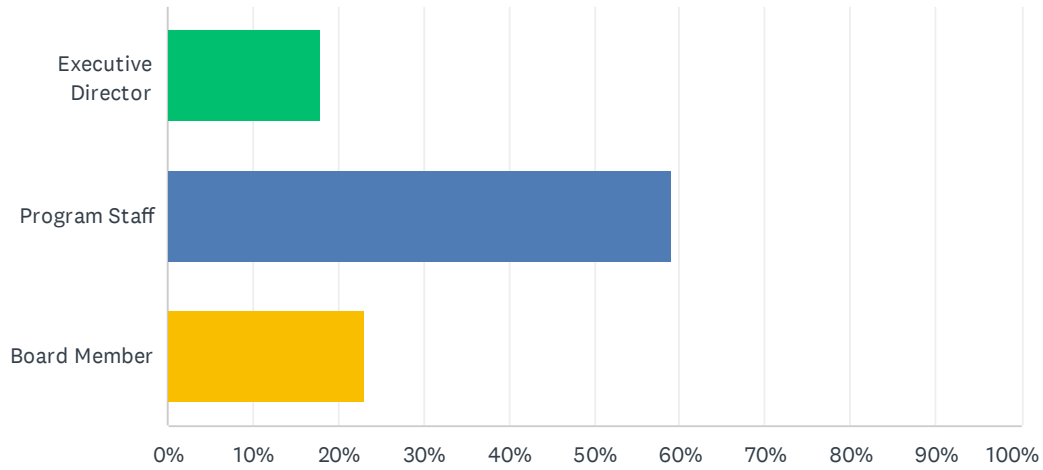


Q1 What is your role with your CASA program?

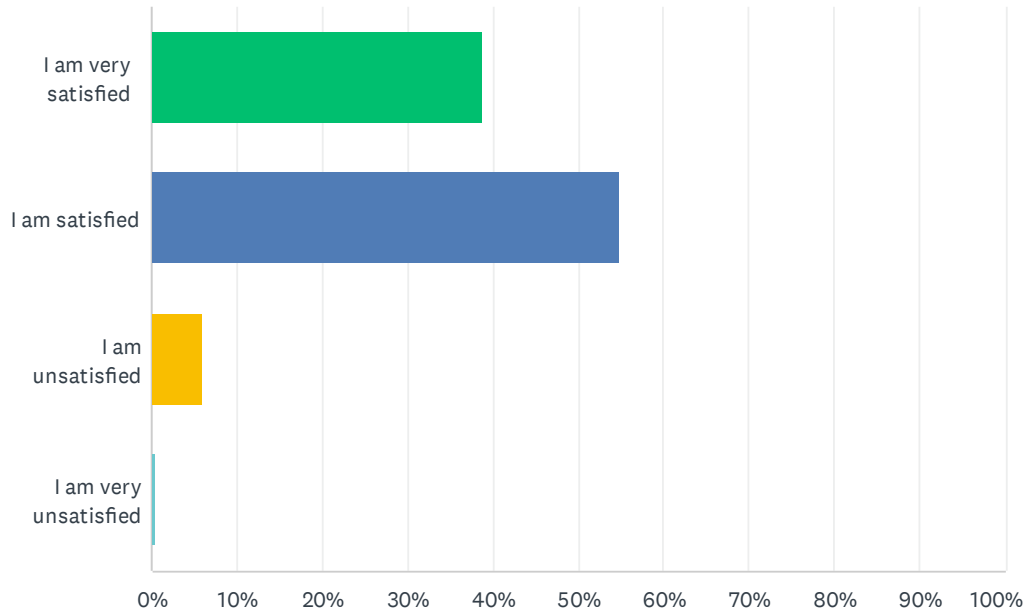
Answered: 234 Skipped: 0



ANSWER CHOICES	RESPONSES	
Executive Director	17.95%	42
Program Staff	58.97%	138
Board Member	23.08%	54
TOTAL		234

Q2 Please rate your overall satisfaction with the services and performance of Texas CASA during the past year.

Answered: 234 Skipped: 0



ANSWER CHOICES	RESPONSES	
I am very satisfied	38.89%	91
I am satisfied	54.70%	128
I am unsatisfied	5.98%	14
I am very unsatisfied	0.43%	1
TOTAL		234

Q3 Please provide the reason(s) why you were or were not satisfied with the services and performance of Texas CASA:

Answered: 164 Skipped: 70

#	RESPONSES	DATE
1	Lots of changes, good resources given but could be more personal (in-person)	10/23/2023 8:57 AM
2	great support	10/20/2023 3:36 PM
3	Overall communication and expectations. There doesn't seem to be a lot of accountability at TX CASA. Often different departments communicate things to the network that go in opposition to one another leaving the network trying to figure out who is right and how we should move forward. In addition, when emails are sent to TX CASA from the network outlining concerns there is not a high degree of responsiveness generally. Some staff are pretty good about responding via email however when you find it needs to go up the chain you do not get much information back or even get to speak as they discuss it. Often, it can make the network feel that there is constant back and forth and always unsure of who is the final decision maker. When there are concerns brought up they can also feel like they are "heard" but nothing is actually done about it causing it to feel like it doesn't really matter. There are high expectations, turn around times, etc. put on the network without understanding all the additional TX CASA deadlines that are happening at the same time. I would guess this is harder for smaller programs as often those staff play many roles.	10/20/2023 2:07 PM
4	I feel like sometimes the meetings aren't all that fruitful.	10/20/2023 11:41 AM
5	NA	10/20/2023 11:13 AM
6	NA	10/20/2023 11:12 AM
7	Tx CASA answers our questions on a timely basis and makes sure we understand all.	10/20/2023 10:39 AM
8	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!	10/20/2023 9:16 AM
9	I believe you all are doing a fantastic job with trainings and keeping us informed of any future trainings.	10/20/2023 7:24 AM
10	Pre Service /Education Team are great! Always respond to our emails and solving problems.	10/19/2023 8:49 PM
11	TX CASA does a great job advocating for the larger overall needs of the programs while trying to anticipate future needs	10/19/2023 8:44 PM
12	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.	10/19/2023 7:57 PM
13	I am satisfied.	10/19/2023 7:43 PM
14	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.	10/19/2023 7:23 PM
15	Our CASA Board is a great group of people pushing for the same mission and we work together quite well, if I may say so myself.	10/19/2023 11:44 AM
16	I think the advocates could benefit from more legal training that is specific to the area they reside and it could be beneficial that they receive more DEI training that is not generalized but touches on subjects that their own communities are facing rather than things that are seem so far away.	10/19/2023 11:26 AM

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17	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!	10/19/2023 11:04 AM
18	n/a	10/19/2023 10:22 AM
19	Enjoyed training. Feel as though they did an okay job lobbying this year.	10/19/2023 9:54 AM
20	Everyone that I deal with are incredibly helpful and so nice.	10/19/2023 9:35 AM
21	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.	10/19/2023 9:33 AM
22	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.	10/18/2023 4:03 PM
23	They were very helpful with providing the necessary standards and language to help with our policy updates	10/18/2023 12:38 PM
24	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.	10/18/2023 12:34 PM
25	I believe more can be done to support Staff.	10/18/2023 12:24 PM
26	Doing great things to provide resources to children in need	10/18/2023 12:10 PM
27	Liked training options. However, Texas CASA doesn't seem to understand the reality of the programs.	10/18/2023 9:48 AM
28	There seemed to holes in certain situations but under circumstances we still made it through events etc. CASA needs more structure	10/17/2023 12:16 PM
29	I am not sure Texas CASA has had a leadership vision during this difficult time of law changes.	10/17/2023 10:23 AM
30	Always available to answer questions or offer support. Very prompt responses. They do a good job with legislative matters.	10/16/2023 11:52 AM
31	Had there been a neutral, I would have gone with that option. Texas CASA continues to introduce changes and add to local program requirements in a manner that is disruptive and burdensome.	10/16/2023 10:05 AM
32	We should be advocating for LGBT+ youth and loudly so. We also should be looking to modify the changes to the legal definitions of abuse and neglect and maybe get into pre-removal cases.	10/16/2023 9:19 AM
33	What seems arbitrary decision making. Poor communication - more words does not mean better communication. What new changes will we see next week? Abdicating to parents rights groups and failing to advocate in the legislature for the safety of children.	10/14/2023 8:27 AM
34	I chose that I was satisfied, I did not choose "I am very satisfied" because in Optima there are 40 different activity types, way too many, to choose from and every time you need to select a different activity you have to make a completely new entry. Doing this wastes time and most of my volunteers do not like having to make multiple entries for the same visit/meeting/staffing. Please update Optima so that one entry can be made, and several activity types can be added to that one entry. I have been told that this had not already been done due to needing to know how much time was spent for each activity. To solve that, simply make a check list of activity types and put a space for how much time was spent on each one. Also, an updated list of current activity types and how you would like us to use them would be very helpful for Supervisors and Volunteers.	10/13/2023 10:14 AM
35	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.	10/12/2023 3:37 PM
36	I feel as though Texas CASA has adequately supported SETX CASA this past year when there were moments of need and further education.	10/11/2023 3:09 PM
37	Our fundraising efforts are not up to par.	10/11/2023 2:52 PM

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38	I get a timely response when I call staff for help or with questions.	10/11/2023 12:24 PM
39	I love being able to help children who need it the most.	10/11/2023 9:25 AM
40	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.	10/11/2023 9:21 AM
41	Response is prompt. Staff are friendly.	10/11/2023 7:39 AM
42	With all the changes happening with HHSC, Texas CASA is trying their best to make it easier for programs and volunteers to comply	10/10/2023 8:04 PM
43	Texas CASA staff were responsive and provided necessary support	10/10/2023 5:29 PM
44	n/a	10/10/2023 3:19 PM
45	Realize everything will not always run smoothly or like I think they should or could	10/10/2023 1:37 PM
46	I am concerned about Texas CASA's interpretation of HHSS mandates. Is Texas CASA interpreting them in light of protecting the organization or the children?	10/10/2023 10:59 AM
47	Their emphasis on extra paperwork instead of allowing u to serve children	10/10/2023 6:33 AM
48	The information and interaction is very informative keeping the programs updated with legislative changes and new Texas CASA standards	10/9/2023 11:51 PM
49	I am satisfied. The only reason I wouldn't be is because sometimes I feel like we are given so many trainings and such but then don't have the time to implement what we learn.	10/9/2023 12:00 PM
50	Texas CASA is supportive to our local organization. Texas CASA is well respected, and our ED is serves on the board of Directors.	10/7/2023 10:43 AM
51	Request staff to complete training and did not provide options for many of the trainings Requested.	10/6/2023 6:26 PM
52	Texas CASA has been extremely helpful to me in my first year!	10/6/2023 12:59 PM
53	N/A	10/6/2023 11:32 AM
54	I know some of this is not driven by Texas CASA, but the constant increase of expectations on our volunteer advocates is a burden that will continue to bend the bough, until it indeed breaks. It is a monthly struggle to continue motivating my CASA advocates that the copious amounts of contacts are a good thing and to talk them out of quitting. We are losing good advocates because of the unending changes towards bureaucracy. Requirements for requirements' sake is not a good way to do business.	10/6/2023 10:33 AM
55	N/A	10/6/2023 10:32 AM
56	I love how connected TX CASA tries to stay to the individual programs. I struggle with policies changing often from the state level that impacts our individual program though.	10/6/2023 9:39 AM
57	It feels like Texas CASA comes out and tells programs all these things that need to be implemented without having a concrete plan or knowledge.	10/6/2023 8:52 AM
58	It's not necessarily a dissatisfaction with TX CASA; it's just a lot of change happening very quickly.	10/6/2023 8:49 AM
59	When we received a visit in person all questions were answered and I believe that we were spoken to as a one. Not as Texas CASA vs our program CASA.	10/6/2023 8:31 AM
60	Everyone that I have had to interact with has been very helpful!	10/5/2023 6:40 PM
61	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.	10/5/2023 4:08 PM
62	Too many changes with little to no warning and changes must be implemented immediately. Don't feel supported when asking for help. Feel we are too caught up in the data collecting than the mission.	10/5/2023 3:47 PM
63	Very supportive and always willing to help !	10/5/2023 3:44 PM

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64	There are many resources available, and Texas CASA staff are always helpful when I reach out.	10/4/2023 12:24 PM
65	I appreciate the effort to improve communication	10/4/2023 8:27 AM
66	They provided our local board with training and legislative updates.	10/3/2023 1:29 PM
67	All trainings have been very helpful.	10/2/2023 3:55 PM
68	There needs to be more fluidity with communication on updates and changes needed for auditing and minimum requirements. I understand things can change but, it's important to remember the man hours it takes to announce these changes to Advocates, implement them, document the updated forms/requirements, and also be effective in our other day to day roles. Some of the turnaround on these things were very small windows and caused frustration throughout the agency.	10/2/2023 12:55 PM
69	Results	10/2/2023 12:40 PM
70	Always available and answered questions when needed.	10/2/2023 12:13 PM
71	none.	10/2/2023 10:33 AM
72	In the past year, there have been multiple changes that do not appear to have the advocates in mind.	10/2/2023 8:25 AM
73	Newsletters; trainings offered	10/2/2023 7:53 AM
74	I do not feel that Texas CASA is doing enough to protect the integrity of our program as a volunteer driven advocacy organization. We are not a governmental organization with paid caseworkers and boxes to check off. Rather, we are a program that has often touted our ability to most effectively help families because our volunteers are not tied to bureaucratic standards that limit their ability to provide meaningful advocacy. Our volunteers are already giving their own energy and money to advocate for their CASA children. They are taking time away from their own families and careers because they want to help. Tying them to increasingly formulaic requirements takes away from their ability to do what is most needed on a case by case basis. Our CASA children do not need another CPS caseworker; they need a CASA. I firmly believe that Texas CASA should be doing more to advocate for the volunteers, the backbone of our organization, so that these volunteers can continue to do what they do so well and remain a powerful and effective voice for children and families in crisis.	10/1/2023 11:35 PM
75	Great educational resources and communication	9/29/2023 10:07 PM
76	The staff is very responsive to the needs from the network.	9/29/2023 9:45 PM
77	The CASA Team feels like a family.	9/29/2023 3:57 PM
78	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.	9/29/2023 1:12 PM
79	The speed of response to have VOCA signed my 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.	9/29/2023 1:08 PM
80	The added requirements placed on our volunteers has impacted morale of our program and has be a major complaint with our volunteers. We all need to remember they are volunteers and pick one of the hardest volunteer programs adding more requirements keeps them from focusing on our children which should be the main focus of everything we do.	9/29/2023 12:58 PM
81	Grants staff, plus Celeste and Debbie always accessible and helpful	9/29/2023 12:35 PM
82	I appreciate Texas CASAs communication and efforts to be transparent. As a newer ED, I appreciate support and resources to keep me knowledge on the many changes in policy and standards - HHSC, background checks, Legislation, etc.	9/29/2023 9:33 AM
83	The staff is very welcoming and passionate about serving the best interest for the children in their cases.	9/29/2023 9:19 AM
84	I felt that Texas CASA listened to the network and responded when needed. Good Job!	9/28/2023 5:57 PM
85	Texas CASA does a wonderful job providing training and support. It is easy to determine the	9/28/2023 3:57 PM

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person I need to go to if I cannot find an answer I am looking for on the website.

86	Very satisfied with the leadership and guidance.	9/28/2023 3:49 PM
87	Our ED works hard to keep us informed and our advocates and Board are engaged.	9/28/2023 2:20 PM
88	I felt this year TX CASA tried hard to offer resources and support that were needed by asking programs and not just assuming what services or support would be helpful.	9/28/2023 10:43 AM
89	N/A	9/28/2023 9:35 AM
90	I absolutely satisfied with the current office staff and volunteers.	9/28/2023 9:09 AM
91	CASA has provided lots of training and help for our jobs.	9/28/2023 8:40 AM
92	They provided timely answers and reference material when asked	9/27/2023 8:04 PM
93	The service and performance had been faltering and it finally fell apart. Thank goodness we got the new ED because she has made all the difference.	9/27/2023 6:18 PM
94	Their mission is great but their demands on the chapters are Overwhelming	9/27/2023 5:22 PM
95	TX CASA staff is always available to assist.	9/27/2023 4:57 PM
96	I appreciate my team and how we support one another and fill in for each person when we are suppose to be in two places at once. I appreciate the training we receive so we can better support our volunteers.	9/27/2023 3:08 PM
97	I have worked with the Texas CASA legislative advocacy team, so from that perspective, I've been very satisfied with how they respond to questions, policy ideas, and talking point statements regarding issues we've been interested in advocating for.	9/27/2023 2:08 PM
98	Texas CASA had listened to any concerns our program may have and they answered all the questions in a timely manner	9/27/2023 1:41 PM
99	There are so many changes going on within the network which can be draining for staff, board and volunteers. I would like to see more opportunities for us to come together for conferences or trainings. It always helps to build morale within the network.	9/27/2023 12:01 PM
100	Questions have always been answered promptly.	9/27/2023 11:03 AM
101	Always informative, keeping us in the know, very helpful with any problems or concerns.	9/27/2023 10:43 AM
102	I am satisfied with the services being provided to better help children.	9/27/2023 10:38 AM
103	I think Texas CASA is doing the best it can with an overwhelming amount of changes.	9/27/2023 10:31 AM
104	Texas CASA provides a variety of trainings that are helpful to all.	9/27/2023 10:25 AM
105	I am new and cannot provide much feedback	9/27/2023 9:58 AM
106	I am proud to be part of an Organization that continues to provide services for families and children maneuvering through the CPS system.	9/27/2023 9:06 AM
107	1) I was especially pleased with the availability of Debbie Duggar throughout the period of time leading up to, during, and following our audit. She was readily available by phone and e-mail. Fabulous to work with. 2) I was greatly pleased with the in-person visit to our office by Vicki Spriggs and Deedra Baker. That gave our volunteers a real sense of connection.	9/27/2023 8:49 AM
108	You've always been very responsive to questions and have provided some great trainings where I've learned a lot!	9/27/2023 8:29 AM
109	TX CASA provides good information to the network.	9/26/2023 4:04 PM
110	I really think the annual gala brings in so many donations to CASA.	9/25/2023 4:25 PM
111	No unresolved issues - no problems - everything seemed to operate smoothly and efficiently	9/23/2023 3:38 PM
112	Generally supportive, sometimes overreaching	9/22/2023 3:44 PM
113	I was satisfied because they have provided support and answered questions when needed by our ED.	9/22/2023 12:11 PM

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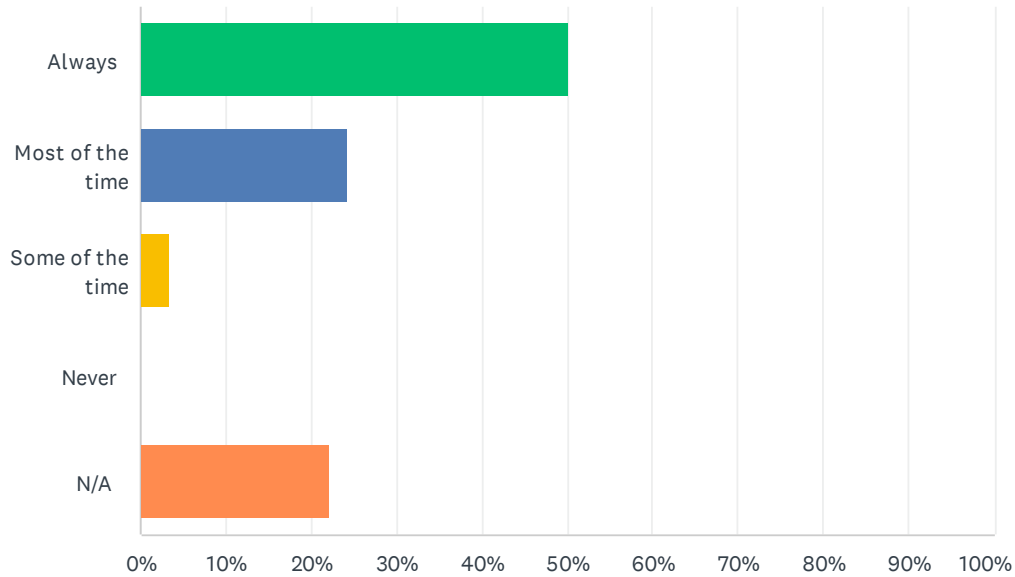
114	Trainings are always well done and beneficial.	9/21/2023 5:00 PM
115	TX CASA changed the date for QA	9/21/2023 4:12 PM
116	CASA works extremely hard to provide a safe and comfortable placement for children unfortunately there just isn't enough. From the Director's amd Board members to the excellent volunteers, CASA is striving to exceed all expectations for the care of the children.	9/21/2023 1:45 PM
117	I have no reason to be unsatisfied	9/21/2023 10:07 AM
118	Our focus is entirely on wanting the best outcome for the children we are entrusted with	9/21/2023 9:53 AM
119	I am satisfied but concerned with all the changes with the State and foster care system.	9/21/2023 9:49 AM
120	I think all the information that is sent from Texas CASA is very helpful in my organization.	9/20/2023 1:20 PM
121	n/a	9/20/2023 12:41 PM
122	TX CASA staff is always quick to respond to questions or concerns I may have.	9/20/2023 10:35 AM
123	Texas CASA Staff are always cordial, kind, and provide support and resources whenever needed.	9/20/2023 9:22 AM
124	I am satisfied with performance from Texas CASA.	9/19/2023 3:13 PM
125	I wish it was easier to hire employees in our area and find leadership. What I am speaking of is not a CASA problem per se, but more of a location problem as far as finding hireable and quality employees that will last.	9/19/2023 1:36 PM
126	Good programs and meetings going out. Sometimes too many new things can be overwhelming.	9/19/2023 10:31 AM
127	Good trainings filled with knowledge.	9/19/2023 9:31 AM
128	Level of support with questions from policy to grant info and the advice and guidance on an issue with rights of one of our foster care kiddos.	9/18/2023 3:24 PM
129	Fundraising efforts did not have a lot of support, our CASA has recognized where the slip ups were and are working to correct	9/18/2023 3:11 PM
130	Love the support every step of the way.	9/18/2023 3:01 PM
131	We get support and trainings that we need.	9/18/2023 2:50 PM
132	They have provided the information and support I need for my position in CASA.	9/18/2023 2:30 PM
133	I appreciate Texas CASA's advocacy, resources, and support offered to local programs. I know that there are a lot of challenges and barriers that Texas CASA is encountering that ultimately trickle down to local programs. I would just say that the more transparent Texas CASA is with reasons behind changes the better.	9/18/2023 1:55 PM
134	All staff that I have worked with this past year are responsive, kind and knowledgeable	9/18/2023 12:39 PM
135	I felt heard and received prompt responses when needed.	9/18/2023 11:38 AM
136	Always available when I need them.	9/18/2023 11:04 AM
137	Communication is improved over last year. Texas CASA has grown to a very large organization, and often, the staff do not appear to understand the mission and role of the CASA programs, and their role in support of the local programs' mission.	9/18/2023 10:50 AM
138	I have been here 6 months but was a volunteer for almost 15 years. This CASA is very team oriented and that includes the volunteers, Attorneys and CPS. It really makes a difference in the outcomes when we know each other and are working together for the good of the child and the family.	9/18/2023 9:39 AM
139	Texas CASA is working to provide training and time, like office hours, to be available to help.	9/18/2023 9:19 AM
140	I believe there are enough trainings provided to increase knowledge and skills of best advocacy practices.	9/18/2023 8:36 AM
141	Other than the Grants Department, no one seems to understand the extent of what programs have to do now	9/15/2023 2:17 PM

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142	NA	9/15/2023 2:08 PM
143	N/A	9/15/2023 1:11 PM
144	I am satisfied with the services of TEXAS CASA because they always solve the issue or concerns I have and explain very well into detail.	9/15/2023 11:56 AM
145	very informative. I enjoy the monthly newsletters. I like that there is training going on throughout the month.	9/15/2023 11:46 AM
146	n/a	9/15/2023 11:40 AM
147	I am satisfied. Not "very" due to time it takes to receive responses sometimes.	9/15/2023 11:25 AM
148	Becoming the ED in January, I've felt nothing but incredible support from the entire Texas CASA staff.	9/15/2023 11:04 AM
149	I appreciate the friendly help and guidance, as well as the resources made available to us.	9/15/2023 10:07 AM
150	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.	9/15/2023 10:02 AM
151	Professional. Hard working. Mission statement.	9/15/2023 9:34 AM
152	Well, to not totally disclose my identity, I worked for Texas CASA and know the hard work staff do to be a support to the network so this gives me different insight now I am back in the field. This is truly a partnership that Texas CASA has built in being our advocate, locally, statewide and nationally. TCASA has an innate ability to listen to everyone involved and actively seeks that input. I've seen it from both sides and believe without a shadow of a doubt, TCASA has our best interests first and foremost. The leadership is spectacularly strong and dedicated to the best for programs, children and families, volunteers and the greater whole of child welfare. Well done!	9/15/2023 9:28 AM
153	available training and easy access to advice and consultation	9/15/2023 9:20 AM
154	Pretty much anything I've needed has been supplied to me /us.	9/15/2023 9:13 AM
155	I am satisfied but the issues with having to add so many policies and adding more and more responsibilities to volunteers, who didn't sign up to have so many requirements and directives which can take hours and hours of extra time each year.	9/14/2023 4:45 PM
156	Texas CASA has employed several people who came from local programs. While I appreciate the experience these people bring to the state organization, the recruitment and hiring process needs to be more transparent so that local programs are not left in a bind when employees leave with only 2 weeks notice. If Texas CASA truly wants to support programs, this needs to be in ALL aspects, including if/when employees are leaving local programs for Texas CASA.	9/14/2023 4:42 PM
157	There is a lot of communication that occurs, and it seems as though there are too many hands in the pot when it comes to CFE and other things like Optima. Texas CASA could definitely improve both of those areas. Also, one person says one thing and puts out information and then someone else will say something different. Seems like no one is really on the same page.	9/14/2023 4:24 PM
158	It has been a wonderful experience to be involved with CASA of the Coastal Bend. The passion I see in the staff is amazing.	9/14/2023 4:18 PM
159	Satisfied	9/14/2023 4:16 PM
160	The amount of technical assistance was very helpful, through the Q&A and HHSC requirements.	9/14/2023 3:53 PM
161	I am satisfied with Texas CASA	9/14/2023 3:46 PM
162	too much red tape and emphasis on numbers instead of children	9/14/2023 3:23 PM
163	You do a good job being responsive to programs needs.	9/14/2023 3:10 PM
164	n/a	9/14/2023 3:06 PM

Q4 Texas CASA staff members respond to my phone or email requests within 1-2 business days.

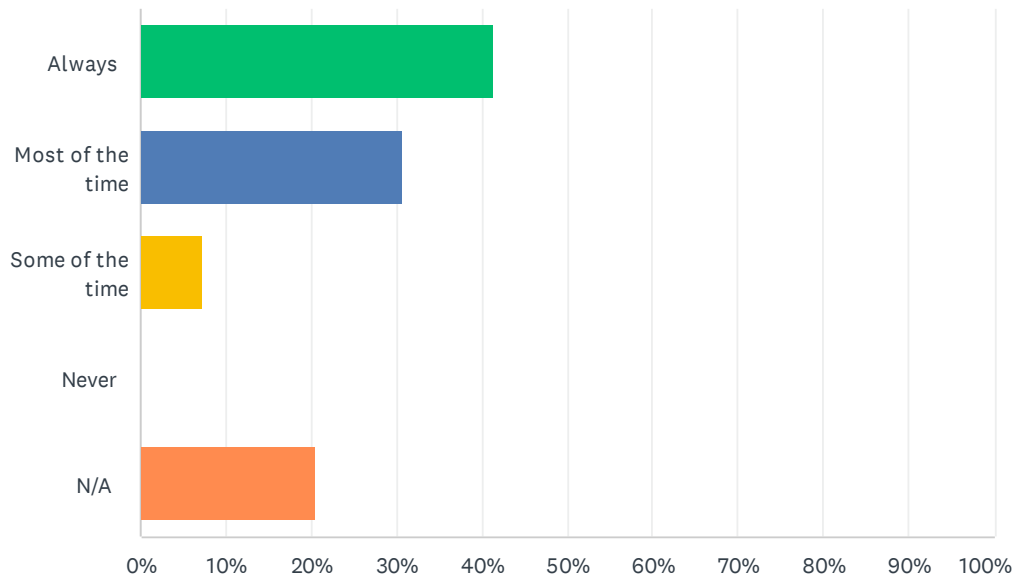
Answered: 234 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	50.00%	117
Most of the time	24.36%	57
Some of the time	3.42%	8
Never	0.00%	0
N/A	22.22%	52
TOTAL		234

Q5 I was satisfied with the responses provided by Texas CASA.

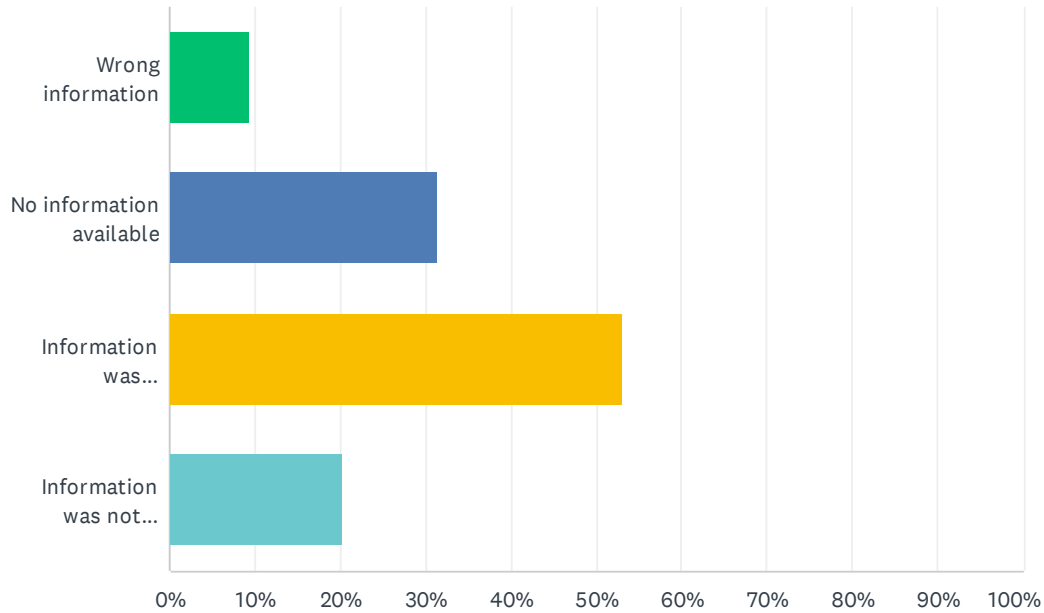
Answered: 234 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	41.45%	97
Most of the time	30.77%	72
Some of the time	7.26%	17
Never	0.00%	0
N/A	20.51%	48
TOTAL		234

Q6 If you were not satisfied with the response from Texas CASA, please provide the reason(s) why (choose all that apply):

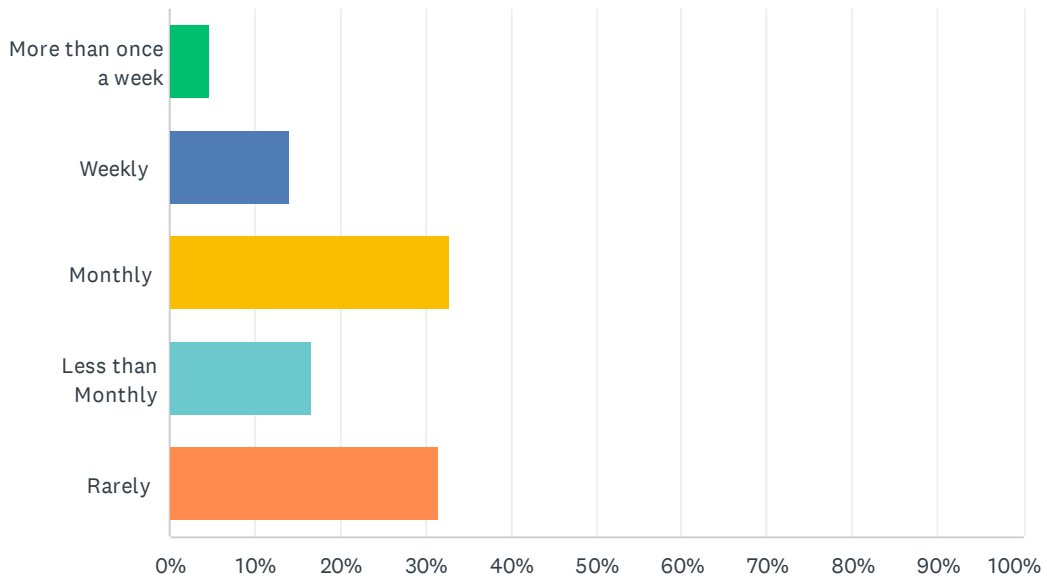
Answered: 64 Skipped: 170



ANSWER CHOICES	RESPONSES	
Wrong information	9.38%	6
No information available	31.25%	20
Information was insufficient	53.13%	34
Information was not provided in a timely manner	20.31%	13
Total Respondents: 64		

Q7 How often do you communicate with staff at Texas CASA?

Answered: 234 Skipped: 0



ANSWER CHOICES	RESPONSES	
More than once a week	4.70%	11
Weekly	14.10%	33
Monthly	32.91%	77
Less than Monthly	16.67%	39
Rarely	31.62%	74
TOTAL		234

Q8 Please provide the reason(s) why you were or were not satisfied with the responsiveness of Texas CASA:

Answered: 104 Skipped: 130

#	RESPONSES	DATE
1	Timely, thorough	10/23/2023 8:57 AM
2	Texas Casa hired an individual from our program and did not allow us sufficient time to adjust and successfully transition. Smaller to mid-size programs need a little more time when making transitions. When asked about making adjustments to the situation, I didn't feel understanding, grace or empathy was extended. The team member that was promoting was copied on an email that was meant for TX CASA leadership and that put her in a terrible position. I did share my feelings and concerns with the TX CASA Executive Director in person and feel the situation was heard and understood. Please know that we are proud to see our team promote, but with the nature of the business - grace and understanding should come before anything if you want programs to succeed.	10/20/2023 3:36 PM
3	I feel I have already highlighted in the above question. I will give credit for all the communication happening around the background checks right now. This has been very stressful to TX CASA but also to the field as this would have stopped our program from bringing anyone in. I know you couldn't control the timeline but the communication and the advocacy behind it was handled well.	10/20/2023 2:07 PM
4	NA	10/20/2023 11:13 AM
5	any time we have any questions they are there to help	10/20/2023 11:12 AM
6	I did not have an option to disregard this question, I am very satisfied with Tx CASA.	10/20/2023 10:39 AM
7	Always answered my questions.	10/20/2023 9:16 AM
8	There are no responses needed for dissatisfaction with Texas CASA.	10/20/2023 7:24 AM
9	Always responses same day	10/19/2023 8:49 PM
10	I feel Texas CASA is very negative towards local programs, especially when it comes to our 80/20 ratio. Receiving calls from staff suggesting ideas as if we have not been trying those things already or threatening to come and speak to our judges I believe is highly offensive and inappropriate.	10/19/2023 7:57 PM
11	I don't have any	10/19/2023 7:43 PM
12	Mandy is my point of contact with staff, and she is always amazing. Prompt, precise, and informed. She also surrounds herself with an amazing team.	10/19/2023 11:44 AM
13	there are none at this time.	10/19/2023 11:04 AM
14	I had questions about COS cases, left the conversation with little information.	10/19/2023 10:22 AM
15	Everyone one is very prompt in responding.	10/19/2023 9:35 AM
16	Staff always make an effort to respond quickly. I think there were some situations this year where the response simply was not known at the time, or changed later. This is understandable, but still frustrating.	10/18/2023 4:03 PM
17	N/A	10/18/2023 12:34 PM
18	I dont communicate with them regularly for any reason	10/17/2023 12:16 PM
19	I have not seen a lot of guidance to the overall plan moving forward.	10/17/2023 10:23 AM
20	Were satisfied — prompt detailed responses.	10/16/2023 11:52 AM
21	For example, we disagreed with the proposed plan to use CFE as the basis for allocating grant	10/16/2023 10:05 AM

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funds because the methodology was imprecise. We also disagreed with the decision to attempt to appease parents rights groups through changes to proposed bill language.

22	N/A	10/11/2023 9:25 AM
23	I am satisfied with the responses; however, I believe Texas CASA knows the issue and no changes or accommodations are made. Volunteers wish to serve children not DFPS needs. A more streamlined documentation portal is needed.	10/11/2023 9:21 AM
24	Staff are responsive.	10/11/2023 7:39 AM
25	Texas CASA staff are helpful and friendly.	10/10/2023 8:04 PM
26	Not in position to need to communicate with them	10/10/2023 1:37 PM
27	No	10/10/2023 10:59 AM
28	Trick question! I was prompted to answer that when I had answered the previous Question 5 "N/A". I hadn't asked for a response so I can't find an answer to # 6 that applies	10/10/2023 6:33 AM
29	Satisfied	10/9/2023 11:51 PM
30	n/a	10/7/2023 10:43 AM
31	Every person I reach out to for guidance has quickly offered to chat, zoom or had emailed me the information requested! Texas CASA has set a standard for me to give back that same support to our advocates and to my coworkers.	10/6/2023 12:59 PM
32	N/A	10/6/2023 11:32 AM
33	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.	10/6/2023 10:33 AM
34	N/A	10/6/2023 10:32 AM
35	Some at the TX CASA level are amazing at responding quickly and being helpful. However, there are a few individuals that struggle to respond in a timely manner (if at all). The overall group is awesome at communicating though.	10/6/2023 9:39 AM
36	CFE app is not able to print so if we do activities we are not able to put into optima.	10/6/2023 8:47 AM
37	I work with Lindsey lee most of the time. She is great and really helps with any questions I have. Even if it's something I've asked before!	10/6/2023 8:36 AM
38	Response was great and staff great, it was more of the results of the questions. We all know we have many questions that cannot always be a simple yes or no. Not a Texas CASA issue	10/6/2023 8:31 AM
39	No issues at all with lack of responsiveness. We always get answers and solutions almost immediately anytime we require support.	10/5/2023 4:08 PM
40	Not given a clear answer. Not given help when asked.	10/5/2023 3:47 PM
41	Texas CASA staff strives to be timely.	10/5/2023 3:44 PM
42	Texas CASA staff seems knowledgable and willing to help in many capacities.	10/4/2023 12:24 PM
43	N/A	10/4/2023 8:27 AM
44	Not had an issue	10/2/2023 3:55 PM
45	The information can sometimes be very difficult to interpret. "Just make it your own..." has been said a couple of times or no guidance at all provided	10/2/2023 12:55 PM
46	Unable to get response timely from one person so contacted another.	10/2/2023 12:13 PM
47	I have never personally had an issue with the responsiveness of Texas CASA; however, I have at times been disappointed in the content of the responses received.	10/1/2023 11:35 PM
48	Always quick and friendly response	9/29/2023 10:07 PM
49	It really was mostly due to a difference in opinion. I am not distressed by this, I don't expect anyone or any group to agree with me 100% of the time.	9/29/2023 9:45 PM

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50	NA	9/29/2023 1:12 PM
51	I do not have contact with Texas CASA so responsiveness has never been an issue for me. I would say lack of clarity when it comes requirements and expectations changing so much makes it difficult for our program.	9/29/2023 12:58 PM
52	N/A	9/29/2023 12:35 PM
53	In general, I have been satisfied.	9/29/2023 9:33 AM
54	Celste, Deedra, the entire grants team, the communication team, Maggie, the entire CFE team, Suzanne (just to name a few) always got back to me quickly and seemed genuinely interested in helping and made me feel a sense of connectedness to the overall network. Thank you! -Clint Hocutt	9/28/2023 5:57 PM
55	Texas CASA is always responsive and in a timely manner. I have no complaints about the responsiveness or competency of Texas CASA Staff.	9/28/2023 3:57 PM
56	I only had one occasion where I did not get a timely response and after reaching out again I did get the information that I needed.	9/28/2023 10:43 AM
57	Texas CASA has provided amazing trainings and support for myself, who is a new CASA staff member.	9/28/2023 9:09 AM
58	Usually it was because the person assigned had to get with their supervisor to answer the question or provide guidance	9/27/2023 6:18 PM
59	Not applicable	9/27/2023 5:22 PM
60	Texas CASA always does their best to provide appropriate feedback as soon as possible. I appreciate that.	9/27/2023 12:01 PM
61	Not knowing which person to ask the question too.	9/27/2023 11:03 AM
62	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.	9/27/2023 10:43 AM
63	I go through my program director for guidance when i have reached out to Texas CASA i have gotten the information i need.	9/27/2023 10:38 AM
64	Texas CASA is always knowledgeable. Margaret Halpin is who I communicate with the most.	9/27/2023 10:25 AM
65	N/A	9/27/2023 9:58 AM
66	Texas CASA always works as a Team	9/27/2023 9:06 AM
67	I always receive an answer to my question.	9/27/2023 8:49 AM
68	I appreciate that communication not only provides guidance, but efforts at brainstorming other solutions to a challenging circumstance or question. I feel like Texas CASA is a place I can go to for support, rather than feeling like you're some sort of oversight program.	9/27/2023 8:29 AM
69	Connie always responds to my emails immediately.	9/25/2023 4:25 PM
70	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.	9/23/2023 8:42 AM
71	I mostly ask Celeste Prather questions. She always responds in a timely manner and answers my questions. She provides what I need and is so kind.	9/21/2023 5:00 PM
72	Information provided was not consistent with information previously provided.	9/21/2023 10:07 AM
73	In my position, I did not have any reason to contact Texas CASA	9/21/2023 9:53 AM
74	N/A	9/21/2023 9:49 AM
75	very satisfied.	9/20/2023 1:20 PM
76	NA	9/20/2023 10:35 AM
77	I am satisfied with Texas Casa.	9/19/2023 3:13 PM

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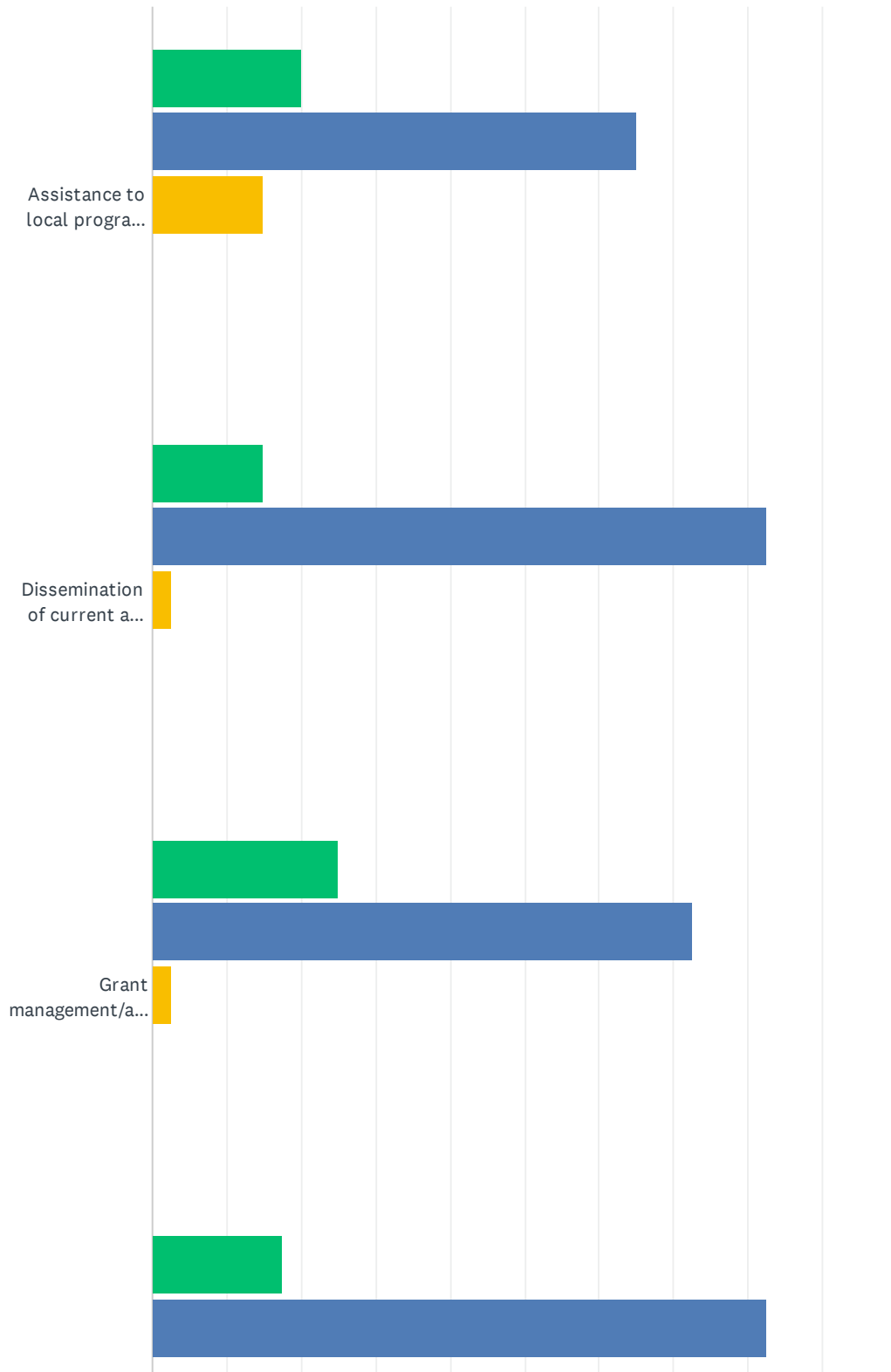
78	I do not interact with Texas CASA enough to truly make a statement one way or another. I only know what I have heard, and that is that Texas is a big state, and when Texas CASA does interact with the various branches of CASA statewide, sometimes they do so with a heavy hand by make blanket decisions without having the specific perspective of what is best for smaller CASA branches. This can cause decisions to be made that may generally work well for most branches, but not for all. I think that if Texas CASA takes the time to gain actual knowledge regarding the culture of the environment the CASA branch is located in and suggestions from the staff, leadership, and board members is gathered first before a rule is put into place, then things would work better for ALL CASA branches in Texas, and not just for some. This will avoid decisions being made by Texas CASA that may not work well for a specific CASA branch. A good example of this is the term limits rule Texas CASA recently put into effect regarding our board a few years ago (before I ever considered or became a board member). I understand the need for fresh perspectives and new outlooks is the policy behind the term limits rule. But since the rule was put into place for our Board, many of the new people on our board operate blindly because they do not have someone knowledgeable about our branch's history to anchor them. We simply do not have someone with the wisdom needed to make the best decisions for our CASA branch, and at times, it is troubling. The term limits rule has eliminated many of the members who had the knowledge and expertise to help us make the best decisions on the board so that history does not repeat itself. Term limits may work well for boards in bigger cities with a pool of more professionals to pick from, but in smaller cities, it can backfire spectacularly because we don't have a large pool of professionals. I think if the term limits rule didn't apply to every board member, and the board could vote to keep 1-2 members based upon their expertise, that would help longevity and CASA wisdom, it would make a world of a difference on our board. This is because, it is not like you can just pick any person off the street to be on the board. You must have standards or the organization will suffer, and each new member has a learning curve. I understand the state puts rules in place for the greater good of gaining fresh perspective and creating new opportunities for others, but sometimes what is good for the greater areas may not work for the smaller. I know my opinion probably doesn't matter or count for much, but I hope Texas CASA will keep this in consideration in the near future when making blanket decisions that affect all CASA branches.	9/19/2023 1:36 PM
79	There are a couple of emails that have not been responded to. The Out-of-State Background checks change often. That information should be sent to the Trainers (or whoever does the background checks in the program) yearly without fail. There are things like Ancestry.com where the log in information isn't shared without asking. I am still waiting. Some of the things, like Whitepages.com, are mentioned in the Facilitator Training Manual, but I don't believe that Texas CASA has the account anymore.	9/19/2023 10:31 AM
80	I am satisfied with responsiveness.	9/19/2023 9:31 AM
81	Responses from email or call back come very quickly.	9/18/2023 3:24 PM
82	Always have given tremendous support and guidance	9/18/2023 3:01 PM
83	I have an ED and his wife who are very knowledgable and Celeste Prather has been supportive. Therefore I rarely have to check with Texas CASA	9/18/2023 2:50 PM
84	I have not had to contact Texas CASA so I am very limited on my direct interactions with responsiveness.	9/18/2023 2:30 PM
85	Sometimes responses are delayed and we don't hear back from Texas CASA staff.	9/18/2023 1:55 PM
86	Even when I am not expecting an answer right away (such as on Friday afternoon), I always get an answer quickly.	9/18/2023 12:39 PM
87	Even if it took a couple of days, the information was thorough and clear.	9/18/2023 11:38 AM
88	I am completely satisfied.	9/18/2023 11:04 AM
89	I usually don't have to contact Texas CASA because our local team almost always knows the answer, but they have always been responsive when we have had a need.	9/18/2023 9:39 AM
90	Seems to be a disconnect	9/15/2023 2:17 PM
91	NA	9/15/2023 2:08 PM
92	N/A	9/15/2023 1:11 PM

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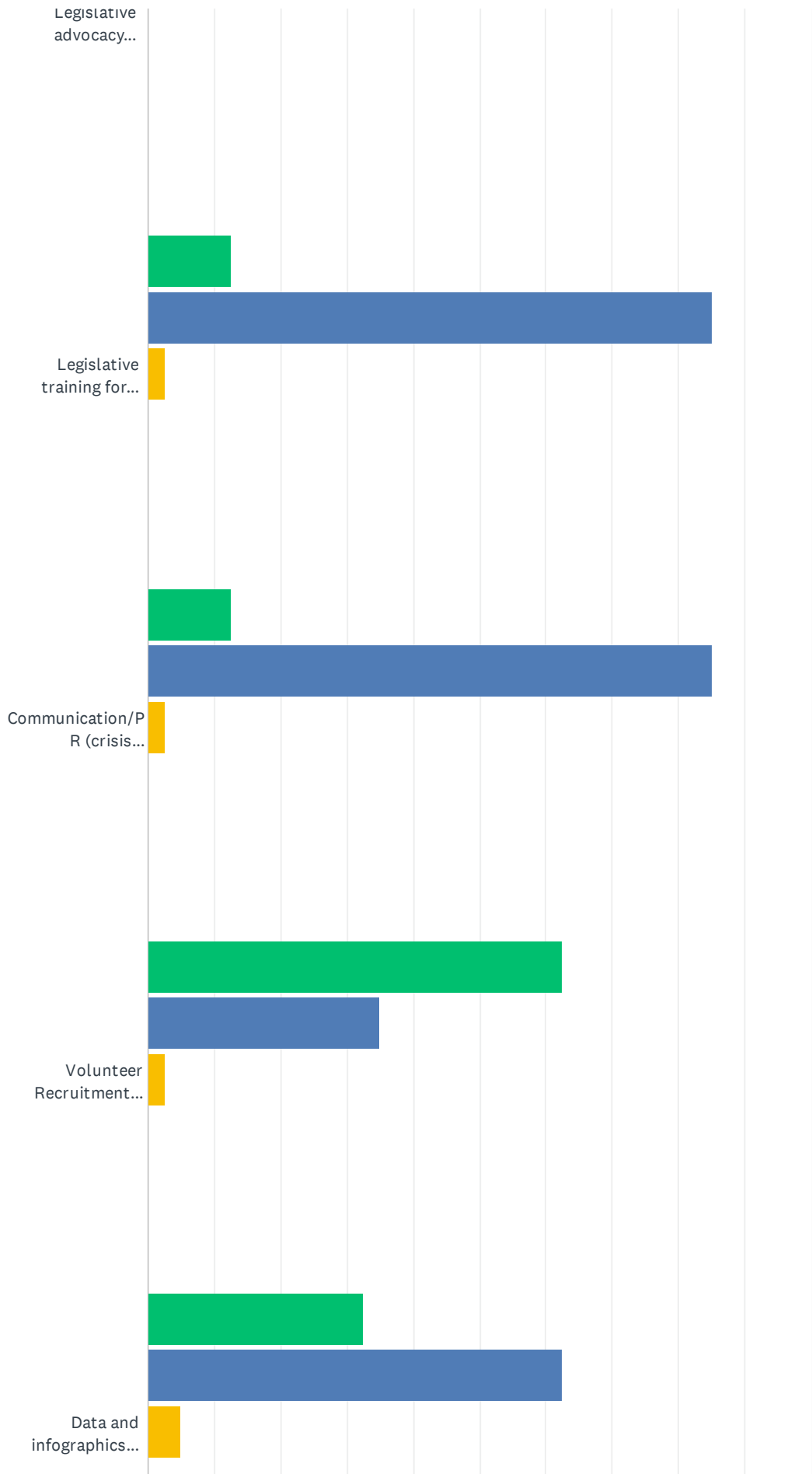
93	time it took to receive a response	9/15/2023 11:25 AM
94	The majority of the time I receive timely responses, and the appropriate response from TX CASA staff.	9/15/2023 11:04 AM
95	Overall, TX CASA has awesome services and wonderful employees. We've had a few struggles in communication regarding grants and inconsisitent information. We have not been notified of changes until after the fact or told wrong information then told we were wrong and we just misunderstood.	9/15/2023 10:07 AM
96	Again, just inconsistent answers. Big changes with the grants and not great communication.	9/15/2023 10:02 AM
97	I always receive a response with an hour at the most.	9/15/2023 9:34 AM
98	I am blessed to know most TCASA staff personally and trust our relationship is based on trust and transparency with the program, children and volunteers being the priority.	9/15/2023 9:28 AM
99	Pretty much anything I've needed has been supplied to me /us.	9/15/2023 9:13 AM
100	It is not a matter of the timeliness. It is a matter if the information being shared and when it is shared. Some of the things asked of programs make zero sense.	9/14/2023 4:24 PM
101	I have had only great experiences with the communication from CASA.	9/14/2023 4:18 PM
102	Survey required a response so I had no choice to answer that I was not satisfied.	9/14/2023 4:16 PM
103	CASA staff were always responsive and provided useful information. Most responses were within the same hour.	9/14/2023 3:53 PM
104	Sometimes it takes a while to get a response back.	9/14/2023 3:10 PM

Q9 With regard to Texas CASA's current services/activities, should Texas CASA: Do more, Do the same, or Do less in each service area? Please mark N/A if the category does not apply to you.

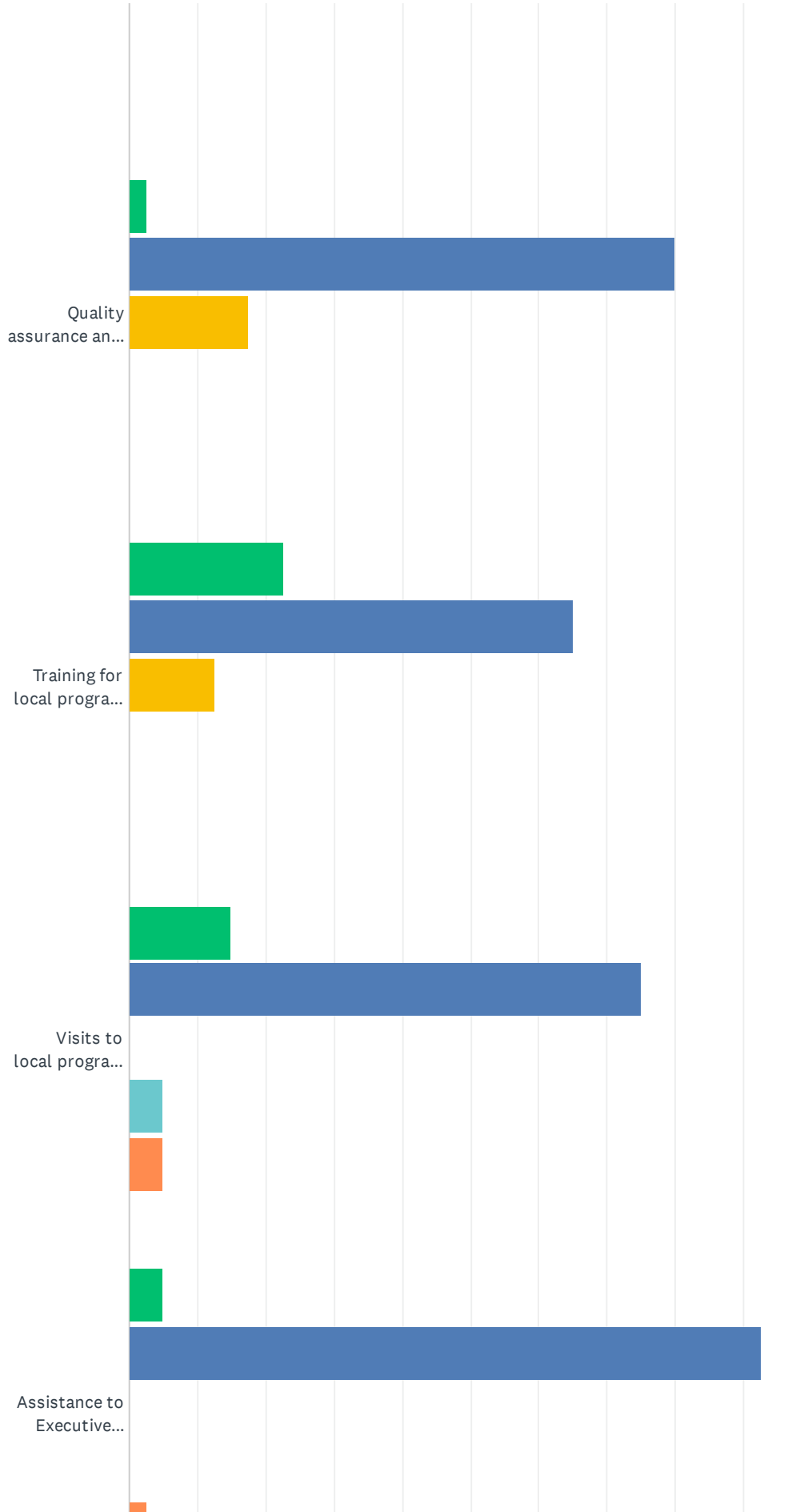
Answered: 41 Skipped: 193



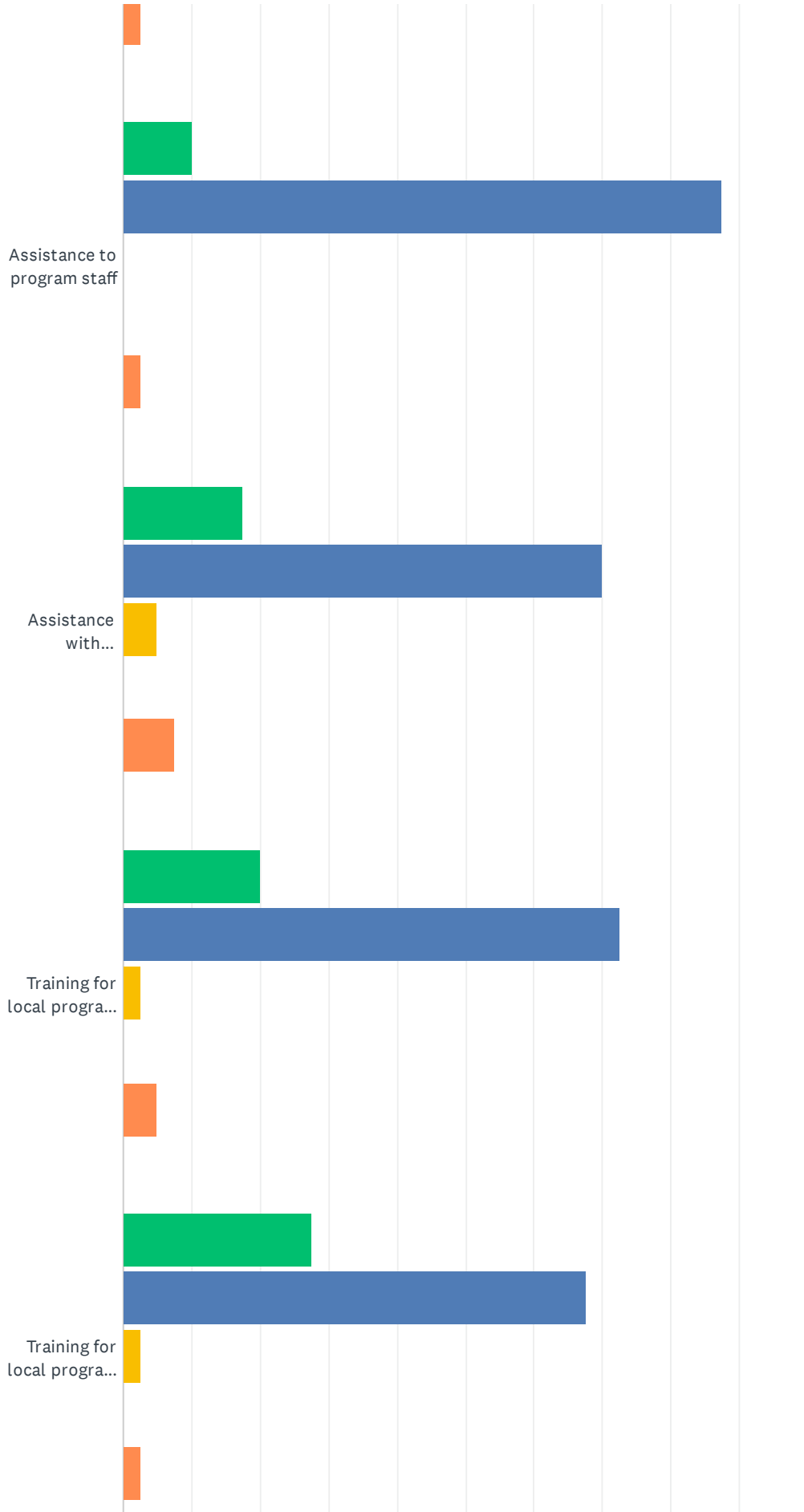
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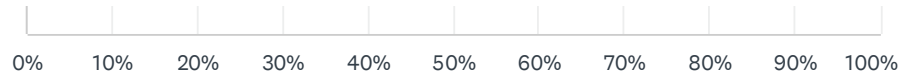
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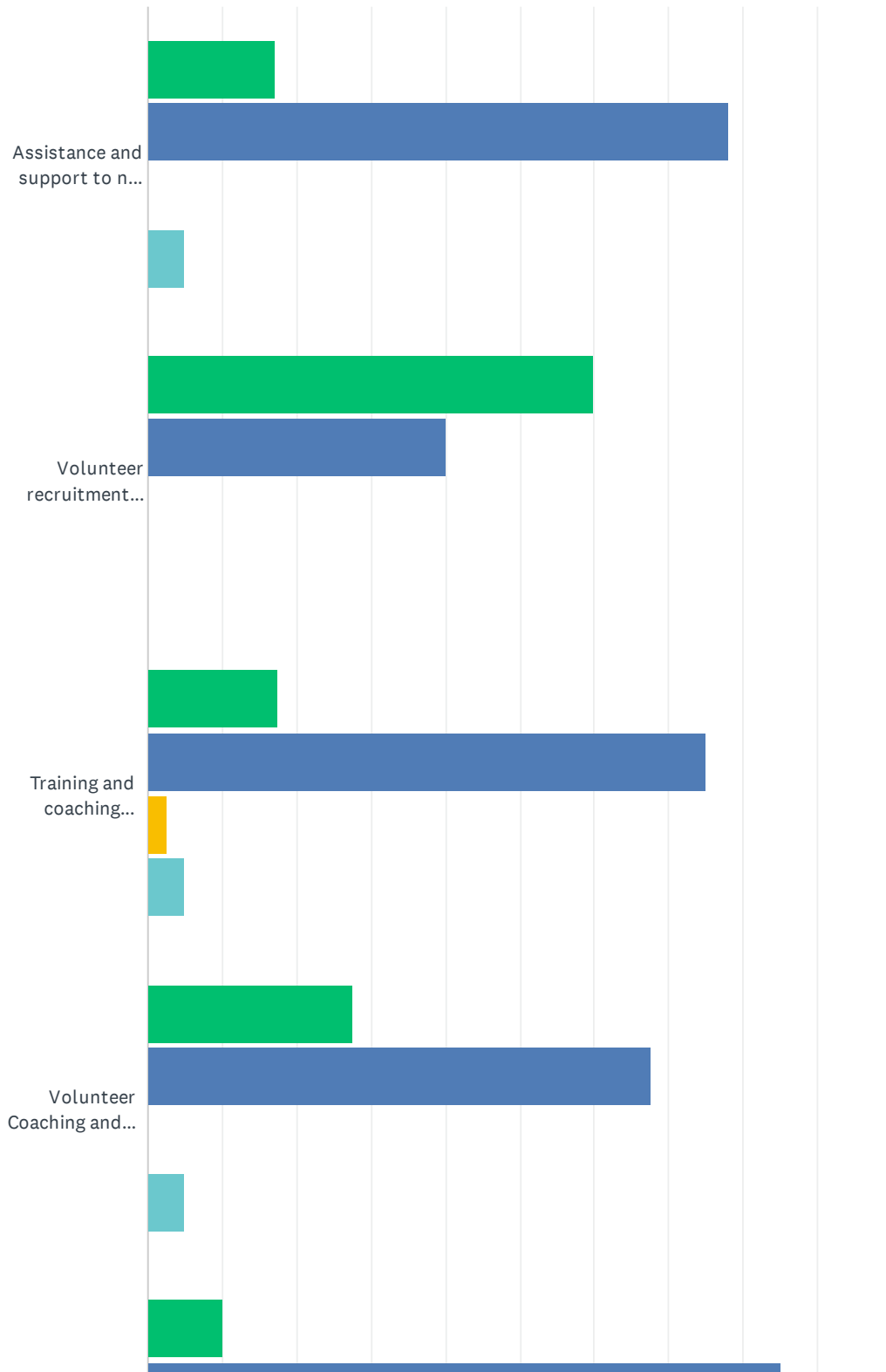
FY23 Texas CASA Annual Program Survey



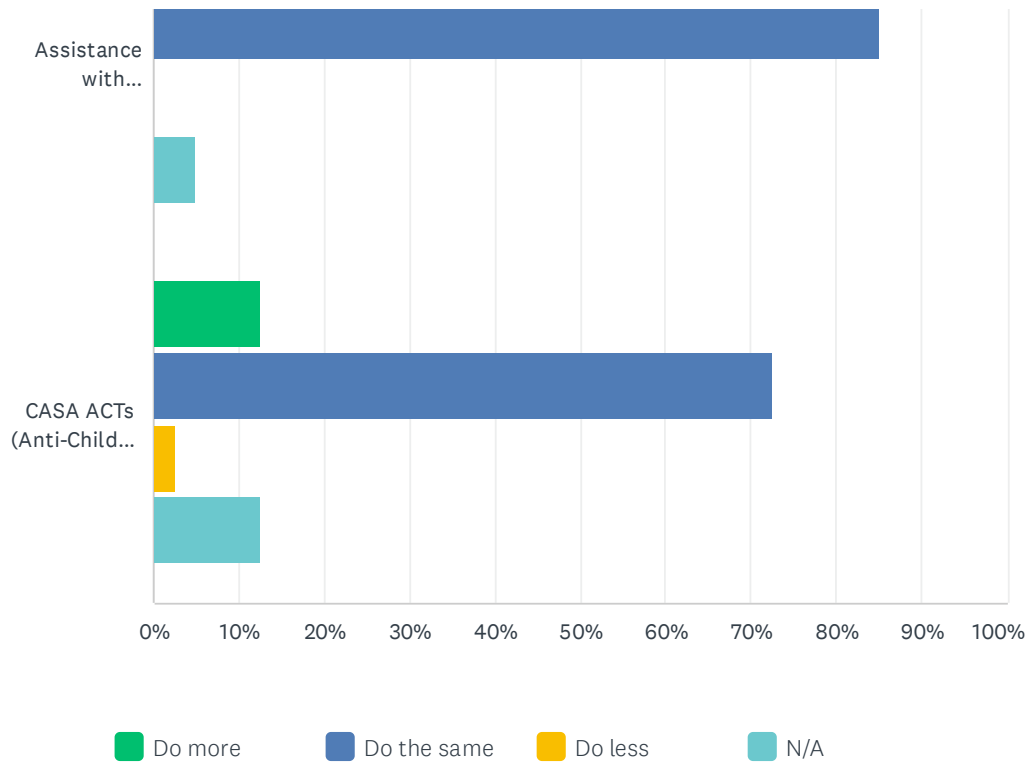
	DO MORE	DO THE SAME	DO LESS	DID NOT KNOW THIS SERVICE WAS AVAILABLE	N/A	TOTAL
Assistance to local program board members	20.00% 8	65.00% 26	15.00% 6	0.00% 0	0.00% 0	40
Dissemination of current and relevant information to the network of programs in Texas	15.00% 6	82.50% 33	2.50% 1	0.00% 0	0.00% 0	40
Grant management/assistance with CVC & VOCA funds	25.00% 10	72.50% 29	2.50% 1	0.00% 0	0.00% 0	40
Legislative advocacy (statewide representation with key legislators and state level stakeholders)	17.50% 7	82.50% 33	0.00% 0	0.00% 0	0.00% 0	40
Legislative training for local programs	12.50% 5	85.00% 34	2.50% 1	0.00% 0	0.00% 0	40
Communication/PR (crisis communication, website, Inside CASA, CASA Voice, Social Media)	12.50% 5	85.00% 34	2.50% 1	0.00% 0	0.00% 0	40
Volunteer Recruitment Media Campaign	62.50% 25	35.00% 14	2.50% 1	0.00% 0	0.00% 0	40
Data and infographics for your program	32.50% 13	62.50% 25	5.00% 2	0.00% 0	0.00% 0	40
Quality assurance and program standards	2.50% 1	80.00% 32	17.50% 7	0.00% 0	0.00% 0	40
Training for local program board members	22.50% 9	65.00% 26	12.50% 5	0.00% 0	0.00% 0	40
Visits to local programs (onsite assistance)	15.00% 6	75.00% 30	0.00% 0	5.00% 2	5.00% 2	40
Assistance to Executive Directors	5.00% 2	92.50% 37	0.00% 0	0.00% 0	2.50% 1	40
Assistance to program staff	10.00% 4	87.50% 35	0.00% 0	0.00% 0	2.50% 1	40
Assistance with stakeholder relationships (Courts, CPS)	17.50% 7	70.00% 28	5.00% 2	0.00% 0	7.50% 3	40
Training for local program staff	20.00% 8	72.50% 29	2.50% 1	0.00% 0	5.00% 2	40
Training for local program volunteers	27.50% 11	67.50% 27	2.50% 1	0.00% 0	2.50% 1	40

Q10 With regard to Texas CASA's current initiatives, should Texas CASA: Do more, Do the same, or Do less in each service area? Responses to be completed by participating programs only.

Answered: 41 Skipped: 193



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	DO MORE	DO THE SAME	DO LESS	N/A	TOTAL
Assistance and support to new Executive Directors	17.07% 7	78.05% 32	0.00% 0	4.88% 2	41
Volunteer recruitment assistance	60.00% 24	40.00% 16	0.00% 0	0.00% 0	40
Training and coaching programs on Collaborative Family Engagement	17.50% 7	75.00% 30	2.50% 1	5.00% 2	40
Volunteer Coaching and Advocacy (VCA)	27.50% 11	67.50% 27	0.00% 0	5.00% 2	40
Assistance with Pre-Service Volunteer Training	10.00% 4	85.00% 34	0.00% 0	5.00% 2	40
CASA ACTs (Anti-Child Trafficking)	12.50% 5	72.50% 29	2.50% 1	12.50% 5	40

Q11 If you indicated Texas CASA should "Do more" or "Do less", please provide the reason(s) why:

Answered: 28 Skipped: 206

#	RESPONSES	DATE
1	We need a new fresh vision for recruiting.	10/20/2023 3:39 PM
2	I feel like there are times when we focus too much on low mission activities and less time on big mission impact. As well, many of these items need to be changed how they are done to be more helpful to the local programs. An Example: Grant management. there is too much time spent on gotcha instead of working to lay expectations out. It can feel adversarial and not in partnership. also, making sure we focus on the important grantor requests and less on the TX CASA requests for the grants. Meaning hit the needs and less time spent on the wants.	10/20/2023 2:13 PM
3	In light of changes in volunteer trends, I would like to see more support in terms of assistance related to volunteer recruitment assistance.	10/20/2023 11:16 AM
4	Learning is a very important tool to continue in the right direction.	10/20/2023 10:43 AM
5	More = additional opportunities for focus on the specific areas.	10/19/2023 8:54 PM
6	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.	10/19/2023 7:34 PM
7	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.	10/18/2023 4:13 PM
8	We don't use the infographics Texas CASA produces, but perhaps other programs do. We responded do less on standards because additional requirements are taking the focus away from advocating for child safety and well-being.	10/16/2023 10:27 AM
9	Clarity or "cheat sheets" on reports needed for grant reporting. And if grants want outreach events tracked; please include a field in Optima for that. I am desperate for a plug and go for data and infographics. More time with legislative training; the last training felt rushed. We need step by step guides that we can tailor to volunteer recruitment needs. TX CASA On the Go is great for our volunteers and I love it! I would love one geared towards EDs and staff. My staff want more legislative advocacy training; neuroscience of substance use disorder training; and family engagement training. I would like to see a training linking self-care and empathy to reduction of burnout, maybe under the umbrella of volunteer coaching and advocacy. As an ED, I need more structured training. I'm putting the pieces together but a structured onboarding would be so appreciated.	10/6/2023 9:59 AM
10	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.	10/5/2023 4:13 PM
11	A desperate need for more advocates could be assisted by more awareness..	10/5/2023 3:50 PM
12	We have several new staff members who require more training than on-the-job training. I would like to see all of us, not just Texas CASA, work towards gaining more Volunteers, but this is an active problem for most.	10/4/2023 12:29 PM
13	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.	9/29/2023 9:51 PM
14	Recruitment remains challenging ongoing media and advertising is critiical. CFE is going to have a finance implication some areas still need clarity. Pre-service training links to recruitment assistance and retaining through to swearing in.	9/29/2023 1:09 PM

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15	The recruitment help is greatly needed, the monthly recruitment zoom calls and not productive and do not help much. The VCA would be helpful if they would focus on better strategies to work with volunteers motivating them to do their job.	9/29/2023 12:54 PM
16	In person training opportunities. In person VCA training and ED/PD training.	9/29/2023 9:38 AM
17	I would like to see my program staff (supervisors) more engaged in these areas. Any tools, assistance Texas CASA can give to help with the buy in is great.	9/27/2023 10:39 AM
18	Volunteer Recruitment - more graphics, rack cards, brochures, etc. VCA - more coaching for supervisors, especially new ones, maybe like the New ED U?	9/18/2023 3:28 PM
19	Texas CASA should focus on the initiatives that will best support local CASA programs. Niche programming that benefits a selection of agencies is less favorable than programming and supports that reach the entire network.	9/18/2023 10:56 AM
20	New EDs need more mentoring/shadowing to support in this role.	9/15/2023 1:15 PM
21	I don't believe you can ever do enough to recruit more volunteers when across the state we are not serving 100% of children with volunteers.	9/15/2023 11:31 AM
22	Recruitment is a beast right now, more would be helpful! Community Based Care is also hard and more would also be helpful.	9/15/2023 11:06 AM
23	I would like to see more guidance /trainings for BOD and volunteers. We want more information regarding ACTs.	9/15/2023 10:15 AM
24	TCASA does very well. I think, if there is a lack, it is most likely the program staff not reaching out to TCASA for assistance.	9/15/2023 9:32 AM
25	there is always room for more communication and information	9/14/2023 6:46 PM
26	A greater increase in a more proactive approach in grant management. Reminder on spend down, ideas of what could be used for spend down. More interactive sessions with the courts and CPS. Perhaps as a part of the Annual CASA meeting. We are just beginning to use the CSE It tool. Perhaps more knowledge of what the role of CPS, the Special Investigator and the SSCC are when a youth has runaway or is on an unauthorized absence.	9/14/2023 4:03 PM
27	I would like Texas CASA to do more Billboards and new ideas to recruit more volunteers not just social media.	9/14/2023 3:23 PM
28	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.	9/14/2023 3:15 PM

Q12 Are there other services or assistance you would like Texas CASA to offer to better satisfy an unmet need for your program?

Answered: 26 Skipped: 208

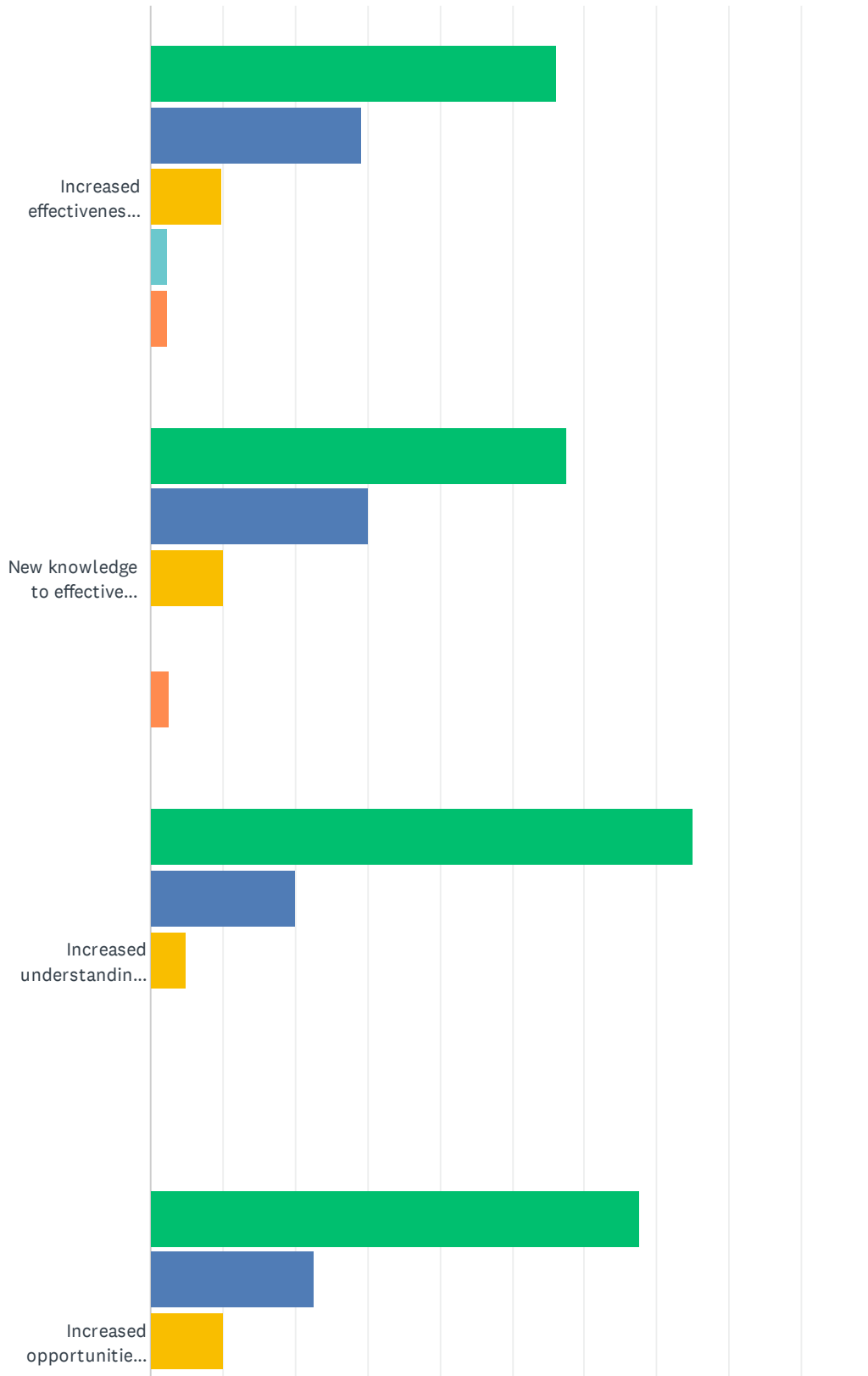
#	RESPONSES	DATE
1	n/a	10/20/2023 3:39 PM
2	I believe overall it is a change in attitude of helping the local program to achieve their mission vs. only protecting the state brand. Both are important but I feel sometimes the mission gets lost.	10/20/2023 2:13 PM
3	No	10/20/2023 11:16 AM
4	N/A	10/20/2023 10:43 AM
5	no	10/19/2023 8:54 PM
6	Programs are doing the best they can. We are already hard on ourselves. Maybe easing up on us, sending reminder emails, etc would be helpful.	10/19/2023 7:34 PM
7	In person training for Advocate Supervisors	10/19/2023 2:19 PM
8	Please find ways programs can join together into regional cooperatives to lower the costs of insurance, employee benefits, technology, and recruitment efforts.	10/18/2023 4:13 PM
9	With the current scope of training required for board members, it would be helpful if Texas CASA produced an online training that met the requirements and would be an option for local programs to use.	10/16/2023 10:27 AM
10	none	10/5/2023 4:13 PM
11	Your ongoing support is appreciated and needed.	10/5/2023 3:50 PM
12	Fundraising and grant writing that is not HHSC or VOCA.	10/4/2023 12:29 PM
13	More help with the huge drain in effort and time required to meet HHSC requirements..	9/29/2023 9:51 PM
14	Media buys, data on what works the best from your campaigns, shared best practice knowledge.	9/29/2023 1:09 PM
15	Grant opportunities tailored to the work we do	9/29/2023 12:54 PM
16	Not that I can think of.	9/29/2023 9:38 AM
17	Optima needs to be more user friendly and point and click to make it as easy as possible for volunteers with limited computer skills.	9/27/2023 10:39 AM
18	Really would like to see updated graphics for media use. Everyone has seen the same kids multiple times in multiple formats, so maybe adding to the marketing toolkit with a fresh assortment.	9/18/2023 3:28 PM
19	I would like Texas CASA to focus more on fund development for the network. We have been told VOCA is going away over time; what is Texas CASA's solution for this? The programs are working the mission and doing significant fundraising activities already - and VOCA is 25-35% of most programs' budgets. We cannot go without it, and we need Texas CASA to work on getting us more funding. This may require hard conversations, cuts in support to over-funded programs, bolder asks at legislature. We have been talking around this issue for a long time. Now it is time to speak more frankly to keep the network from collapsing when VOCA does.	9/18/2023 10:56 AM
20	N/A	9/15/2023 1:15 PM
21	Continue to recruit statewide and target areas not serving. 100%.	9/15/2023 11:31 AM
22	Education on Abuse and Trafficking prevention. Offer proactive actions we can teach instead	9/15/2023 10:15 AM

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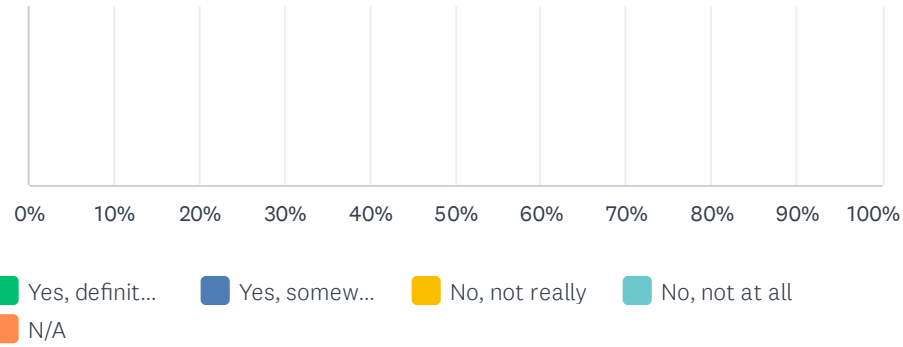
	of only reactive after the abuse has already happened.	
23	Not that I can think of.	9/15/2023 9:32 AM
24	Not that I am aware of.	9/14/2023 4:03 PM
25	No	9/14/2023 3:23 PM
26	A uniform policy and procedures for all three areas (board, staff and volunteers) would be super helpful.	9/14/2023 3:15 PM

Q13 As a result of Texas CASA's work, I have experienced the following benefits (please mark N/A if the category does not apply to you):

Answered: 41 Skipped: 193



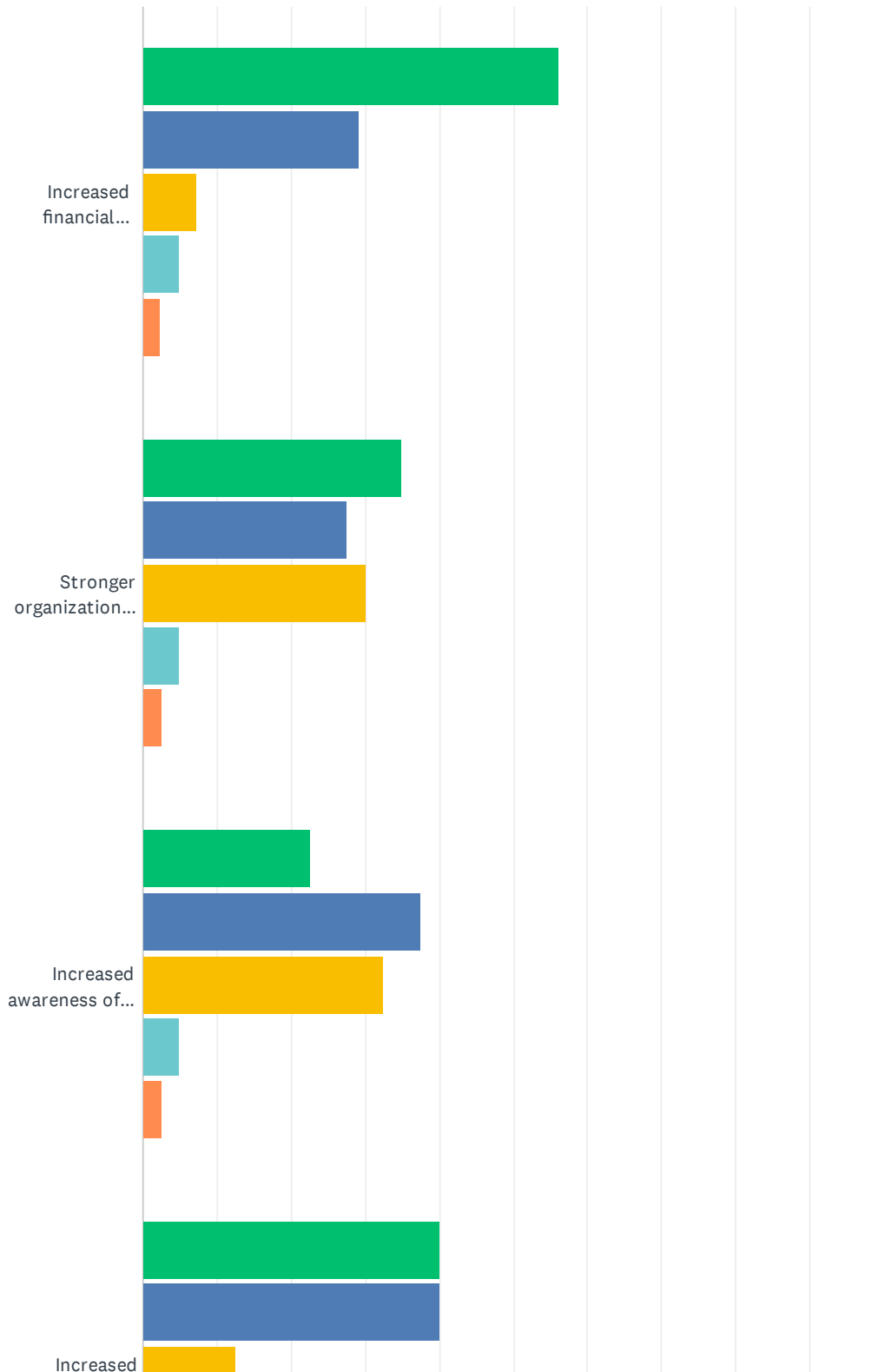
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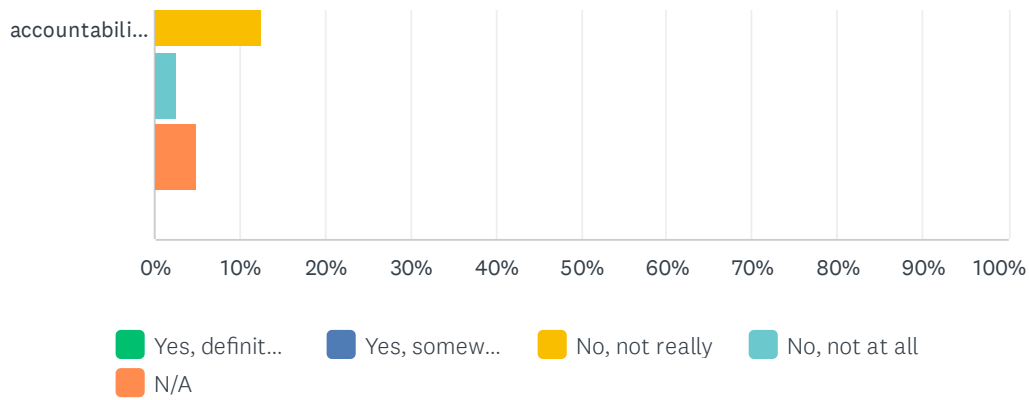
	YES, DEFINITELY	YES, SOMEWHAT	NO, NOT REALLY	NO, NOT AT ALL	N/A	TOTAL
Increased effectiveness in my day-to-day program operations	56.10% 23	29.27% 12	9.76% 4	2.44% 1	2.44% 1	41
New knowledge to effectively advocate for children (training, resources)	57.50% 23	30.00% 12	10.00% 4	0.00% 0	2.50% 1	40
Increased understanding of child protection policy and legislation and the implications for CASA	75.00% 30	20.00% 8	5.00% 2	0.00% 0	0.00% 0	40
Increased opportunities for connection, sharing and support with other local programs	67.50% 27	22.50% 9	10.00% 4	0.00% 0	0.00% 0	40

Q14 As a result of Texas CASA's work, my local program has experienced the following benefits (please mark N/A if the category does not apply to you):

Answered: 41 Skipped: 193



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	YES, DEFINITELY	YES, SOMEWHAT	NO, NOT REALLY	NO, NOT AT ALL	N/A	TOTAL
Increased financial stability through access to funding	56.10% 23	29.27% 12	7.32% 3	4.88% 2	2.44% 1	41
Stronger organizational capacity - program growth	35.00% 14	27.50% 11	30.00% 12	5.00% 2	2.50% 1	40
Increased awareness of CASA in my community	22.50% 9	37.50% 15	32.50% 13	5.00% 2	2.50% 1	40
Increased accountability to stakeholders (reports, data)	40.00% 16	40.00% 16	12.50% 5	2.50% 1	5.00% 2	40

Q15 Are there any additional thoughts you would like to share with Texas CASA?

Answered: 25 Skipped: 209

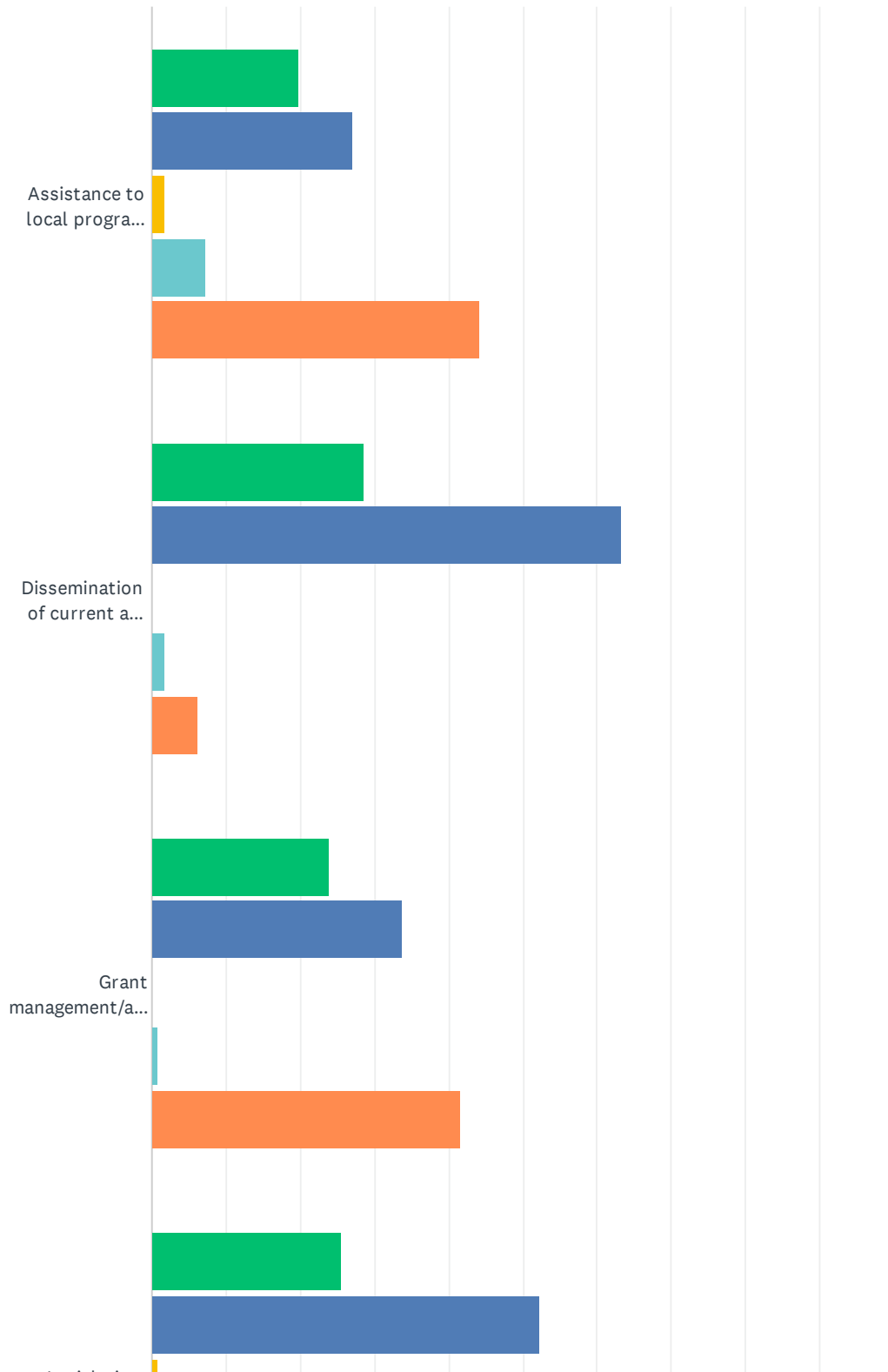
#	RESPONSES	DATE
1	No - it's been a challenging year for all of us!	10/20/2023 11:16 AM
2	No thank you.	10/20/2023 10:43 AM
3	For the number of local programs varying in size, structure and capacity to serve children the TX CASA provides valuable support	10/19/2023 8:54 PM
4	Assistance on how to look up new grants for us to apply to. Some Eds were never trained and in the training, they don't always train you one the things that actually help.	10/19/2023 7:34 PM
5	You have a very difficult job as the membership organization of a vast network! Find ways to use the strength of the network to raise all boats. Texas is made up amazing programs, staff, boards, and volunteers; with closer ties, we can become more knowledgeable and more effective.	10/18/2023 4:13 PM
6	We appreciate the effort dedicated to trying to understand the National CASA OJJDP situation. We hope Texas CASA and local programs can develop a strategy to deal with parents rights groups in a way that is more protective of the safety and interests of children. We realize that is a significant challenge and appreciate all the work that is dedicated to public policy.	10/16/2023 10:27 AM
7	Need to be more proactive helping programs as case numbers drop. What is the plan? What is the vision? Who will CASA become?	10/13/2023 4:22 PM
8	n/a	10/5/2023 4:13 PM
9	Ongoing assistance and support is needed.	10/5/2023 3:50 PM
10	No	10/4/2023 12:29 PM
11	thank you	9/29/2023 9:51 PM
12	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.ine	9/29/2023 1:09 PM
13	no	9/29/2023 9:38 AM
14	Texas CASA is great at supporting the programs and keeping us informed and updated in all aspects.	9/27/2023 10:47 AM
15	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.	9/27/2023 10:39 AM
16	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!	9/18/2023 3:28 PM
17	Please get back to the basics - Texas CASA's job is to support the local programs. We need more support than ever, and seem to be getting less and less as Texas CASA works on their own initiatives and goals.	9/18/2023 10:56 AM
18	N/A	9/15/2023 1:15 PM
19	no	9/15/2023 11:31 AM
20	Blessed to be a member program of Texas CASA.	9/15/2023 9:32 AM

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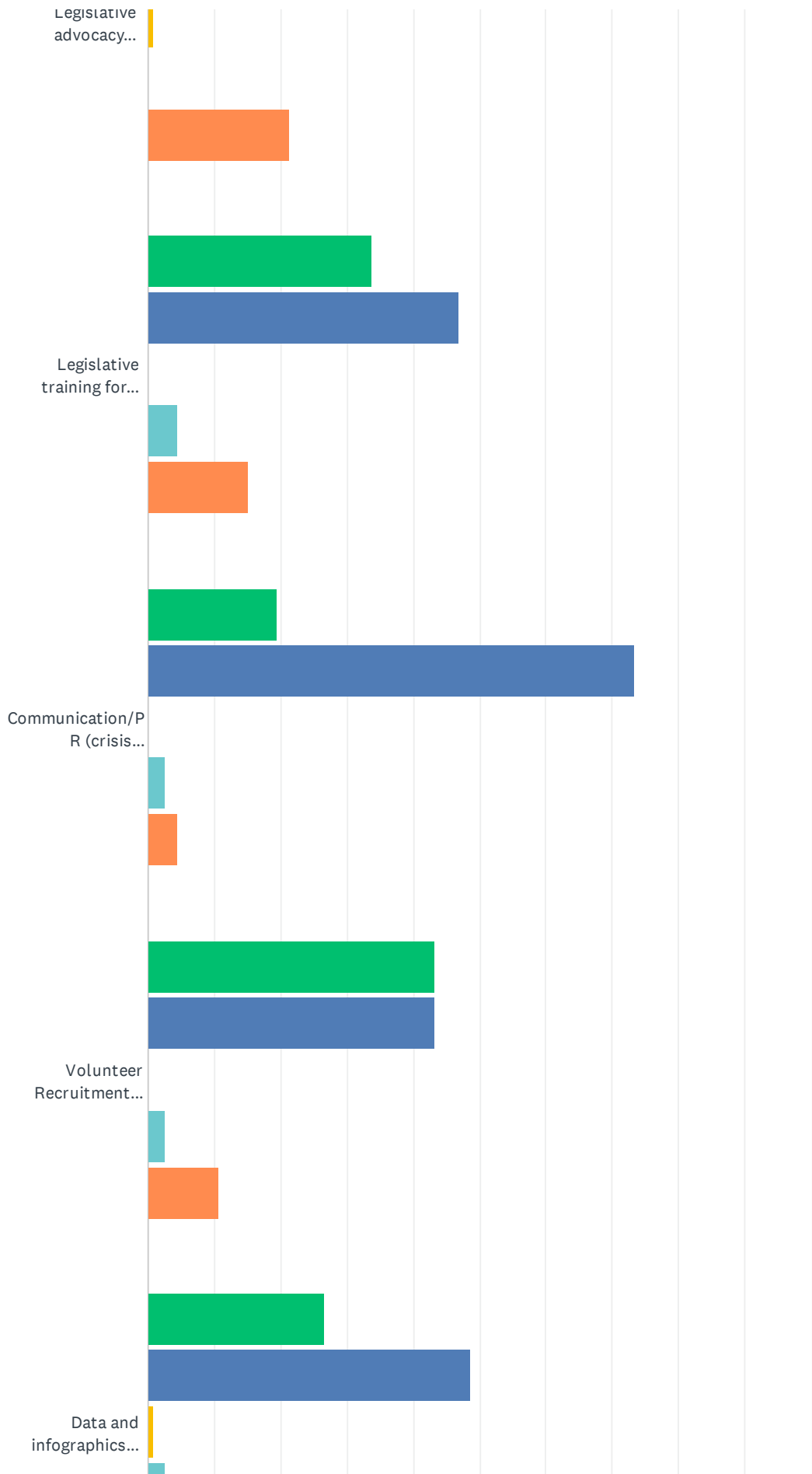
21	NA	9/14/2023 6:46 PM
22	Thank you all for your hard work and always being professional.	9/14/2023 4:50 PM
23	Having access and working with Colton Consulting was very helpful.	9/14/2023 4:03 PM
24	no	9/14/2023 3:23 PM
25	I would be a lot more effective if I had less policy to write.	9/14/2023 3:15 PM

Q16 With regard to Texas CASA's current services/activities, should Texas CASA: Do more, Do the same, or Do less in each service area? Please mark N/A if the category does not apply to you.

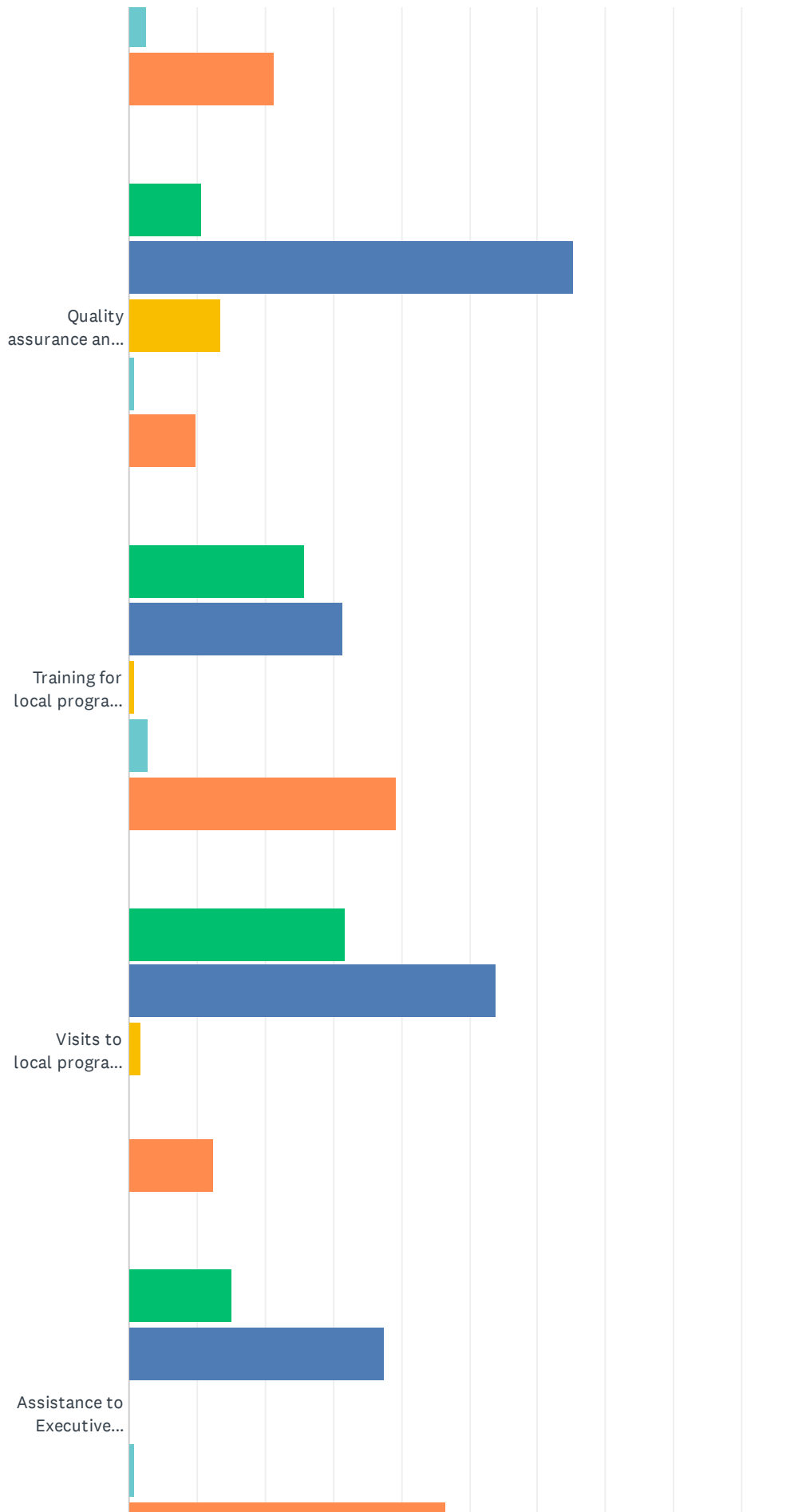
Answered: 113 Skipped: 121



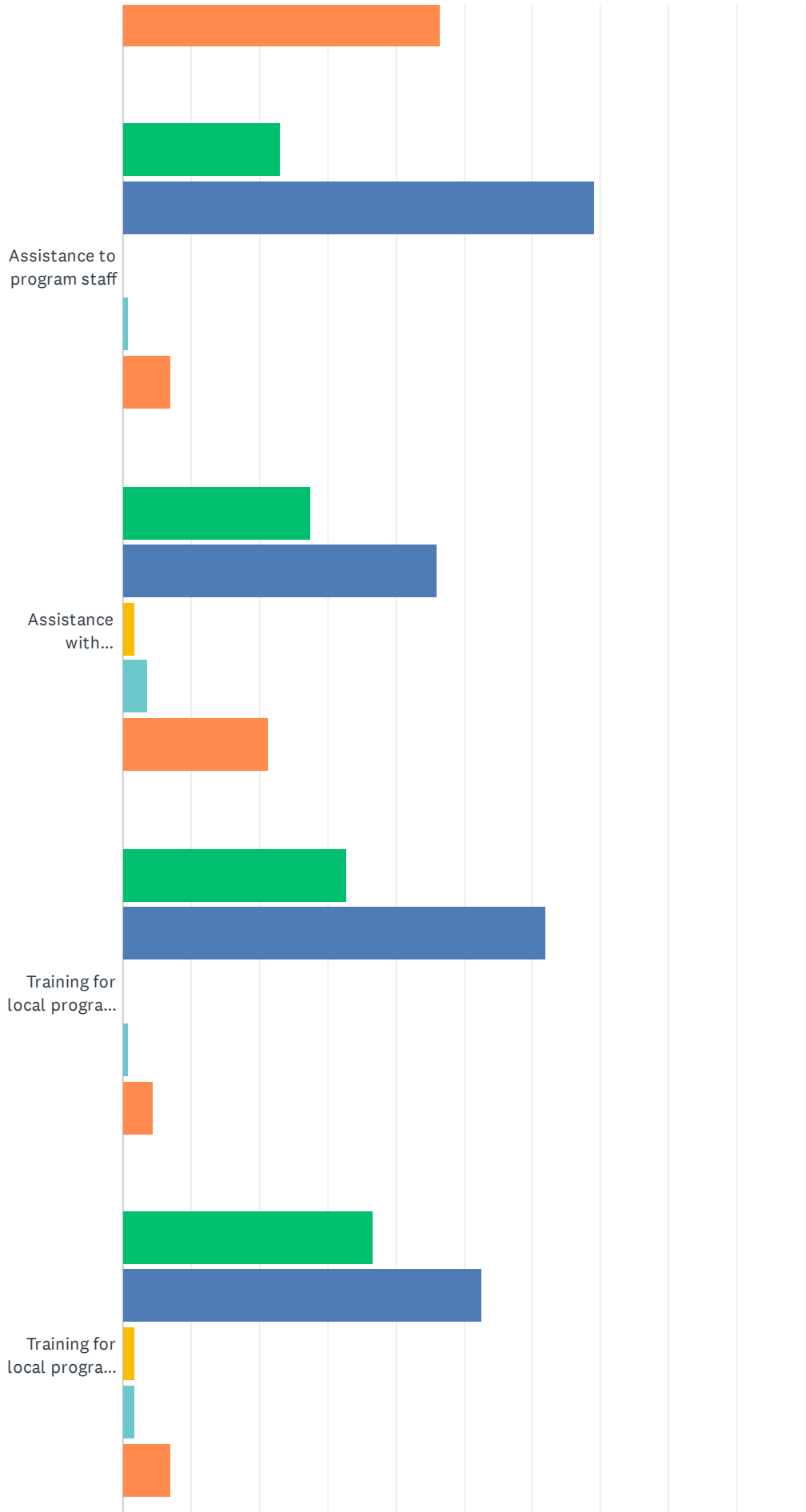
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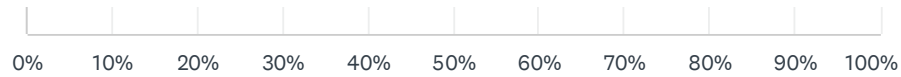
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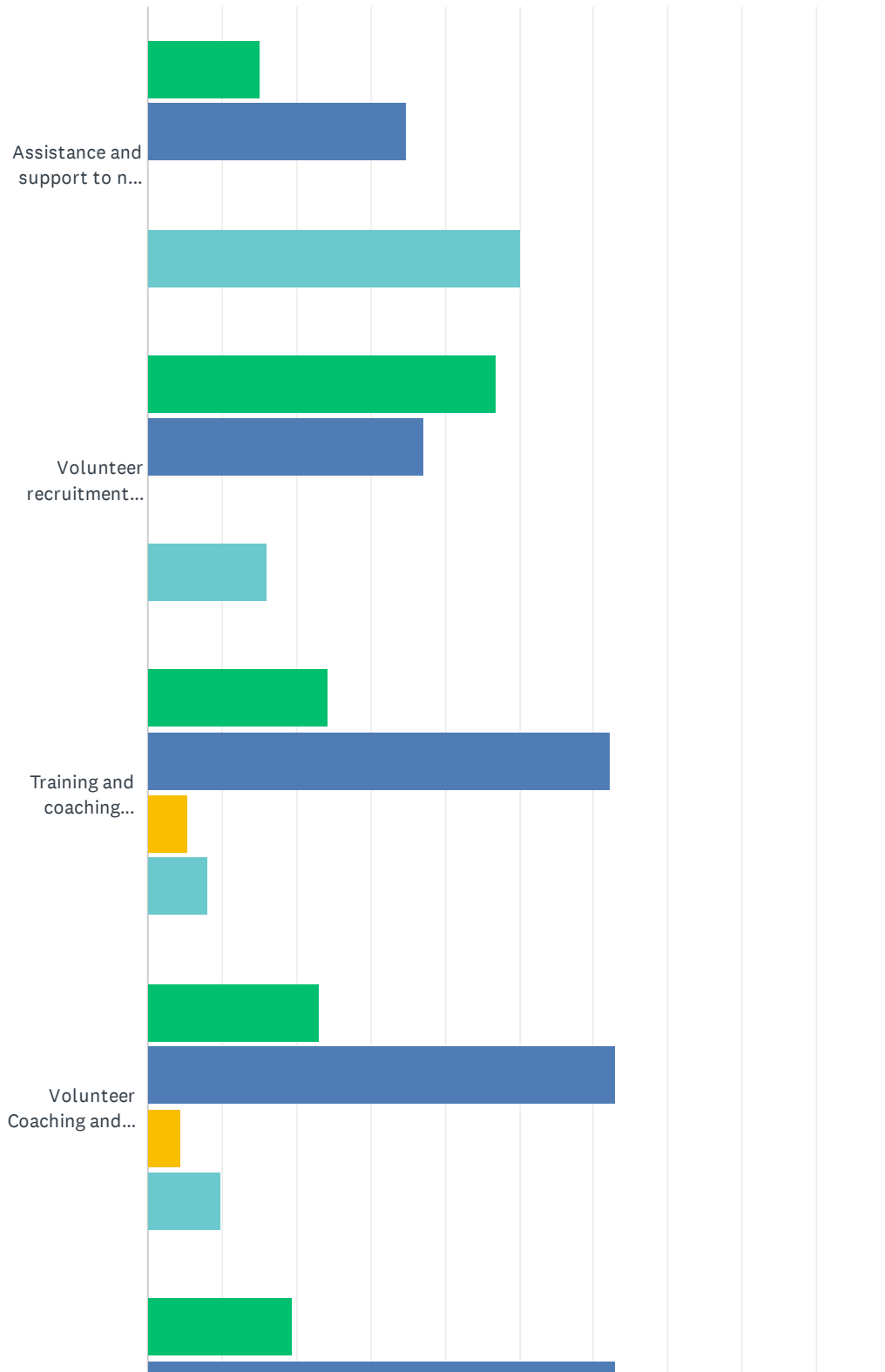
FY23 Texas CASA Annual Program Survey



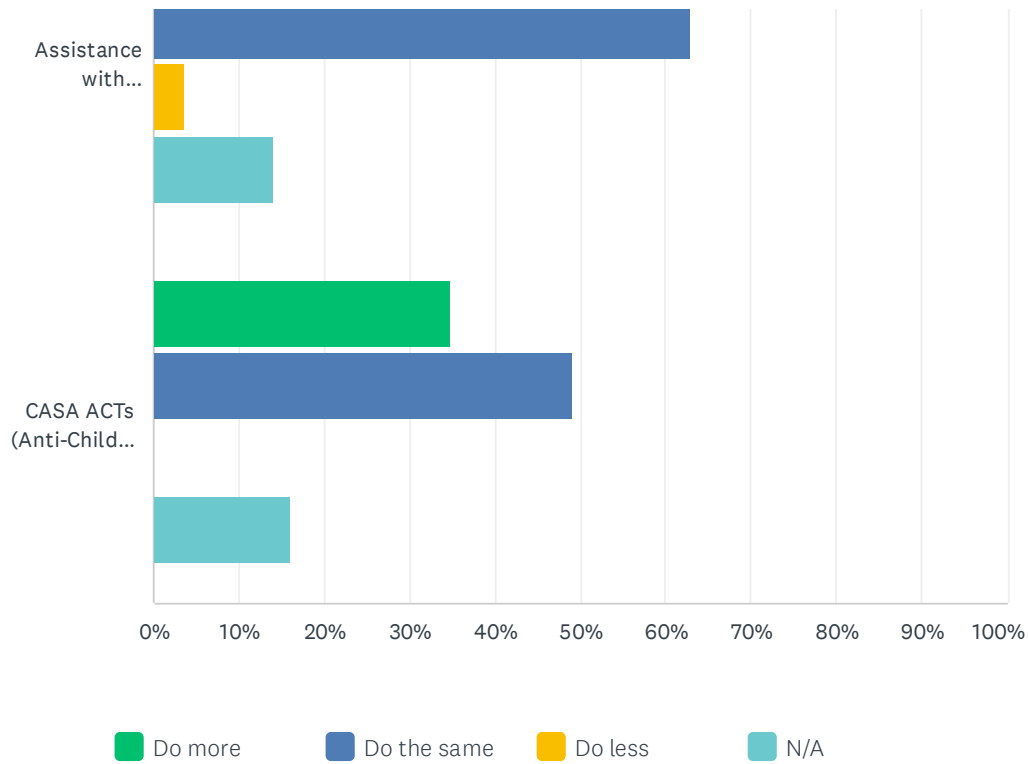
	DO MORE	DO THE SAME	DO LESS	DID NOT KNOW THIS SERVICE WAS AVAILABLE	N/A	TOTAL
Assistance to local program board members	19.82% 22	27.03% 30	1.80% 2	7.21% 8	44.14% 49	111
Dissemination of current and relevant information to the network of programs in Texas	28.57% 32	63.39% 71	0.00% 0	1.79% 2	6.25% 7	112
Grant management/assistance with CVC & VOCA funds	23.89% 27	33.63% 38	0.00% 0	0.88% 1	41.59% 47	113
Legislative advocacy (statewide representation with key legislators and state level stakeholders)	25.66% 29	52.21% 59	0.88% 1	0.00% 0	21.24% 24	113
Legislative training for local programs	33.63% 38	46.90% 53	0.00% 0	4.42% 5	15.04% 17	113
Communication/PR (crisis communication, website, Inside CASA, CASA Voice, Social Media)	19.47% 22	73.45% 83	0.00% 0	2.65% 3	4.42% 5	113
Volunteer Recruitment Media Campaign	43.36% 49	43.36% 49	0.00% 0	2.65% 3	10.62% 12	113
Data and infographics for your program	26.55% 30	48.67% 55	0.88% 1	2.65% 3	21.24% 24	113
Quality assurance and program standards	10.71% 12	65.18% 73	13.39% 15	0.89% 1	9.82% 11	112
Training for local program board members	25.89% 29	31.25% 35	0.89% 1	2.68% 3	39.29% 44	112
Visits to local programs (onsite assistance)	31.86% 36	53.98% 61	1.77% 2	0.00% 0	12.39% 14	113
Assistance to Executive Directors	15.18% 17	37.50% 42	0.00% 0	0.89% 1	46.43% 52	112
Assistance to program staff	23.01% 26	69.03% 78	0.00% 0	0.88% 1	7.08% 8	113
Assistance with stakeholder relationships (Courts, CPS)	27.43% 31	46.02% 52	1.77% 2	3.54% 4	21.24% 24	113
Training for local program staff	32.74% 37	61.95% 70	0.00% 0	0.88% 1	4.42% 5	113
Training for local program volunteers	36.61% 41	52.68% 59	1.79% 2	1.79% 2	7.14% 8	112

Q17 With regard to Texas CASA's current initiatives, should Texas CASA: Do more, Do the same, or Do less in each service area? Responses to be completed by participating programs only.

Answered: 113 Skipped: 121



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	DO MORE	DO THE SAME	DO LESS	N/A	TOTAL
Assistance and support to new Executive Directors	15.18% 17	34.82% 39	0.00% 0	50.00% 56	112
Volunteer recruitment assistance	46.90% 53	37.17% 42	0.00% 0	15.93% 18	113
Training and coaching programs on Collaborative Family Engagement	24.32% 27	62.16% 69	5.41% 6	8.11% 9	111
Volunteer Coaching and Advocacy (VCA)	23.01% 26	62.83% 71	4.42% 5	9.73% 11	113
Assistance with Pre-Service Volunteer Training	19.47% 22	62.83% 71	3.54% 4	14.16% 16	113
CASA ACTs (Anti-Child Trafficking)	34.82% 39	49.11% 55	0.00% 0	16.07% 18	112

Q18 If you indicated Texas CASA should "Do more" or "Do less", please provide the reason(s) why:

Answered: 67 Skipped: 167

#	RESPONSES	DATE
1	More can always be done, especially when your lifeblood is essentially the people who volunteer.	10/23/2023 9:01 AM
2	more updated training	10/20/2023 11:16 AM
3	NA	10/20/2023 7:27 AM
4	N/A	10/19/2023 8:54 PM
5	The pre-service training - preferred it when we were able to have more control over the agenda	10/19/2023 12:13 PM
6	Our program has had many changes over the last 2 years with leadership and I think more knowledge could only lead us all to a better CASA.	10/19/2023 11:38 AM
7	N/A	10/19/2023 11:18 AM
8	I would like to see more help for recruitment of volunteers.	10/19/2023 9:43 AM
9	I don't know much about ACTs program...	10/19/2023 9:37 AM
10	CFE training and expectations are not consistent or realistic. The training needs to be more applicable to real-life cases.	10/18/2023 9:54 AM
11	Provide more trauma informed trainings and help CASA organizations pivot during this difficult time.	10/17/2023 10:32 AM
12	Audits are too strict	10/16/2023 9:24 AM
13	I think there are major gaps between TX and local CASA programs. We should be more aligned	10/16/2023 9:22 AM
14	The role of Executive Director seems to me to involve a lot, I am very grateful to have a very experienced director at my CASA. Having a new Executive Director, to me, seems like could have a lot of problematic issues for that CASA and any real and helpful assistance would be needed. Our CASA is always in need of volunteers. Most of our volunteers are retirees and they are not on social media, this means our CASA needs to spend more time, money, and effort reaching out to people in the community in more traditional ways. For the CFE, the volunteers really are not interested in doing these activities with their CASA kids. I've shown the volunteers how to use the App and printed out the 3 Houses, the Tree, and Circle of Support but I have yet to have a volunteer actually use any of the tools. I believe more training is needed to get the volunteers to use these tools and for them to understand how much these tools can help. Again, the volunteers could see the tools being used in action by shadowing another CASA person during a visit. Several volunteers told me that they did not feel ready after receiving the CASA training, they were also confused about my role as a CASA Supervisor and did not understand how much documentation would be required. One thing that could help with this is to have the new recruits shadow another Volunteer or Supervisor on a visit or online meeting/staffing and see everything they will need to do before they get their own case. This shadowing could be tracked by number of hours or by completing a certain number of activities. I cannot re-call receiving much ACT training and believe this would be true for most of our volunteers as well.	10/13/2023 10:45 AM
15	N/A	10/11/2023 9:28 AM
16	e would le training in these areas. Hot Topics!	10/11/2023 9:23 AM
17	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.	10/11/2023 8:18 AM

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18	Knowledge is power so the more we know the better we can be	10/10/2023 8:07 PM
19	new EDs have a lot to learn and would benefit from a more extensive training program	10/10/2023 5:32 PM
20	Recruitment is extremely challenging now with inflation high, majority of placements not in San Antonio or Bexar County	10/10/2023 1:43 PM
21	I wasn't aware Texas CASA had these programs	10/10/2023 11:07 AM
22	I am always looking for other ways to represent our data in a way that clearly explains the impact CASA has on the children we serve. Visiting programs, helps staff see that they are not alone. I would like to see funding opportunities for programs involved in ACTs	10/9/2023 8:53 AM
23	More training and resources available in Texas	10/6/2023 6:36 PM
24	I don't feel I get much from the VCA Meetings...Maybe if they were every other month.	10/6/2023 1:10 PM
25	QA is an unsustainable burden, in its current form. This is a ticking time bomb, we cannot continue to retain advocates who are VOLUNTEERS if this current burden placed on them is not ameliorated.	10/6/2023 10:41 AM
26	N/A	10/6/2023 9:43 AM
27	I think if Texas CASA is going to have these requirements that they should do more to make sure that programs have support.	10/6/2023 9:00 AM
28	Recruitment- Provide video templates to be able to add program information or logo on a video.	10/6/2023 8:42 AM
29	We could all use more. Times are hard on everyone right now.	10/6/2023 8:34 AM
30	Info shared with the network is either "changes to do right now" or change is coming but we have no idea how to track it, but track it anyway. When asked for onsite training was told no.	10/5/2023 3:57 PM
31	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	10/4/2023 8:28 AM
32	As a staff member I do not have contact unless it is a workshop.	10/2/2023 4:00 PM
33	Because in child welfare, more support is always needed. Additionally, with the support we can know about needed changes sooner than later and not have programs playing catch up for something we just found out about and have to try to keep up with out day to day functioning	10/2/2023 1:01 PM
34	Currently receive a lot of CFE information and that is adequate.	10/2/2023 12:17 PM
35	Information is sent out via email, but more in-person, one on one trainings/information sessions, would be beneficial.	10/2/2023 8:27 AM
36	Recruitment - share any and all ideas that are working statewide or obtained from national to support local staff.	10/2/2023 7:58 AM
37	CFE training has been invasive at times	9/29/2023 10:13 PM
38	Everyone can always use up to date training for servicing our children.	9/29/2023 1:01 PM
39	PSVT is in need of an update and trainees often complain that it is difficult to find eLearning courses initially.	9/28/2023 4:33 PM
40	Volunteer Recruitment and Stakeholder relationships will always have room for growth. I stated "do more" because I always love fresh ideas on how we can improve.	9/28/2023 4:00 PM
41	I would have liked more clarity on new TAC and HHSC requirements. CFE has also been very confusing on how to document in Optima and what the expectations will be in the future for funding.	9/28/2023 10:48 AM
42	Again, I feel there are a lot of changes happening within the network. Programs could use additional support as we navigate these changes. It is so nice to feel supported.	9/27/2023 12:06 PM
43	I think CFE needs more focus between CASA and other entities because sometimes we don't get information that is pertinent that CASA needs. I think it needs to be more training and maybe a representative in each program that deals with specifically child sex trafficking.	9/27/2023 10:48 AM
44	Recruitment is an area that most programs struggle with and the more trainings the more ideas	9/27/2023 10:32 AM

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and opportunities to recruit volunteers.

45	We are in desperate need for more volunteers	9/27/2023 10:00 AM
46	We should all be on the same page, not each individual program create their own training. More standardized so we are all doing the same with board, staff & volunteers.	9/27/2023 9:18 AM
47	We can always use more training	9/27/2023 9:08 AM
48	It seems in calls and workgroups volunteer recruitment is down statewide, not just CASA, but all volunteering. Programs may benefit from an increased media recruitment push by Texas CASA statewide. State led online Pre-Service training may be helpful, or more assistance with Pre-Service Volunteer training.	9/27/2023 8:51 AM
49	In addition to offering leadership training for CASA Supervisors with regard to their advocates, I'd like to see leadership training provided for all CASA staff, including executive leadership and the CEO. Because each office is self-contained, there isn't really the opportunity for feedback regarding an individual's management style, or educating leadership how to lead across the generations. Having a space where we are all the students together will help improve our work environment, and therefore impact our advocacy in a positive way.	9/27/2023 8:41 AM
50	Recruitment is what we need the most	9/22/2023 3:47 PM
51	some just need the extra training to better their programs.	9/20/2023 1:25 PM
52	TX CASA should understand that TX is HUGE. Get out of Austin and Dallas and offer more in person trainings in some of the more rural areas ... Abilene, Amarillo, Lubbock, etc.	9/20/2023 10:40 AM
53	There will always be a need for more training. I think that because we are a small program, we can only absorb so much. I have really enjoyed the CCC Zoom meetings. Very helpful. I believe a top to bottom review of our program could help with where an outsider might see gaps or need for staff training in varying areas.	9/19/2023 10:38 AM
54	n/A	9/19/2023 9:39 AM
55	N/A	9/18/2023 2:35 PM
56	N/A	9/18/2023 1:57 PM
57	We need the help of the Texas CASA in order to survive these trying times.	9/18/2023 11:44 AM
58	n/a	9/18/2023 8:38 AM
59	na	9/15/2023 2:11 PM
60	Texas is the second-highest state for child trafficking.	9/15/2023 11:50 AM
61	We have put more effort into recruitment this year than we ever have and yet we have had a continued decline in new recruitments. We need help.	9/15/2023 11:46 AM
62	I don't see any CASA ACT's in my area. I have asked about it and willing to get it going but no response from anyone	9/15/2023 10:49 AM
63	We need more consistent answers/help with the grants.	9/15/2023 10:05 AM
64	The program is located and surrounded by rural areas. It's hard to recruit	9/15/2023 7:52 AM
65	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, etc.	9/14/2023 4:46 PM
66	Programs need more support. There is no other way to explain the "do more" response.	9/14/2023 4:26 PM
67	NA	9/14/2023 4:18 PM

Q19 Are there other services or assistance you would like Texas CASA to offer to better satisfy an unmet need for your program?

Answered: 55 Skipped: 179

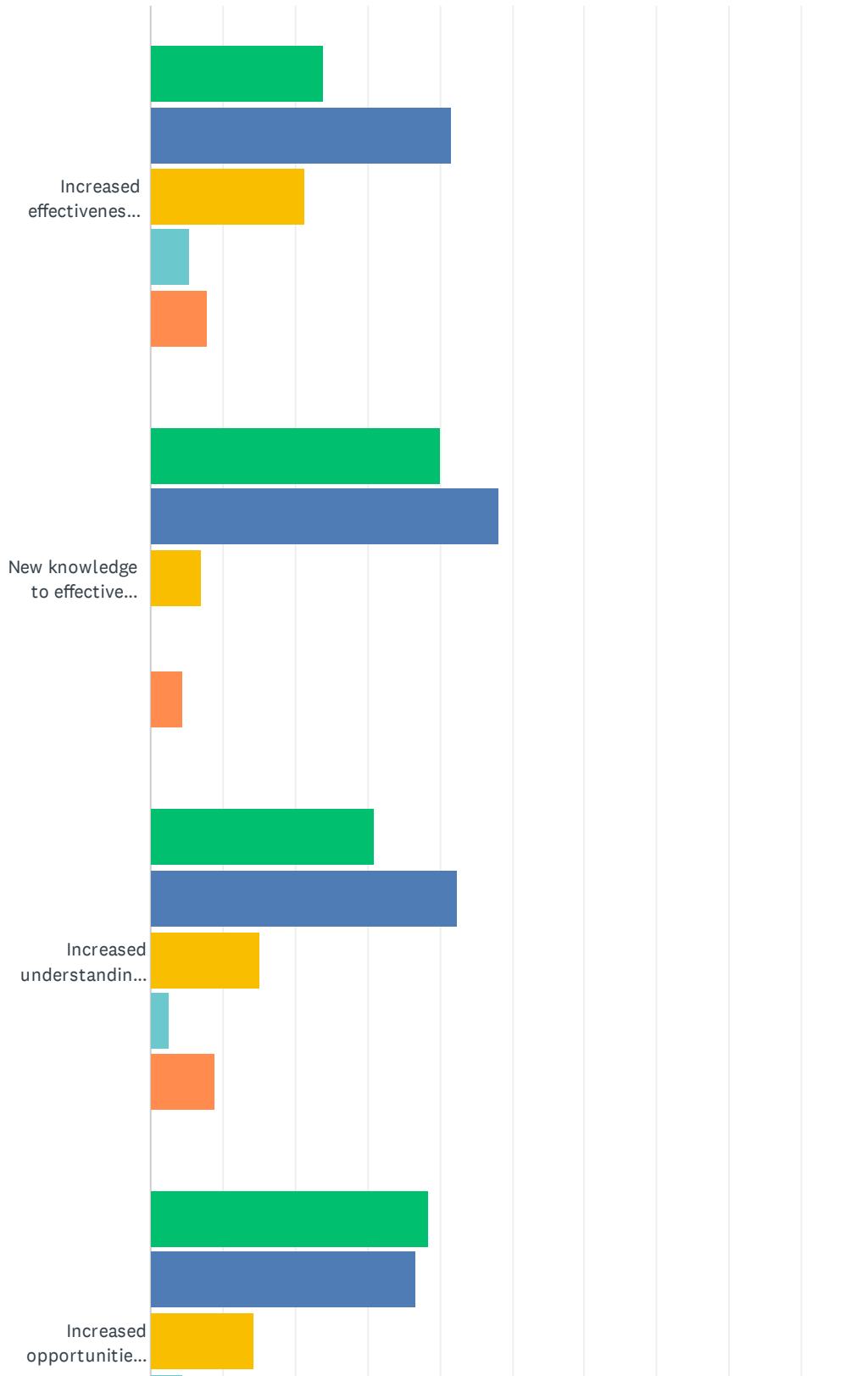
#	RESPONSES	DATE
1	Marketing consultation by professionals or firms	10/23/2023 9:01 AM
2	I can't think of any at this time.	10/20/2023 7:27 AM
3	None	10/19/2023 8:54 PM
4	I think it would be amazing to have someone from Texas CASA come in to speak yearly to our Volunteers and Staff. I have never asked as the Program Director. Wasnt sure if it was possible.	10/19/2023 11:18 AM
5	none	10/19/2023 9:43 AM
6	No	10/18/2023 9:54 AM
7	TBRI training	10/17/2023 10:32 AM
8	policies are not clear. We often leave trainings on confidentiality with more questions as various presenters give different answers.	10/16/2023 9:22 AM
9	Requiring all new Volunteers to shadow a CASA person so that they can see what they will need to do.	10/13/2023 10:45 AM
10	Volunteer recruitment	10/11/2023 9:28 AM
11	No	10/11/2023 9:23 AM
12	No	10/11/2023 8:18 AM
13	NA	10/10/2023 1:43 PM
14	When responses to recruiting, please remember the smaller organizations outside metroplex areas and screen to refer to the smaller programs.	10/10/2023 11:07 AM
15	Racial and Cultural diversity training.	10/6/2023 6:36 PM
16	No	10/6/2023 10:41 AM
17	I would love more resources on how to help undocumented youth and families as they navigate the foster care system. Also, a training on how to find grants and other resources in TX would be very helpful.	10/6/2023 9:43 AM
18	Helping assist with finding resources we could partner with to provide more for the children placed in rural areas.	10/6/2023 8:34 AM
19	Don't tell us one thing one week and by the next week change it. Very confusing and frustrating.	10/5/2023 3:57 PM
20	I'm excited about the upcoming in person PD meeting. I think it will be valuable to meet together and discuss issues that pertain specifically to our role, and I hope that it becomes a recurring event	10/4/2023 8:28 AM
21	For satellite offices I feel we are left in the dark on a lot.	10/2/2023 4:00 PM
22	More support with understanding that there will be stumbling for programs to find their footing. It almost seems anytime TX CASA is brought up, it's to identify gaps or error rather than celebrate anything specific the program is doing	10/2/2023 1:01 PM
23	no	10/2/2023 12:17 PM
24	Not at this time	10/2/2023 7:58 AM

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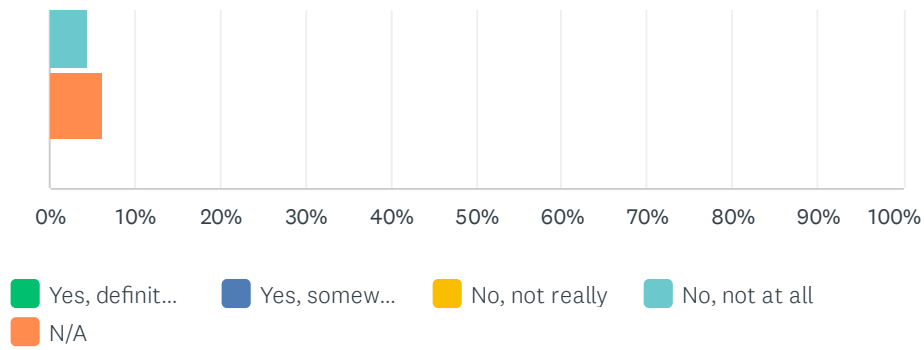
25	Ideas for working with cases before children removed.	9/29/2023 10:13 PM
26	No	9/29/2023 1:01 PM
27	N/A	9/28/2023 4:00 PM
28	I think helping with volunteer recognition and retention and keeping in mind that these are volunteers and we ask a lot from them.	9/28/2023 10:48 AM
29	Too new to staff to be able to assess	9/27/2023 6:25 PM
30	Management training for leadership.	9/27/2023 12:06 PM
31	i think maybe having a supervisor in on some of the executive meetings so there is feedback from people who are actually out in the field seeing these things first hand so they can provide executive management on some of the things that executive leadership may not know or see on a regular basis.	9/27/2023 10:48 AM
32	N/A	9/27/2023 10:00 AM
33	Ideas on how to better serve our children.	9/27/2023 9:18 AM
34	Not at this time	9/27/2023 9:08 AM
35	no	9/27/2023 8:51 AM
36	I would love to see a place for folks with similar job responsibilities to connect with their counterparts in other programs. My CEO recently connected me with my counterpart in two other programs, and we had such a wonderful meeting with an exchange of ideas that we all implemented going forward! I'm not sure what something like that would look like - maybe a quarterly connection zoom meeting by department/job description with guided discussion questions? I feel like there's a vast network of people & ideas within our various CASAs - I just don't know how to connect to them.	9/27/2023 8:41 AM
37	More specific to regions.	9/26/2023 4:06 PM
38	Marketing/advertising	9/22/2023 3:47 PM
39	more training on CFE how to determine what is a good case for CFE.	9/20/2023 1:25 PM
40	NA	9/20/2023 10:40 AM
41	Training on how to access more information and even public information without having to pay for it from our program's budget.	9/19/2023 10:38 AM
42	n/a	9/19/2023 9:39 AM
43	Not that I can think of.	9/18/2023 2:35 PM
44	N/A	9/18/2023 1:57 PM
45	Solid roll outs of new standards that answer all the questions (if possible) and are properly vetted.	9/18/2023 11:44 AM
46	Some training or explanation of legislative changes in plain English as we are not attorneys.	9/18/2023 9:47 AM
47	better salary for program staff	9/18/2023 8:38 AM
48	na	9/15/2023 2:11 PM
49	not at the moment	9/15/2023 11:50 AM
50	n/a	9/15/2023 11:46 AM
51	No	9/15/2023 10:05 AM
52	Continued efforts to help identify how to get volunteers into the program with the nationwide decline in volunteerism.	9/14/2023 4:46 PM
53	None that were not already listed or stated.	9/14/2023 4:26 PM
54	Not at this time	9/14/2023 4:18 PM

Q20 As a result of Texas CASA's work, I have experienced the following benefits (please mark N/A if the category does not apply to you):

Answered: 113 Skipped: 121



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	YES, DEFINITELY	YES, SOMEWHAT	NO, NOT REALLY	NO, NOT AT ALL	N/A	TOTAL
Increased effectiveness in my day-to-day program operations	23.89% 27	41.59% 47	21.24% 24	5.31% 6	7.96% 9	113
New knowledge to effectively advocate for children (training, resources)	40.18% 45	48.21% 54	7.14% 8	0.00% 0	4.46% 5	112
Increased understanding of child protection policy and legislation and the implications for CASA	30.97% 35	42.48% 48	15.04% 17	2.65% 3	8.85% 10	113
Increased opportunities for connection, sharing and support with other local programs	38.39% 43	36.61% 41	14.29% 16	4.46% 5	6.25% 7	112

Q21 Are there any additional thoughts you would like to share with Texas CASA?

Answered: 42 Skipped: 192

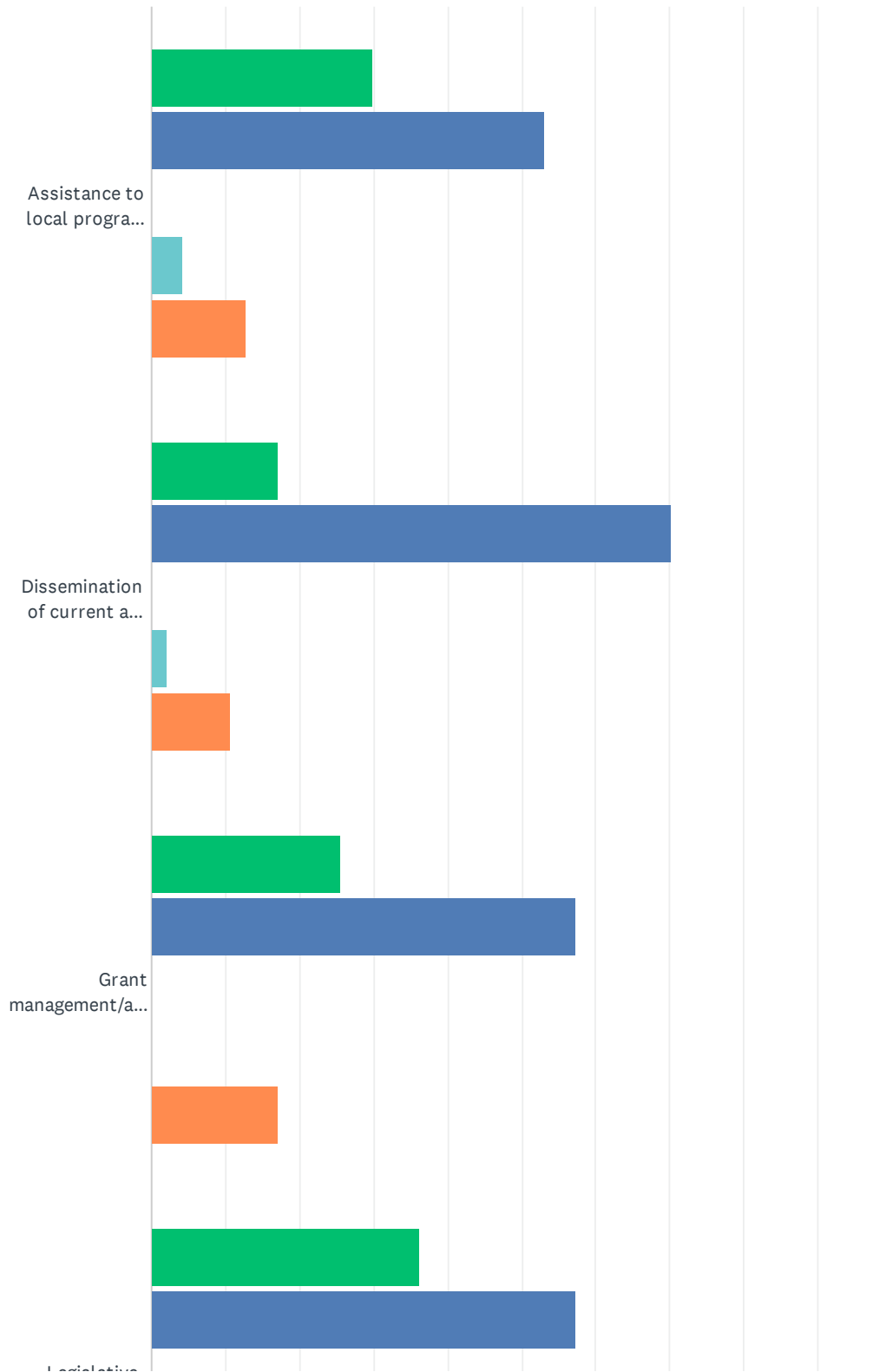
#	RESPONSES	DATE
1	N/A	10/23/2023 9:01 AM
2	None at this time.	10/20/2023 7:27 AM
3	N/A	10/19/2023 8:54 PM
4	Texas CASA doesn't seem to understand how a program works in real-life. Program and audit requirements are not possible for a single volunteer without significant staff involvement. Volunteer supervisors are having to do a lion's share of the advocacy work. CFE requirements do not make sense and change constantly. CFE is not grounded in reality and the tools often don't advance a child's connections other than to check a box on a requirement. Often tools satisfy a CFE requirement but don't produce any connections for a child in care.	10/18/2023 9:54 AM
5	Please make the central Texas CASA provide the benefits for all the CASA workers: better medical, have real dental and vision insurance options, a flexible spending account, and a 401k with employer matching. By making the benefits come from the central office, all of Texas CASA can get better benefits at a lower cost. This will help attract new workers to CASA and help retain the current CASA workers. The current benefits being offered by my small CASA office are not very good and will likely be the cause for me to find different employment that offers an actual benefits package.	10/13/2023 10:45 AM
6	N/A	10/11/2023 9:28 AM
7	No	10/11/2023 9:23 AM
8	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.	10/11/2023 8:18 AM
9	No	10/10/2023 1:43 PM
10	no	10/10/2023 11:07 AM
11	When I came on board I thought it would be nice to be able to meet the recruiter/trainers that were in connecting counties. I reached out and also had Maggie cc me on an email with them. There was no follow-up to that email or my additional emails. There was no one at this office to train me so I relied 100% on Texas CASA. The serve group is nice but as a newbie little overwhelming. I am sharing this because I know there will be others in this situation. I would be willing to help someone prepare for their first training, check-in and answer their questions as they go along.	10/6/2023 1:10 PM
12	I love what I do, and I believe that CASA Advocates change lives. But I do not believe that how we are currently functioning is effective or event right-sized. If our primary focus continues to be QA, we lose sight of the focus on children. They now become numbers. And that is not how I want to service vulnerable children; it is definitely not how my advocates want to serve. We need to get back to a place where we focus on children. Invite legislators, HHSC leaders, judges, TXCASA staff to come do ride-alongs, to see the faces of the children and families we serve, so that they can be reminded of what we should be focused on. If we continue on our current trajectory, how will we be any different from CPS or any other bureaucratic agency? It is time for a serious change.	10/6/2023 10:41 AM
13	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!	10/6/2023 9:43 AM
14	I think my biggest issue is the stigma that comes with audits and i feel that instead of Texas CASA trying to help ease the process they actually amp up the anxiety surrounding the audit and make it seem like its a pass or fail issue.	10/6/2023 9:00 AM

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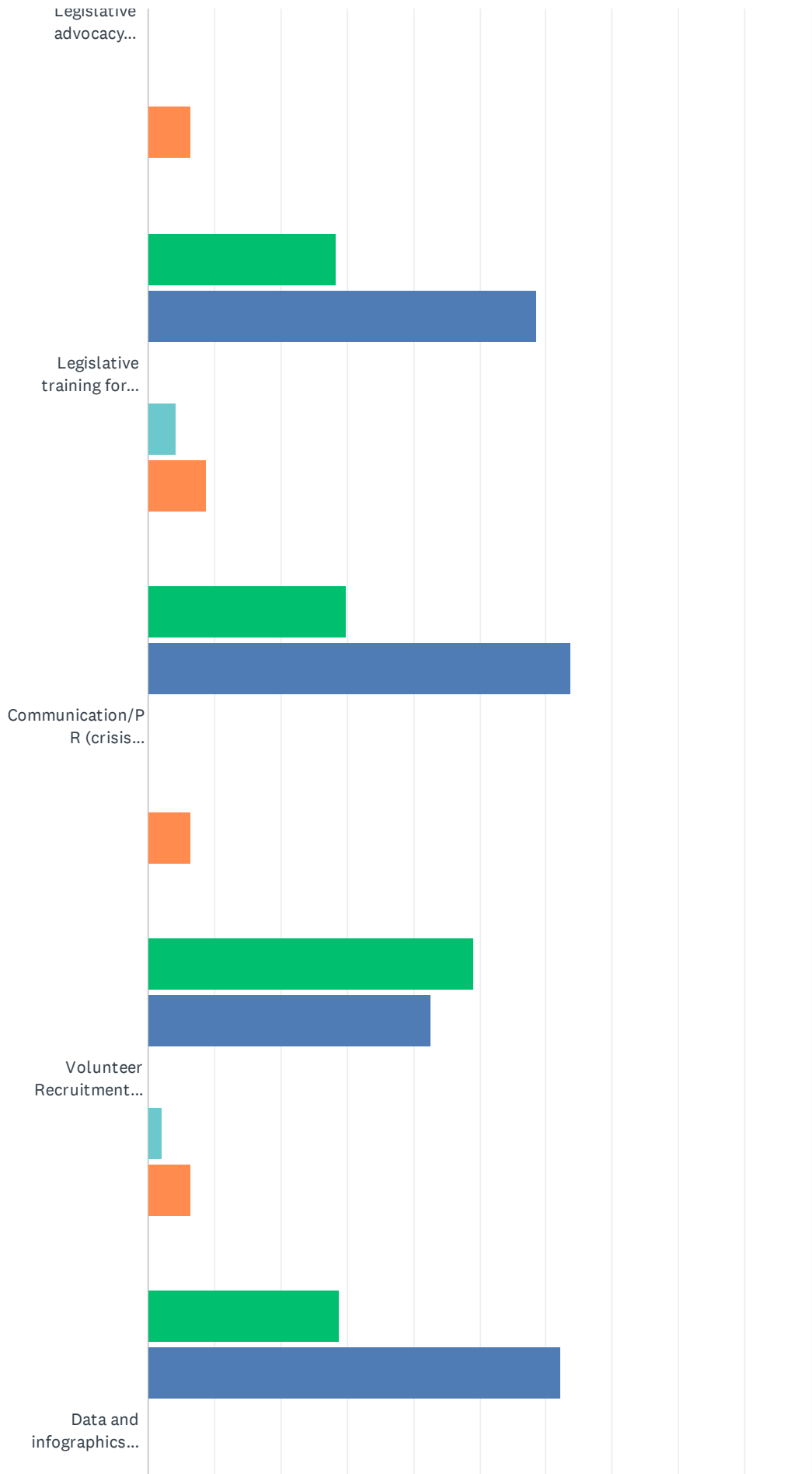
15	Thank yall for all that you do.	10/6/2023 8:34 AM
16	Think about the boots on the ground doing the work. These are volunteers. Adding too much "busy work" of having to document everything so it can be pulled on a report is tedious. One contact log with all that occurred fulfills the documentation requirement.	10/5/2023 3:57 PM
17	No	10/4/2023 8:28 AM
18	Just to again iterate that I understand the role of TX CASA is to ensure programs are doing what they need to for the best interest of the children served. However, there needs to be a reminder we're asking individuals to volunteer their time and with more additional standards and more minimum requirements makes it difficult to retain the Advocates we have and recruit more. There needs to be a balance. Otherwise, explore another type of volunteer role that is not as involved as a CASA Advocate for individuals to donate their time to. Thank you.	10/2/2023 1:01 PM
19	no	10/2/2023 7:58 AM
20	Very satisfied with all aspects of Texas CASA.	9/29/2023 10:13 PM
21	No	9/29/2023 1:01 PM
22	No	9/28/2023 4:00 PM
23	I think connecting programs that are similar is very helpful so that programs can learn and grow from each other.	9/28/2023 10:48 AM
24	I am a new employee but I really like being a part of CASA	9/27/2023 6:25 PM
25	Thank you for all you do. I promise, it does not go unnoticed.	9/27/2023 12:06 PM
26	I think the collaboration with other programs is good but it seems everytime we go to training its nothing that is discussed for Region 7. Seems like we in the middle and get looked over sometimes. we have resources locally but its never any resources put out for us at any conference we attend it is mostly for the area where the conference is taking place.	9/27/2023 10:48 AM
27	I am really encouraged by the book club learning opportunity.	9/27/2023 10:32 AM
28	N/A	9/27/2023 10:00 AM
29	Not at this time	9/27/2023 9:08 AM
30	N/A	9/20/2023 1:25 PM
31	NA	9/20/2023 10:40 AM
32	Nothing else that I didn't state above.	9/19/2023 10:38 AM
33	no	9/19/2023 9:39 AM
34	No.	9/18/2023 2:35 PM
35	No	9/18/2023 1:57 PM
36	Thank you for asking for our input.	9/18/2023 11:44 AM
37	Texas CASA hosted a training for Supervisors to learn how to be better at working with volunteers and it was REALLY helpful.	9/18/2023 9:47 AM
38	none	9/18/2023 8:38 AM
39	na	9/15/2023 2:11 PM
40	no	9/15/2023 10:05 AM
41	None that were not already listed or stated.	9/14/2023 4:26 PM
42	No	9/14/2023 4:18 PM

Q22 With regard to Texas CASA's current services/activities, should Texas CASA: Do more, Do the same, or Do less in each service area? Please mark N/A if the category does not apply to you.

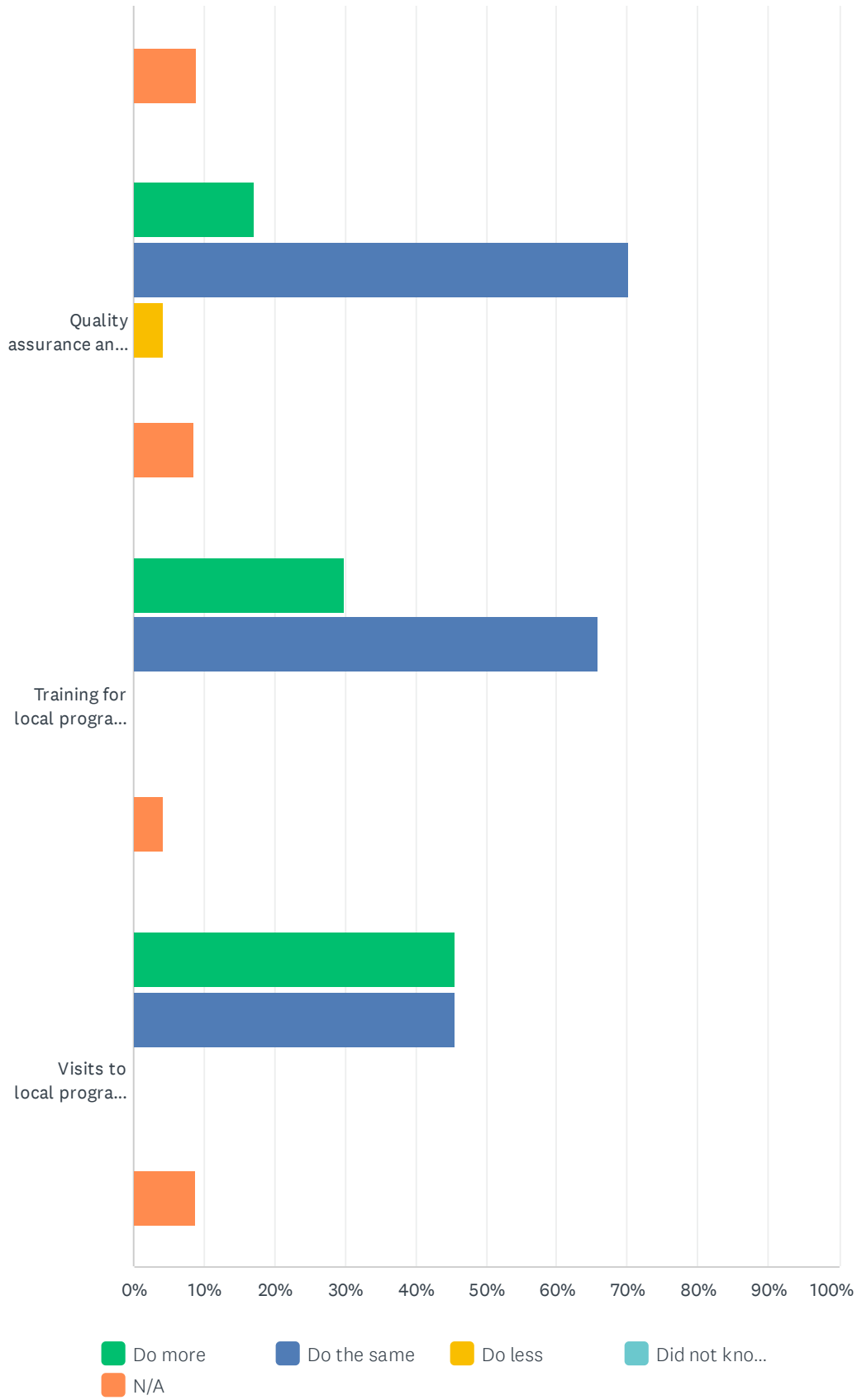
Answered: 47 Skipped: 187



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	DO MORE	DO THE SAME	DO LESS	DID NOT KNOW THIS SERVICE WAS AVAILABLE	N/A	TOTAL
Assistance to local program board members	29.79% 14	53.19% 25	0.00% 0	4.26% 2	12.77% 6	47
Dissemination of current and relevant information to the network of programs in Texas	17.02% 8	70.21% 33	0.00% 0	2.13% 1	10.64% 5	47
Grant management/assistance with CVC & VOCA funds	25.53% 12	57.45% 27	0.00% 0	0.00% 0	17.02% 8	47
Legislative advocacy (statewide representation with key legislators and state level stakeholders)	36.17% 17	57.45% 27	0.00% 0	0.00% 0	6.38% 3	47
Legislative training for local programs	28.26% 13	58.70% 27	0.00% 0	4.35% 2	8.70% 4	46
Communication/PR (crisis communication, website, Inside CASA, Inside CASA, Social Media)	29.79% 14	63.83% 30	0.00% 0	0.00% 0	6.38% 3	47
Volunteer Recruitment Media Campaign	48.94% 23	42.55% 20	0.00% 0	2.13% 1	6.38% 3	47
Data and infographics for your program	28.89% 13	62.22% 28	0.00% 0	0.00% 0	8.89% 4	45
Quality assurance and program standards	17.02% 8	70.21% 33	4.26% 2	0.00% 0	8.51% 4	47
Training for local program board members	29.79% 14	65.96% 31	0.00% 0	0.00% 0	4.26% 2	47
Visits to local programs (onsite assistance)	45.65% 21	45.65% 21	0.00% 0	0.00% 0	8.70% 4	46

Q23 If you indicated Texas CASA should "Do more" or "Do less", please provide the reason(s) why:

Answered: 32 Skipped: 202

#	RESPONSES	DATE
1	Education is necessary	10/19/2023 7:49 PM
2	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.	10/19/2023 11:49 AM
3	In my opinion, the requirements already create a cumbersome administrative burden.	10/18/2023 12:39 PM
4	Doing great	10/18/2023 12:12 PM
5	create more awareness. more boots on the ground.	10/18/2023 11:17 AM
6	Every board member should be aware of what's going on, what's required and what each category means that's deals with CASA. Currently I don't think new board members know all they are supposed to know after joining. There should be an appointed person to ensure	10/17/2023 12:25 PM
7	N/A	10/16/2023 11:55 AM
8	Piling on more requirements is not helpful to getting our job done. Influencing helpful legislation and keeping us advised of that is needed	10/10/2023 6:40 AM
9	more is needed	10/9/2023 11:17 AM
10	VOCA and CVC are frequently behind in funding.	10/7/2023 10:45 AM
11	I always think more information is better	10/6/2023 3:28 PM
12	We need more volunteers.	10/6/2023 10:34 AM
13	Short on volunteers.	10/2/2023 12:43 PM
14	I don't feel prepared with legislative bills. I feel TX CASA is more politically motivated than should be.	9/28/2023 1:43 PM
15	Our local team just doesn't have the breadth or access to best practices across the state. We rely way too much on the ED to connect with Texas casa and other casasa	9/27/2023 8:08 PM
16	Have not seen or received information from a Texas CASA employee in close to 2 years.	9/27/2023 5:26 PM
17	Sometime our local board feels disconnected to TEXAS CASA, primarily due to the ED not forwarded info.	9/27/2023 11:08 AM
18	As a board member, I would have liked to have more direction as to what was expected of me.	9/25/2023 4:27 PM
19	Again, TX CASA has a lot to say, but not a lot of action or actual support.	9/23/2023 8:43 AM
20	It would be nice for local board members to see a TX CASA representative periodically in order to get comfortable reaching out in the future if necessary and to show TX CASA is accessible to those other than the ED	9/22/2023 12:15 PM
21	Would be more beneficial to be able to communicate with Texas Casa in a more timely manner. Would help to have more onsite visit to assist with programs that actually beneficial to out program.	9/21/2023 10:11 AM
22	N/a I am completely satisfied with Our programs	9/21/2023 9:58 AM
23	Texas CASA needs to visit rural CASAs and recognize the differences between areas in Texas and unique needs in rural areas.	9/21/2023 9:56 AM
24	like to be informed	9/21/2023 9:52 AM

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25	n/a	9/20/2023 12:49 PM
26	Lack of timely information when asked	9/20/2023 9:19 AM
27	Regarding more assistance to local boards- what I mean is for Texas CASA to take the time to understand the board, how it operates, its demographics, culture, etc. before making a decision or putting rules into place that could potentially affect that board negatively based on how it operates, its demographics, culture, etc. Regarding Legislative advocacy, I will never say less should be done regarding that. The more advocacy at the legislative level the better in my book. Regarding communication, this is where our board struggles as well as our employees because we live in a smaller area and town with more old people than young, so the knowledge isn't always there. Most of the communication talent move to bigger surrounding cities, so we don't have it in our local branch and need Texas CASA to help in this arena to stay relevant. Even if Texas CASA just gave us a designer or blanket template to work from that is proven to work well for crisis communication, website, inside CASA, and Social Media, that would be helpful in addition to some training on how staff should navigate these things successfully, periodic web blasts that should be posted on social media and our website, etc. That would go a long way for us smaller local branches. Regarding Volunteer Recruitment and Media Campaign, we struggle with this largely for the same reasons we struggle in the communication area, so more Texas CASA assistance with this would be helpful.	9/19/2023 1:53 PM
28	Not sure we get much onsite visitation from State.	9/18/2023 2:59 PM
29	A quarterly check in from texas CASA would be helpful as a board member to keep the board up to date on all things CASA related, and give the opportunity to ask questions	9/18/2023 8:41 AM
30	You can always improve or modify things to work better.	9/15/2023 9:36 AM
31	While Texas CASA provides a great deal of information and services you could always do more in the areas indicated, especially local board training opportunities.	9/15/2023 9:19 AM
32	We have a lot of new participants so the continued effort seems necessary.	9/14/2023 4:21 PM

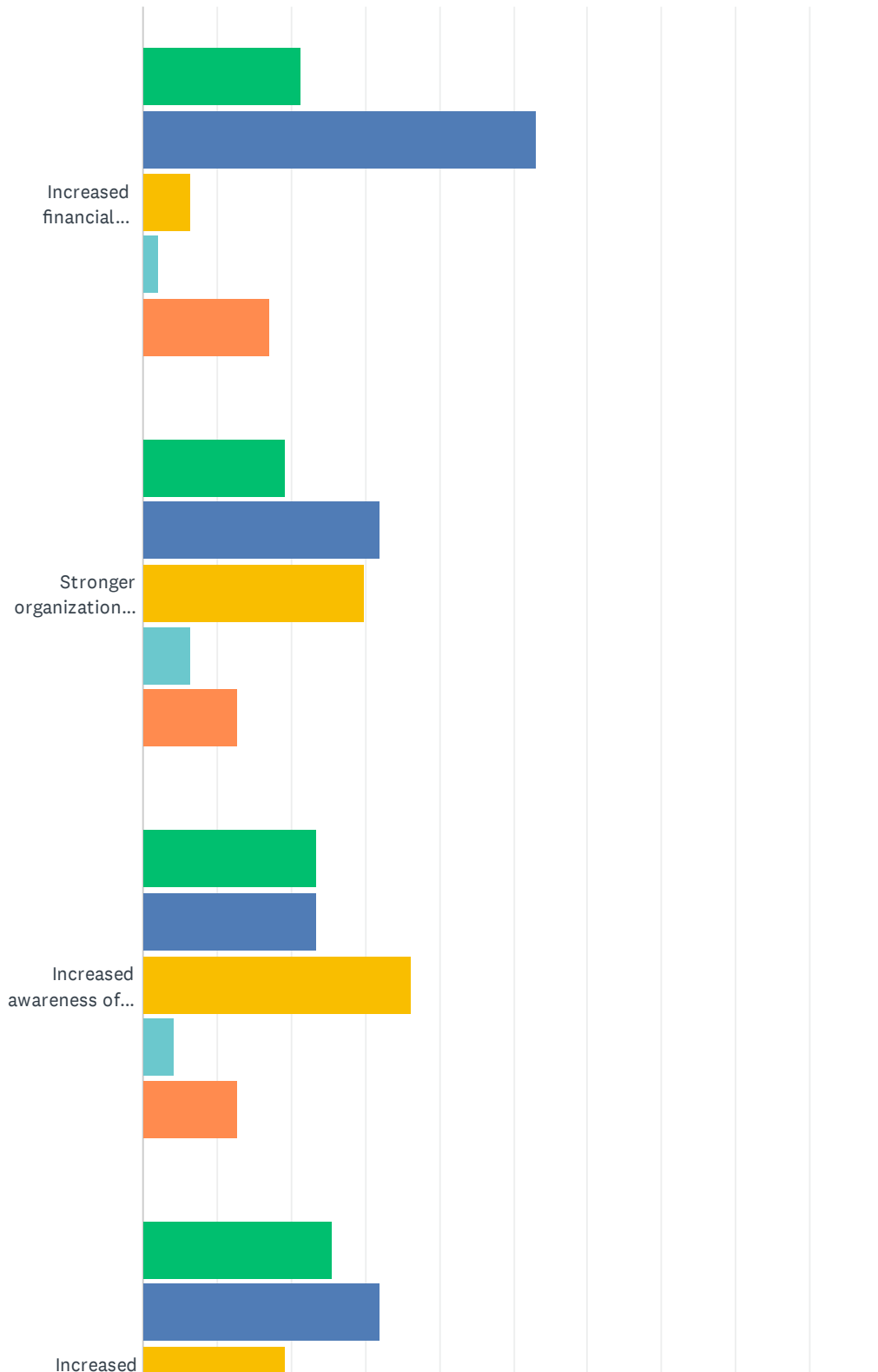
Q24 Are there other services or assistance you would like Texas CASA to offer to better satisfy an unmet need for your program?

Answered: 28 Skipped: 206

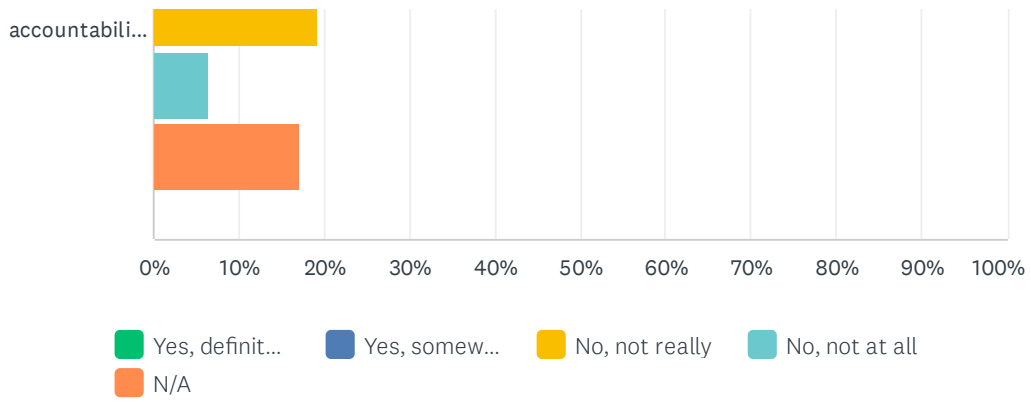
#	RESPONSES	DATE
1	No	10/19/2023 7:49 PM
2	No	10/19/2023 11:49 AM
3	No	10/19/2023 9:56 AM
4	None come to mind.	10/18/2023 12:39 PM
5	Unknown	10/18/2023 12:12 PM
6	Not sure	10/17/2023 12:25 PM
7	No	10/16/2023 11:55 AM
8	No	10/10/2023 6:40 AM
9	no	10/9/2023 11:17 AM
10	n/a	10/7/2023 10:45 AM
11	We need more volunteers.	10/6/2023 10:34 AM
12	Not at this time.	10/2/2023 12:43 PM
13	No	9/28/2023 1:43 PM
14	Legislative updates and assistance with grants	9/27/2023 5:26 PM
15	just more training	9/25/2023 4:27 PM
16	Promote the services / resources available to new Bd. Members, new Executive Bd. members so that they can avail themselves	9/23/2023 3:41 PM
17	N/A	9/23/2023 8:43 AM
18	Research and surveys of TX CASA programs are very helpful to know whether we are keeping pace with other programs and utilizing resources effectively	9/22/2023 12:15 PM
19	none	9/21/2023 10:11 AM
20	Can't think of any	9/21/2023 9:58 AM
21	Review the process of training for volunteers and streamline it in order to allow more people to be interested in volunteering.	9/21/2023 9:56 AM
22	none	9/21/2023 9:52 AM
23	n/a	9/20/2023 12:49 PM
24	Probably, but I can't think of any.	9/19/2023 1:53 PM
25	State conferences directed to all staff and board members. Much is learned and shared at those. Encouraging to new organizations. Pandemic hurt that but time to do it again.	9/18/2023 2:59 PM
26	Na	9/15/2023 9:36 AM
27	The start of the program regarding child sex trafficking is a good first step. I hope this will become a larger effort and part of CASA's core mission.	9/15/2023 9:19 AM
28	No.	9/14/2023 4:21 PM

Q25 As a result of Texas CASA's work, my local program has experienced the following benefits (please mark N/A if the category does not apply to you):

Answered: 47 Skipped: 187



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	YES, DEFINITELY	YES, SOMEWHAT	NO, NOT REALLY	NO, NOT AT ALL	N/A	TOTAL
Increased financial stability through access to funding	21.28% 10	53.19% 25	6.38% 3	2.13% 1	17.02% 8	47
Stronger organizational capacity - program growth	19.15% 9	31.91% 15	29.79% 14	6.38% 3	12.77% 6	47
Increased awareness of CASA in my community	23.40% 11	23.40% 11	36.17% 17	4.26% 2	12.77% 6	47
Increased accountability to stakeholders (reports, data)	25.53% 12	31.91% 15	19.15% 9	6.38% 3	17.02% 8	47

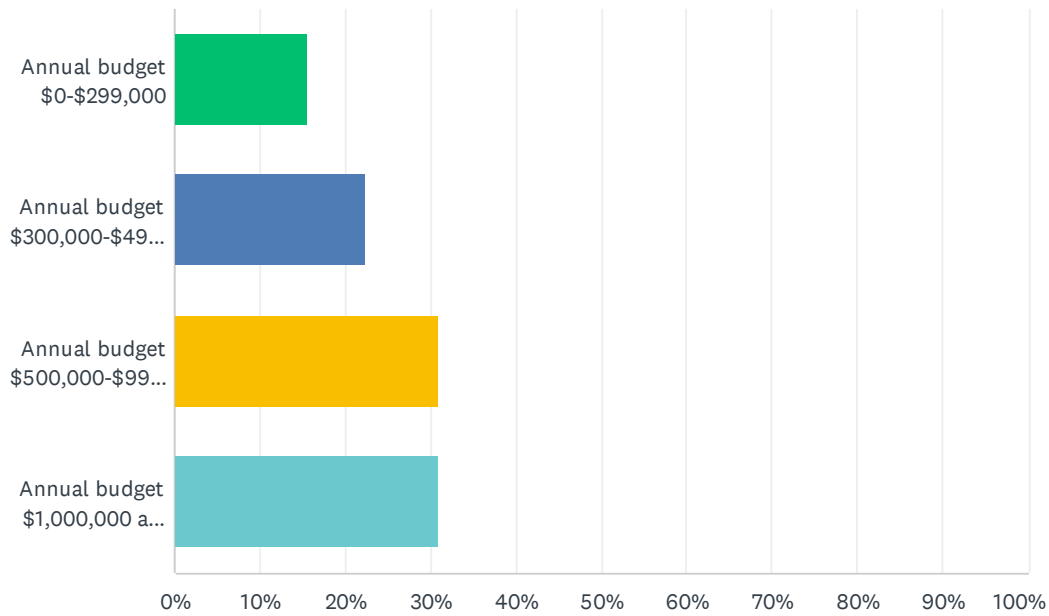
Q26 Are there any additional thoughts you would like to share with Texas CASA?

Answered: 25 Skipped: 209

#	RESPONSES	DATE
1	No	10/19/2023 7:49 PM
2	No	10/19/2023 9:56 AM
3	Not at this time.	10/18/2023 12:39 PM
4	Over the years the program has had a great reputation. I just would like to see more information given on the great things we do first be understood by board then shared with the community on making the program even better!	10/17/2023 12:25 PM
5	Keep up the good work!	10/16/2023 11:55 AM
6	Thank you for being there when we need you!	10/12/2023 3:39 PM
7	Addressing shortfalls in care of foster children when DFPS contracts out conservatorship programs to community based care.	10/10/2023 6:40 AM
8	no	10/9/2023 11:17 AM
9	n/a	10/7/2023 10:45 AM
10	No thank you.	10/6/2023 10:34 AM
11	Not at this time	9/28/2023 1:43 PM
12	Be more aware of what is needed at the local levels	9/27/2023 5:26 PM
13	Our ED is not transparent with the board	9/27/2023 11:08 AM
14	none	9/25/2023 4:27 PM
15	The items I've marked NA are things I don't know . . . they're staff questions - Perhaps this 'one size fits all' survey should be divided by program role	9/23/2023 3:41 PM
16	None	9/21/2023 10:11 AM
17	I have not been on the board very long, so not knowledgeable yet	9/21/2023 10:09 AM
18	Keep up the good work	9/21/2023 9:58 AM
19	no	9/21/2023 9:52 AM
20	It is a wonderful organization! I love serving on the board!	9/20/2023 12:49 PM
21	N/A	9/19/2023 1:53 PM
22	No, thanks	9/18/2023 2:59 PM
23	Na	9/15/2023 9:36 AM
24	Keep providing support, resources, and guidance but let the local agencies remain COMPLETELY autonomous.	9/15/2023 9:19 AM
25	No.	9/14/2023 4:21 PM

Q27 Size of program by annual budget (OPTIONAL)

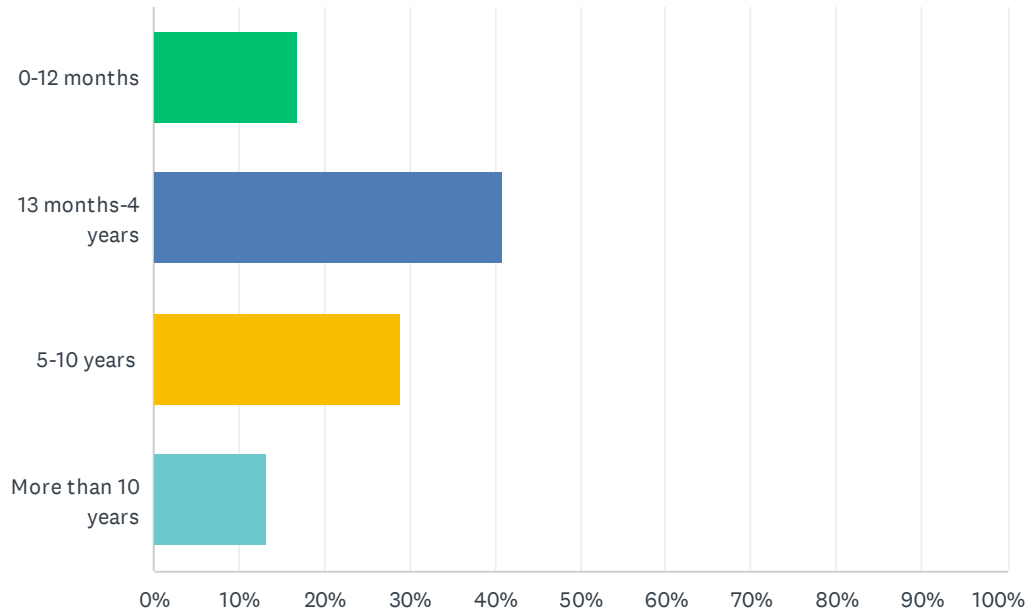
Answered: 129 Skipped: 105



ANSWER CHOICES	RESPONSES	
Annual budget \$0-\$299,000	15.50%	20
Annual budget \$300,000-\$499,000	22.48%	29
Annual budget \$500,000-\$999,999	31.01%	40
Annual budget \$1,000,000 and over	31.01%	40
TOTAL		129

Q28 Tenure in my current position is (OPTIONAL)

Answered: 183 Skipped: 51



ANSWER CHOICES	RESPONSES
0-12 months	16.94% 31
13 months-4 years	40.98% 75
5-10 years	28.96% 53
More than 10 years	13.11% 24
TOTAL	183