



STRENGTHENING THE VOICES OF CASA STATEWIDE

EXECUTIVE SUMMARY

FY 2022 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 2022 and involved 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 73 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 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey
Executive Directors	48	55	60	57	66
Program Staff	120	181	145	182	177
Board Members	60	87	85	100	106
Total	228	323	290	339	349

SATISFACTION WITH TEXAS CASA PERFORMANCE

Overall Satisfaction ¹

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

FY 2022 Aggregate Overall Satisfaction

92% Very Satisfied or Satisfied

Executive Directors

	FY 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey
I am very satisfied	50%	62%	67%	65%	52%
I am satisfied	38%	33%	30%	35%	39%
I am unsatisfied	12%	4%	3%	0%	8%
I am very unsatisfied	0%	2%	0%	0%	2%

Program Staff

	FY 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey
I am very satisfied	61%	44%	52%	42%	40%
I am satisfied	31%	52%	48%	57%	55%
I am unsatisfied	8%	3%	0%	1%	3%
I am very unsatisfied	0%	1%	0%	0%	1%

Board Members

	FY 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey
I am very satisfied	48%	54%	68%	48%	68%
I am satisfied	47%	40%	26%	48%	30%
I am unsatisfied	3%	2%	1%	1%	2%
I am very unsatisfied	2%	3%	5%	3%	0%

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



Reasons for 92% Satisfaction with Services & Performance

Themes and selected quotes from FY 2022 Survey:

Executive Directors

- **Helpful network-wide services and support through training**

"Thank you for all you do in an ever-changing system. I would not have hung in there many times if it were not for TX CASA's staff support."

"Texas CASA does great at training and offering them via zoom. Would like to see some in person trainings for VCA"

"I thought the recent VCA training on the legal aspects of our role was excellent. I feel like this is an area where we have been lacking in the past. I would like more of this type of content."

- **Responsive and supportive staff members**

"I do want to highlight the responsiveness of both Celeste and Sarah. I think they have been real assets to my organization personally and I assume to many others."

"Assistance and support to ED's is fabulous! I do feel like we could use more assistance in Volunteer recruitment, new and fresh ideas. CFE is going great!"

- **Strong support and programming for new Executive Directors**

"We are the newest program. The support of Texas CASA has been excellent, it's a very complex and complicated process to start a new program."

Program Staff

- **Responsive and supportive staff members**

"Everyone I've talked to has been very supportive and helpful. You have a great staff!!"

- **Valuable trainings, resources, and services**

"As a new trainer, I have contacted Margaret Halpin numerous times and she always been very responsive and helpful. I am never hesitant to ask her questions because she welcomes my issues/concerns and doesn't make me feel as if I should already know the answer. She's a great resource and I don't believe I would be as successful in my role without her mentoring."

"It is amazing how many say they see Texas CASA ads and billboards. It is a big plus for recruiting."

"CFE is an amazing tool to utilize with our children and families."

Board Members

- **Helpful responses and services**

"Texas CASA could share program ideas that are working well at other agencies for evaluation by our board."

- **Effective legislative and advocacy efforts for local programs**

"Given that the State Government is changing the child welfare system with apparently little understanding of the challenges their decisions impose, I believe we need to do more to advocate for the needs of children and families, and the organizations that serve those needs. I think Board Members could benefit from training related to these efforts."

- **Helpful support throughout transitions**

"Celeste Prather has been very responsive and helpful!"



Reasons for 8% Dissatisfaction with Services & Performance

Themes and selected quotes from FY 2022 Survey:

Executive Directors

- **Issues with communication and network changes**

"The staff of Texas CASA do a great job, but this year it felt like we were caught unaware of so many things relating to becoming subcontractors of HHSC and I am still not sure about that relationship and what it means. Every day I seem to find something about how do have done our work for years that seems incompatible with this new role. I have wondered if Texas CASA could have prepared us better, or if there was just no other way to cope with this change for our programs."

"As a newer ED, this last year was challenging with communication issues from Texas CASA regarding network changes. I do think Texas CASA was open to listening to network frustration and has made/is making changes to ensure these issues are not a continuing concern in the future."

"I feel the HHSC debacle never should have come to the panic situation it became for local program leadership. I think Texas CASA did its best to help and support programs at the end, but it was a major dump on us at an inopportune time."

Program Staff

- **Issues with communication and network changes**

"The changes to child contact frequencies were not rolled out successfully. The announcement of the change at The Forum without any network input or discussion was surprising. I appreciate the adjustment to delay changes to allow for network input. Cutting funding for volunteer travel reimbursement when contact frequency is increasing is incongruous."

"Extremely frustrated with the lack of consistency and program shifts within Texas CASA. There tends to be a jump into new program changes without a thorough thought process behind it and how it affects the overall functioning of local programs."

- **Desire for more support or training**

"Program Directors do not currently have a dedicated person within Texas CASA to seek guidance and support. Celeste is in the process of starting monthly PD Meetings, and I hope this will provide some support."

"I saw that we had an exciting new program to assist in making visits with children in counties far from their respective CASA programs, but I never heard more than the fundraising aspect. I could utilize this program to meet new program policies regarding placement visits. There is a lack of flow-down from TX CASA, and I believe that some policies and procedures being put in to place make it more difficult for actual volunteers to stay engaged and to continue want to continue volunteer advocacy."

Board Members

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

"I do not feel that Texas CASA has been focused on helping the local CASA boards. On the rare occasion we needed advice or guidance, Texas CASA was unable to assist. It is frustrating."

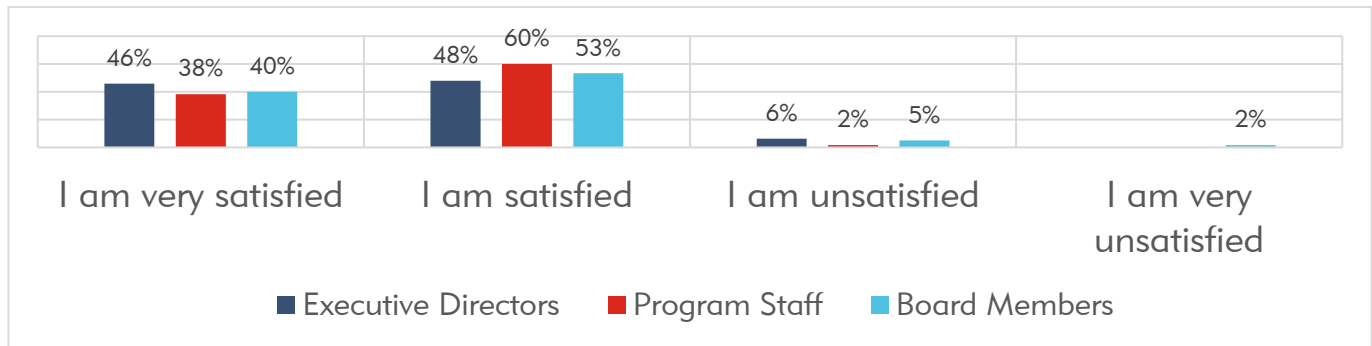
"Texas CASA does not collaborate very effectively with their branch offices, and it seems that there is a lot of animosity that is counterproductive."

"The monthly board training felt very beginner and most attending were seasoned"



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 96% Satisfaction with COVID-19 Response and Support

Selected quotes from FY 2022 Survey

Executive Directors

"This past year having the visit exception has been helpful"

Program Staff

"The response of TX CASA to allow virtual visits was helpful especially for youth placed out of region. I am sad to see this opportunity end, especially since there is little info on how to meaningfully engage a courtesy CASA program."

Board Members

"Thank you for providing excellent support to the CASA programs!"

Reasons for 4% Dissatisfaction with COVID-19 Response and Support

Selected quotes from FY 2022 Survey

Executive Directors

"There's been no Texas CASA support to programs for COVID related issues in FY 2022. Extending waivers passed years ago is bare minimum. True support could have looked like a lot of things: sharing information / support around PPP or the IRS employee retention credit, coordination of PPE, help with locating outside resources for children / families, among other things"

Program Staff

"Requirements of documentation, travel requirements, and parent contacts make it difficult to retain volunteers."

"I had to reach out and search for help."

"The programs need assistance with recruitment and retention of volunteers during and post COVID. Less volunteers are willing to come forward."

Board Members

"Many programs felt they were left to figure it out on their own. As the umbrella organization we would have liked to have seen more support, guidance, and plan put forth to maintain program standards."



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 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey
Always	46%	71%	72%	56%	56%
Most of the time	38%	27%	22%	39%	44%
Some of the time	16%	0%	7%	5%	0%
Never	0%	2%	0%	0%	0%
N/A	0%	0%	0%	0%	0%

Program Staff

	FY 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey
Always	48%	54%	56%	46%	50%
Most of the time	26%	18%	14%	17%	14%
Some of the time	4%	3%	3%	4%	3%
Never	1%	1%	0%	1%	0%
N/A	21%	24%	28%	31%	33%

Board Members

	FY 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey
Always	48%	44%	46%	56%	54%
Most of the time	7%	8%	7%	6%	14%
Some of the time	3%	1%	0%	1%	3%
Never	0%	0%	0%	0%	0%
N/A	42%	47%	47%	37%	29%

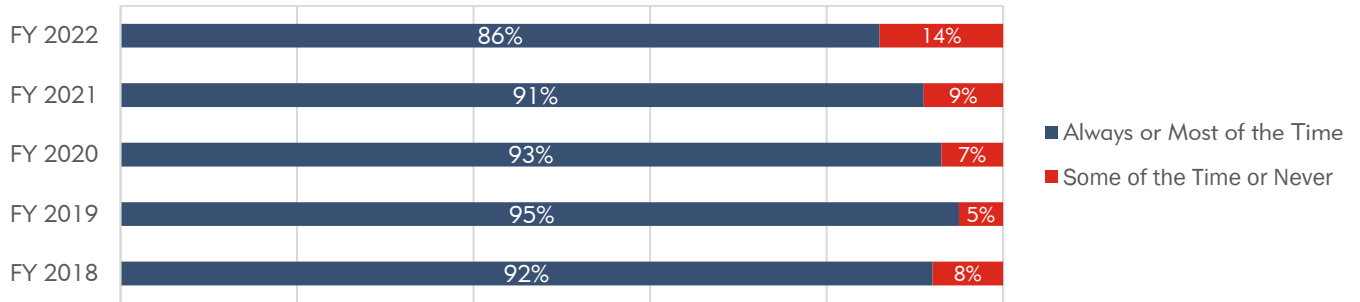
² Due to rounding, percentages may not always appear to equal 100%.



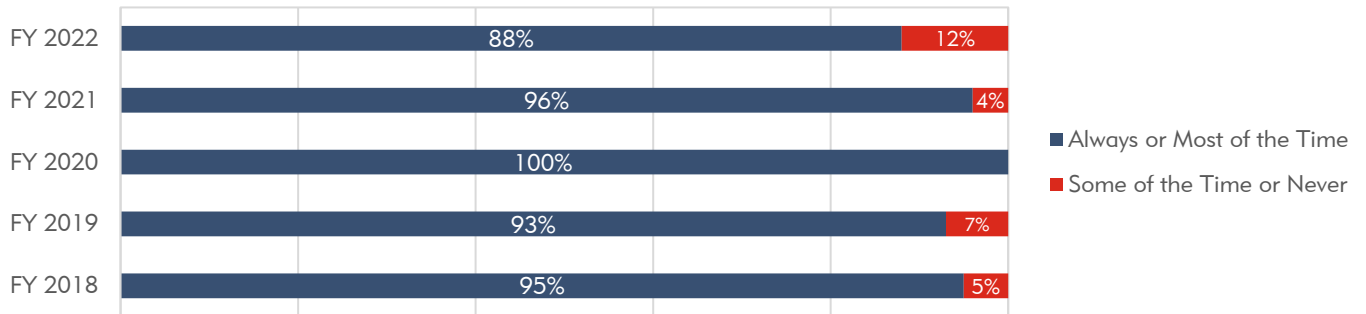
Satisfaction with Responses³

I was satisfied with the responses provided by Texas CASA:

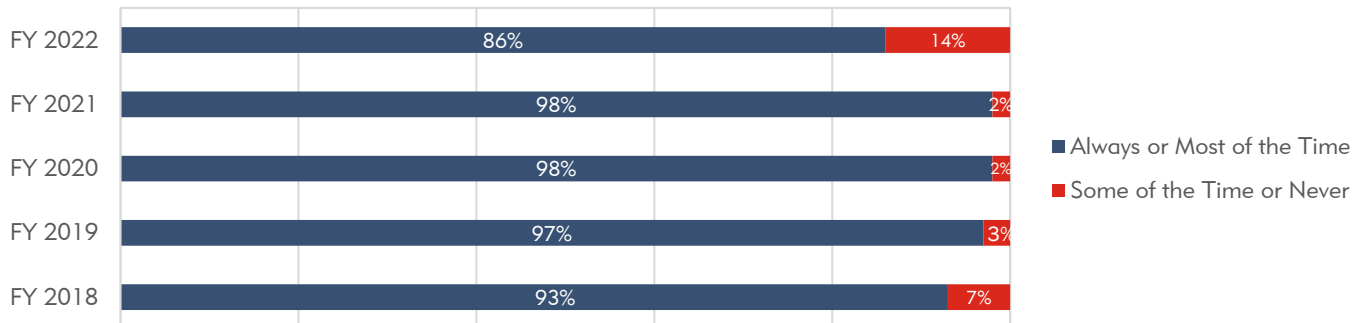
Executive Directors



Program Staff



Board Members

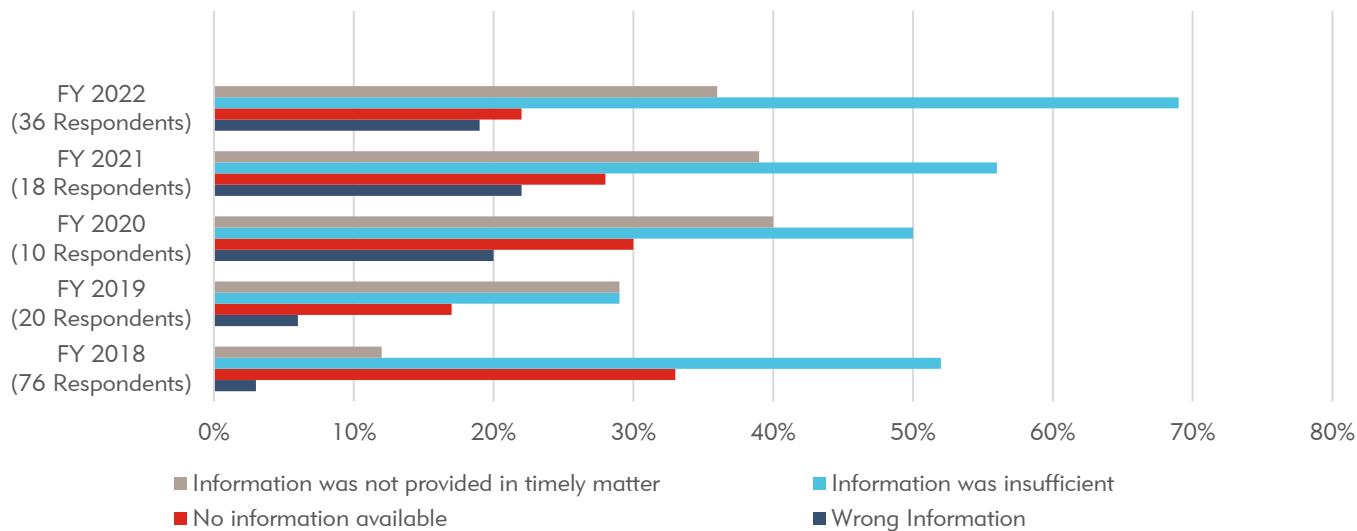


³ Calculated percentages do not include "N/A" responses



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 36 respondents indicating dissatisfaction in the FY 2022 Survey:

Executive Directors

- *“Too much information, too much change is overwhelming”*
- *“There has been some inconsistent and unclear information given this year. We appreciate the Texas CASA recognizes this and is working towards a solution.”*
- *“Just want to add that Conference was not like other years and left staff disappointed.”*

Program Staff

- *“Some of my best volunteers have left because of all the new standards. They have said they would never do CASA again because it’s all work and not with the children any longer”*
- *“Please consider what you’re asking of programs and our volunteers before you implement initiatives. Maybe get program feedback about whether these things are even wanted or needed network wide.”*
- *“Most of the time answers are not provided in regards to the future or even plans for certain areas. In many instances questions are not answered only talked around. Optima options continue being an issue for many programs. The standards and procedures continue to rise for staff and advocates.”*

Board Members

- *“An annual benchmark study of the Texas CASA agencies would be very helpful. Additionally, the provision of national data on the operations of other agencies would be very helpful.”*
- *“Information about the Texas CASA network is important to board members trying to compare how their local program functions compared to other programs.”*

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 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey
More than once a week	15%	4%	8%	4%	2%
Weekly	37%	36%	30%	14%	9%
Monthly	42%	49%	48%	63%	59%
Less than monthly	4%	11%	8%	18%	27%
Rarely	2%	0%	5%	2%	3%

Program Staff

	FY 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey
More than once a week	1%	1%	1%	4%	2%
Weekly	6%	5%	6%	4%	3%
Monthly	37%	29%	22%	18%	13%
Less than monthly	23%	25%	32%	32%	33%
Rarely	33%	40%	39%	42%	49%

Board Members

	FY 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey	FY 2018 Survey
More than once a week	2%	2%	1%	1%	3%
Weekly	6%	4%	12%	6%	12%
Monthly	12%	17%	16%	24%	13%
Less than monthly	23%	18%	13%	13%	30%
Rarely	57%	59%	58%	56%	42%

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 87% for the ten trainings provided in FY22.

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 Teams (Public Policy Partnership with Local Programs)

There are currently 45 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 act 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 prepared policy priorities and conducted LAT trainings 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 2022, and responded to an evaluation of the review, the evaluation survey indicated these results (strongly agree/agree): 95% overall satisfaction, and 92% said the QA review helped the program with an improvement in program operations, governance, and advocacy for children. 100% agreed the QA reviewer was courteous and that the QA report provided valuable information.

Resources for Local CASA Programs

Identified resources for FY22 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 with each quarter as they update their boards; an interactive map of 73 CASA programs for the Texas CASA website; Clergy, CASA & Community recruitment guides for building relationship with faith communities; the FY22 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; local programs met to update the statewide logic model, and a risk assessment resource was created.

Value to Local Programs: These resources were developed based on requests or specific needs identified within the network of 73 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 FY22, Texas CASA hosted 140 training events with over 6,390 training attendees and an overall satisfaction of 95%.

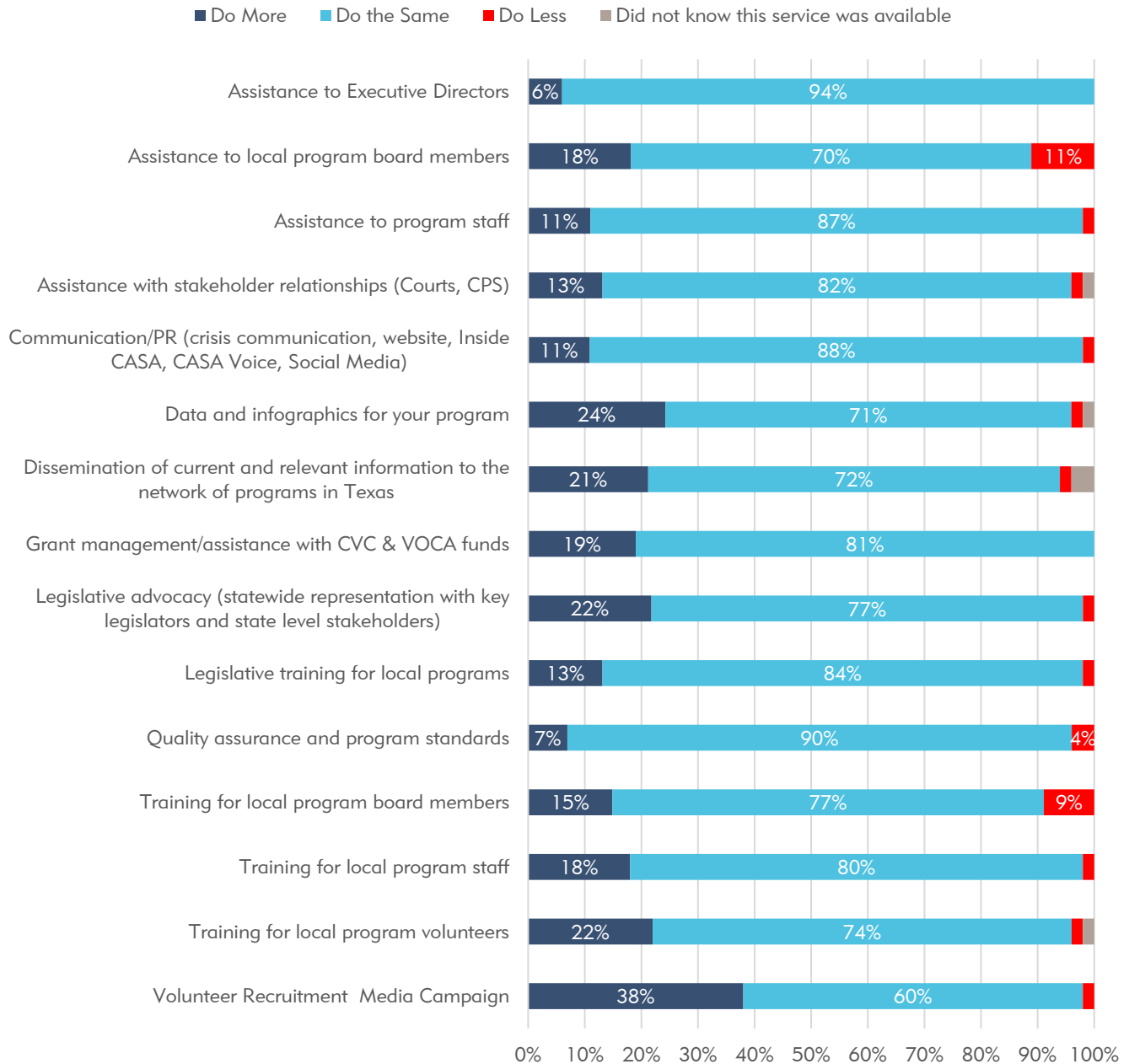




Satisfaction with Current Services⁶

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

Executive Directors



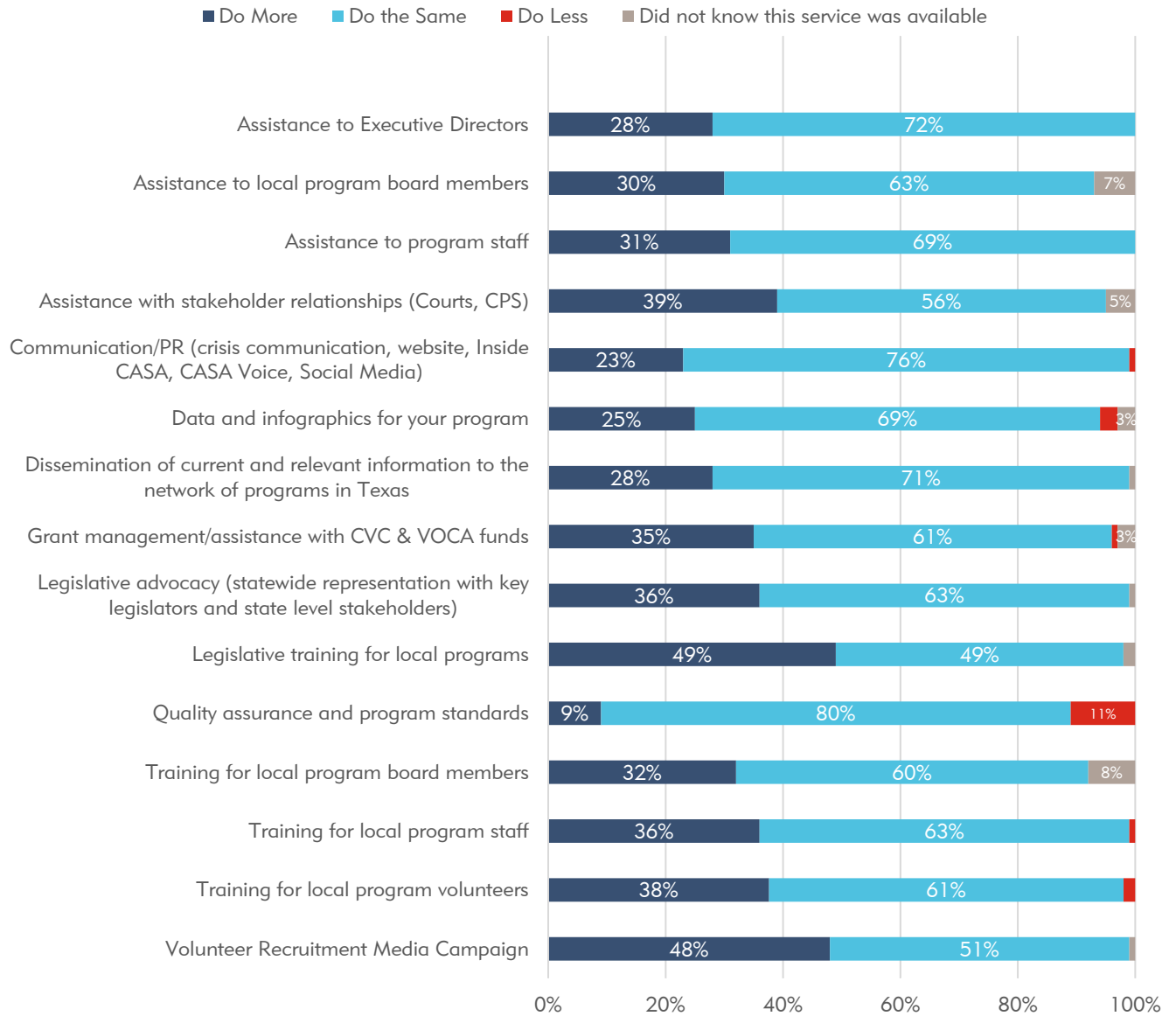
⁶ Calculated percentages within this section do not include "N/A" responses; Due to rounding, percentages may not always appear to equal 100%.



Satisfaction with Current Services (continued)

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

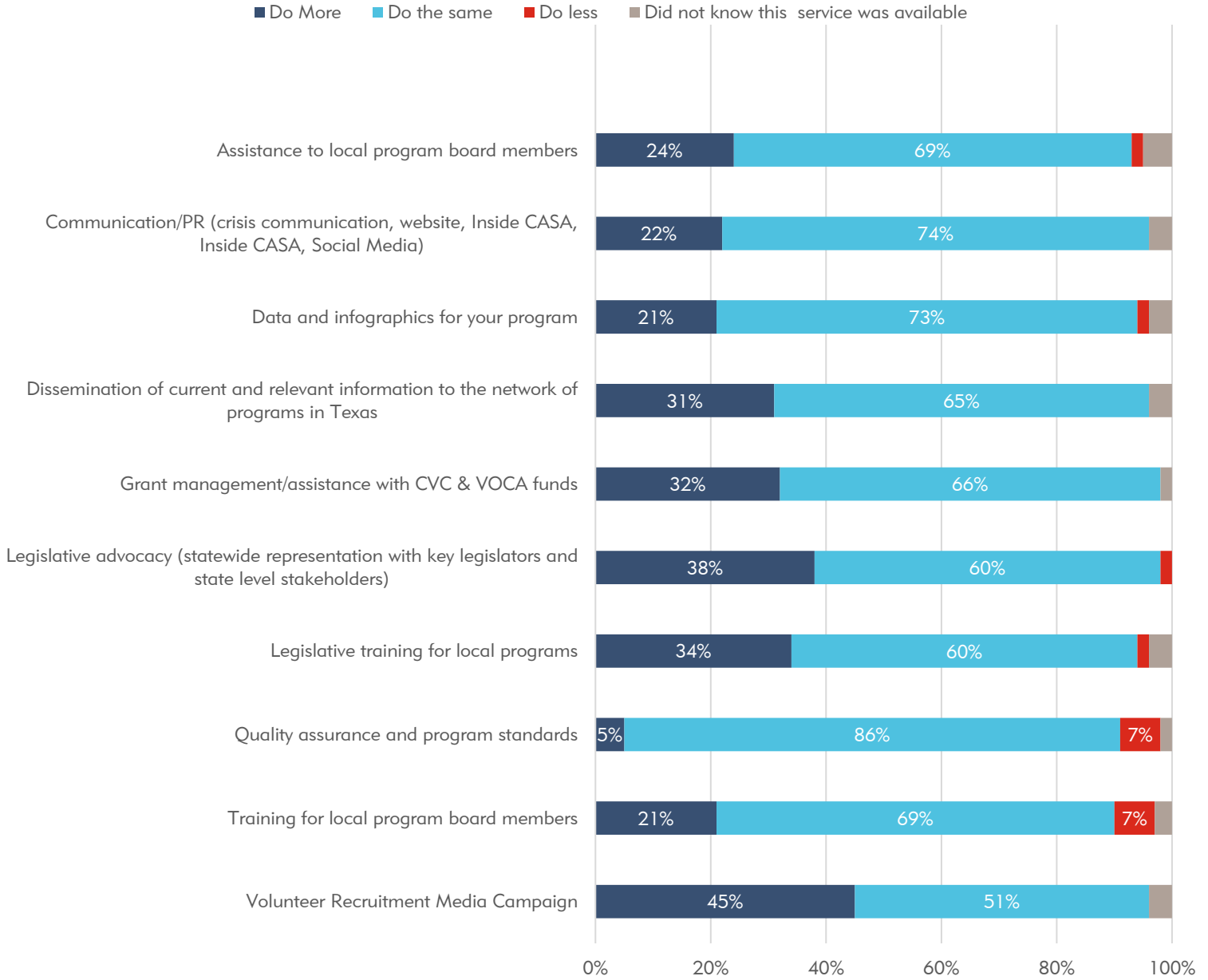
Program Staff



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 2022 Survey pertaining to the highest ranked “Do More” and “Do Less”

Executive Directors

Do More

- **Volunteer Recruitment Media Campaign (38%)**
“The more help we get with the expensive media, the better we will all be as a network in recruiting volunteers to serve children and families.”
- **Data and infographics for your program (23%)**
“Accurate data, communication and volunteer recruitment are key to a programs advocacy and funding and should be a high priority”
- **Training for local program volunteers (21%)**
“Since we have to have a person certified to train the advocates, Train the Trainer should be available every month. CFE trainings seem to happen more often than them, and CFE is optional.”

Do Less

- **Quality assurance and program standards (4%)**
“The CFE problem is not with Texas CASA, it's with keeping CPS/Belong involved. CFE is a lot of extra work, and it would be more beneficial if it were integrated into all CASA work and not a separate initiative that requires additional reporting and meetings.”

Program Staff

Do More

- **Volunteer Recruitment Media Campaign (42%)**
“Would like to see statewide ads to assist in spreading the word about CASA and it's importance to help recruit and retain volunteers. Would like, as program staff, to have in person state training for CFE.”
- **Training for local program volunteers (35%)**
“We have only had virtual meetings and visits with Texas CASA since the pandemic.”

Do Less

- **Quality assurance and program standards (10%)**
“Should Do Less in QA - every Audit, things change - and the QA standards we are judged by are sometimes impossible to meet. And some of the rules (like how quickly after the fact a Contact Log must be entered to count toward meeting the Standard) seem to be designed for the purpose of failure - or to catch people being untruthful, as though we have no integrity.”
- **Training for local program volunteers (2%)**
“Requiring us to use your pre-service training has been incredibly burdensome because it is not tailored to our county, is unnecessarily burdensome on advocates due to pre-work, and is not as high of quality as the curriculum we've developed in-house.”

Board Members

Do More

- **Volunteer Recruitment Media Campaign (42%)**
“I would like to know more about different effective methods used to recruit volunteers throughout the state.”
- **Legislative advocacy (statewide representation with key legislators and state level stakeholders) (35%)**
“I believe that Texas CASA should be heavily involved in legislative influence, particularly in light of recent legislation that has slashed the number of cases that local CASA's have access to.”

Do Less

- **Training for local program board members (7%)**
“Each CASA program has different needs so I cannot speak for all but ours is very well run and does not need to be managed or overseen by Texas CASA. Texas CASA should focus on each organization on a “as needed” basis and focus on legislative advocacy and building volunteer recruitment campaigns.”



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 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 2022 were retained through the end of the fiscal year at 77% and 97% 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 FY22, 60 local CASA programs were implementing CFE by serving 4,370 children and 2,506 families in 130 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 VCA Trainings conducted in FY 2022 had 466 attendees with a satisfaction rate of 93%.

Volunteer Recruitment Assistance

Texas CASA develops recruitment models and resources and uses proven strategies to empower 73 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.

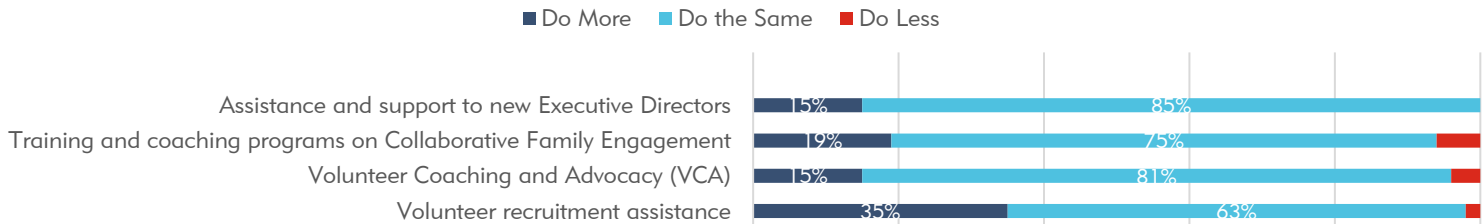
Value to Local Programs: This initiative provides and develops a variety of tools that can be implemented by programs in addition to providing customized hands-on support. This includes Clergy, CASA & Community—a recruitment model that builds a network of faith communities and leaders who recruit volunteers 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:

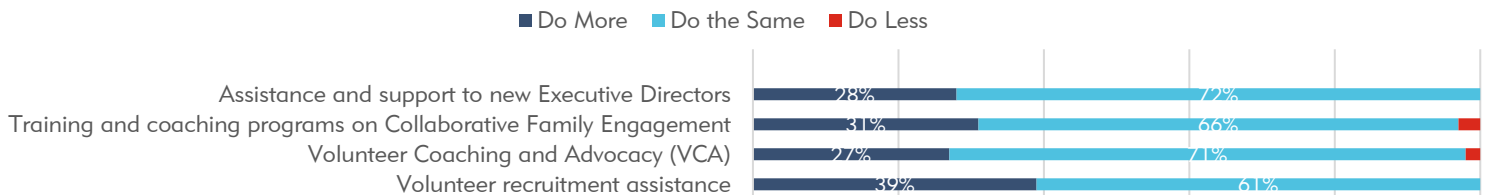
Executive Directors



Selected quotes from FY 2022 Survey:

- "Volunteer Retention is a thing that needs more of a robust program around it."
- "Continue offering recruitment support."
- "More training for volunteers that are not recorded webinars"
- "Support for new ED is crucial for a successful CASA and making sure they have full understanding is important. CFE, we need to implement as much as possible."
- "Volunteer recruitment - in rural areas, we do not see advertising from TX CASA. We need more extensive training on CFE rather than a short video."
- "Too much turnover in EDs. I think for new ED's and even for old ones, there is a lot of information coming at us at a fast rate, many changes. I can see where for someone brand new; it would be easy to find another job with less stress. I know you are working on this. I don't have the answers."

Program Staff



Selected quotes from FY 2022 Survey:

- "Assistance and support to new program directors."
- "Retaining volunteers since caseloads are low, retention when cases seem to be a 'stand-still', motivation for staff/volunteers to keep optima current (documentation)."
- "I would love a managing social media course. To recruit volunteers and interact with volunteers."
- "HR training for ED's"
- "Our CFE Coach doesn't have much contact with our program, and we have struggled with keeping our CFE program afloat."
- "Collaborative Family Engagement should be the day to day norm for working with families; additional training, assistance with meetings and local training opportunities will help to embed this into the process. Volunteer recruitment is a huge need, Texas CASA advertising and strategic placement of messaging amplifies the advertising and messaging ability of smaller local programs. Billboards and media campaigns are not in the budget of smaller programs, however the negotiating power of Texas CASA to advertise in markets"

ADDITIONAL SERVICES REQUESTED

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



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.

ADDITIONAL THOUGHTS SHARED

Training

- Diversity training
- Training by position, specifically Program Directors
- Training by topic

Volunteer Recruitment & Retention

- More assistance with volunteer recruitment, given reduced numbers of volunteers
- Recruitment specifically utilizing social media
- Additional marketing through the volunteer recruitment campaign

Ongoing Support & Assistance

- Better communication from Texas CASA with the CASA network
- Targeted assistance related to changes in the child welfare system (such as Court Ordered Services)
- Support with Optima/Eventio

Legislative Advocacy

- More legislative advocacy training for CASA programs
- Assistance with addressing current issues with SSCCs and Community Based Care

New CASA Requirements

- Assistance with meeting newly revised National CASA Standards
- Assistance with meeting new HHSC requirements
- Understanding that too many requirements will impact volunteer retention

•Pass-Through Funding

- Additional funding for local programs
- Procurement of statewide insurance pool or reduction in HHSC insurance requirements



Themes and select quotes from FY 2022 Survey in response to “Are there any additional thoughts you would like to share with Texas CASA?”:

Executive Directors

- **Encouragement feedback**
“I love Texas CASA!”
“Thank you for your support!”
“Thank you!”
- **Rural representation**
“I think that the rural areas need more increased awareness, it is great that the big programs have the benefits of advertising on TV and other places but in the rural areas we do not have much, also it would be nice in the rural areas to touch base on and if there will be advertising placed.”
- **Network support**
“There are some employees at Texas CASA who are AMAZING and some who are not as amazing. By amazing, I mean knowledgeable, helpful, patient, and available.”
“Texas CASA is a great resource for programs, but when changes are coming that are going to affect us, such as visitation requirements, a new status as a subcontractor that creates new insurance requirements, or legislation that will change child welfare across the state, please be on top of that and let us all know ahead of time.”

Program Staff

- **Encouragement feedback**
“I really love the job CASA is doing to help these children because sometimes CASA is the last resort for some of these children.”
“Thank you for the many helpful, important things you do, and for the opportunity to provide input.”
“I feel TEXAS CASA is doing a good job now.”
- **Volunteer representation**
“Texas CASA needs to remember that we are working with volunteers, we appear to ask them more and more with contacting the parents, more computer work for them in Optima. When the children are placed across Texas, it is harder and harder to expect the volunteers to see them face to face often.”

“Overall, satisfied with Texas CASA. But the minimum standards for in-person visits being increased in 2023 will cause some of our good volunteers to think twice before accepting a new case. We will most likely lose good advocates due to continually requiring more and more of unpaid volunteers. It makes it difficult to do our work when we are unable to retain volunteers.”

Board Members

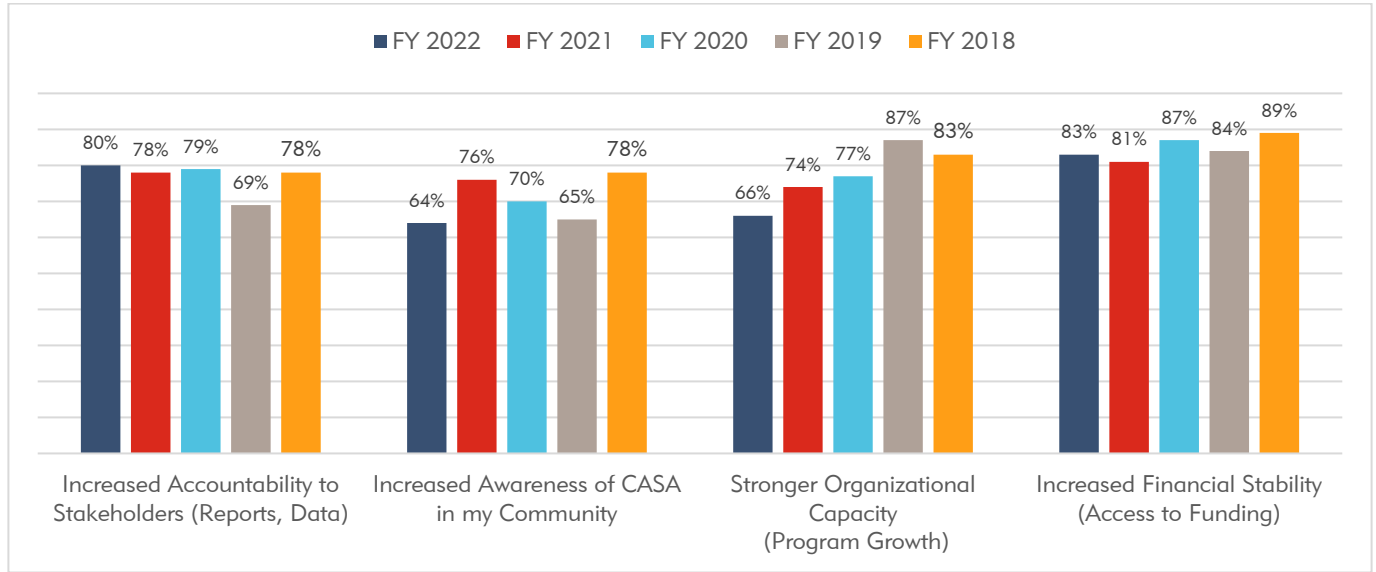
- **Encouragement feedback**
“Thank you for providing excellent support to the CASA programs!”
- **Cross program collaboration**
“Let the stronger casa’s help with Texas Casa”
“Texas CASA could share program ideas that are working well at other agencies for evaluation by our board.”
- **Legislative advocacy**
“Help us serve the children better by increasing the amount of lobbyist efforts on the hill.”



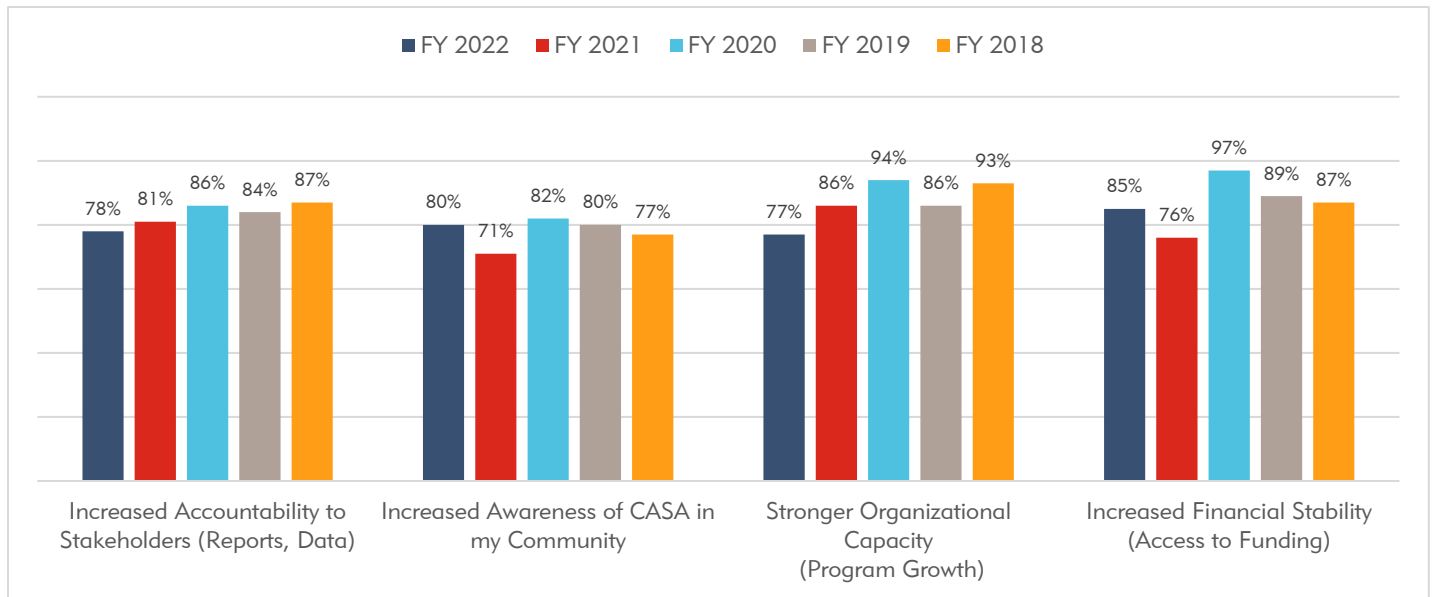
TEXAS CASA'S IMPACT⁸

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

Executive Directors



Board Members

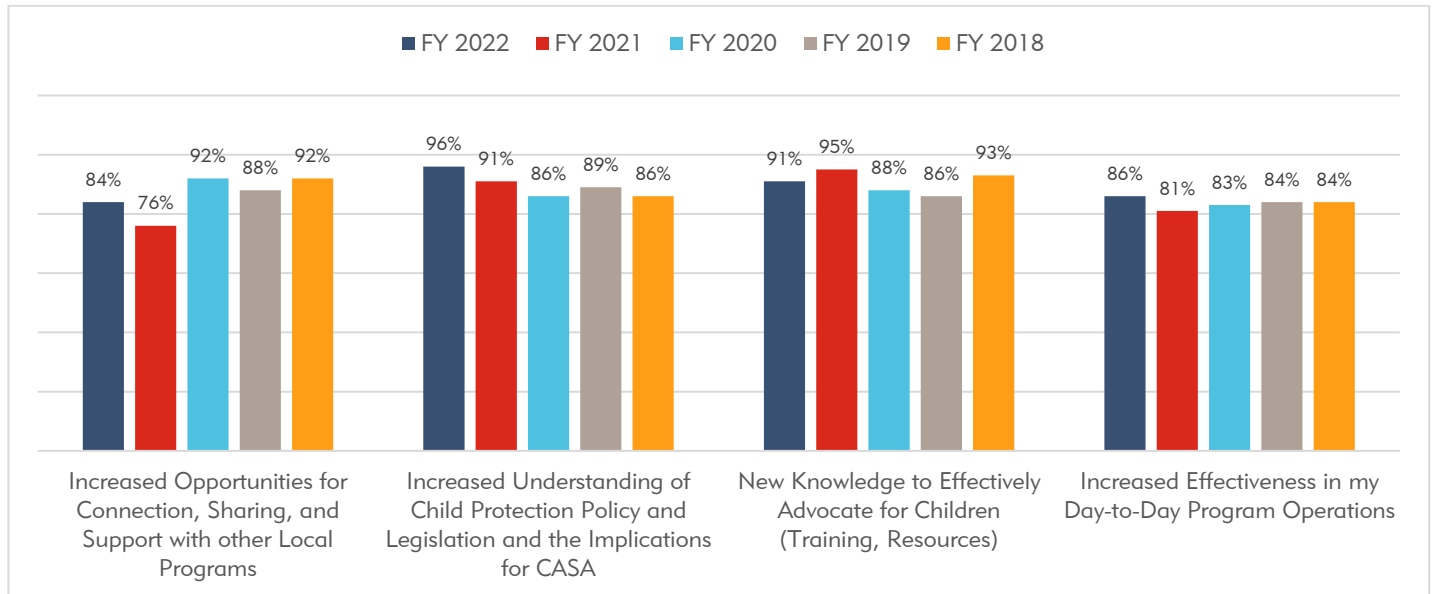


As a result of Texas CASA's work, my local program has experienced the following benefits:

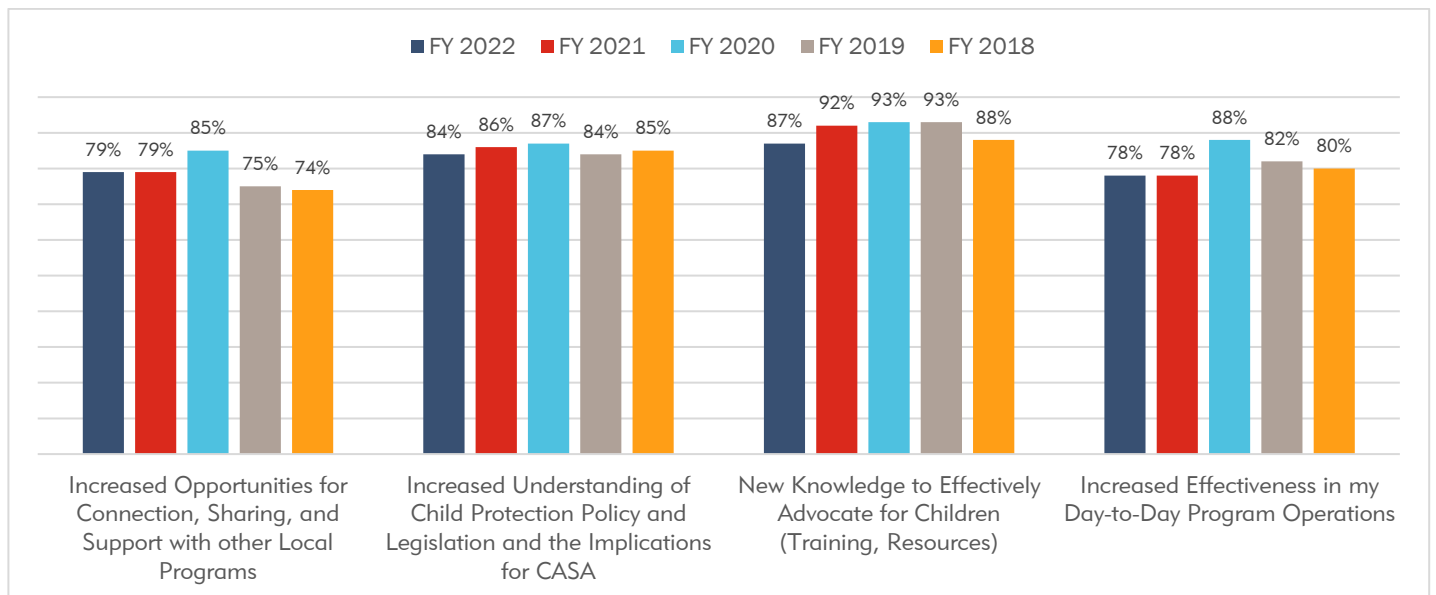
⁸ Percentage shown includes "Yes, Definitely" and "Yes, Somewhat"; Calculated total percentages do not include "N/A" responses



Executive Directors



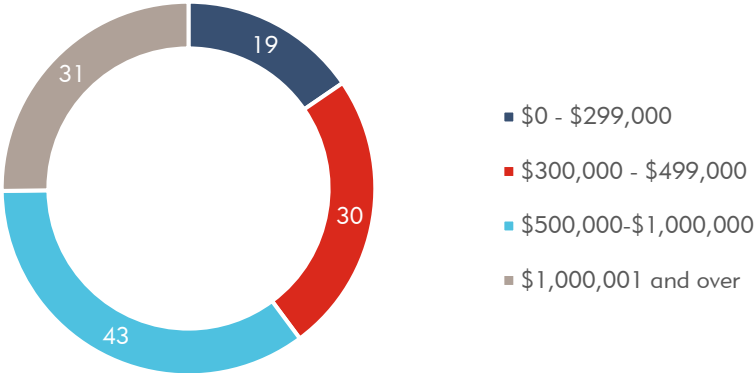
Program Staff



DEMOGRAPHICS OF RESPONDENTS (OPTIONAL SECTION)

Size of CASA Program by Annual Budget

123 Answered; 105 Skipped



Tenure in Current Position

190 Answered; 38 Skipped

