment opportunities so local programs can tailor recruitment to population demographics, topography, and infrastructure.”*
- *“Volunteer recruitment is tough for all programs right now in addition to retention. Throughout TX we have a very low retention rate but not effective ways to see this improve nor the goal to really work towards retention. I understand this isn't recruitment however so much effort wouldn't need to be placed there if our retention was better.”*
- *“Network programs need basic training on the legal roles of CASA. There is so much turnover in the network this information is lost from many programs, and those programs can easily get "off track" from the CASA mission.”*
- *“It is always great to have more training and information to better the local programs! I know I am always in need of more information.”*

Program Staff



Selected quotes from FY 2021 Survey:

- *“Our VCA consultant offers training on needed topics and is responsive to our needs.”*
- *“The most I have really worked with TX CASA personally is with CFE and they have been wonderful and done a great job.”*
- *“Being in a rural area it seems like the recruitment aid is limited.”*

⁷ Due to rounding, percentages may not always appear to equal 100%.



ADDITIONAL SERVICES REQUESTED

Other services or assistance respondents indicated they would like Texas CASA to offer to better satisfy an unmet need. Please see the Texas CASA Response Plan for how these requests have been addressed.

Training

- In-person training
- Training by position
- Training by topic

Communications

- Upgraded hosted, branded website template
- Communications resources
- Additional marketing

Child Welfare System

- Additional lobbying
- Additional collaboration with stakeholders (CPS, Community-Based Care providers, attorneys ad litem)

Data

- Clear notification and training related to changes to grant requirements
- Improved Optima demo site

Services

- Continued support for new Executive Directors
- Assistance to programs and staff
- Additional support related to recruitment and retention
- Assistance and resources related to new Standards

Pass-Through Funding

- Additional government funding for local programs
- Procurement of statewide vendor contracts



ADDITIONAL THOUGHTS SHARED

Themes and select quotes from FY 2021 Survey in response to “Are there any additional thoughts you would like to share with Texas CASA?”:

Executive Directors

- **Appreciation for data standardization**
 - *“I am grateful/relieved that Texas CASA is making reporting uniform and looking at new ways to measure CASA's value through Optima.”*
- **Gratitude for Texas CASA staff**
 - *“Everyone on the staff does an outstanding job and I truly appreciate your dedication to making the lives of our children better!”*
 - *“The support offered on a professional and even personal level is wonderful.”*
- **Request for additional support and work with rural programs**
 - *“I feel like most new initiatives usually start with Travis County or the Dallas area. Please look at rural programs for new initiatives as well.”*
- **Desire for resumed in-person activities**
 - *“The only other service that I would like to see returned is in-person training, especially for new staff. I remember being a new staff and attending the training. There was a huge difference in the in-person training compared to virtual training. I was able to meet and interact with Texas CASA staff and other staff from other programs. I also felt I got more out of the training being in-person than like watching a computer screen.”*

Program Staff

- **Request for additional support and work with rural programs**
 - *“Help out the rural programs more, especially the ones with higher removal rates.”*
- **Concerns related to oversight**
 - *“I am concerned that Texas CASA is becoming more bureaucratic, and the focus is shifting away from the work we do with children and families. I understand the need for accountability and measuring objectives, but our primary goal should remain engaging a volunteer network to provide meaningful advocacy for children and families. I feel that CASA serves a very unique role within the child welfare community, and I don't want us to become just another entity that becomes so focused on checking boxes that we forget why we exist in the first place.”*
- **Appreciation for Texas CASA staff**
 - *“Thank you for all your hard work and dedication to providing assistance to the programs in Texas.”*
 - *“I can say that the support that comes from the entire CASA Team has helped me adjust to a new position seamlessly.”*

Board Members

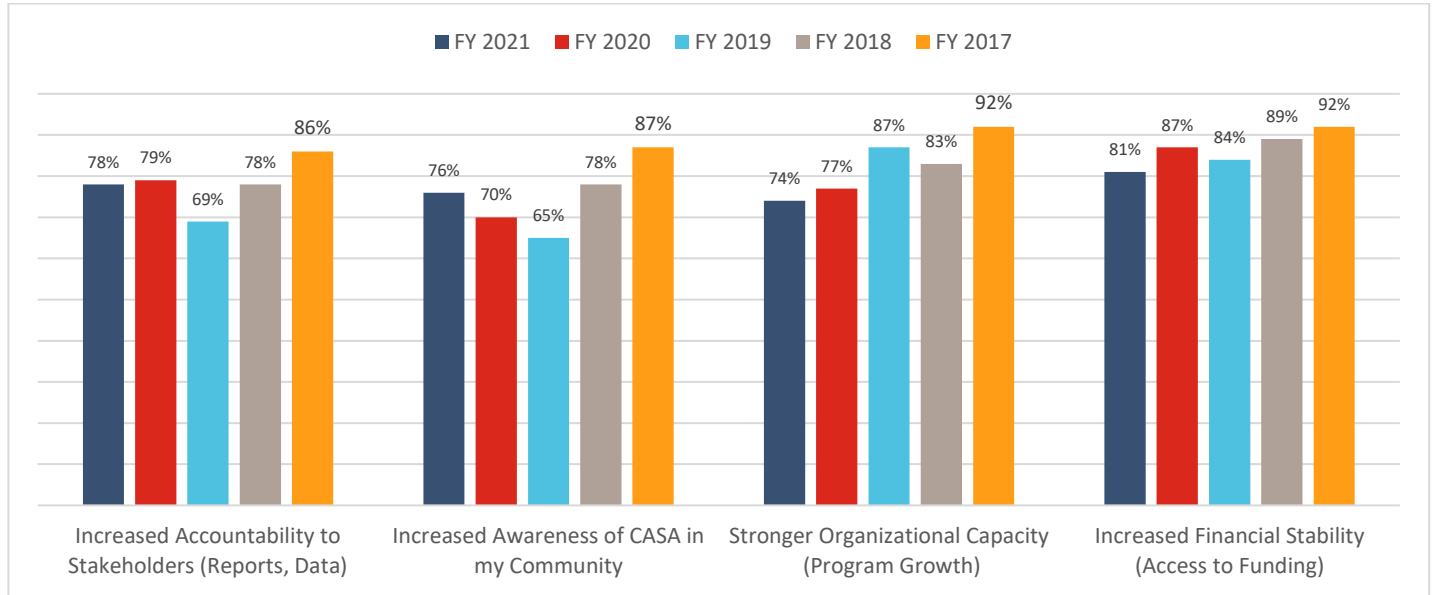
- **Additional oversight related to CASA's mission**
 - *“I believe that Texas CASA needs to do more to direct the Vision and Mission statements of local CASA's. That vision shouldn't change from one to another and I think that's why CASA gets “beat up” a little in some public forums and more recently in legislative sessions.”*
- **Concerns related to local program funding**
 - *“Delay in providing funding to local programs needs to be addressed”*
 - *“The amount of fundraising required should be based on geographic area and economic status in the area. A city with a high poverty percentage will have a harder time with local fundraising.”*
- **Appreciation for support**
 - *“Great support organization! Keep going forward!”*
 - *“Keep supporting our ED and staff!!!”*



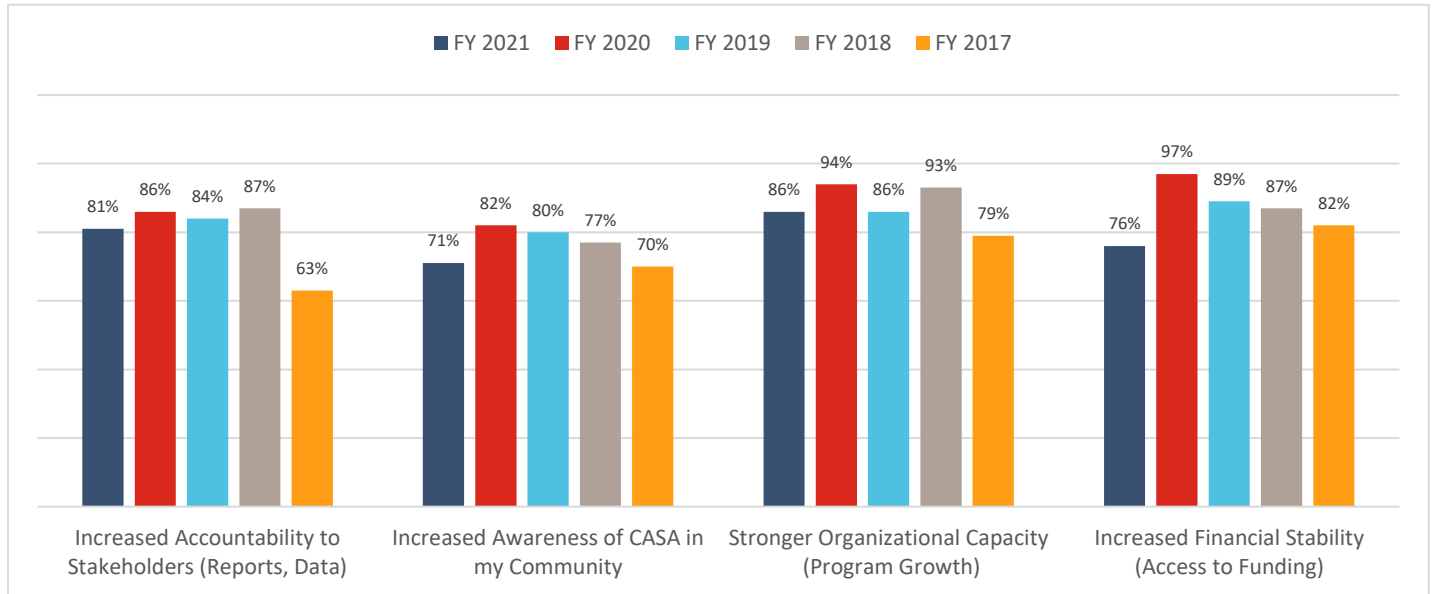
TEXAS CASA'S IMPACT⁸

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

Executive Directors



Board Members

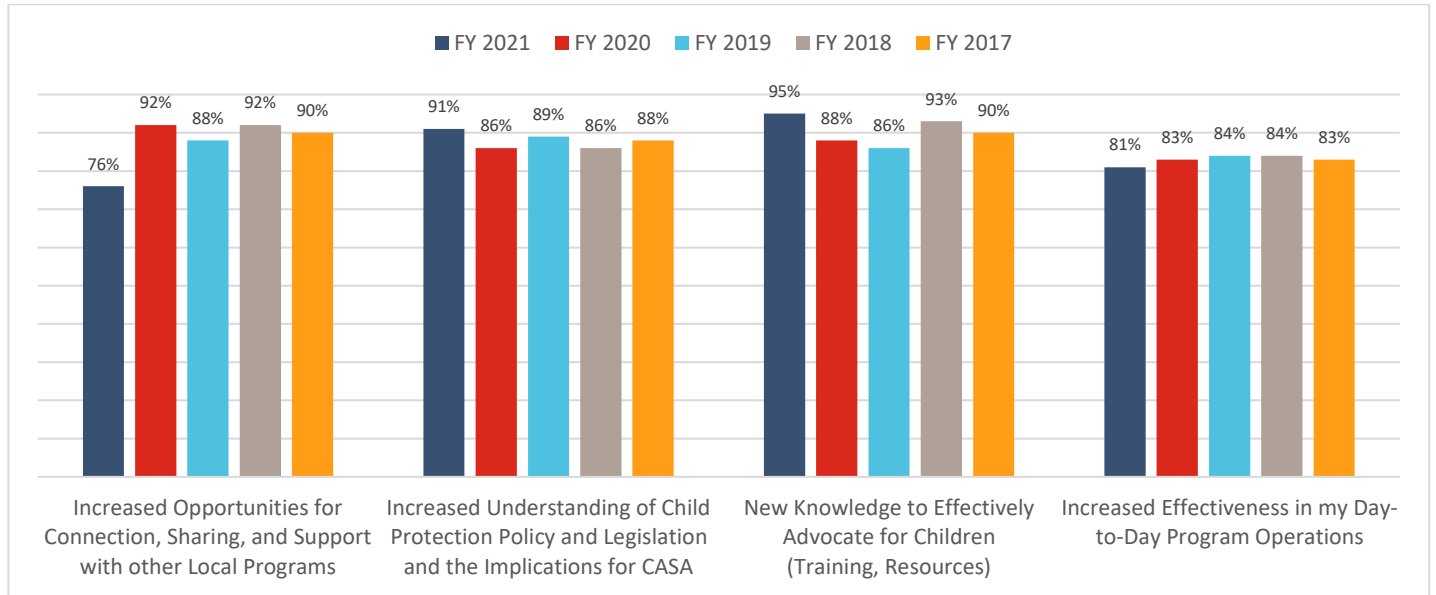


⁸ Percentage shown includes "Yes, Definitely" and "Yes, Somewhat"; Calculated total percentages do not include "N/A" responses

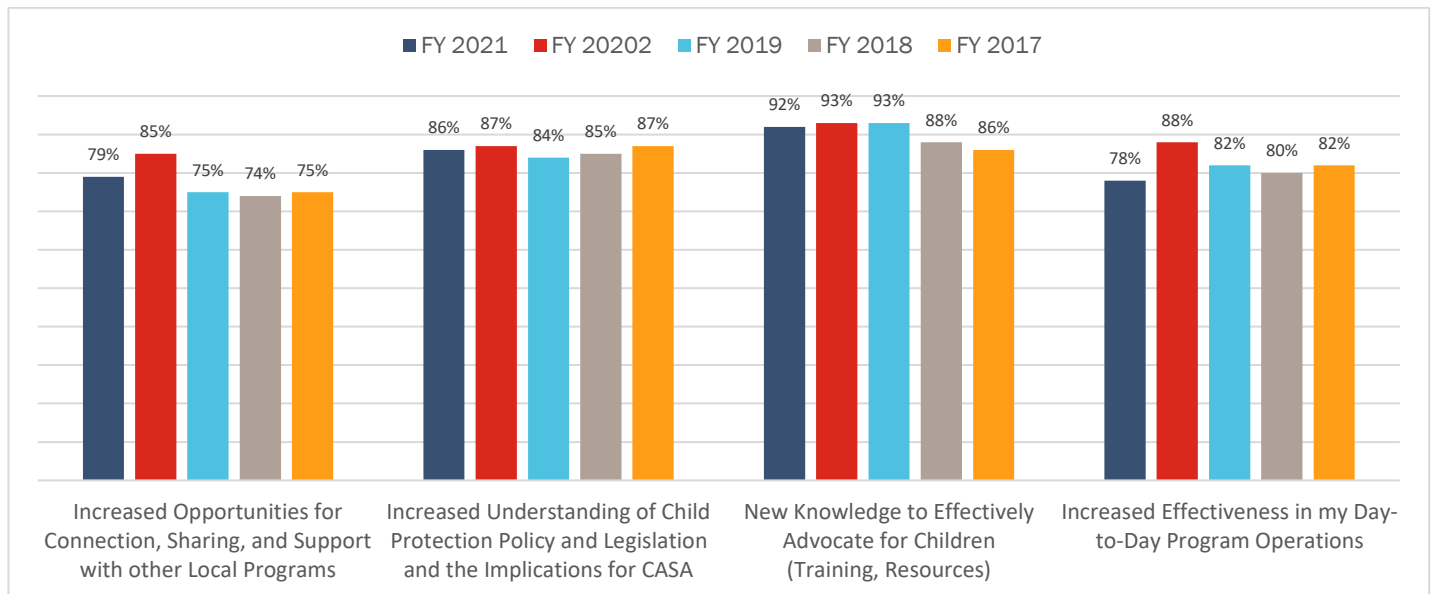


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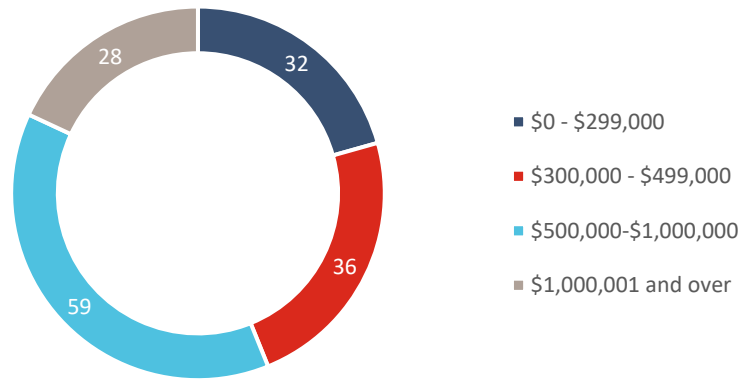
Program Staff



DEMOGRAPHICS OF RESPONDENTS (OPTIONAL SECTION)

Size of CASA Program by Annual Budget

155 Answered; 168 Skipped



Tenure in Current Position

262 Answered; 61 Skipped

