



STRENGTHENING THE VOICES OF CASA STATEWIDE

EXECUTIVE SUMMARY

FY 2023 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 2023 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 74 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 2023 Survey	FY 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey
Executive Directors	42 (57%)	48 (66%)	55 (76%)	60 (83%)	57 (79%)
Program Staff	138	120	181	145	182
Board Members	54	60	87	85	100
Total	234	228	323	290	339

SATISFACTION WITH TEXAS CASA PERFORMANCE

Overall Satisfaction ¹

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

FY 2023 Aggregate Overall Satisfaction

94% Very Satisfied or Satisfied

Executive Directors

	FY 2023 Survey	FY 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey
I am very satisfied	43%	50%	62%	67%	65%
I am satisfied	55%	38%	33%	30%	35%
I am unsatisfied	2%	12%	4%	3%	0%
I am very unsatisfied	0%	0%	2%	0%	0%

Program Staff

	FY 2023 Survey	FY 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey
I am very satisfied	35%	61%	44%	52%	42%
I am satisfied	55%	31%	52%	48%	57%
I am unsatisfied	9%	8%	3%	0%	1%
I am very unsatisfied	1%	0%	1%	0%	0%

Board Members

	FY 2023 Survey	FY 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey
I am very satisfied	46%	48%	54%	68%	48%
I am satisfied	54%	47%	40%	26%	48%
I am unsatisfied	0%	3%	2%	1%	1%
I am very unsatisfied	0%	2%	3%	5%	3%

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

Reasons for 94% Satisfaction with Services & Performance

Themes and selected quotes from FY 2023 Survey:

Executive Directors

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

"TX CASA does a great job advocating for the larger overall needs of the programs while trying to anticipate future needs"

"Texas CASA goes above and beyond to provide program support at all levels. Training is very helpful, and accessibility of all TX CASA personnel across the board is fantastic. Program leadership is always included when key issues and concerns require statewide attention."

- **Responsive and supportive staff members**

"Tx CASA answers our questions on a timely basis and makes sure we understand all."

"Texas CASA Staff are always cordial, kind, and provide support and resources whenever needed."

"Texas CASA's communication was much improved this year over the previous year. There were still some sudden, difficult situations that had to be conveyed, but fewer. I especially appreciated getting a phone call once or twice when I had to change something rather quickly."

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

"Becoming the ED in January, I've felt nothing but incredible support from the entire Texas CASA staff."

Program Staff

- **Responsive and supportive staff members**

"Pre-Service/Education Team are great! Always respond to our emails and solving problems."

"I work closely with the grant team and they are always so helpful and respond very quickly. Brandi and her team are easy to talk to and work through problems as they arise. I've enjoyed the new PD meeting that is now offered."

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

"They have been very helpful with their training opportunities, the LAT updates, and communication provided for current happenings. I would like to brag a bit on Margaret Halpin for the Fearless Facilitators program she has started! I appreciate the books provided, the flexibility of the meetings, and the fellowship and learning we are gaining from this experience!"

"I feel that Texas CASA strives to provide us with the best. I look forward to the volunteers being able to attend conference again next year!"

Board Members

- **Helpful responses and services**

"Doing great things to provide resources to children in need"

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

"Always available to answer questions or offer support. Very prompt responses. They do a good job with legislative matters."

- **Helpful support**

"TX CASA -- especially Celeste Prather -- has been very responsive to anything we have needed over the past year and has been very supportive of our executive director and other staff members."

Reasons for 6% Dissatisfaction with Services & Performance

Themes and selected quotes from FY 2023 Survey:

Executive Directors

- **Issues with communication and network changes**

"It's not necessarily a dissatisfaction with TX CASA; it's just a lot of change happening very quickly."

"The speed of response to have VOCA signed by the treasurer and we were not told in advance about back up documents being sent by Texas CASA directly to our treasurer has been very frustrating. Please can we have more notice."

"I am a little of both. I would like to see that there are more trainings for Executive Director and Program Directors in the areas of "How to be a better Manager" and issues that are within the work place. Things that managers actually deal with. Instead of it always being about the numbers, policies, etc."

Program Staff

- **Issues with communication and network changes**

"We continue needing help with Optima and duplicate documentations. Also needing assistance with volunteer standards. I believe we are losing sight of why volunteers come to CASA to serve the children not to become caseworkers."

"There have been a lot of changes this last year. I do not feel that they have been explained clearly or consistently. There has been quite a bit of confusion-at least at our office."

"We lost great advocates because of the new standards. While we understand that they are important, it was a lot of work for volunteers to take on."

- **Desire for more support or training**

"TX CASA has been leaning more towards using virtual training for everything versus in person. Doing This does not allow all programs to engage with one another and also it does not provide hand on training that we should be receiving."

"Request staff to complete training and did not provide options for many of the trainings Requested."

Board Members

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

"I appreciate the guidance and resources that Texas CASA provides to the local chapters; however, it seems to me that increasing reporting/compliance requirements are burdensome and inefficient."

"There seemed to holes in certain situations but under circumstances we still made it through events etc. CASA needs more structure"

"Our fundraising efforts are not up to par."

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 2023 Survey	FY 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey
Always	76%	46%	71%	72%	56%
Most of the time	17%	38%	27%	22%	39%
Some of the time	7%	16%	0%	7%	5%
Never	0%	0%	2%	0%	0%
N/A	0%	0%	0%	0%	0%

Program Staff

	FY 2023 Survey	FY 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey
Always	43%	48%	54%	56%	46%
Most of the time	30%	26%	18%	14%	17%
Some of the time	4%	4%	3%	3%	4%
Never	0%	1%	1%	0%	1%
N/A	23%	21%	24%	28%	31%

Board Members

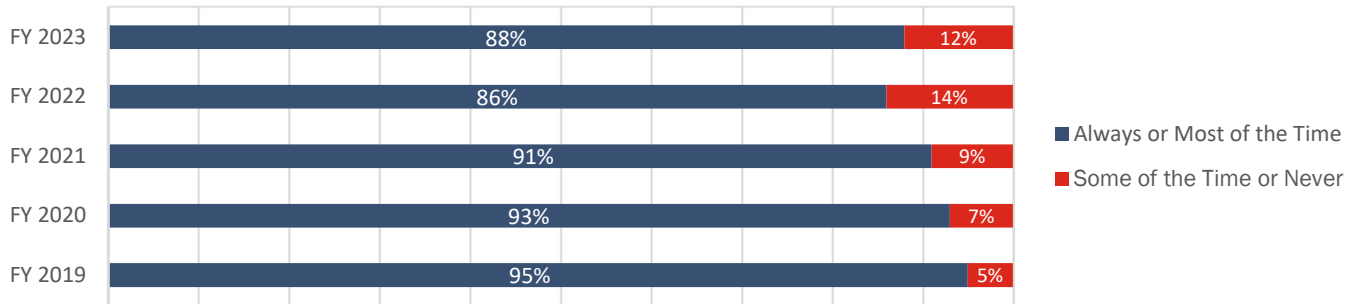
	FY 2023 Survey	FY 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey
Always	48%	48%	44%	46%	56%
Most of the time	15%	7%	8%	7%	6%
Some of the time	0%	3%	1%	0%	1%
Never	0%	0%	0%	0%	0%
N/A	37%	42%	47%	47%	37%

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

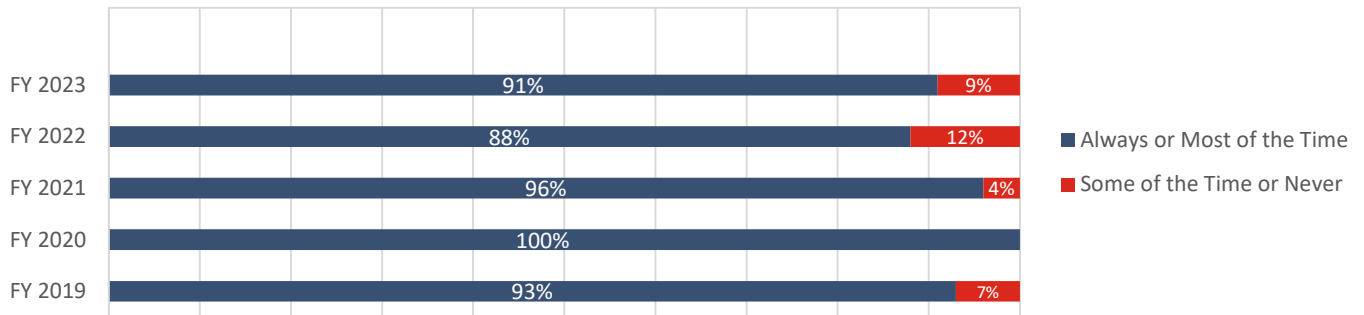
Satisfaction with Responses³

I was satisfied with the responses provided by Texas CASA:

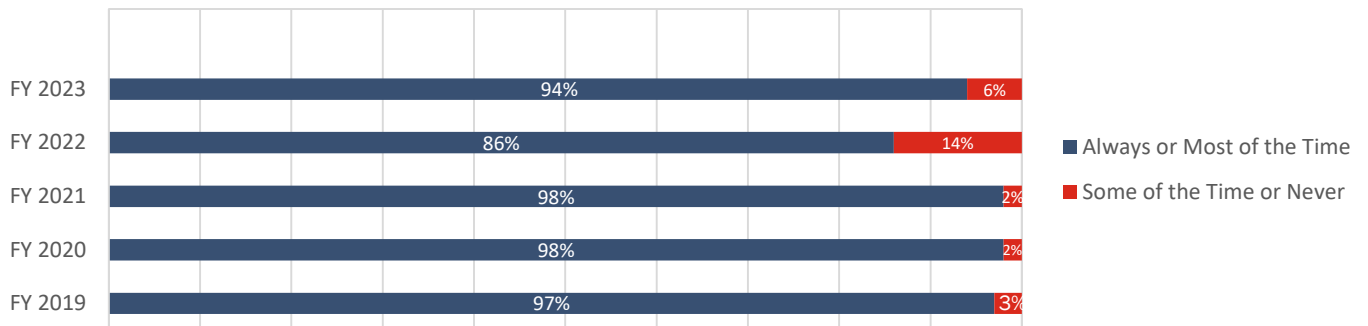
Executive Directors



Program Staff



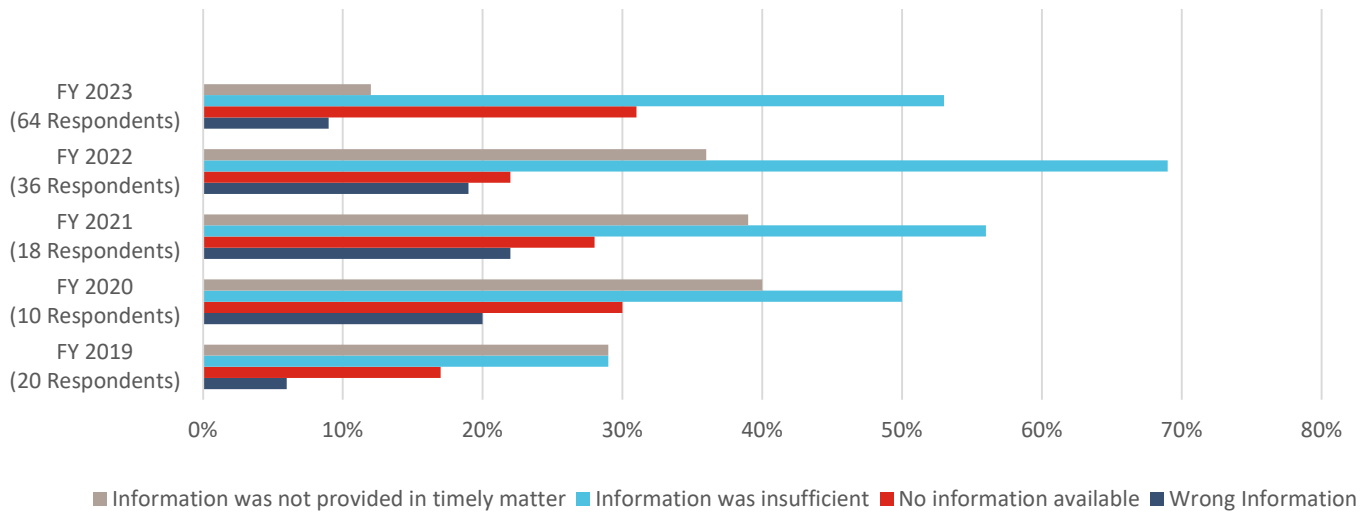
Board Members



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 **17 respondents** indicating dissatisfaction in the FY 2023 Survey:

Executive Directors

- “My only issue is sometimes (not always) information is put out to programs before researched, causing the programs to panic or start something, then find out we need to do something else or could have done something different.”
- “Time it took to receive a response.”
- “Sometimes it takes a while to get a response back.”

Program Staff

- “I had questions about COS cases, left the conversation with little information.”
- “I have not seen a lot of guidance to the overall plan moving forward.”
- “On the occasions that I have had to seek information from Texas CASA, the answers have been “non-answers”, but rather circular statements with no real clear answer. It is frustrating, to say the least.”

Board Members

- “TX CASA has a lot to say about what we should and shouldn't do but does not offer a great deal of support or solutions.”
- “Information provided was not consistent with information previously provided.”
- “Not knowing which person to ask the question too.”

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 2023 Survey	FY 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey
More than once a week	14%	15%	4%	8%	4%
Weekly	40%	37%	36%	30%	14%
Monthly	36%	42%	49%	48%	63%
Less than monthly	10%	4%	11%	8%	18%
Rarely	0%	2%	0%	5%	2%

Program Staff

	FY 2023 Survey	FY 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey
More than once a week	3%	1%	1%	1%	4%
Weekly	9%	6%	5%	6%	4%
Monthly	38%	37%	29%	22%	18%
Less than monthly	17%	23%	25%	32%	32%
Rarely	33%	33%	40%	39%	42%

Board Members

	FY 2023 Survey	FY 2022 Survey	FY 2021 Survey	FY 2020 Survey	FY 2019 Survey
More than once a week	2%	2%	2%	1%	1%
Weekly	6%	6%	4%	12%	6%
Monthly	18%	12%	17%	16%	24%
Less than monthly	22%	23%	18%	13%	13%
Rarely	52%	57%	59%	58%	56%

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, branded website template creation, 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 99% for the three trainings provided in FY23.

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

Texas CASA's Communications team offers assistance around current and potential crisis situations, and social media support. 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. Texas CASA held regional training events to inform LATs (and any other interested individuals) about policy changes resulting from the 88th Legislative Session and other current systemic changes in the child welfare system.

Marketing of the CASA Brand through the Volunteer Recruitment Campaign

Texas CASA produces the volunteer 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. In FY23, a new firm was selected to develop new creatives and strategies for statewide media.

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 2023, and responded to an evaluation of the review, the evaluation survey indicated these results (strongly agree/agree): 100% overall satisfaction, and 100% said the QA review helped the program with an improvement in advocacy for children, program operations, and risk management. 100% agreed the QA reviewer was courteous and that the QA report provided valuable information.

Resources for Local CASA Programs

Identified resources for FY23 that were completed and distributed to the network include: the CFE mobile phone app; two new data visualizations demonstrating advocacy activities; new 0 to 5 advocacy guidebook, webinar series and resources; aligning policies and requirements in CASA Standards and the Texas Administrative Code (TAC); new monthly meetings for Program Directors and new in-person training for this group; a new listserv for board members to join, if they choose; finalized Strengthening Core Advocacy training online; new marketing creatives and ads; Clergy, CASA & Community mentoring to further build relationship among CASA programs and faith communities; a board orientation checklist; and program focus/regional groups. Texas CASA also held quarterly meetings with programs serving COS cases under a waiver to develop tools, training and resources for those cases.

Value to Local Programs: These resources were developed based on requests or specific needs identified within the network of 74 programs.

Training for Local Program Board Members, Program Staff & Volunteers

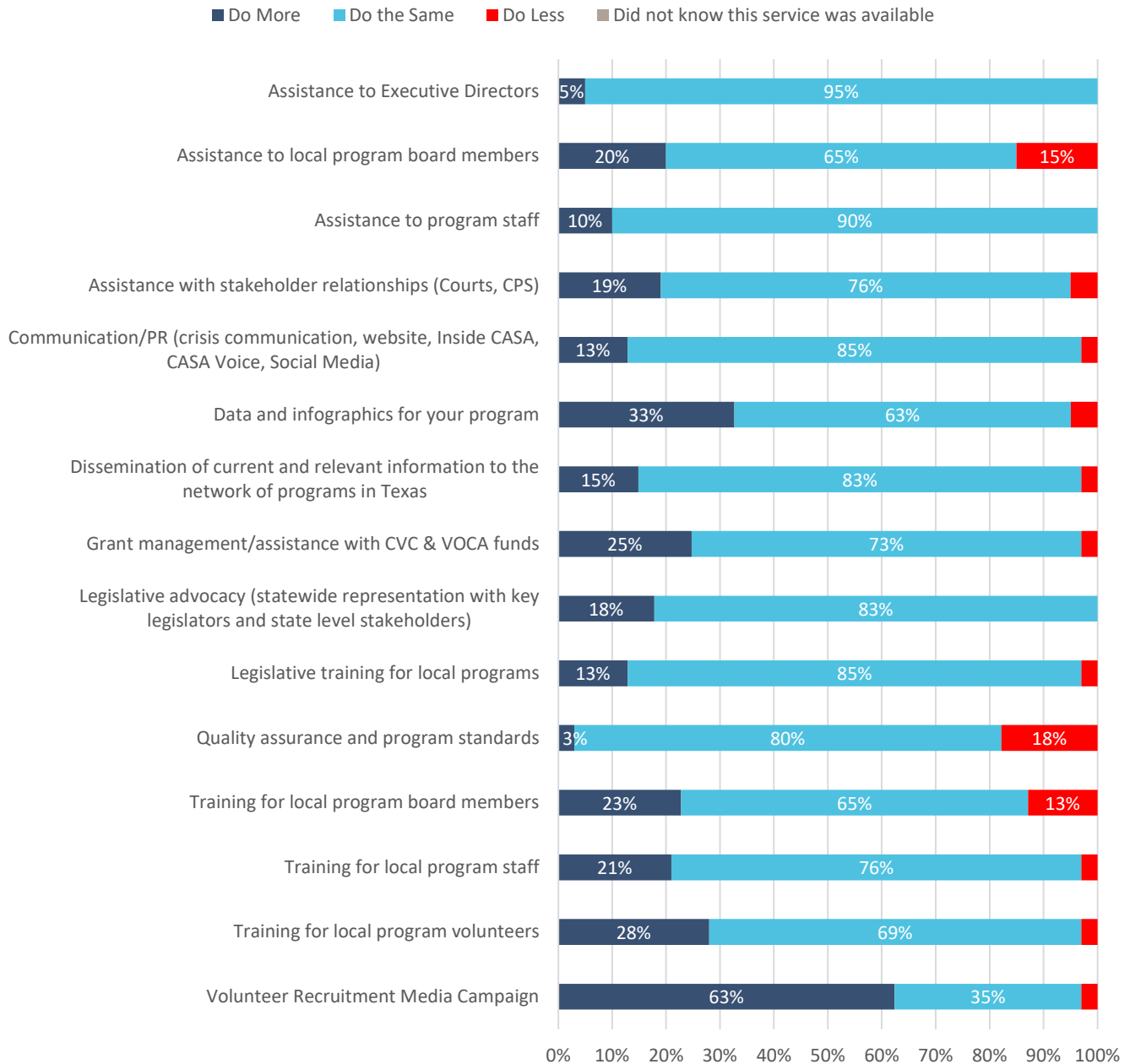
Texas CASA's Training team ensures that local CASA program staff, board members and volunteers have the training resources they need to provide the highest level of advocacy for children in care. The team offers a combination of in-person and online training with the goal of providing the entire network 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 FY23, Texas CASA hosted 146 training events with 8,712 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

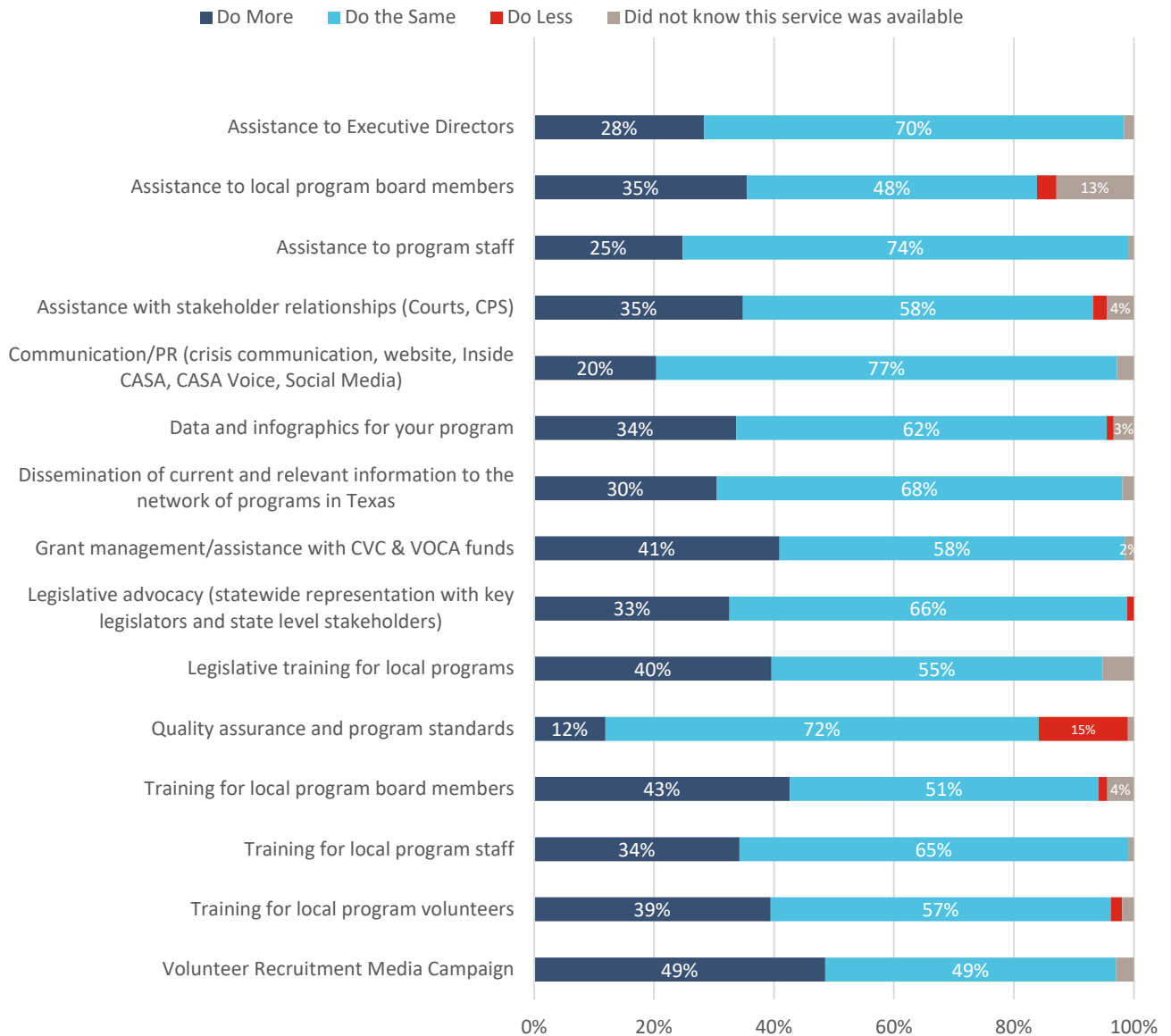


⁶ Calculated percentages within this section do not include "N/A" responses; Due to rounding, percentages may not always appear to equal 100%.

Satisfaction with Current Services (continued)

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

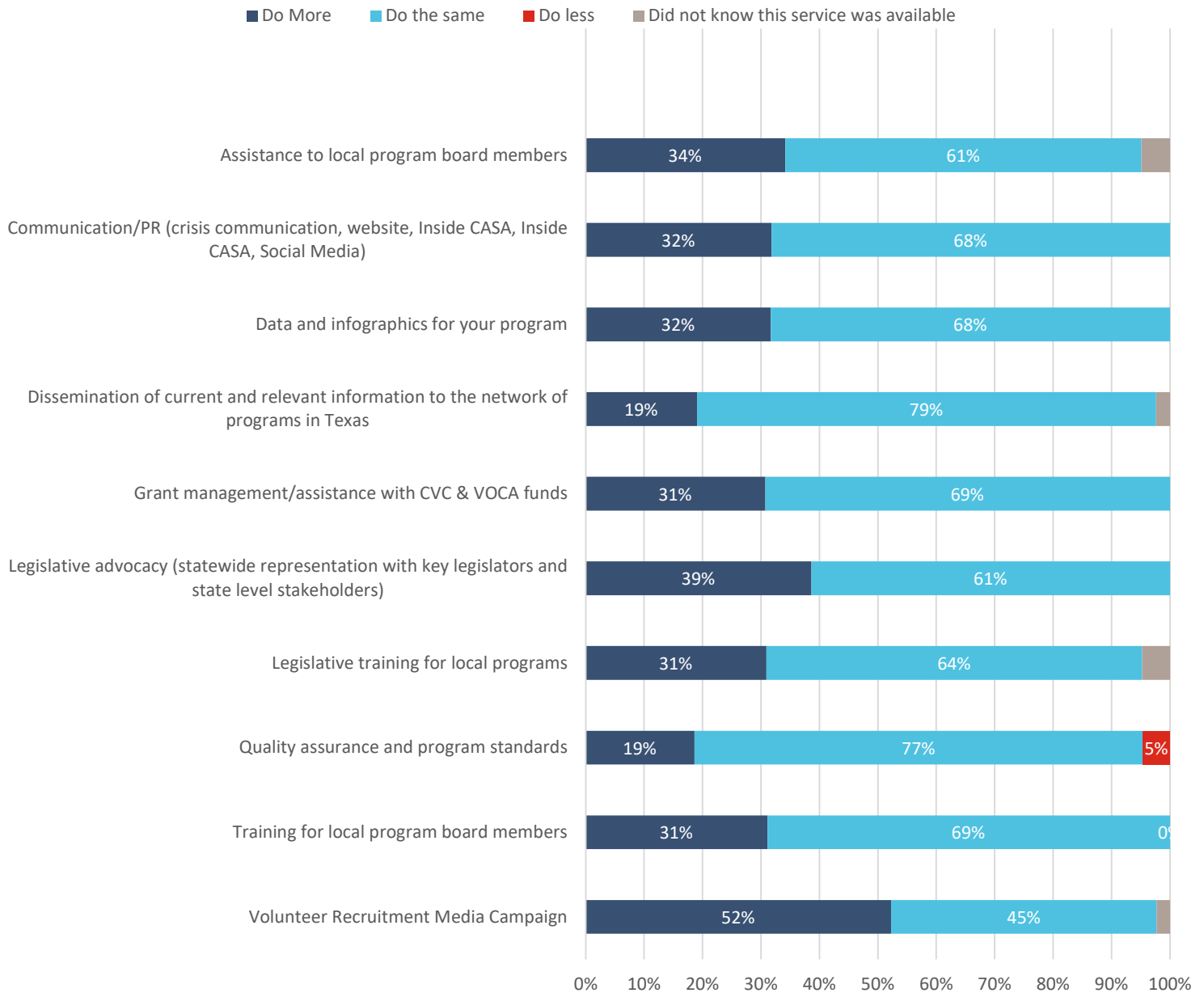
Program Staff



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 2023 Survey pertaining to the highest ranked “Do More” and “Do Less”

Executive Directors

Do More

- **Volunteer Recruitment Media Campaign (63%)**
“I would like Texas CASA to do more Billboards and new ideas to recruit more volunteers not just social media.”
- **Data and infographics for your program (33%)**
“Volunteer Recruitment - more graphics, rack cards, brochures, etc. VCA - more coaching for supervisors, especially new ones, maybe like the New ED U?”
- **Training for local program volunteers (28%)**
“There should be more trainings for all staff that are not just repeat trainings. Some of us have been here for over 10 years so it would be nice to see/learn something new. Also providing trainings throughout Texas and in person. People miss in person trainings.”

Do Less

- **Quality assurance and program standards (18%)**
“We can always utilize more help in the areas of training and recruiting. The QA process is CRAZY. I wish we could do less but understand why we have to do MORE.”

Program Staff

Do More

- **Volunteer Recruitment Media Campaign (43%)**
“Volunteer recruitment continues to be our biggest challenge. I don't have any ideas about what more could be done, but that is our biggest need.”
- **Training for local program volunteers (37%)**
“I think if Texas CASA is going to have these requirements that they should do more to make sure that programs have support.”

Do Less

- **Quality assurance and program standards (13%)**
“The increased oversight and requirements are exhausting. I know much of it is coming from HHSC but it feels like Texas CASA has moved from a membership organization to a parent organization with so many added requirements, data, tracking, policies, etc.”
- **Training for local program volunteers (2%)**
“CFE training has been invasive at times.”

Board Members

Do More

- **Volunteer Recruitment Media Campaign (49%)**
“I feel as though we, and particularly I, can always do more to reach out to our community and inform them of our mission, our goals, and the impact that their support has.”
- **Legislative advocacy (statewide representation with key legislators and state level stakeholders) (36%)**
“I don't feel prepared with legislative bills. I feel TX CASA is more politically motivated than should be.”

Do Less

- **Quality assurance and program standards (4%)**
“In my opinion, the requirements already create a cumbersome administrative burden.”

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, new ED U training (3 per year), onsite/virtual and regional trainings to local boards. New Executive Directors who were hired during FY 2023 were retained through the end of the fiscal year were 100% 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 FY23, 72 local CASA programs were implementing CFE by serving 6,113 children and 3,289 families in 190 counties, a 43% increase in the number over FY22 of children receiving CFE. 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.

Supervisor Training, Assistance, and Resources (STAR)

Supervisor Training, Assistance, and Resources (formerly 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: STAR is dedicated to deepening understanding and evolving practices when it comes to serving advocates who make a difference for vulnerable children. There was an average of 74 attendees at monthly zooms with 100% satisfaction and 87 attendees at the in-person training with 95% satisfaction rate.

Volunteer Recruitment Assistance

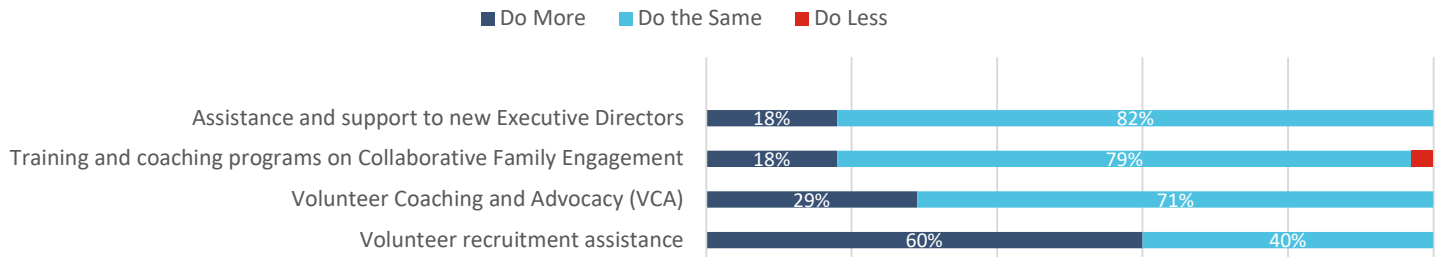
Texas CASA develops recruitment models and resources and uses proven strategies to empower 74 local CASA programs in recruitment efforts by working to meet individual local programs' recruitment goals, to develop strategies to engage underrepresented communities and groups, and to open doors and build 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 the statewide marketing and media plan for volunteer recruitment.

Satisfaction with Current Initiatives ⁷

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

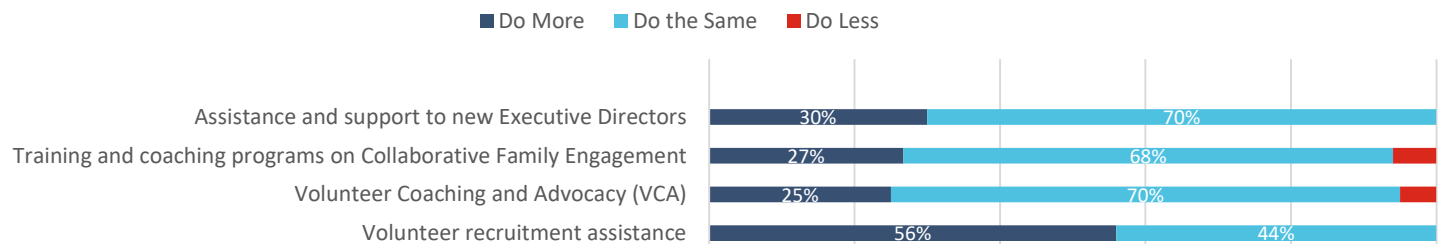
Executive Directors



Selected quotes from FY 2023 Survey:

- “We need a new fresh vision for recruiting.”
- “A desperate need for more advocates could be assisted by more awareness.”
- “New EDs need more mentoring/shadowing to have support in this role.”
- “We can always use more visibility and PR support in our local areas to improve awareness of what CASA is and our need for more volunteers. CFE training is still needed due to the changes in tracking tools used and proposed use of this data in funding formulas in the future.”
- “Recruitment is at a crisis level in much of the state. I think programs that have large amounts of funding available for marketing are doing better than those that do not. While Volunteer pre-service training is great, it can always be updated and improved. Please examine how emotional intelligence plays into the success of a volunteer.”
- “My board is not interested in training from Austin. It is not that they dislike Texas CASA, they just don't believe that it is necessary.”

Program Staff



Selected quotes from FY 2023 Survey:

- “I would like to see more help for recruitment of volunteers.”
- “CFE training and expectations are not consistent or realistic. The training needs to be more applicable to real-life cases.”
- “Provide more trauma informed trainings and help CASA organizations pivot during this difficult time.”
- “New EDs have a lot to learn and would benefit from a more extensive training program.”
- “Courtesy CASA needs additional funding to hire full time staff to meet the increasing demand for in person visits for children placed outside of their county of jurisdiction.”

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.

Volunteer Recruitment & Retention

- Additional marketing through the volunteer recruitment media campaign
- Additional support and assistance for volunteer recruitment
- Addressing the lack of volunteer retention due to data entry and requirements

Training

- New requested training topics will be incorporated
- Training specifically for volunteers
- Training in targeted areas such as: diversity, human trafficking, CFE, governance, trauma-informed, and fund development

Ongoing Support & Assistance

- A new, optional board listserve
- Partnership with PwC to simplify data entry for volunteers
- Additional assistance and support to programs with unserved children

Legislative Advocacy

- Additional legislative advocacy training for EDs and board members
- Focus meetings with SSCCs
- A revised MOU between CASA and SSCCs

CASA Requirements

- Assistance with meeting revised National CASA Standards and HHSC requirements with sample policies
- Issuing a RFP for data management vendors
- Continuing to communicate changes as soon as Texas CASA receives those notifications

Pass-Through Funding

- Review of the funding formula (to be implemented in FY25)
- Sharing possible state/federal funding tailored to CASA programs through Inside CASA

ADDITIONAL THOUGHTS SHARED

Themes and select quotes from FY 2023 Survey in response to “Are there any additional thoughts you would like to share with Texas CASA?”:

Executive Directors

- **Encouragement feedback**
 - “Thank you all for your hard work and always being professional.”*
 - “Blessed to be a member program of Texas CASA.”*
 - “Thank you so much for the level of service you provide to local programs. You really do just what you say and everyone is always there for support and help. We appreciate it!”*
- **Rural representation**
 - “CASA Statewide Marketing does not reach rural markets as it should. Local programs in rural areas are doing the best we can to market throughout or rural counties on a limited budget. Assistance with rural marketing campaigns would be nice.”*
- **Network support**
 - “Texas CASA is great at supporting the programs and keeping us informed and updated in all aspects.”*
 - “This is a hard time I think it has just been a year of change, policies, the legislative session, issues with National. I appreciate you are all doing a lot, perhaps the survey questions are tough, none of us are perfect. The fingerprints issue is being handled excellently by Deedra. The audit was also handled with so much support pre-audit by Debbie and in audit by Debbie and Linda, who were both thorough and firm. It was a learning experience which I appreciate.”*

Program Staff

- **Encouragement feedback**
 - “Your job is very difficult- I can't imagine trying to manage national policies with the individual needs of each program in TX. I appreciate your diligence and passion and see how hard you are working. Thank you!”*
 - “Thank yall for all that you do.”*
 - “Very satisfied with all aspects of Texas CASA.”*
 - “Thank you for all you do. I promise, it does not go unnoticed.”*
- **Volunteer representation**
 - “I am grateful to work for such a dynamic organization. CASAs greatly impact and influence a child's future by elevating their voice. In person visits are vital to our advocacy.”*
 - “Think about the boots on the ground doing the work. These are volunteers. Adding too much "busy work" of having to document everything so it can be pulled on a report is tedious. One contact log with all that occurred fulfills the documentation requirement.”*

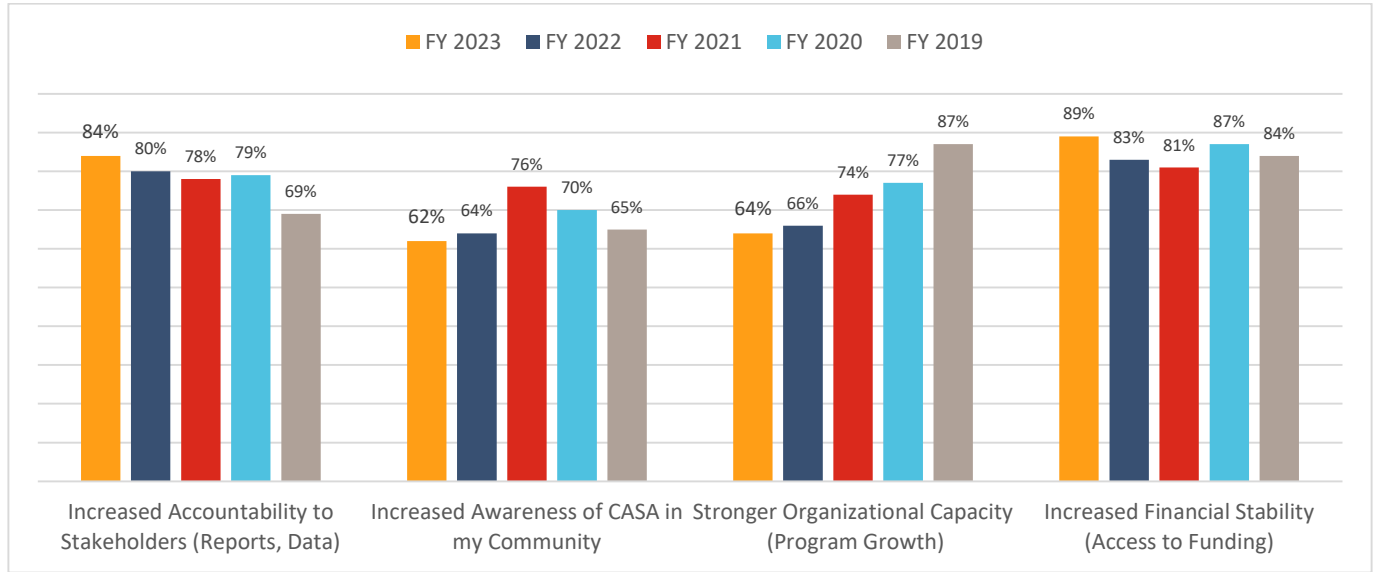
Board Members

No comments from board members were provided in this area.

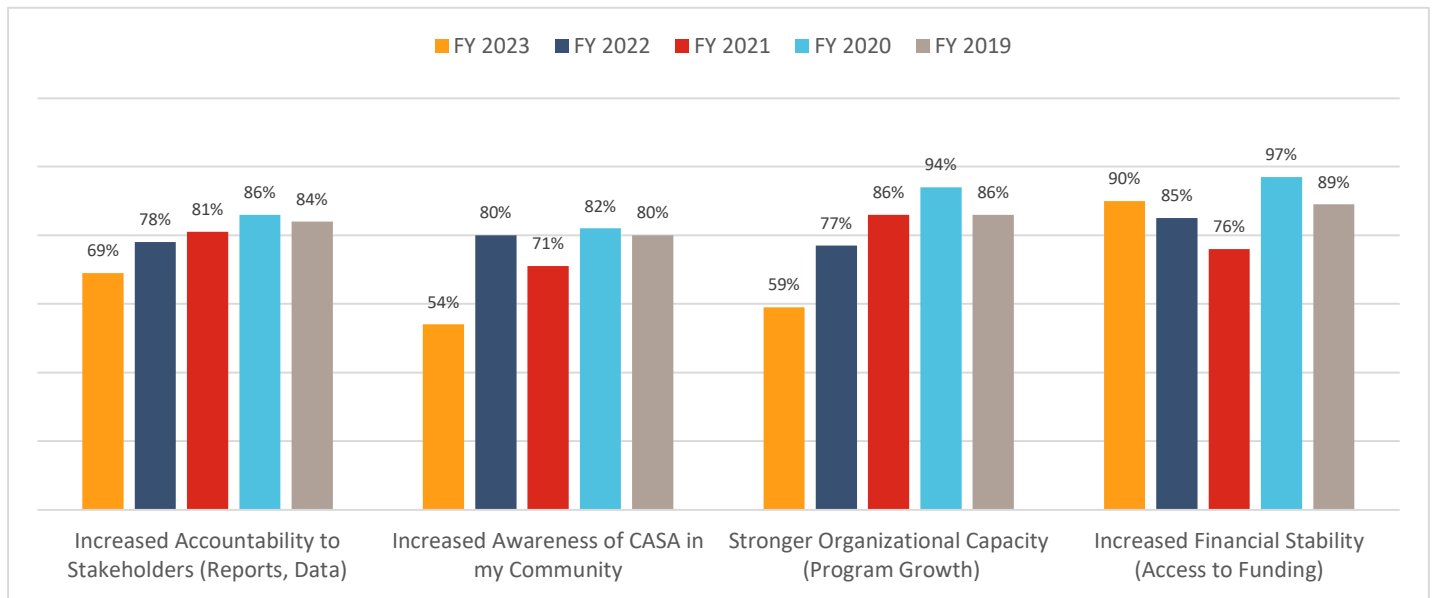
TEXAS CASA'S IMPACT⁸

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

Executive Directors



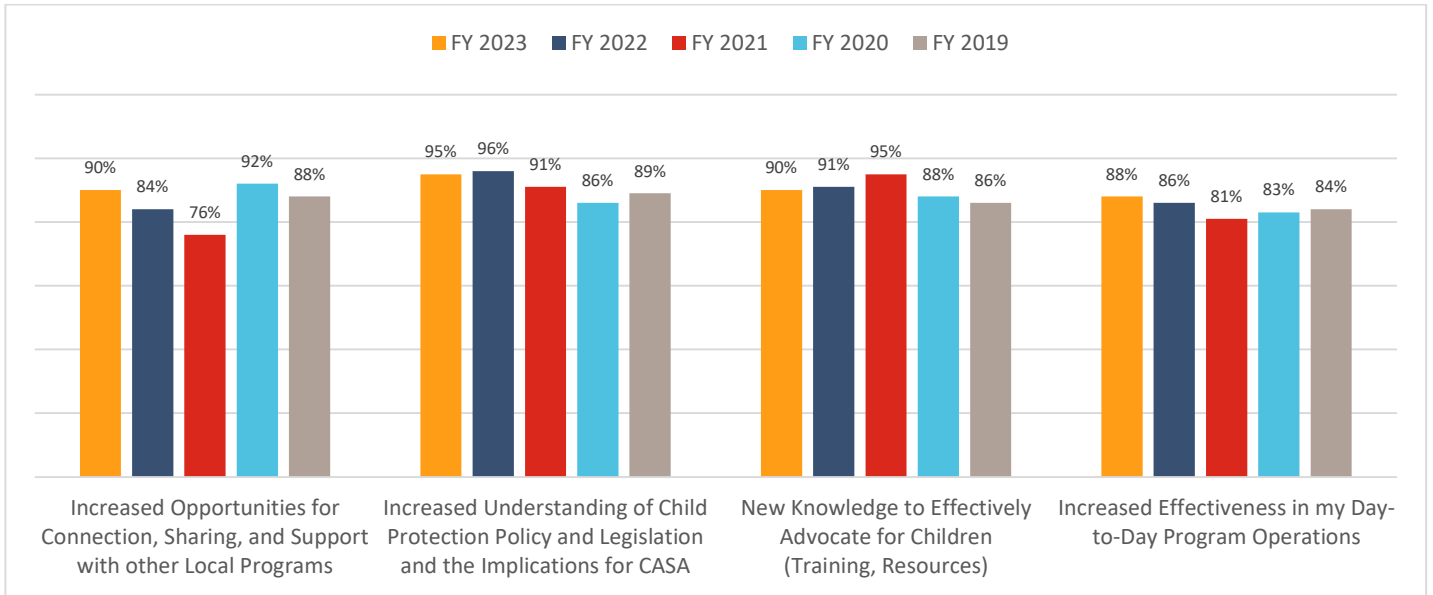
Board Members



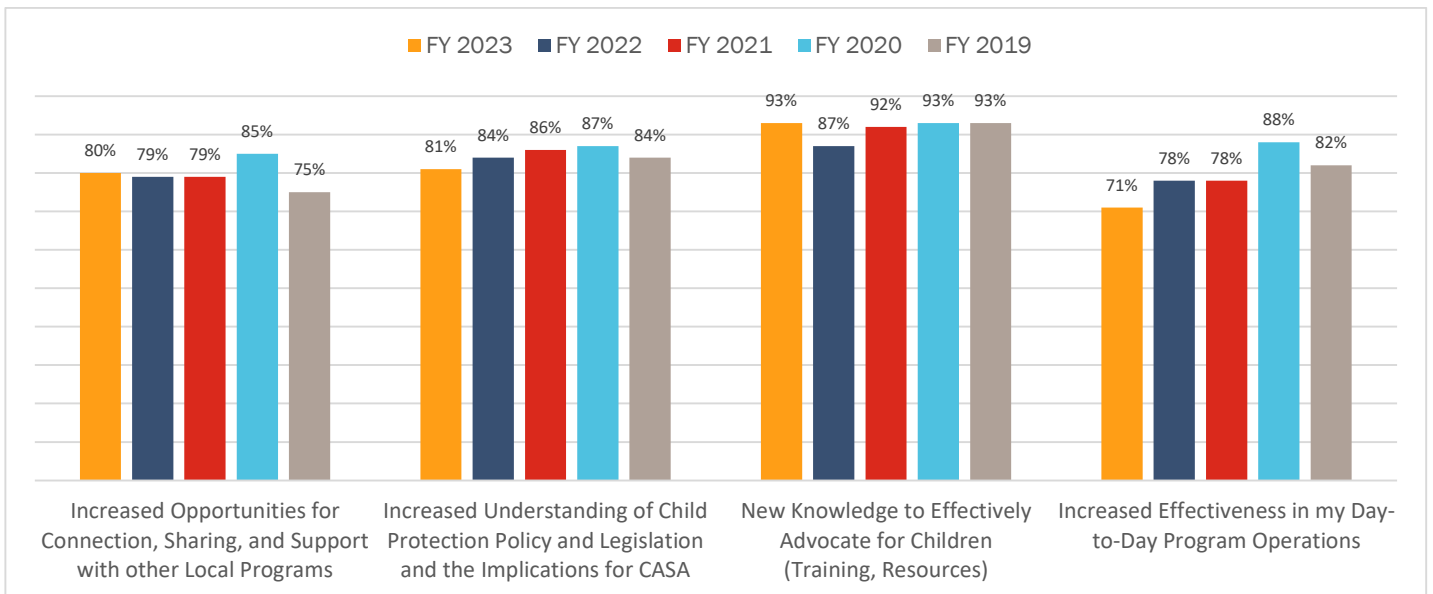
⁸ Percentage shown includes “Yes, Definitely” and “Yes, Somewhat”; Calculated total percentages do not include “N/A” responses

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

Executive Directors



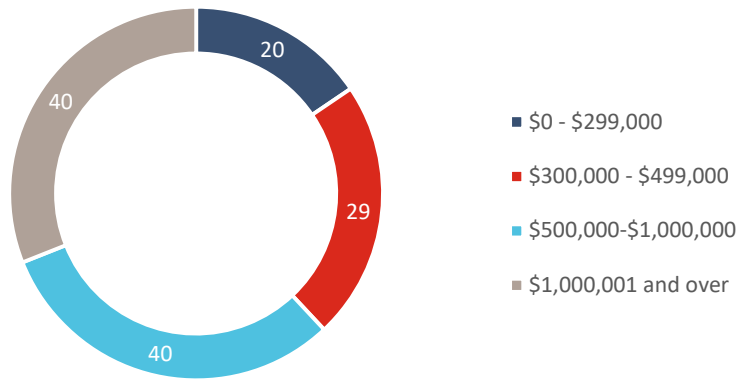
Program Staff



DEMOGRAPHICS OF RESPONDENTS (OPTIONAL SECTION)

Size of CASA Program by Annual Budget

129 Answered; 105 Skipped



Tenure in Current Position

183 Answered; 51 Skipped

