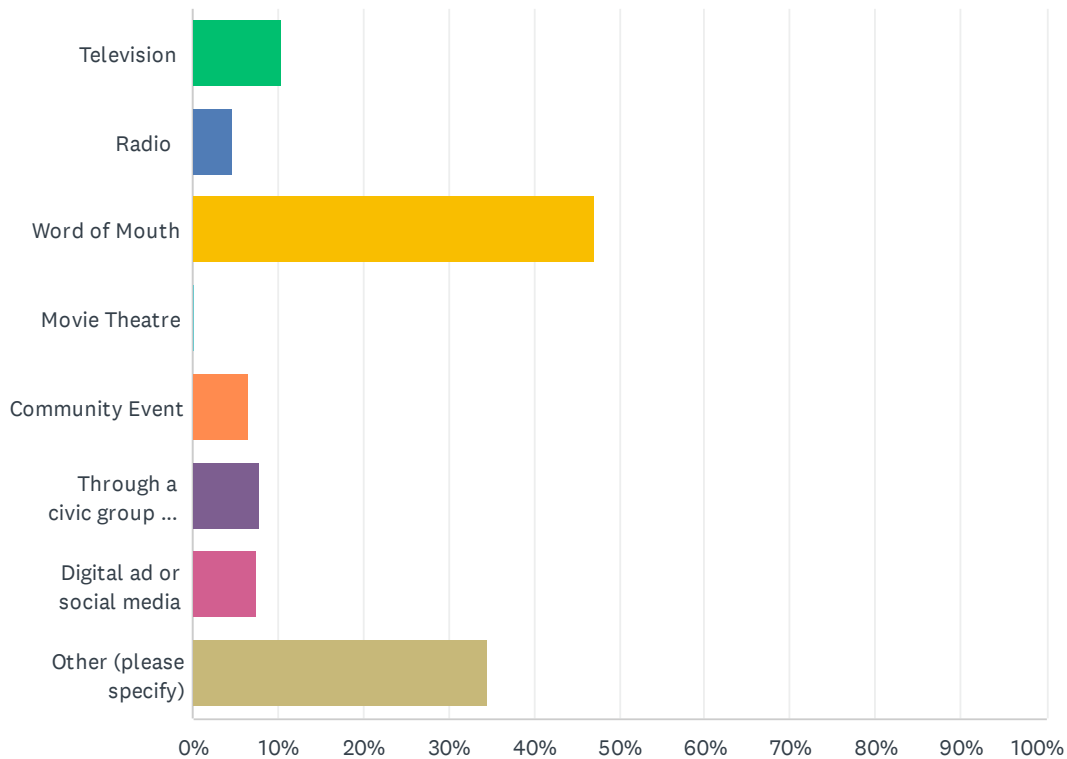


Q1 How did you first learn about CASA? (select all that apply)

Answered: 403 Skipped: 0



ANSWER CHOICES	RESPONSES	
Television	10.42%	42
Radio	4.71%	19
Word of Mouth	47.15%	190
Movie Theatre	0.25%	1
Community Event	6.70%	27
Through a civic group or faith based institution	7.94%	32
Digital ad or social media	7.44%	30
Other (please specify)	34.49%	139
Total Respondents: 403		

#	OTHER (PLEASE SPECIFY)	DATE
1	i was a foster parent	4/2/2024 6:20 PM
2	A professor at Texas Tech	4/1/2024 10:56 AM
3	Volunteered with CASA prviously	3/31/2024 3:16 AM
4	Brother is a Casa in Ellis cty	3/30/2024 5:40 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

5	Friends with an employee	3/29/2024 9:12 AM
6	i was a foster parent before i joined casa and really appreciated the extra help and attention my child got!	3/28/2024 3:43 PM
7	I was a Kappa Alpha Theta member	3/28/2024 11:01 AM
8	Signs on Savers stores	3/28/2024 9:48 AM
9	A long time ago from a friend of a friend in Denton, TX. She was a volunteer advocate 😊	3/27/2024 11:01 PM
10	Newspaper	3/27/2024 10:10 PM
11	people who had worked there and people who had volunteered	3/27/2024 6:00 PM
12	Work	3/27/2024 10:14 AM
13	City Newspaper; Knowledge of CASA from people I have known who have served as a CASA in other cities.	3/26/2024 8:43 PM
14	CASA visited my job	3/26/2024 3:44 PM
15	FB and my son saw it too and suggested I look into it.	3/26/2024 1:50 PM
16	Casa for casa	3/26/2024 10:03 AM
17	A student in one of my classes	3/26/2024 8:49 AM
18	My son had a foster son whose CASA played an important role in his life!	3/25/2024 9:33 PM
19	CASA Volunteer and employee	3/25/2024 5:19 PM
20	working in foster care	3/25/2024 2:35 PM
21	I worked for a court	3/25/2024 2:34 PM
22	A CASA 101 hosted by a friend that was a CASA	3/25/2024 2:13 PM
23	I was a CPS investigator.	3/25/2024 1:35 PM
24	Presentation at my school during a teacher work day	3/25/2024 9:53 AM
25	Friends	3/25/2024 8:39 AM
26	Adoptive family who shared info about their CASA	3/24/2024 9:50 PM
27	magazine	3/24/2024 4:59 PM
28	worked at a child advocacy center	3/22/2024 12:58 PM
29	Request from District judge to create a CASA program	3/21/2024 4:11 PM
30	LOCAL COMMUNITY MAGAZINE	3/20/2024 4:05 PM
31	past CASA and can not remember how I heard about it in 2017	3/20/2024 11:20 AM
32	A community member involved in child welfare recruited me	3/20/2024 9:53 AM
33	Billboards	3/19/2024 9:48 PM
34	Website	3/19/2024 8:09 AM
35	Friend who was an advocate	3/18/2024 6:51 PM
36	Facebook	3/18/2024 5:08 PM
37	friend	3/18/2024 4:29 PM
38	I was a court reporter in the 1990s and heard about it then.	3/18/2024 3:32 PM
39	Foster to adopt	3/18/2024 1:09 PM
40	From when I was a foster parent	3/17/2024 8:57 PM
41	Flyer at local school	3/16/2024 11:40 AM

FY24 Volunteer Recruitment, Training, and Retention Survey

42	My daughter and son-in-laws journey with the foster care system	3/16/2024 11:04 AM
43	newspaper	3/15/2024 6:15 PM
44	Met someone who had been a CASA	3/15/2024 5:06 PM
45	Street banners	3/15/2024 1:58 PM
46	CASA in another state	3/13/2024 4:27 PM
47	facebook!	3/13/2024 3:32 PM
48	Google	3/13/2024 1:52 PM
49	Daughter in law worked for CASA	3/13/2024 1:27 PM
50	From a family member	3/13/2024 12:41 PM
51	Billboard on Hwy 105 Montgomery County	3/13/2024 11:40 AM
52	Dealt with CASA as a foster parent	3/12/2024 7:45 PM
53	presentation at school	3/12/2024 5:14 PM
54	search for volunteer opportunities on the internet	3/12/2024 1:02 PM
55	Newspaper ad	3/11/2024 10:14 PM
56	Work (Teacher)	3/11/2024 12:07 PM
57	community magazine	3/11/2024 11:31 AM
58	Friend	3/11/2024 10:48 AM
59	search for volunteer service.	3/11/2024 10:30 AM
60	Work	3/11/2024 9:30 AM
61	Former supervisor Kelly Reed recruited me	3/10/2024 8:10 PM
62	Newspaper ad	3/10/2024 4:23 PM
63	I used to work in child welfare	3/10/2024 3:59 PM
64	Local civic organizations newsletter	3/10/2024 10:30 AM
65	family member	3/9/2024 8:30 PM
66	Friends who were CASAs	3/9/2024 2:53 PM
67	Simply driving by the Children's Advocacy Center and looking up what they do there.	3/9/2024 1:47 PM
68	I don't remember	3/9/2024 9:57 AM
69	bilboards	3/9/2024 8:21 AM
70	My wife	3/8/2024 10:49 PM
71	My church	3/8/2024 9:10 PM
72	Row House in College Station held a fundraiser where I met a CASA Supervisor from VFC Brazos	3/8/2024 8:42 PM
73	A representative from Child Advocate gave a talk to my business men's meeting	3/8/2024 7:52 PM
74	Personal experience	3/8/2024 7:50 PM
75	another advocate	3/8/2024 6:04 PM
76	Print ad	3/8/2024 1:18 PM
77	My daughter fostered to adopt	3/8/2024 8:40 AM
78	Scrolling the internet	3/8/2024 4:57 AM
79	Billboard	3/7/2024 11:21 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

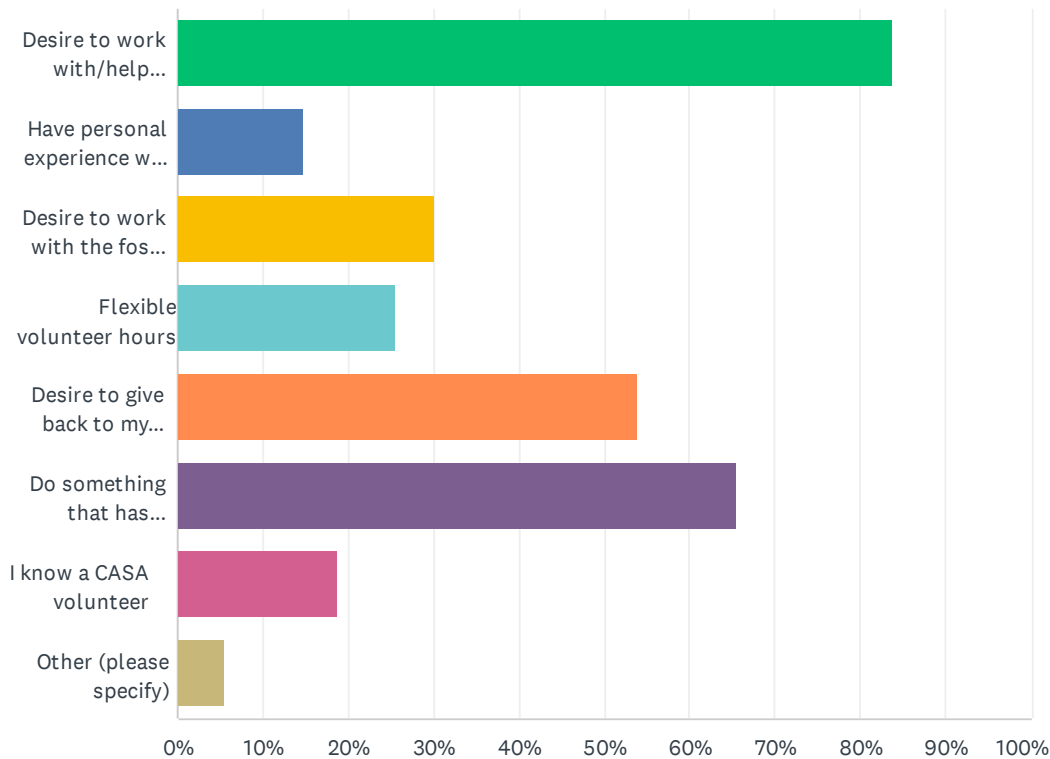
80	Dr. Phil TV show	3/7/2024 9:08 PM
81	googled 'Ways I can help in my community' And then I had to call because the link did not work	3/7/2024 8:50 PM
82	Goodfellow AFB Newcomers brief	3/7/2024 8:24 PM
83	As a foster parent	3/7/2024 7:46 PM
84	Through a sociology course in college	3/7/2024 7:31 PM
85	Used them	3/7/2024 7:02 PM
86	Newspaper-17 years ago	3/7/2024 6:59 PM
87	Personal contact	3/7/2024 6:34 PM
88	through my employer, AISD	3/7/2024 4:26 PM
89	My son became involved	3/7/2024 4:25 PM
90	Pamphlet on admins desk of county judge in Pittsburg.	3/7/2024 4:05 PM
91	Billboard	3/7/2024 4:02 PM
92	Banners	3/7/2024 3:59 PM
93	Google search	3/7/2024 3:26 PM
94	There was an ad at the local gym	3/7/2024 2:29 PM
95	Building across from my office	3/7/2024 2:24 PM
96	Friend	3/7/2024 2:17 PM
97	former case worker	3/7/2024 2:12 PM
98	Local community newspaper	3/7/2024 2:02 PM
99	Print media	3/7/2024 2:00 PM
100	through Fostering	3/7/2024 1:18 PM
101	I was a teacher and encountered CASAs in ARDs.	3/7/2024 1:08 PM
102	Presentation given at a women's group activity	3/7/2024 1:06 PM
103	Served on board when CASA came to Weatherford.	3/7/2024 12:36 PM
104	Magazine story	3/7/2024 12:21 PM
105	The name flashed in my head and I searched it on the Internet	3/7/2024 12:17 PM
106	Trisha Duke	3/7/2024 12:13 PM
107	As a foster parent	3/7/2024 12:02 PM
108	Newspaper ad	3/7/2024 12:00 PM
109	As a teacher	3/7/2024 11:39 AM
110	Former foster parent	3/7/2024 11:25 AM
111	Flyer at MOD Coffee shop in Galveston	3/7/2024 11:16 AM
112	WOeking as a CPS worker; on the sternering commitee;	3/7/2024 11:10 AM
113	Friend who is a CASA	3/7/2024 10:53 AM
114	Flyer	3/7/2024 10:13 AM
115	Family	3/7/2024 10:04 AM
116	At jville Tx tomato bowl	3/7/2024 10:04 AM
117	Was a foster for grandchildren	3/7/2024 9:21 AM

FY24 Volunteer Recruitment, Training, and Retention Survey

118	Contact with volunteers in special education at a high school	3/7/2024 7:20 AM
119	Newspaper ad and billboard ad	3/6/2024 8:32 PM
120	Local CASA had placed signs in advocates yards. I also discussed it with a friend that is an advocate.	3/6/2024 8:13 PM
121	Friend	3/6/2024 6:01 PM
122	While looking for foster care organizations	3/6/2024 5:03 PM
123	CPS Court broadcast on YouTube for a child I knew.	3/6/2024 4:24 PM
124	Foster care	3/6/2024 4:17 PM
125	I had worked with the organization through my employment	3/6/2024 4:11 PM
126	through a children's book	3/6/2024 2:46 PM
127	Friend	3/6/2024 2:33 PM
128	Friend	3/6/2024 2:30 PM
129	I was seeking out ways to help help children in foster care	3/6/2024 1:59 PM
130	Friend who had done it for years	3/6/2024 1:38 PM
131	Fund raising event at my church	3/6/2024 1:19 PM
132	Friend	3/6/2024 12:41 PM
133	A friend	3/6/2024 12:32 PM
134	Working as a CPS investigator	3/6/2024 12:21 PM
135	14 years ago I did an online search of ways to help children in need.	3/6/2024 12:09 PM
136	I heard about CASA more than a decade ago from someone who volunteered there, but did not know much about it. After I retired, I was open to volunteer opportunities. I considered mediation or negotiation as a possibility, but was dissuaded by the monetary commitment to training, and for some reason thought of CASA.	3/6/2024 11:48 AM
137	personal experience	3/6/2024 11:43 AM
138	Fostering a child	3/6/2024 11:28 AM
139	While training to be foster parent	3/6/2024 11:12 AM

Q2 What interested you in volunteering for CASA? (select all that apply)

Answered: 403 Skipped: 0



ANSWER CHOICES	RESPONSES	
Desire to work with/help children	83.87%	338
Have personal experience with foster care	14.64%	59
Desire to work with the foster care/legal system	30.02%	121
Flexible volunteer hours	25.56%	103
Desire to give back to my community	53.85%	217
Do something that has meaning/purpose with my life	65.51%	264
I know a CASA volunteer	18.86%	76
Other (please specify)	5.46%	22
Total Respondents: 403		

#	OTHER (PLEASE SPECIFY)	DATE
1	talking to volunteers and person who had worked there	3/27/2024 6:00 PM
2	I am adopted and through my lived experience I understand how important the family connection/bond is so being able to advocate for the best interest of children is my why.	3/27/2024 11:47 AM
3	I was frustrated by attending court hearing for a kid that I was trying to help, knowing more about the kid's situation than anyone in the court room, and not having the standing to speak.	3/25/2024 2:07 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

4	I felt that I was to take a step of faith	3/25/2024 9:53 AM
5	Have personal experience in education of special needs children	3/20/2024 9:53 AM
6	I felt that I could make a difference in a child's life	3/13/2024 4:27 PM
7	I lost my father at age 7 but I had a wonderful mom and a caring family who provided me with a great safety net that gave me a sense of family and belonging. I have seen so many children lacking this and wanted to help bring it children in needs.	3/10/2024 10:13 AM
8	something I can do with spouse	3/9/2024 1:19 PM
9	My natural and professional skill set was a good match.	3/8/2024 6:04 PM
10	Symbolic Family Placement	3/7/2024 7:02 PM
11	help make a child's life better	3/7/2024 3:59 PM
12	Being visited by a friend and was asked to be a CASA	3/7/2024 2:42 PM
13	Have challenged and traumatic life	3/7/2024 12:17 PM
14	Utilize professional skills in retirement	3/7/2024 11:16 AM
15	Answer God's call to my heart and soul.	3/7/2024 10:53 AM
16	Personal experience, a desire to adopt	3/7/2024 10:07 AM
17	Personal experience of seeing the innocent defenseless	3/7/2024 10:04 AM
18	Working with volunteers	3/7/2024 7:20 AM
19	I have 2 adopted siblings and 2 adopted kids of my own	3/6/2024 3:57 PM
20	and my mother had just passed away, so I had time to get involved	3/6/2024 1:38 PM
21	Prevention of Child Abuse volunteer in collegr	3/6/2024 12:58 PM
22	Be an advocate	3/6/2024 11:22 AM

Q3 What other types of organizations are you involved in?

Answered: 326 Skipped: 77

#	RESPONSES	DATE
1	Student Council at my school, volunteering at church.	4/8/2024 2:56 PM
2	I volunteer at my kids school, substitute teach, speak to teens at youth organizations in the city	4/2/2024 6:20 PM
3	church; Plainview Payday	4/2/2024 11:00 AM
4	Church kid ministry with high schoolers	4/1/2024 10:56 AM
5	Sorority Graduate Chapter (community service) Board Member of non-profit organization	4/1/2024 2:10 AM
6	None	3/31/2024 9:35 PM
7	Church	3/31/2024 7:56 PM
8	Samaritans Purse World Help Well Project	3/31/2024 3:16 AM
9	Church Juvenile justice	3/29/2024 2:01 PM
10	My church community: TWC.	3/29/2024 10:19 AM
11	Adoption/Fostering Ministry at church, One Heart Lubbock committee	3/29/2024 9:12 AM
12	interim hospice volunteer	3/28/2024 3:47 PM
13	Girl Scouts	3/28/2024 3:43 PM
14	None	3/28/2024 11:01 AM
15	Rainbow Room, Snack Pak 4 Kids	3/28/2024 9:43 AM
16	Outside of donations to some other non-profits (St. Jude's and animal welfare), I'm not doing anything actively with any other organizations.	3/27/2024 11:01 PM
17	Salvation Army Substitute teacher for LISD	3/27/2024 10:54 PM
18	Henry's Home equine rescue and sanctuary for veterans and first responders.	3/27/2024 10:10 PM
19	I also work as a research assistant in the Human Sciences building at Texas Tech. We work on creating questions for forensic interviews for children under the age of 18.	3/27/2024 7:11 PM
20	Many church activities, Chamber, volunteer for assisting Battered Women Shelter, and a Santa Ministry.	3/27/2024 6:26 PM
21	Special Olympics	3/27/2024 5:04 PM
22	church Heart Gallery support of a local school	3/27/2024 10:53 AM
23	None	3/27/2024 10:14 AM
24	Member of the Board of Director's of a multi-service non-profit that works with children who are recieved by private or DFPS placement and that also provides resources in communites to parents, grandparents, children and youth.	3/26/2024 8:43 PM
25	Volunteer Lubbock	3/26/2024 7:52 PM
26	I was on CPS board and Legal Aid board years ago. I have given those up as my age doesn't allow as much volunteer work as used to be possible.	3/26/2024 7:09 PM
27	None at the moment	3/26/2024 4:29 PM
28	Currently none others	3/26/2024 3:44 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

29	Monarch Butterfly Galveston Committee.	3/26/2024 1:50 PM
30	MOW	3/26/2024 10:03 AM
31	Bridge card club. Others financially.	3/26/2024 8:49 AM
32	Church, School volunteer	3/26/2024 8:49 AM
33	PCL director at church	3/25/2024 10:44 PM
34	Church groups and involvement with faith based universities.	3/25/2024 9:33 PM
35	Church and I am a Sugar Angel for a non profit organization called Icing Smiles. I do dream cakes for children or their siblings birthdays to help them feel more normal during a difficult time.	3/25/2024 6:28 PM
36	Still working, and involved with my church.	3/25/2024 6:17 PM
37	University and schools Church	3/25/2024 5:30 PM
38	Delta Sigma Theta Sorority	3/25/2024 3:39 PM
39	Meals on Wheels	3/25/2024 2:49 PM
40	teaching	3/25/2024 2:35 PM
41	Youth sports programs	3/25/2024 2:32 PM
42	Volunteer group for special needs children at my church Small group team at church	3/25/2024 2:13 PM
43	Trail Life USA	3/25/2024 2:07 PM
44	None	3/25/2024 1:35 PM
45	Jane's Due Process, Freedom Act Lubbock	3/25/2024 1:25 PM
46	Gateway Church	3/25/2024 9:53 AM
47	Fundraising for non-profits and bible study for children.	3/25/2024 8:39 AM
48	My church, homeless shelter	3/24/2024 10:15 PM
49	Professional nursing organizations Church groups	3/24/2024 9:50 PM
50	Bible study groups	3/24/2024 4:59 PM
51	None	3/23/2024 7:56 PM
52	I am a teacher and help out with clubs at school and have volunteered at an animal shelter in the past.	3/23/2024 9:21 AM
53	Church outreach	3/23/2024 7:59 AM
54	Social Services and Deaf/ Hard of Hearing Advocacy.	3/22/2024 3:42 PM
55	Meals on Wheels, Project Mentor	3/22/2024 3:13 PM
56	church and children's school	3/22/2024 12:58 PM
57	Health Dept, Planning & Zoning	3/21/2024 4:11 PM
58	Political group, church women's auxiliary, teaching strengthening marriage classes at church	3/21/2024 4:11 PM
59	church	3/21/2024 3:55 PM
60	My Family!	3/21/2024 3:46 PM
61	Sorority alumnae group, Entrepreneur group	3/21/2024 11:16 AM
62	Church	3/21/2024 10:12 AM
63	I prepare meals through Lasagna Love. I was with StandUp for Kids for a number of years. I find ad-hoc opportunities within the community to prep, serve meals, be a tutor or a mentor.	3/21/2024 9:39 AM
64	Abilene Volunteer Services Council	3/21/2024 8:28 AM

FY24 Volunteer Recruitment, Training, and Retention Survey

65	Texas Master Naturalist	3/21/2024 5:10 AM
66	Church, my children's school	3/20/2024 6:31 PM
67	POLICE DEPARTMENT CITIZENS VOLUNTEER GROUP, COMMUNITY CHURCH GROUP, SCHOLARSHIP GOUP	3/20/2024 4:05 PM
68	church	3/20/2024 11:20 AM
69	Hospital Auxiliary, Bible Camp, DRT	3/20/2024 9:53 AM
70	Church ministry with youth	3/20/2024 8:52 AM
71	Church, Aledo Advocats	3/20/2024 8:21 AM
72	Church, Literary Club, Food Pantry, Garden Club, Volunteer at Elementary School	3/20/2024 12:31 AM
73	I play piano at church, assist with middle school Sunday school, and advise/assist the sorority chapter of my alma mater	3/19/2024 9:48 PM
74	church	3/19/2024 4:36 PM
75	None at this time.	3/19/2024 3:51 PM
76	leadership and professional development	3/19/2024 2:45 PM
77	Church, mentoring	3/19/2024 1:13 PM
78	Compassion International, Angel Reach, Kairos Prison Ministry	3/19/2024 10:24 AM
79	Church	3/19/2024 10:21 AM
80	Hope for Homes Hands of Hope	3/19/2024 8:43 AM
81	N/A	3/19/2024 8:26 AM
82	None	3/19/2024 8:09 AM
83	N/A	3/19/2024 7:58 AM
84	Graduate school	3/18/2024 8:16 PM
85	Church, helping homeless families	3/18/2024 7:44 PM
86	Church	3/18/2024 6:51 PM
87	Not any at this time.	3/18/2024 6:38 PM
88	Foodbank	3/18/2024 6:13 PM
89	in the past I have worked with CASA, Big Brothers/Sisters, Red Cross, and Salvation Army	3/18/2024 6:09 PM
90	Daughter's activities	3/18/2024 5:46 PM
91	Different animal orginazations	3/18/2024 5:08 PM
92	Church	3/18/2024 4:51 PM
93	church In several groups, band at school .	3/18/2024 4:29 PM
94	Wishing Well Texoma Children's Advocacy Center Human Trafficking North Texas	3/18/2024 4:15 PM
95	None	3/18/2024 3:54 PM
96	I am an LPC, involved in NAMI Grayson, Fannin and Cooke Counties, I work at Austin College and work with adolescents in my private practice	3/18/2024 3:44 PM
97	Currently, only county political party, registering voters	3/18/2024 3:32 PM
98	Child Welfare Board, healthcare organization	3/18/2024 2:54 PM
99	food pantry	3/18/2024 1:09 PM
100	Various ministries at my church	3/17/2024 8:57 PM
101	Church	3/16/2024 10:17 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

102	Church	3/16/2024 12:30 PM
103	Meals on wheels	3/16/2024 11:40 AM
104	A Group Children's home in my area.	3/16/2024 11:04 AM
105	Started my own non-profit to help children in our community.	3/15/2024 6:15 PM
106	Retirees of LSCS (Lone Star College System) St. Mary's Catholic Church, Humble	3/15/2024 5:06 PM
107	Local conservation society, Salvation Army	3/15/2024 1:58 PM
108	Church, school	3/15/2024 1:28 PM
109	Military	3/15/2024 11:35 AM
110	Church	3/15/2024 9:25 AM
111	None	3/14/2024 6:42 PM
112	Meals-on-Wheels West Texas Recording Library	3/14/2024 3:55 PM
113	A lot	3/14/2024 2:57 PM
114	Young Professionals, Leadership program with local chamber, Area-wide nonprofit alliance	3/14/2024 2:54 PM
115	None	3/14/2024 12:17 AM
116	Church; Civic Organizations; Non-profit boards.	3/13/2024 6:40 PM
117	Texas master naturalist. Teen Bookfest by the bay	3/13/2024 6:06 PM
118	Redcross , Habitat for Humanity ,CERT	3/13/2024 4:59 PM
119	volunteer orgs in Rockport	3/13/2024 4:27 PM
120	Board member of Limestone county child welfare board	3/13/2024 4:26 PM
121	Childrens educational advocacy groups, mental health groups, groups that advocate for military children and to autism	3/13/2024 3:32 PM
122	School things	3/13/2024 2:00 PM
123	Catholic religious education	3/13/2024 1:52 PM
124	N/A	3/13/2024 1:27 PM
125	This is the only one	3/13/2024 1:22 PM
126	Food Pantry ministry, Bible studies, church,	3/13/2024 11:40 AM
127	Local Museum, Preservation Foundation and EDC	3/13/2024 7:17 AM
128	I volunteer as a mentor for BBBS and a LGBTQIA youth group.	3/12/2024 10:14 PM
129	Fannin County Republican Women Calvary Baptist Church	3/12/2024 8:18 PM
130	Just family, work & church	3/12/2024 7:45 PM
131	Fannin County Republican Women First Baptist Church nursery teacher, AWANA teacher, and other volunteer activities	3/12/2024 6:55 PM
132	Children's Advocacy Center Christmas Cheer for Children - giving gifts to needy children at Christmas Local School Board member Advocacy for children through my church	3/12/2024 5:14 PM
133	County organizations	3/12/2024 3:24 PM
134	United Way	3/12/2024 2:22 PM
135	church, community orchestra	3/12/2024 1:02 PM
136	none	3/12/2024 12:52 PM
137	Community health outreach	3/12/2024 12:37 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

138	Chruch	3/12/2024 11:44 AM
139	None	3/12/2024 11:34 AM
140	NA	3/12/2024 11:14 AM
141	Church, 4-H	3/12/2024 9:20 AM
142	Mexia Economic Development Corporation Chamber ambassador	3/12/2024 6:38 AM
143	Animal Assisted Activities	3/11/2024 8:11 PM
144	Teen mom mentor, Church volunteer with kids,Bible study	3/11/2024 7:32 PM
145	Church and work	3/11/2024 3:46 PM
146	Master Gardener Association, Garner Methodist Church	3/11/2024 3:13 PM
147	church	3/11/2024 3:04 PM
148	N/A	3/11/2024 12:40 PM
149	Local church Celebrate Recovery	3/11/2024 12:31 PM
150	Environmental, Religious, Youth	3/11/2024 12:07 PM
151	church group	3/11/2024 11:31 AM
152	My church	3/11/2024 10:48 AM
153	none as of right now	3/11/2024 10:30 AM
154	I volunteer with Special Olympics, the Food Bank, Sleep in Heavenly Peace, etc.	3/11/2024 9:32 AM
155	Church	3/11/2024 9:30 AM
156	At this moment this is my main focus.	3/11/2024 9:18 AM
157	Teach College Behavioral Psychology , Parker County Heritage Society, Parker County Woman's Association and Parker County Genealogy Society.	3/11/2024 9:11 AM
158	Girl Scouts Boy Scouts	3/10/2024 10:07 PM
159	Public libraries	3/10/2024 8:10 PM
160	Belton ISD Project Heartbeat for homeless students.	3/10/2024 7:28 PM
161	Business and Professional Women.	3/10/2024 5:16 PM
162	Victory Church Scurry. We have many volunteer groups that I am apart of.	3/10/2024 5:09 PM
163	Little League	3/10/2024 4:23 PM
164	Rexanna's Foundation College Social Work	3/10/2024 3:59 PM
165	Emergency Nurses Assoc, Women Warrior Vets of Wilson County	3/10/2024 12:02 PM
166	many things at my church, Big Brothers Big Sisters	3/10/2024 10:39 AM
167	Animal Rescue	3/10/2024 10:30 AM
168	Earlier in my career I have more time to vote to helping children. As a result I was involved in Little League. Work cause me to drop that activity and limit other types of involvement. Church.	3/10/2024 10:13 AM
169	Habitat for Humanity	3/10/2024 8:44 AM
170	Church: SS teacher, Deacon Chairman, Choir	3/9/2024 8:57 PM
171	My church food ministry and Child Development Center.	3/9/2024 8:30 PM
172	Master Gardeners, Methodist church volunteer, work with women released from prison	3/9/2024 4:26 PM
173	Teaching Sunday school, vacation Bible school, mission clothes "closet"	3/9/2024 2:53 PM
174	Various volunteer activities through church.	3/9/2024 1:47 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

175	rotary, church vestry	3/9/2024 1:19 PM
176	Church and Walk to Emmaus	3/9/2024 12:08 PM
177	Church, American Legion, Veteran's Administration, ad hoc volunteer opportunities - warming shelter, poll worker, etc.	3/9/2024 10:30 AM
178	Church. Art organizations	3/9/2024 9:57 AM
179	professional organizations, church membership, employment	3/9/2024 8:21 AM
180	church city library city council	3/9/2024 6:34 AM
181	None	3/9/2024 1:52 AM
182	Eastern Star	3/9/2024 12:15 AM
183	Ministry	3/8/2024 10:49 PM
184	My church	3/8/2024 9:10 PM
185	American Shorthorn Assoc. Texas Shorthorn Assoc. Retired Nurse Midwife	3/8/2024 8:42 PM
186	Faith based	3/8/2024 8:33 PM
187	Kairos Prison Ministry & my church.	3/8/2024 7:52 PM
188	Community food bank, school volunteer	3/8/2024 7:50 PM
189	Currently only CASA	3/8/2024 6:52 PM
190	Several non-profits, Substitute Teacher	3/8/2024 6:42 PM
191	church outreach, personal business ownership, meals on wheels	3/8/2024 6:04 PM
192	Church	3/8/2024 4:30 PM
193	HOA board Advisory board member for hospital	3/8/2024 4:17 PM
194	Meals on Wheels Texas Retired Teachers	3/8/2024 2:51 PM
195	Special Olympics Local congregation	3/8/2024 2:25 PM
196	Church ministries, crisis center volunteer	3/8/2024 1:47 PM
197	Meals on Wheels Wycliffe Bible Translator Crown Financial budget coach	3/8/2024 1:18 PM
198	HCDP (Hendeson County Democratic Party) Henderson County Library Advisory Board	3/8/2024 12:36 PM
199	My church and our church preschool	3/8/2024 11:38 AM
200	NA	3/8/2024 11:17 AM
201	Animal shelter; community ladies' social groups; trade organizatiohns	3/8/2024 10:47 AM
202	St Vincent	3/8/2024 10:17 AM
203	Domestic violence group	3/8/2024 10:02 AM
204	Lion's Club, local soup kitchen, an informal volunteer group that cooks & serves meals for hungry community members	3/8/2024 9:08 AM
205	Suicide prevention	3/8/2024 8:49 AM
206	Several nursing associations, American Diabetes Association, American Heart Association, Girl Scouts of America	3/8/2024 8:40 AM
207	PEO, Bible Study, member of several ladies' golf organizations	3/8/2024 7:50 AM
208	Houston Livestock & Rodeo	3/8/2024 4:57 AM
209	Various charitable donation places but no other actual volunteer work	3/7/2024 11:21 PM
210	Senior Center, Meals on Wheels, Habitat for Humanity	3/7/2024 9:55 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

211	n/a	3/7/2024 9:29 PM
212	None	3/7/2024 9:08 PM
213	Military and church	3/7/2024 8:50 PM
214	Volunteer Fire Department for the little town that I live in.	3/7/2024 7:59 PM
215	Church , children's school, NCL	3/7/2024 7:46 PM
216	Catholic Church	3/7/2024 7:31 PM
217	Non Profits, City, State Government	3/7/2024 7:02 PM
218	I am involved in my church and am a retired teacher.	3/7/2024 6:59 PM
219	Church Food pantries Meals for the Elderly	3/7/2024 6:37 PM
220	Vfw. American legion. Champions for children conference. United way. Camp courage for grieving children	3/7/2024 6:34 PM
221	Church, and conservative political group.	3/7/2024 6:33 PM
222	none at this time	3/7/2024 6:19 PM
223	Food pantry County level early childhood coalition and accountable community on health	3/7/2024 6:00 PM
224	I was a boyscout leader for years	3/7/2024 4:56 PM
225	The WHIT Program (Founder) that provides free tutoring to foster children, Go Red (women's Heart Association), Sonrisas Therapeutic Riding	3/7/2024 4:39 PM
226	Project Linus Health care for Harris County Hospital Group	3/7/2024 4:30 PM
227	I am a teacher for AISD.	3/7/2024 4:26 PM
228	Mentoring of students Church activities	3/7/2024 4:25 PM
229	Church groups	3/7/2024 4:02 PM
230	Big Country Master Gardeners, Bible Study Fellowship	3/7/2024 3:59 PM
231	Soup kitchen,teen church ministry, non profit estate sales, retired teachers, active church membership.	3/7/2024 3:59 PM
232	After school programming. Church children's programs.	3/7/2024 3:47 PM
233	N/A	3/7/2024 3:34 PM
234	Church, Master Gardeners	3/7/2024 3:05 PM
235	Church youth ministry, church marriage ministry, ladies social organization supporting fine arts students	3/7/2024 2:53 PM
236	Church	3/7/2024 2:53 PM
237	None	3/7/2024 2:44 PM
238	On the Board of CASA & Communities and Schools	3/7/2024 2:42 PM
239	None	3/7/2024 2:29 PM
240	my church	3/7/2024 2:12 PM
241	Montgomery County Women's Center	3/7/2024 2:02 PM
242	Various programs at Church	3/7/2024 2:02 PM
243	N/a	3/7/2024 2:00 PM
244	Meal on Wheels. Adopt and Airman program Executie Director.	3/7/2024 1:56 PM
245	None	3/7/2024 1:40 PM
246	Mason, Church, US Masters	3/7/2024 1:32 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

247	Church	3/7/2024 1:22 PM
248	Non profit Christian organizations Church Local School District	3/7/2024 1:18 PM
249	Austin Disaster Relief Network (provides aid, counseling, and relief during/after disasters) Medical mission trips to Honduras with Honduras Good Works Church activities	3/7/2024 1:08 PM
250	The Church of Jesus Christ of Latter-Day Saints Relief Society- church women's group	3/7/2024 1:06 PM
251	My son's school booster club.	3/7/2024 12:54 PM
252	Zonta, Rotary and Chamber of Commerce	3/7/2024 12:36 PM
253	Church, United Way , Big Brothers Big Sisterz	3/7/2024 12:21 PM
254	Knights of Columbus, ACTS ministry, Kolbe Prison Ministry	3/7/2024 12:17 PM
255	I deliver Meals on Wheels	3/7/2024 12:13 PM
256	The Abbey Church in Azle Papa's Feet ministries Intercessory prayer team and guest services at the Abbey	3/7/2024 12:13 PM
257	I don't do any other volunteer work but I do belong to several book clubs and online groups.	3/7/2024 12:12 PM
258	Women's international educational group, public library, book club	3/7/2024 12:00 PM
259	Social/Civil Justice	3/7/2024 11:43 AM
260	church ministries	3/7/2024 11:39 AM
261	Citizens Police Academy & CASA	3/7/2024 11:25 AM
262	Cheer booster club	3/7/2024 11:18 AM
263	Trinity Episcopal Church Tutu Live Krewe RSV Clinical Study	3/7/2024 11:16 AM
264	Currently work organizations, but heavily involved in the past in youth sports organizations.	3/7/2024 11:14 AM
265	American Legion Auxiliary, Grace House Ministries. TEEA;Manna Storehouse; Cooperative Extension Community Board;	3/7/2024 11:10 AM
266	Previously served with my church (youth) and serving meals to unhoused people in the community.	3/7/2024 11:08 AM
267	Church, elections and political party	3/7/2024 11:06 AM
268	Christ Chapel Bible Church Parker County Womens and Newcomers Club Women in The Word National Reining Horse Association American Quarter Horse Association National Cutting Horse Association	3/7/2024 10:53 AM
269	United way	3/7/2024 10:53 AM
270	-Volunteer for community activities with my church -Volunteer in our school district with PTO	3/7/2024 10:27 AM
271	Church, community youth organizations	3/7/2024 10:22 AM
272	Church programs and committees Community social service organizations	3/7/2024 10:19 AM
273	My church, Emmanuel Episcopal in San Angelo and the Episcopal Diocese of North West Texas	3/7/2024 10:13 AM
274	Church and Fraternal organizations	3/7/2024 10:12 AM
275	My church, Retired Texas Teachers	3/7/2024 10:09 AM
276	Church/Food Pantry/Twice Blessed	3/7/2024 10:04 AM
277	Kairos, Bridges to Life, Men of Nehemiah	3/7/2024 10:04 AM
278	Catholic Church faith formation,visit the sick ,clothe the needy feed the homeless	3/7/2024 10:04 AM
279	United Way. Hope Local "Brave". FCH/Agri-Life Extension.	3/7/2024 10:03 AM
280	school-based organizations such as the PTO, sports leagues, local community volunteer organizations, adults with disabilities	3/7/2024 9:25 AM

FY24 Volunteer Recruitment, Training, and Retention Survey

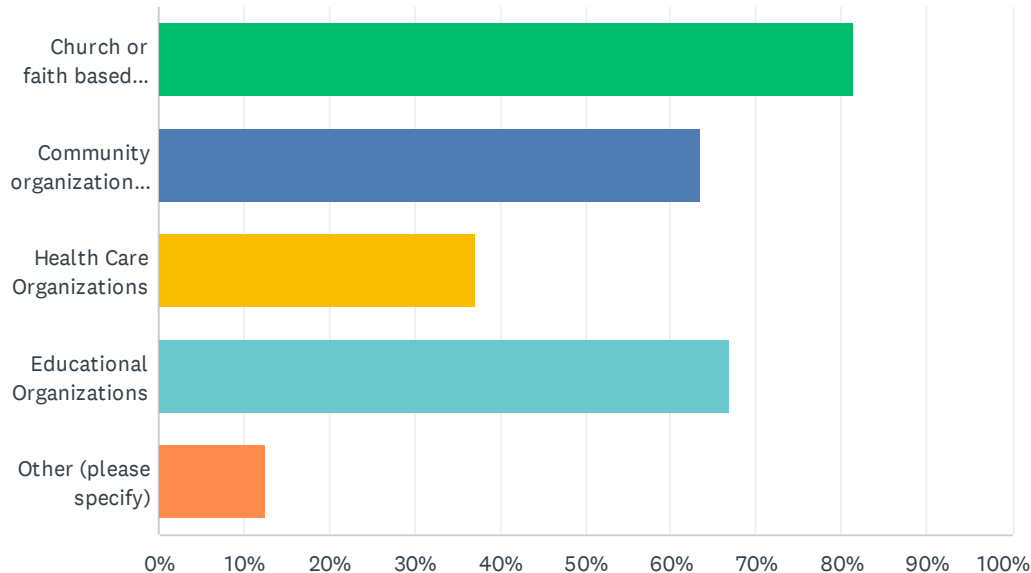
281	Animal rescue	3/7/2024 9:21 AM
282	Church.	3/7/2024 7:20 AM
283	Church AWANA	3/6/2024 9:02 PM
284	Christmas Sharing (similar to Toys for Tots), Wednesday night children's church.	3/6/2024 8:13 PM
285	Church	3/6/2024 7:59 PM
286	VA groups (Adaptive sport), horse therapy	3/6/2024 7:48 PM
287	Social, Faith based, Professional	3/6/2024 6:38 PM
288	Various Church committees, Jr Service League	3/6/2024 6:22 PM
289	Church	3/6/2024 6:01 PM
290	Public school Board GriefShare leader for church	3/6/2024 5:44 PM
291	Church choirs, Life Group, Delta Kappa Gamma Society, Retired Educators, Women on Mission	3/6/2024 5:10 PM
292	None actively. Charity events for New Life Refuge etc.	3/6/2024 4:25 PM
293	Texas Parent To Parent - Parent Mentor Bell County Judge and Commissioner's Committee on People with Disabilities - Vice Chair Patient and Family Partnership Council - Fort Cavazos - Council Member Harker Heights Library - Volunteer Harker Heights Animal Shelter - Foster Volunteer Neurodivergent Dungeons and Dragons - Founder and Volunteer	3/6/2024 4:24 PM
294	Lions Club, national professional work-related organizations	3/6/2024 4:12 PM
295	Church activities	3/6/2024 4:11 PM
296	Church	3/6/2024 3:57 PM
297	Hood County Child Welfare Board Member Paluxy River Child Advocacy Center Board Member Knights of Columbus National Center for Missing and Exploited Children (NCMEC) - Previous Team Adam Member for 2 Years Safe Environment Coordinator/Facilitator - Catholic Dioces of Ft. Wroth	3/6/2024 3:56 PM
298	MENSA, Tejas Storytelling Association, Boy Scouts of America,	3/6/2024 3:05 PM
299	Sexual abuse prevention organization	3/6/2024 2:46 PM
300	Child welfare board	3/6/2024 2:33 PM
301	My child's school	3/6/2024 2:32 PM
302	Retired Teachers Association	3/6/2024 2:30 PM
303	County welfare board	3/6/2024 2:22 PM
304	Building Athens Together, NAACP	3/6/2024 2:06 PM
305	Church ministries, Aggie Moms	3/6/2024 1:59 PM
306	Project Management Institution International Society for Performance Improvement	3/6/2024 1:55 PM
307	Foster Care initiative through my church, Chamber of Commerce in Bell/Williamson counties	3/6/2024 1:50 PM
308	Church, foster care programs in the past, international exchange students,	3/6/2024 1:38 PM
309	NA	3/6/2024 1:33 PM
310	Church, owning and operating my own business	3/6/2024 1:28 PM
311	Mentor programs for, TISD & BISD	3/6/2024 1:27 PM
312	Church	3/6/2024 1:19 PM
313	Local Church, and Women's Group	3/6/2024 12:41 PM
314	RELIGIOUS	3/6/2024 12:41 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

315	Cars of Palestine and MADD	3/6/2024 12:41 PM
316	Work for Palestine ISD, Palestine Library Board, Rotary Club of Palestine, United Way Board, Anderson County Community Chorus and Palestibe Regional Hospital Board	3/6/2024 12:35 PM
317	Womens Council, 4-H, Crisis Cener	3/6/2024 12:32 PM
318	Crisis Management Team at work Work with Mexia State Supported Living Center Groesbeck Volunteer Fire Auxiliary	3/6/2024 12:21 PM
319	I have volunteered for Airline Ambassadors, an organization to escorts ill children from overseas for surgery. I have also volunteered for NILMDTS, an organization that does photography for babies that are still born, or have a terminal illness.	3/6/2024 12:09 PM
320	none	3/6/2024 12:08 PM
321	I was involved with big brothers big sisters, till my little sister moved, and the big brother system has never matched me with anyone else. (They are much less organized than CASA.) I am very involved with my church, which is in Austin, though I am in Corpus Christi. I am involved with advocacy organizations and organizations promoting racial justice.	3/6/2024 11:48 AM
322	Boys & Girls Club, Texas Silver-Haired Legislature	3/6/2024 11:42 AM
323	I'm a youth sunday school teacher at my church. I also teach vacation Bible school every summer at another church in my community.	3/6/2024 11:32 AM
324	Political party member. Local church.	3/6/2024 11:28 AM
325	Community coalitions, child welfare board, CRCG	3/6/2024 11:19 AM
326	Church, VBS, teaching Sunday school	3/6/2024 11:12 AM

Q4 What programs do you think CASA could partner with to recruit volunteers? (select all that apply)

Answered: 400 Skipped: 3



ANSWER CHOICES	RESPONSES
Church or faith based organizations	81.50% 326
Community organizations (ex: United Way, Meals-on-Wheels, Food Banks, Red Cross, Junior Leagues, Habitat for Humanity, Senior Citizens, Big Brother/Big Sisters)	63.50% 254
Health Care Organizations	37.00% 148
Educational Organizations	67.00% 268
Other (please specify)	12.50% 50
Total Respondents: 400	

#	OTHER (PLEASE SPECIFY)	DATE
1	small business owners, economic development mixers	4/2/2024 6:20 PM
2	Outreach visits to corporate partners in the area	3/30/2024 5:40 PM
3	People who have been a foster parent before and no longer foster. Fostering was a little too much for my family at the time, however my daughter talked me into it bc she knew I still wanted to help.	3/28/2024 3:43 PM
4	Please do not partner with faith based organizations in Texas. There are already too many. CASA is one of the few that is NOT linked to a church. I would quit volunteering if it became affiliated with a religious group.	3/27/2024 10:10 PM
5	Public places to help spread awareness and educate people on the cause itself. Coffee shops, cafes, first friday art trail	3/27/2024 7:11 PM
6	I really feel strongly about Junior League more than the others. They so often give to the needs of the underserved and especially children with needs.	3/26/2024 7:09 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

7	TTUHSC School of Medicine	3/26/2024 3:10 PM
8	Schools	3/26/2024 11:14 AM
9	Speak to students in relevant college courses	3/26/2024 8:49 AM
10	Partnering with law schools or social work schools	3/25/2024 2:34 PM
11	Advocacy Centers	3/22/2024 3:42 PM
12	I don't k,	3/21/2024 3:55 PM
13	Posters or flyers in banks, post offices, grocery stores, car dealerships, volunteers' neighborhood mailboxes, club houses.	3/21/2024 3:46 PM
14	Retired Teachers, in particular	3/20/2024 9:53 AM
15	Retired Teacher Organizations	3/20/2024 12:31 AM
16	Retired or former educators	3/19/2024 9:48 PM
17	Corporations for active employees and retirees	3/19/2024 7:59 AM
18	Business leaders	3/18/2024 3:54 PM
19	Retired Teachers groups	3/18/2024 2:54 PM
20	Military organizations	3/15/2024 11:35 AM
21	Anywhere and Everywhere	3/13/2024 3:32 PM
22	Boy Scouts of America	3/12/2024 6:43 AM
23	I think they do a great job.	3/12/2024 6:38 AM
24	Clubs and organizations	3/10/2024 10:30 AM
25	Master Gardeners	3/9/2024 4:26 PM
26	Retired teachers	3/9/2024 2:53 PM
27	local businesses	3/8/2024 4:41 PM
28	Retired Teachers Associations	3/7/2024 3:47 PM
29	Neighborhood Facebook pages	3/7/2024 3:37 PM
30	Cancer hospitals	3/7/2024 2:29 PM
31	Clubs such as Rotary, Lions VFW etc.	3/7/2024 2:02 PM
32	Private corporations	3/7/2024 12:02 PM
33	Foster agencies	3/7/2024 11:25 AM
34	Professional Organizations, e.g. local chapter of NASW (National Assn. of Social Workers)	3/7/2024 11:16 AM
35	First Monday; craft fairs; Pancake Breakfast of the Rotary; Retired TEachers Assoc. ,Newcomers, Lions , any place that a group of people gather for a prupose; PTO meetings;	3/7/2024 11:10 AM
36	School Teachers, public and private	3/7/2024 10:53 AM
37	Maybe volunteer fairs or job fairs	3/7/2024 10:13 AM
38	Legal	3/7/2024 10:12 AM
39	CASA would benefit if it held a once a year clergy event a dinner/conference	3/7/2024 10:04 AM
40	Businesses	3/7/2024 9:25 AM
41	Veterans organizations	3/7/2024 9:21 AM
42	Rotary	3/6/2024 7:59 PM
43	Retired Teachers	3/6/2024 6:22 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

44	Nueces County Medical Alliance and Military Spouses	3/6/2024 4:25 PM
45	Disability Organizations	3/6/2024 4:24 PM
46	RTA- see above	3/6/2024 2:30 PM
47	College Campuses	3/6/2024 1:50 PM
48	Parent Organizations at schools	3/6/2024 12:58 PM
49	All the above	3/6/2024 12:35 PM
50	St. John's United Methodist Church in Austin has a speaker once a month at Sunday services. That speaker can talk about the organization and its needs and the monthly (love offering) goes towards this organization. All you need to do is contact Rev. Randy Knighten and get on the calendar.	3/6/2024 11:48 AM

Q5 What suggestions do you have for recruiting more CASA volunteers in your community?

Answered: 254 Skipped: 149

#	RESPONSES	DATE
1	Not sure.	4/8/2024 2:56 PM
2	as stated above engagement of business minded individuals and professionals	4/2/2024 6:20 PM
3	Be intentional about getting out into the community, maybe visiting with the local churches offering a introduction to CASA see how many will show up.	4/1/2024 10:56 AM
4	Many employers are giving employees time off to volunteer in the community. Present to employers the possibility of CASA becoming one of the choices for employees. How could this work for them?	4/1/2024 2:10 AM
5	Word of mouth, possibly hosting community seminar, setting up information tables at community events.	3/31/2024 7:56 PM
6	Public Awareness and word of mouth	3/31/2024 3:16 AM
7	Spread the word	3/30/2024 5:40 PM
8	Volunteers talking to organizations about why they serve. I think their words speak louder than the voices of staff.	3/29/2024 1:18 PM
9	Leave pamphlets at libraries, local businesses, continue getting on the radio, put adds on TV, and keep doing everything y'all are doing!	3/29/2024 10:19 AM
10	Maybe some air time either on the news and/or a commercial?	3/29/2024 9:12 AM
11	Ask to be a guest speaker at some larger adult sunday school classes	3/28/2024 3:43 PM
12	More marketing / education resources around CASA	3/28/2024 11:01 AM
13	More meetings, more awareness about joining.	3/28/2024 9:43 AM
14	I don't know if any of this is already being done, but maybe flyers in the mail? Setting up a booth in the community at a fair? Organizing a 5K and getting sponsorships?,	3/27/2024 11:01 PM
15	Be present and out and about in the community during events- tables, stands, floats in parades.	3/27/2024 10:10 PM
16	When I bring up being a CASA to my fellow classmates and peers, half the time people aren't aware of what a CASA does and are intrigued most of the time. With this being said, I think it would be important to go to classes at Tech or have us advocates present CASA to help get the word out.	3/27/2024 7:11 PM
17	More money spent on Marketing who we are, where we are located and the services we provide.	3/27/2024 6:26 PM
18	Work with retired teacher organizations.	3/27/2024 5:04 PM
19	More outreach events that discuss the importance of serving 100% of the children that come into care in Montgomery County.	3/27/2024 11:47 AM
20	NA	3/27/2024 10:14 AM
21	Have CASA volunteers do video testimonies as to their experiences serving as a CASA, which would include the joys, their experiences, and the challenges. Engage faith communities, educational organizations and health care organizations utilizing the suggested videos as part of the recruitment efforts.	3/26/2024 8:43 PM
22	It's not hard work or too time consuming	3/26/2024 7:52 PM

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23	Go to Texas Tech; talk to sororities, fraternities, and other social organizations and tell them about CASA. I would love to do something with those groups. They are required to do volunteer hours for whatever the group decides on. They are very helpful. I think they will observe the privacy that CASA demands.	3/26/2024 7:09 PM
24	Continue to get information out to the community about CASA and the number of youth who need a CASA.	3/26/2024 4:29 PM
25	Keep spreading the word and great need that exists.	3/26/2024 1:50 PM
26	I think it would be great to send out flyers to different organizations or see if it is possible to give a brief speech at a church service to explain casa	3/26/2024 11:14 AM
27	Speaking to businesses who are business partners, to recruit the employees.	3/26/2024 10:03 AM
28	Persistence.	3/26/2024 8:49 AM
29	I can't think of anything.	3/25/2024 10:44 PM
30	Word of mouth is always important!	3/25/2024 9:33 PM
31	Think we could offer classes at night for those that work during the day or have a zoom class in the evening to help with those who can't make it during the day.	3/25/2024 6:28 PM
32	An outreach fun run or event. Invite the community out for donated food and tell them about CASA.	3/25/2024 6:20 PM
33	no suggestions	3/25/2024 6:17 PM
34	presentations at educational conferences and regional education centers	3/25/2024 5:30 PM
35	Board Member for a non profit organization called ThirdStrand out of Canyon, TX	3/25/2024 4:55 PM
36	word of mouth	3/25/2024 2:35 PM
37	Students could be a good source of recruitment - law schools and social work colleges.	3/25/2024 2:34 PM
38	Work directly with schools and churches in the community.	3/25/2024 2:32 PM
39	Host CASA 101 information meetings at schools and churches (I believe teachers make excellent CASA volunteers) Use current CASA volunteers as ambassadors in the community to educate others what CASA actually does, and how important the organization is to our community.	3/25/2024 2:13 PM
40	More PSA's that highlight the effectiveness of CASA volunteers	3/25/2024 2:07 PM
41	Attending community/health/job fairs. I know TTUHSC and SPC have healthcare related fairs for students which could be a good way to recruit and get CASA's name out there	3/25/2024 1:25 PM
42	Partnering with local universities	3/24/2024 9:50 PM
43	TV ad spots with foster kid and CASA	3/24/2024 4:59 PM
44	More Social Media	3/23/2024 7:56 PM
45	I think teachers would make good CASA volunteers as they already have a desire to work with children. Getting to speak at faculty meetings or at any sort of organization for retired teachers.	3/23/2024 9:21 AM
46	Social media	3/23/2024 7:59 AM
47	N/A	3/22/2024 3:42 PM
48	Create flyers telling of CASA successes	3/21/2024 4:11 PM
49	Have volunteers bring friends to a social event with CASA	3/21/2024 4:11 PM
50	Volunteer word of Mouth	3/21/2024 3:55 PM
51	Bumper stickers. Yard signs.	3/21/2024 3:46 PM
52	Clergy-community	3/21/2024 10:12 AM
53	I don't think there is much awareness to the program. One way to provide awareness is	3/21/2024 9:39 AM

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through people's work/jobs, so reaching out to larger businesses and corporations with many employees could be one way to raise awareness and hopefully, spark interest.

54	Fairs and other family oriented activities	3/21/2024 8:28 AM
55	Volunteers and staff attending meetings of other organizations to recruit	3/21/2024 5:10 AM
56	Push out more information publicly	3/20/2024 6:31 PM
57	CONTINUE COMMUNITY AWARENESS THROUGH COMMUNITY OUTINGS AND EVENTS	3/20/2024 4:05 PM
58	explain the huge need to help a child in care	3/20/2024 11:20 AM
59	Conducting more concerted efforts toward organizations listed above. E.g. making a presentation at a Retired Teachers' meeting	3/20/2024 9:53 AM
60	Current CASA word of mouth is the most beneficial. Needs to be honest conversation with potential volunteers though. It's not easy but it is rewarding.	3/20/2024 8:52 AM
61	Offer on-site trainings (ie: at churches, schools)	3/20/2024 8:21 AM
62	Send speakers to church groups, make appeals through social media such as Facebook groups	3/20/2024 12:31 AM
63	Providing opportunities for current volunteers to give testimonials to prospective volunteers	3/19/2024 9:48 PM
64	I suggest working with the public schools so that the time needed to volunteer doesn't go "against" the person serving the kids.	3/19/2024 3:51 PM
65	reach out to police and emt associations	3/19/2024 2:45 PM
66	We need to tap into the hispanic population	3/19/2024 1:13 PM
67	Partner with religious organizations	3/19/2024 10:24 AM
68	None	3/19/2024 10:21 AM
69	Lunch and learns	3/19/2024 8:43 AM
70	Events thru churches in the community	3/19/2024 8:09 AM
71	Get the word out, positive involvement	3/19/2024 7:58 AM
72	Reaching out to the local university and community college could attract more students looking for volunteer hours and to boost their resume.	3/18/2024 8:16 PM
73	Ask volunteers to make recommendations.	3/18/2024 6:51 PM
74	Social media	3/18/2024 5:54 PM
75	I think there needs to be more marketing. It was pure luck I found out about CASA.	3/18/2024 5:08 PM
76	Tell the story about how kids have been helped by CASA while keeping confidential the names	3/18/2024 4:51 PM
77	advertisement other than social media.	3/18/2024 4:29 PM
78	Participate in vendor shows, provide informative speeches at civic organizations, contact business leaders - utilities, banks, mortgage companies, etc.	3/18/2024 3:54 PM
79	Fliers or posters advertising it, reaching out and partnering with local mental health affiliates.	3/18/2024 3:44 PM
80	I think retired teachers would be a great source of people who care about kids but may not be overly committed to other organizations. Our local group meets monthly. Also Exchange Club and stay-at-home parent groups.	3/18/2024 2:54 PM
81	Flyers in more public spaces that explains the impact CASAs make and how to join.	3/18/2024 1:09 PM
82	Be more visible. Ads, TV, word of mouth. community outreach	3/16/2024 12:30 PM
83	Educating more people about the organization	3/16/2024 11:40 AM
84	I think word of mouth is the best way. Being a CASA is a big commitment. I feel it was described to me as a few hours a month but, the reality is, to do a good job it is work. It takes a team and a heart for the work.	3/16/2024 11:04 AM

FY24 Volunteer Recruitment, Training, and Retention Survey

85	I like the idea of someone speaking at church services.	3/15/2024 6:15 PM
86	This is a bit out of the box, but perhaps personal pins akin to what Herbalife does. Instead of "Lose Weight Now, Ask Me How", put "Help Kids Now, Ask Me How." Suspect it's a great way to start conversations and spread the word. I would also suggest street banners in smaller towns and suburbs.	3/15/2024 1:58 PM
87	Retired teachers are good CASAs. Reach out to TRTA and TRS.	3/15/2024 1:28 PM
88	Use diversity and inclusion approaches. Recruitment of more diverse volunteers that reflect the population of children being served. Go into the community- businesses- where people gather.	3/15/2024 11:35 AM
89	Many churches have adoption & foster care encouragement messages/support "conversations" annually. For those who want to help but can't participate at a placement level CASA is the perfect match yet few are unaware of this opportunity to serve in this capacity.	3/15/2024 9:25 AM
90	Sending our flyers to community organizations; posting flyers in public places; news media announcements; recruitment gatherings	3/14/2024 12:17 AM
91	More ads.	3/13/2024 6:06 PM
92	Let volunteers do the field work and foot work of the case and do not pressure volunteers to have to do the court report portion of the case, they have plenty to do without having to do that too	3/13/2024 4:59 PM
93	The court in Aransas County needs to change its perspective thereby allowing more CASAs on CPS cases	3/13/2024 4:27 PM
94	N/A	3/13/2024 4:26 PM
95	1) A billboard would be great to see 2) more coverage in the local papers about events 3) a more active social media page	3/13/2024 3:32 PM
96	I think alot of people have not heard of CASA and it's just about getting people knowledge of CASA so maybe flyers on what it is getting people exposed to it	3/13/2024 1:52 PM
97	Tell others what a great organization to be involved with to help children.	3/13/2024 1:27 PM
98	letting more people be aware of what is going on in the community and how high child abuse is.	3/13/2024 1:22 PM
99	Ask churches if a CASA representative could be a guest speaker during Sunday service.	3/12/2024 10:14 PM
100	media exposure. It is rare that I mention CASA and anyone has ever heard of it	3/12/2024 9:35 PM
101	Testimonials of current volunteers (although we already do this to a certain extent)	3/12/2024 8:18 PM
102	Fun, public outreach	3/12/2024 7:45 PM
103	Continue to appeal to the sense of urgency for the need for volunteers	3/12/2024 5:14 PM
104	no suggestions except own personal reasons and word of mouth	3/12/2024 12:52 PM
105	Encouraging word of mouth and volunteers sharing their experiences	3/12/2024 12:37 PM
106	Try to talk to more groups of organizations who volunteer.	3/12/2024 11:34 AM
107	More out reach within our local community.	3/12/2024 11:14 AM
108	They do a great job!	3/12/2024 6:38 AM
109	Have volunteers speak to group of potential volunteers.	3/11/2024 10:14 PM
110	More community events and church presentations.	3/11/2024 8:11 PM
111	Quick "Lunch and Learn" opportunities at various locations, to share information about CASA.	3/11/2024 3:46 PM
112	Share the story more widely, get our current volunteers more engaged in recruiting.	3/11/2024 2:37 PM
113	Maybe have more information sessions/ more advertising through social media, etc!	3/11/2024 12:40 PM
114	Spread the word about how CASA is different from other groups. When I talk to people about	3/11/2024 12:07 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

CASA, they think it is like Big Brothers/Big Sisters, etc. More people might get involved if they knew what we actually do.

115	Letting the community know about CASA	3/11/2024 11:31 AM
116	Holding a CASA info and recruiting night at a public place	3/11/2024 10:48 AM
117	tell your community about the benefits and the showing of your kindness and the wanting the need to help, as well as being a part of all cultures in your community.	3/11/2024 10:30 AM
118	More advertising on CASAs. I never heard of CASAs until I saw someone on Instagram that talked about it, and I was in the system when I was younger.	3/11/2024 9:32 AM
119	Social Media	3/11/2024 9:30 AM
120	What about volunteers manning tents - answering questions, providing more information, etc at various Farmer's markets throughout Montgomery County? Word of mouth goes a long way.	3/11/2024 9:18 AM
121	People do not fully understand what a Casa volunteer is and what they really do. Many people are afraid it is too emotional and dangerous.	3/11/2024 9:11 AM
122	Reach out to BISD.	3/10/2024 7:28 PM
123	Advertisement in local newspaper, churches.	3/10/2024 5:16 PM
124	None	3/10/2024 5:09 PM
125	Seems a lot of former teachers are volunteers, so prehaps targeting that group would pay off	3/10/2024 4:23 PM
126	Have a booth at local community functions. Ask to speak at events including monthly city council or law enforcement meetings.	3/10/2024 3:59 PM
127	More marketing of the program	3/10/2024 12:02 PM
128	Texas A&M is a great resource in the Brazos Valley	3/10/2024 10:41 AM
129	Awareness of critical need.	3/10/2024 10:30 AM
130	Ways of developing recruitment activities of overcoming fears of commitment to a child, and, the amount of time a commitment is needed. We need to develop means of getting the word out on what is the role of CASA.	3/10/2024 10:13 AM
131	Ask to present CASA opportunity at church services.	3/9/2024 8:57 PM
132	none	3/9/2024 4:26 PM
133	Spread the word and stress the needs and benefits by talking to civic organizations. Take applications along to give out with phone number and email to reach CASA. Give them a telephone # of a willing CASA to call and find out more.	3/9/2024 2:53 PM
134	volunteers are best brought in by existing volunteers	3/9/2024 1:19 PM
135	Speaking to community organizations, church organizations, etc.	3/9/2024 9:57 AM
136	I believe increased awareness of CASA and the need in the community would be sufficient to increase volunteer numbers. Very rarely do I encounter people who know what CASA is, I'm always explaining it.	3/9/2024 8:21 AM
137	Distribution of a CASA flyer at community events, by a current CASA volunteer.	3/9/2024 6:34 AM
138	None	3/9/2024 1:52 AM
139	Guest speakers/presentations to talk about CASA.	3/9/2024 12:15 AM
140	It's hard when people work full time so partnering 2 CASA Volunteers to share the case when it's a complicated case.	3/8/2024 8:42 PM
141	Campaigning (guest speaker)at places of business, worship, education. Having a person explain what a CASA does and how manageable it is. I thought it would be too much until I spoke with a recruiter.	3/8/2024 8:33 PM
142	Speak for any organization in the community or be present a representing VOC for all community events.	3/8/2024 7:52 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

143	Target Large businesses and city events	3/8/2024 7:50 PM
144	Putting fliers at the library, parks and any place that has community boards (Starbucks, etc).	3/8/2024 6:52 PM
145	more advertising	3/8/2024 4:41 PM
146	Advertise more	3/8/2024 4:30 PM
147	Videos explaining exactly what a volunteer is responsible for.	3/8/2024 4:23 PM
148	Education to organizstions so that they know about the program and how much the commitment really is.	3/8/2024 4:17 PM
149	I heard about our local CASA at my church. It was something I had wanted to do for a long time and hearing about it again at my church was timely.	3/8/2024 1:40 PM
150	Civic Organizations	3/8/2024 12:36 PM
151	Now seeing billboards and commercials is making it more known.	3/8/2024 11:38 AM
152	I don't have any more suggestions.	3/8/2024 11:17 AM
153	Have a CASA volunteer attend a school faculty meeting and try to recruit. (take snacks!)9	3/8/2024 10:32 AM
154	More word of mouth by current CASA'S	3/8/2024 10:17 AM
155	Do presentations at churches locally	3/8/2024 10:02 AM
156	Outreach/speaking to target audiences in person; possibly a video that could circulate on social media that gives specific information about what a CASA volunteer does.	3/8/2024 9:22 AM
157	Name recognition. I know many people in both health based and community services that don't know or understand what casa's do	3/8/2024 8:49 AM
158	More community engagement, having booths at local fairs	3/8/2024 8:40 AM
159	Ads are wonderful but if it's backed with actual testimonials from volunteers, etc, it's more powerful	3/8/2024 7:50 AM
160	Same answer as above	3/8/2024 4:57 AM
161	Maybe work with corporations	3/7/2024 11:21 PM
162	Word of Mouth, Film Alley and The Coyote radio station	3/7/2024 9:55 PM
163	More coverage thru the media	3/7/2024 9:29 PM
164	N/A	3/7/2024 9:08 PM
165	Have a booth at community gatherings	3/7/2024 8:50 PM
166	I personally do not see much Recruiting. As far as I know, they still have occasional coffees, meet and greet. I'm not sure how people find out about them.	3/7/2024 8:09 PM
167	Coming to the communities when there is a function or festival going.	3/7/2024 7:59 PM
168	Focus on upcoming and/or recent retirees who are looking for a meaningful way to spend their time.	3/7/2024 7:31 PM
169	Utilizing Churches	3/7/2024 7:02 PM
170	I used to hear of a lot of recruitment happening at different organizations. I don't know how much of that is going on now.	3/7/2024 6:59 PM
171	More word of mouth	3/7/2024 6:37 PM
172	Na	3/7/2024 6:34 PM
173	encouraging volunteers to share experiences with friends and nieghbors then connect them directly to CASA - of course not sharing any confidential info	3/7/2024 6:19 PM
174	Focus on kids need you	3/7/2024 6:00 PM
175	Ask current volunteers to recommend a friend	3/7/2024 4:56 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

176	It's become VERY time consuming, and very different from when I started. The majority of it has become reporting.	3/7/2024 4:39 PM
177	More awareness of CASA and the rewarding experience	3/7/2024 4:25 PM
178	I think satisfied CASA volunteers will be the most help in getting people interested in learning more about it	3/7/2024 3:59 PM
179	Don't make it so hard. Financially it is a drain to travel and provide gifts. Paperwork gets overwhelming,	3/7/2024 3:59 PM
180	Social media!!!	3/7/2024 3:34 PM
181	I am not very involved in my community and have no idea.	3/7/2024 3:26 PM
182	Raising awareness within the community where possible. The nature of what CASA does requires a personal commitment beyond giving of volunteer's time.	3/7/2024 3:05 PM
183	Talking with church organizations. They want to help, they just don't know what to do. Some don't know what Casa is.	3/7/2024 2:53 PM
184	Get the name CASA around our community. Facebook, emails, fundraising, word of mouth.	3/7/2024 2:42 PM
185	Go to local churches but bring the advocates that can make it personal	3/7/2024 2:29 PM
186	Open house once or twice a year for select organizations with staff and advocates present to answer questions.	3/7/2024 2:02 PM
187	I believe word of mouth is the best recruiting tool. When volunteers feel they are a volunteer making a difference they talk about. Currently volunteers complain about their workload and all they are required to do.	3/7/2024 2:02 PM
188	Giving presentations at the above named places!	3/7/2024 2:00 PM
189	CASA has a retention problem.	3/7/2024 1:56 PM
190	Keeping the awareness out there and holding events that explains what CASA actually does. Many people do not know. ?	3/7/2024 1:40 PM
191	More visibility	3/7/2024 1:32 PM
192	Word of mouth invitations	3/7/2024 1:18 PM
193	I haven't really thought about it....	3/7/2024 1:08 PM
194	Advertisement through colorful flyers, to be left around the community.	3/7/2024 1:06 PM
195	Promo in church bulletins	3/7/2024 12:17 PM
196	More outreach	3/7/2024 12:13 PM
197	I'm not sure what you already do but thinking back to before I had reached out to CASA for information I think it would've been helpful to be able to speak to a CASA directly. Maybe having someone address a group, share their story, and answer questions. You probably already do this.	3/7/2024 12:12 PM
198	Our CASA organization has almost too many volunteers (excellent problem to have) so many times there is a wait to take on a case.	3/7/2024 12:00 PM
199	Go to women's Bible studies that meet during the week and talk about what casa does! Or get involved in local MOPS chapters.	3/7/2024 11:59 AM
200	Local advertising and personally engaging people in our social circle	3/7/2024 11:43 AM
201	Ask! Most people don't help because they are never asked. 💕	3/7/2024 11:39 AM
202	Better communication about expectations of the volunteer role.	3/7/2024 11:25 AM
203	Offer info. sessions to the public in churches, pubic gathering places (coffee shops, etc.) & promote opportunity online, e.g., Facebook	3/7/2024 11:16 AM
204	IT is really hard to recruit for CASA. People are scared of the court and perhaps, other responsibilities. If we could get past the fear of the volunteer position, we could achieve more.	3/7/2024 11:10 AM

FY24 Volunteer Recruitment, Training, and Retention Survey

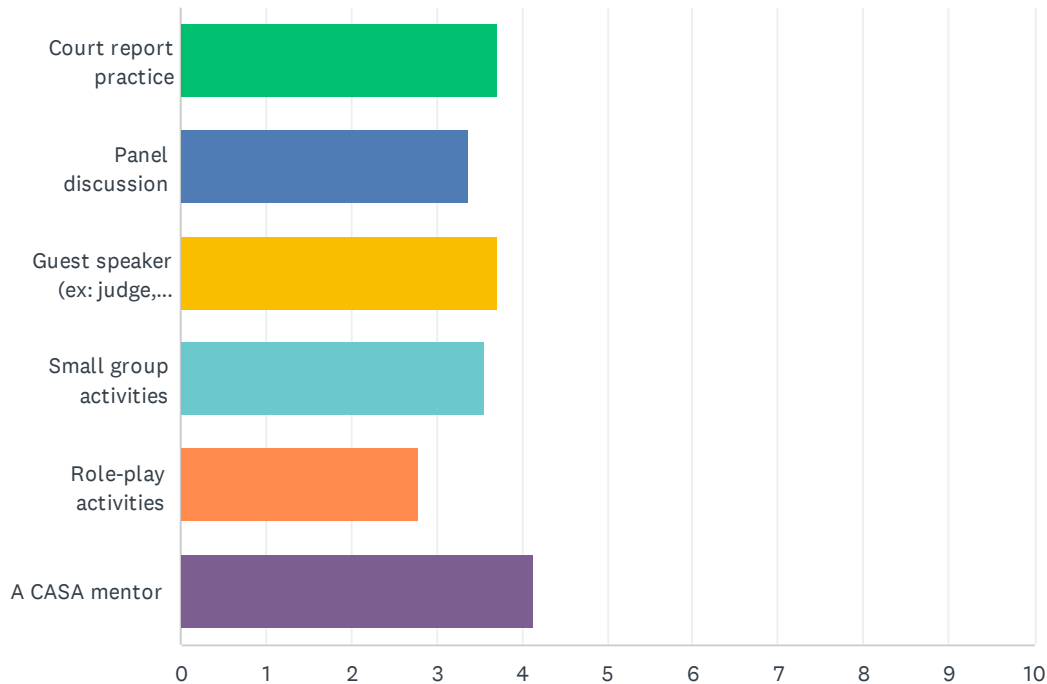
	How do you do that? I don't know.	
205	Get human interest stories in local, community and neighborhood magazines and newspapers.	3/7/2024 11:06 AM
206	CASA offer informational presentations to afore mentioned organizations.	3/7/2024 10:53 AM
207	Share experiences with friends.	3/7/2024 10:22 AM
208	Share specifics of the CASA work on various media platforms. Provide overviews of our work as well as some data related to the huge need of CASAs in Taylor County.	3/7/2024 10:19 AM
209	Outreach in faith based organizations and churches.	3/7/2024 10:16 AM
210	I think the best way to recruit is for volunteers to talk to friends who might be good CASAs. Maybe even have some topics provided by CASA to kick off the discussion.	3/7/2024 10:13 AM
211	Advertising with local CASA employees and volunteers.	3/7/2024 10:09 AM
212	Maybe a booth at local seasonal markets	3/7/2024 10:07 AM
213	Have tried but all seem involved in other activities.	3/7/2024 10:04 AM
214	Offer to make it known and credit those companies that give employees/ volunteers time allotted to attend court dates n important events	3/7/2024 10:04 AM
215	Creating strong parterships.	3/7/2024 10:03 AM
216	I also think that given the decline in children coming into foster care we don't need to recruit in Montgomery county.	3/7/2024 9:25 AM
217	Do a regular article in local newspapers that provides information etc. like a quarterly newsletter	3/7/2024 9:21 AM
218	Booth at community events Newspaper Ads Mailings	3/7/2024 7:20 AM
219	Connecting with more people that are hands on with children, like teachers. Talk to local groups at their monthly meetings about what they do.	3/6/2024 8:13 PM
220	No	3/6/2024 7:48 PM
221	Look for opportunities to speak in local churches; participate in local community events with a booth	3/6/2024 6:22 PM
222	My church has CASA as part of mission they support. Let more church members know about CASA	3/6/2024 6:01 PM
223	Work with community college students	3/6/2024 5:44 PM
224	Increase local member outreach...Each one reach one!	3/6/2024 5:10 PM
225	Presentations with films at independent living centers.	3/6/2024 4:25 PM
226	Get involved with community committee meetings	3/6/2024 4:24 PM
227	Can't think of anything right now	3/6/2024 4:12 PM
228	While I understand paperwork and training or needed, I believe at times it's a little much for me. I would suggest maybe twice a year having an all day training and just let us get it done. I don't mind the time I give to the children at all, but I do not like the hours for training. I do my best to keep up with new laws but honestly, the training is pretty much repetitive. Just let me do it in a day and be done.	3/6/2024 4:11 PM
229	More public exposure through local media	3/6/2024 3:56 PM
230	Better community awareness	3/6/2024 3:05 PM
231	Flyers, reach out to colleges, specifically students in social work or psychology programs.	3/6/2024 2:46 PM
232	Advertising	3/6/2024 2:33 PM
233	Community outreach	3/6/2024 2:22 PM
234	N/A	3/6/2024 2:06 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

235	Encourage volunteers to tell their story, to the extent they can. My first couple years with CASA, I would not say a word, thinking everything is confidential. Now I put in my Christmas letter that I still enjoy volunteering for CASA and helping kids in foster care. Tell volunteers to toot their own horns!	3/6/2024 1:59 PM
236	Just getting the word out about CASA's mission	3/6/2024 1:55 PM
237	I think that people need help understanding that being a foster parent is not the only way you can help kids in care. I know that I thought that at one time and was kinda horrified when I discovered that there were a ton of other options I could have been doing all along. Also, I think that people need to know that they can have REAL impact. Statistics for how often judges rule in favor of CASA recommendations in Texas was impactful for me because I thought "whoa, I could actually do something here." Knowing those statistics also encouraged me to lock down and be a very diligent CASA to ensure that I was always giving proper recommendations.	3/6/2024 1:50 PM
238	Our local CASA puts us out in the community every chance that presents itself: bell ringing at Christmas, Halloween events, etc., painting faces at Back-To-School event. (Might get involved in local parades!)	3/6/2024 1:38 PM
239	NA	3/6/2024 1:33 PM
240	I don't know	3/6/2024 1:28 PM
241	More media	3/6/2024 1:27 PM
242	Helping people to understand how this helps children that really need someone they can turn to and trust to help them.	3/6/2024 1:19 PM
243	Highlighting the success stories of how a child overcame adversities.	3/6/2024 12:58 PM
244	I believe college-aged students would be great candidates for CASA volunteers, due to their flexible schedules and the fact that most of them need volunteer hours.	3/6/2024 12:41 PM
245	Ask	3/6/2024 12:35 PM
246	We have not had many cases since CPS isn't involved in removing kids anymore. I have been a CASA for 18 years and have not had a case for almost 2 years! We have more volunteers than cases.	3/6/2024 12:32 PM
247	I'm not really sure. I think that there is a lack of awareness about this wonderful program. I think that each Casa program should have a director or PR person that knows how to speak from the heart either by experience or from the heart. That is what recruits others.	3/6/2024 12:09 PM
248	not sure	3/6/2024 12:08 PM
249	Get on as many organization calendars as you possibly can so that you can speak at organizations where people are already volunteering or gathering. People who are already contributing are likely to be your best prospects. This is a great volunteer job for someone who is recently retired so perhaps AARP would be a good recruitment vehicle.	3/6/2024 11:48 AM
250	I think we are doing well in the recruitment area	3/6/2024 11:42 AM
251	I think if we held more events, like Q&A type settings.	3/6/2024 11:32 AM
252	Ads	3/6/2024 11:28 AM
253	Walk through the life of a case from the volunteer's perspective and help folks understand that it's about helping "your neighbor".	3/6/2024 11:19 AM
254	Advertise more on tv, radio and newspapers.	3/6/2024 11:12 AM

Q6 What tools, resources, or support from pre-service training best helped you succeed in your case(s)? (please rank the following in order of most effective to least effective)

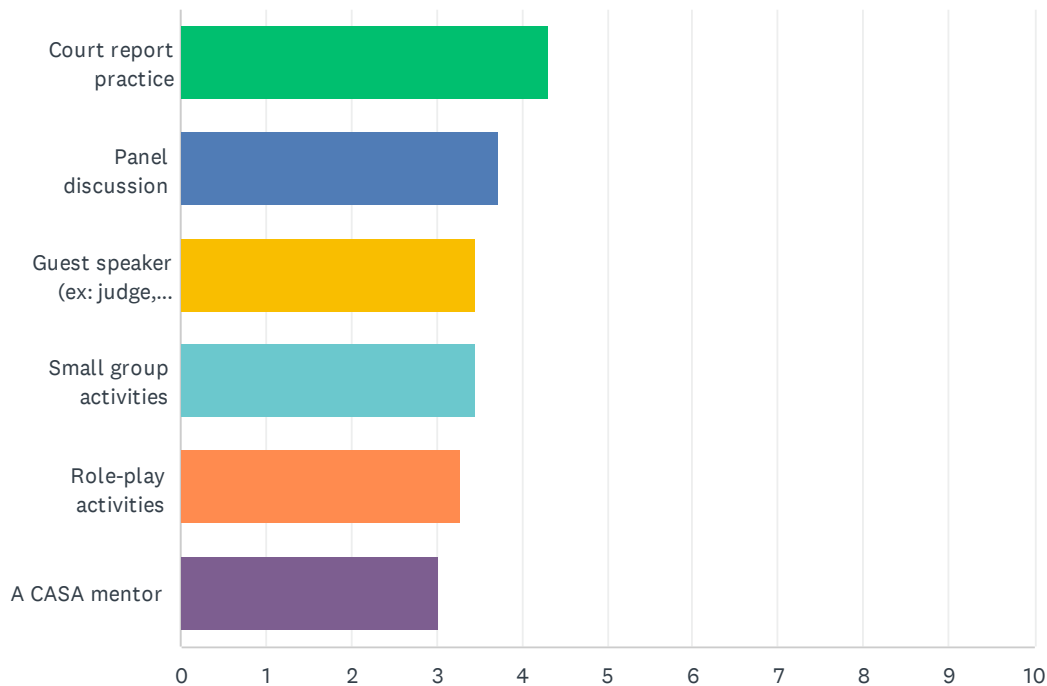
Answered: 395 Skipped: 8



	1	2	3	4	5	6	TOTAL	SCORE
Court report practice	19.89% 74	18.01% 67	16.13% 60	16.94% 63	16.13% 60	12.90% 48	372	3.70
Panel discussion	10.05% 37	16.58% 61	19.84% 73	20.11% 74	19.57% 72	13.86% 51	368	3.36
Guest speaker (ex: judge, lawyer, therapist, teacher)	14.48% 54	20.64% 77	22.52% 84	16.89% 63	14.21% 53	11.26% 42	373	3.71
Small group activities	9.87% 37	21.60% 81	21.07% 79	19.73% 74	17.87% 67	9.87% 37	375	3.56
Role-play activities	6.93% 25	12.47% 45	13.02% 47	17.17% 62	20.78% 75	29.64% 107	361	2.79
A CASA mentor	43.32% 162	11.76% 44	8.56% 32	7.49% 28	9.63% 36	19.25% 72	374	4.14

Q7 What aspects of pre-service training do you feel could be improved? (please rank the following in order of most in need of improvement to least in need)

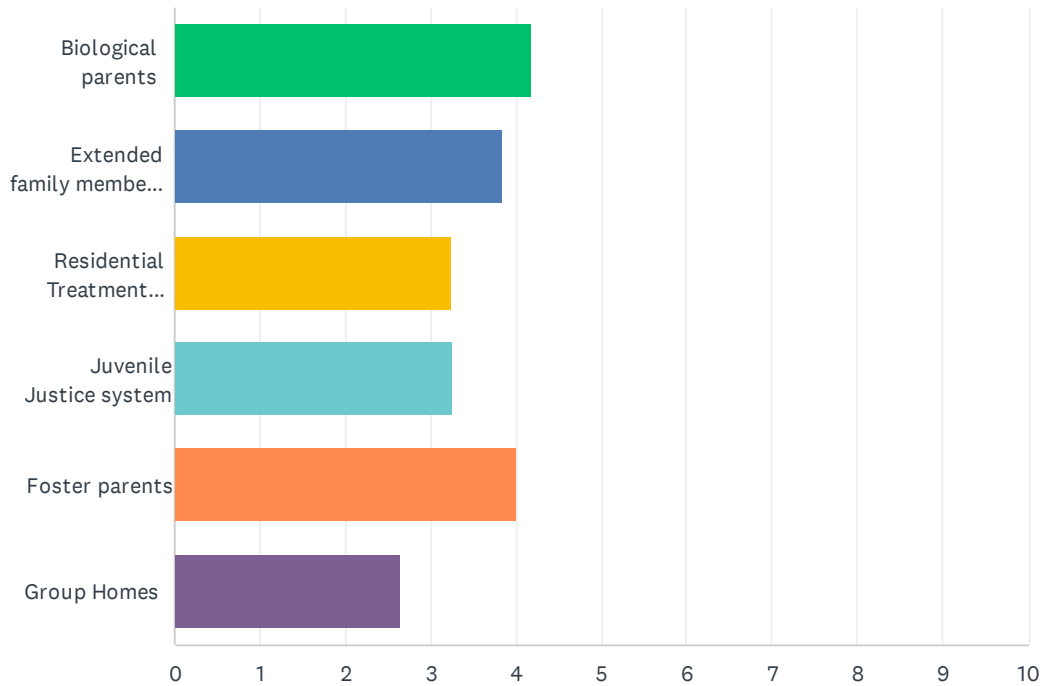
Answered: 348 Skipped: 55



	1	2	3	4	5	6	TOTAL	SCORE
Court report practice	35.65% 118	20.85% 69	11.78% 39	10.57% 35	11.48% 38	9.67% 32	331	4.30
Panel discussion	11.29% 36	21.00% 67	26.33% 84	20.06% 64	13.79% 44	7.52% 24	319	3.73
Guest speaker (ex: judge, lawyer, therapist, teacher)	11.59% 38	18.60% 61	20.73% 68	17.38% 57	15.85% 52	15.85% 52	328	3.45
Small group activities	6.79% 22	20.06% 65	19.44% 63	27.47% 89	17.28% 56	8.95% 29	324	3.45
Role-play activities	15.58% 50	14.33% 46	12.15% 39	14.33% 46	28.04% 90	15.58% 50	321	3.28
A CASA mentor	22.15% 72	8.62% 28	9.85% 32	8.62% 28	10.46% 34	40.31% 131	325	3.02

Q8 Which of the following groups did you feel pre-service training best prepared you to work with? (please rank the following in order of most in need of improvement to least in need)

Answered: 364 Skipped: 39



	1	2	3	4	5	6	TOTAL	SCORE
Biological parents	27.25% 94	26.38% 91	14.49% 50	12.46% 43	6.38% 22	13.04% 45	345	4.17
Extended family members or kinship connections	13.26% 46	20.46% 71	29.97% 104	17.00% 59	12.10% 42	7.20% 25	347	3.84
Residential Treatment Centers	13.03% 43	11.82% 39	14.55% 48	22.12% 73	23.64% 78	14.85% 49	330	3.24
Juvenile Justice system	13.35% 45	14.24% 48	16.62% 56	17.80% 60	17.51% 59	20.47% 69	337	3.27
Foster parents	31.43% 110	17.71% 62	12.29% 43	11.71% 41	12.57% 44	14.29% 50	350	4.01
Group Homes	5.64% 19	9.79% 33	12.17% 41	17.51% 59	26.11% 88	28.78% 97	337	2.65

Q9 Please tell us WHY you prioritized the choices in these three questions above.

Answered: 260 Skipped: 143

#	RESPONSES	DATE
1	it is my perception	4/2/2024 6:20 PM
2	I feel training focuses a lot on court reporting and it's hard to really gauge the impact of what you will be dealing with until you hit the road running.	4/1/2024 10:56 AM
3	I feel that we needed more practice with court reports and more role playing activities.	3/31/2024 9:35 PM
4	Could use more Information and maybe role-play for working with parents and families and what to expect.	3/29/2024 2:01 PM
5	Court report last. It is important but not as important as contact with kids and family	3/29/2024 1:18 PM
6	I think the training helped me to feel most comfortable with one-on-one interactions and relationships over whole system procedures and professional aspects.	3/29/2024 10:19 AM
7	I did my training online so we didn't get to see a lot of guest speakers, etc. We spent more time training with role-playing and breaking up into chat rooms.	3/29/2024 9:12 AM
8	the case starts with the parents, they will be the ones we need to contact .	3/28/2024 3:47 PM
9	I really liked the family collaboration. I think the one who gets the most benefits from this is the child.	3/28/2024 3:43 PM
10	The answers are based on my attendance experiences.	3/28/2024 9:48 AM
11	That is what I felt best served me in the trainings.	3/28/2024 9:43 AM
12	We didn't have a mentor during training. Don't care for small group work, especially in a short time frame for training. A role play for testifying in court would have been helpful. And more information on CFP Tools. Got nothing on dealing with RTC, group homes or JJ. Training is too focused on trauma and small children.	3/27/2024 10:10 PM
13	I prioritized the choices above in these three questions because: On question 6, a CASA mentor, court report practice, and small group activities were my top 3 because my CASA mentor to me personally is one of the most important things to me in CASA. Without my mentor, I would have a harder time, since they are a large part of my support, a good friend, and always there to answer any questions. Second is court report practice because court reports consist of a lot of information and having a practice on in training makes it a lot easier when writing the real ones. Third I put small group activities, small group activities personally were vital to helping me become a CASA and made a open and easy going environment to help each other out and almost in a way "role play" parts you will be doing when you're an actual CASA. Question 7: 1. Court Report Practice, Role-Play Activities, Small group activities Although court report practice was extremely helpful, I wish there was an entire day just on court reporting. As a advocate now, I still feel overwhelmed with this aspect of CASA. I believe if we had an entire day to walk through step by step of a fake report and how to find the information in the report and what to put in and what to not, it may of been easier for me to write the future ones. Role play activities & small groups go hand in hand at times since we are working together in small groups role playing activities at times. Both are extremely useful however, it could help to role-play how you would act in a situation that may be heavier and harder, and figuring out with your group how to deal with it professionally and also personally. Question 8: (1) Juvenile Justice System (2) Foster Parents (3) Group Homes Pre-service training prepared me for the justice system as we spoke about it in mass amounts and also had a guest speaker at the end who was a judge and used to be a CASA; which made it very helpful to better understand. Foster parents was a big one as well since this is a vital connection between a CASA volunteer and their kid; communicating with the CASA's foster parent is frequent and during training, we went into depth about how to speak with them and watched videos that had a CASA catching up with them at the beginning of training to give you	3/27/2024 7:11 PM

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an idea visually of how to interact with them in the future. (3) was group homes, group homes can be trickier to navigate because of the many house parents however in CASA we discuss a bit on it and in my case it has been helpful since one of my kids is in a group home.

14	Because the pre service needs to focus on touch points CASA's have the most involvement in.	3/27/2024 6:26 PM
15	I did not answer because I believe that the training was quite effective. I am new to this and very much has to be done on an individual case basis.	3/27/2024 6:00 PM
16	In some ways, giving the information is the best way to prepare for our role. Beyond that, it is very difficult to prepare us for what we will experience. Every situation is different. There is not enough time to go into everything. I thought that the court practice was great. That seems to be the most difficult part of the job description.	3/27/2024 5:04 PM
17	I feel very comfortable establishing rapport with family and caregivers.	3/27/2024 11:47 AM
18	I felt best prepared to deal with biological and foster parents. Not as prepared for residential facilities	3/27/2024 10:53 AM
19	They are the most important areas to understand	3/27/2024 10:14 AM
20	Based on my experience with the difficulty of writing court reports and the time it takes to write same, the training, while very important, was inadequate, the training examples used not addressing my experience with the difficult case I have had and were too "basic," without much feedback from the facilitator(s). I do not recall having had a CASA mentor during the training. The juvenile justice system and RTCs have been a big part of my CASA teenager's journey and the training did not prepare me for engaging these types "placements," something I had to learn as I went . . .	3/26/2024 8:43 PM
21	I didn't know much about children in mental facilities until I had one.	3/26/2024 7:52 PM
22	It is certainly my own feel that I had in the beginning of my volunteering experience. I believe that some of the learning has to be with experience. The CASA trainer couldn't possibly help with all those things. You just learn some of it by "baptism by fire".	3/26/2024 7:09 PM
23	My training was several years ago and I don't remember the specifics of it well. I do remember feeling lost writing my first court report. I recently got my first case involving an RTC placement and have found navigating that to be difficult--but that might be due to the length of time since training.	3/26/2024 4:29 PM
24	From experience	3/26/2024 3:44 PM
25	My level of comfort in dealing with the different classifications.	3/26/2024 1:50 PM
26	In my experience the parts of training that stuck out to me were how to communicate with the child and what my role would be. Going into it, I have had a hard time always knowing how to communicate with the other institutions I'm working along side as well as with the biological parents. The court report aspect could have been explained better and I felt like the mock court report was very hyped up as stressful and then I never received any feedback on it.	3/26/2024 11:14 AM
27	Based on my training and now experience in CASA, I ranked these in areas I felt strong in when I received my case. I rank low the areas I felt I could have had more awareness about.	3/26/2024 10:03 AM
28	Some RTCs are essentially small businesses that do what they agreed to do, while others are more involved with their children. Some view CASA as an irritation to be tolerated lest they get into trouble, while others want to work with CASA	3/26/2024 8:49 AM
29	Because that's the way I felt they should be.	3/25/2024 10:44 PM
30	I'm a mother, adoptive mother, educator, and have extensive experiences with children from all different environments.	3/25/2024 9:33 PM
31	I do not particularly believe that any really need work, but put them in order of what I have experience with thus far as an advocate. Only because I have to rank them.	3/25/2024 6:28 PM
32	My CASA coordinators have been brilliant. My kid recently went to jail for a couple of days. We don't have the paperwork they required. My coordinator and her advisor was not sure if what to do. Luckily my kid was released so we didn't have to worry too much. I don't believe I have been on a panel discussion.	3/25/2024 6:20 PM

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33	In number 6, I saw my supervisor as a CASA mentor who guided and assisted me. They had so much information to share. In number 7, I can't identify what is most in need of improvement. I had good training and with the help of my CASA supervisor it comes together.	3/25/2024 6:17 PM
34	There was not a lot of information provided for residential treatment centers or juvenile justice system - the others were comprehensive	3/25/2024 5:30 PM
35	During training there was a lot of focus on foster parents - I have had three kids and all of them were in group homes. The foster care focus has not been helpful.	3/25/2024 5:19 PM
36	I became more aware how the justice system works, how to work with the biological parents in getting their children back, understanding foster parents needs	3/25/2024 2:35 PM
37	I did not feel prepared to work with many of the groups a CASA regularly has contact with. Training seemed to focus mostly on close family connections and the court system somewhat, but I did not feel it covered working with attorneys, group homes, foster parents, etc.	3/25/2024 2:34 PM
38	Working with the foster parent or placement was an area that was discussed. Working with the biological parents, RTC, or juvenile justice system was rarely discussed.	3/25/2024 2:32 PM
39	The training is very extensive, but there are so many facets to foster care for children. There is so much I've learned through the actual experience of being a CASA that now I feel more equipped to help my child (children)	3/25/2024 2:13 PM
40	It has been years since I have done pre-service so my answers are probably not useful.	3/25/2024 2:07 PM
41	My case specifically does not involve biological or foster parents, so I feel most knowledgeable from trainings about GRO, RTC, extended families	3/25/2024 1:25 PM
42	Based on my experience in education as a teacher	3/25/2024 9:53 AM
43	Experience	3/24/2024 10:15 PM
44	These ranking questions are very difficult to answer. I ranked them based on my experience of 2 years with the CASA system.	3/24/2024 9:50 PM
45	Mentorship is most important	3/24/2024 4:59 PM
46	8. Taught me how to look outside the box or normal 7 & 6 Small group activities and small classes were very informative but the court report is intimidating.	3/23/2024 7:56 PM
47	The most common situation is a child placed in a foster home/with fictive kin and the goal is reunification with the family. So these things were most focused on.	3/23/2024 9:21 AM
48	Hands on assistance (in cases assigned) has been where I've gained the most insight. I have not had the opportunity to engage with RTCs or group homes	3/23/2024 7:59 AM
49	This is what I have experienced since becoming a CASA.	3/22/2024 3:42 PM
50	Most of the cases I have worked have been with parents, families, and Foster parents. There was little attention paid to RTC's, Group Homes or Juvenile Justice years ago in my original training, however there is training for those working with Juvenile Justice available now.	3/22/2024 3:13 PM
51	I did not learn much at all about my top three choices. Nothing about juvenile justice.	3/22/2024 12:58 PM
52	This has been my experlince .	3/21/2024 3:55 PM
53	I ranked them as requested.	3/21/2024 3:46 PM
54	I don't specifically recall most of these things from my training to be honest. I do remember Victor Love was awesome and the court report being almost worthless. I was 10 minutes late to the class where we discussed it because of traffic and I missed the whole thing.	3/21/2024 11:16 AM
55	Children need to experiencea family not Group homes and RTC .	3/21/2024 10:12 AM
56	I thought the training provided great guidance and resources for understanding the main themes that CASAs have to focus on and how to address them, both verbally through interactions and written. Some of the more nuanced, less common scenarios were touched upon, but there wasn't a focus on them. However, the training indirectly prepared us for these other cases.	3/21/2024 9:39 AM
57	Relativity to my case	3/21/2024 8:28 AM

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58	There is not much formal training on working with residential treatment centered or the juvenile justice system. However, the CASA mentors provide that training and support to the volunteers as it comes up.	3/20/2024 6:31 PM
59	THE ORDERS PLACED WERE PERSONAL FOR ME AND MY PERSONAL PREPARATION.	3/20/2024 4:05 PM
60	The areas needing most pre-service training involves the areas that most commonly come into play. E.g. I have never had to be directly involved with group homes. All may cases, so far, involve working mostly with foster parent and biological parents. If a case involved the Juvenile Justice System, I would probably defer to my supervisor!	3/20/2024 9:53 AM
61	I work most with the biological parents. With training concepts applied, they are practiced frequently. Same with foster families. RTIs and the JJ are almost foreign to me. I have very little training and/or experience with them.	3/20/2024 8:52 AM
62	Confusing 2-part question, so I ranked with first part; "need improvement" ranked from bottom-up! I just felt most prepared to work with people, not the "systems" that we encounter.	3/20/2024 8:21 AM
63	It's a hard job. The more training and support a volunteer can be given, the better.	3/20/2024 12:31 AM
64	These are the places that I have struggled with during my current case and wish I had more experience with them.	3/19/2024 3:51 PM
65	Dealing with the people who are closest to the child are the most important touchpoints.	3/19/2024 10:24 AM
66	My training didn't have a guest speaker. I feel least prepared in speaking with biological parents.	3/19/2024 10:21 AM
67	My personal experience onboarding as a CASA	3/19/2024 8:43 AM
68	That is what would be important to me personally and help myself be a better CASA advocate.	3/19/2024 8:26 AM
69	The case that I am working has been in a group home and there was really not a lot of training in regards to group homes or RTCs	3/19/2024 8:09 AM
70	Only prioritized because asked to do so. It's all important.	3/19/2024 7:59 AM
71	#1 is bio parents because CASA want to reunite with parents first if it is feasible and ethical. And I place the number six for juvenile Justice Center because I feel that's the last place anyone would want a child to go to.	3/19/2024 7:58 AM
72	I greatly enjoyed my time training to become a CASA, but I wasn't a huge fan of the panel discussions or role-play activities. They felt a little awkward at times, but they were useful for court report writing.	3/18/2024 8:16 PM
73	The cases we studied. The court cases we saw, the speakers & panel didn't address areas 1-3.	3/18/2024 7:44 PM
74	My CASA mentor was the primary source of learning outside of training. Training was good, it opened my eyes to the tragedies but it was the actual "boots on the ground" time that I learned the best.	3/18/2024 6:51 PM
75	I found the pre service training and support to be spectacular. It was hard to prioritize. I'm not sure my input is useful.	3/18/2024 6:09 PM
76	Main focus was on parents	3/18/2024 5:54 PM
77	Didn't rank them... I don't think I have enough experience yet to rank them, but I thought the training was great and feel prepared to take on my case.	3/18/2024 5:46 PM
78	I prioritized them based on my comfort level in each category after my training.	3/18/2024 5:08 PM
79	M:A	3/18/2024 4:51 PM
80	I truly feel that everything was well taught. It was difficult to answer	3/18/2024 4:29 PM
81	When I first became a CASA, I worked with PMC cases. All were teenage kids and at that time in Group Homes or RTC's. Recently I started working with TMC cases and have needed the pre-service training with bio parents, extended family and foster homes.	3/18/2024 4:15 PM
82	My CASA mentor has been my go-to person, willing to help in any way. I have had little	3/18/2024 3:54 PM

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experience in working with biological parents in my cases so far. We also do not have much discussion around the juvenile justice system.

83	I prioritized based on my own comfort level at this current time and my own personal feelings of enjoyment.	3/18/2024 3:44 PM
84	For #6, I don't recall a panel discussion at all, and we only met the judge briefly. For #7, I personally would like more speakers to hear what to expect other than the instructor. For #8, We barely touched on group homes and residential treatment centers. However, the training was extensive, and there is opportunity for further classes online.	3/18/2024 3:32 PM
85	My pre-service training was years ago, but I remember role playing being particularly helpful for learning my role and preparing for speaking in front of a judge. CASA cases have a wide variety, but my first case involving teens in RTCs felt very different than the foster home and kinship situations that had been the primary focus of training. And when I encountered violence and agitation, I was ill prepared and likely unintentionally escalated the situation I was trying to diffuse.	3/18/2024 2:54 PM
86	Our mentors are the best resources and always make time to help us. Can't replace that with anything more important to a new casa. Since CASA spends most of their time with the children - learning to work with the families involved is the primary focus but we did get some on-site into working with facilities that house children as well.	3/18/2024 1:09 PM
87	Talking to CPS and the lawyers is easier as there is no emotional involvement. Dealing with the foster parents and biological parents get personal.	3/17/2024 8:57 PM
88	The whole process of Foster Care as it relates to the laws, procedures and rules takes a long time to understand. Foster parents, group homes, hearings etc and how they work- Removal from parents, removal from foster homes, removal from lock up care facilities- What are the rules and procedures for the process. My kid has been removed from all of these facilities and I am surprised how it works each time.	3/16/2024 12:30 PM
89	Sometimes I feel overwhelmed with all the online training opportunities that I don't get to one-on-one talk through. I think local CASA groups meeting and working through areas of difficulty would be far more effective.	3/16/2024 11:04 AM
90	I was the first CASA in Uvalde 20 years ago and there wasn't any of this so was just doing my best.	3/15/2024 6:15 PM
91	I service a rural area that covers three counties. For that reason, it appears resources and staffing are spread thin. My pre-service training did not include a guest speaker, small groups, or a panel discussion. Instead, it was simply 1:1 training with the executive director. That said, she gave excellent guidance and continues to act as a hands-on resource and support. The training modules were also very good. Overall, I believe I was adequately equipped to serve as a CASA.	3/15/2024 1:58 PM
92	Most of my training came from my regular job.	3/15/2024 11:35 AM
93	I have not worked with group homes or residential treatment centers	3/15/2024 10:11 AM
94	Having a mentor gave me confidence and help. I've never found roleplaying to be beneficial. My training was specific about biological and foster parents. I didn't know much about RTC until I had one in there.	3/14/2024 3:55 PM
95	The caregivers	3/14/2024 2:57 PM
96	I prioritized the choices in those three questions because of my own personal experience(s). There are benefits to "training", but most trainings do not prepare one for some of the "real life" cases that one deals with. Reflection time with CASA mentor, or small group discussions/meetings might help.	3/14/2024 12:17 AM
97	This question did not make sense. It asked which groups we were best prepared to work with, and then asked to rank from most to least in need of improvement.	3/13/2024 6:40 PM
98	Know very little about residential treatment centers but I work with babies and preschoolers.	3/13/2024 6:06 PM
99	It's important that biological parents know changes in the case for better communication, foster parents need guidance to help perspective on things, kinship is crucial for family dynamics	3/13/2024 4:59 PM
100	Info is great but until you are actually in a case it doesn't really all come together	3/13/2024 4:27 PM

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101	Hands on training is the best way for retaining information for me	3/13/2024 4:26 PM
102	I feel like all of my training surrounded around biological parents and extended family members or kinship connections. i dont feel like i received ANY training (accept on my own) for the following 4 choices	3/13/2024 3:32 PM
103	This is just from my perspective and thoughts.	3/13/2024 1:22 PM
104	It is important to prepare advocates to know facts, what to expect and how to prepare and be professional.	3/13/2024 8:34 AM
105	I was not trained in interacting with parents or fosters. I never had any training in group home, RTCs, or psychiatric situations.	3/12/2024 9:35 PM
106	These were difficult, as many of them were done equally well, but I was unable to give the same score.	3/12/2024 8:18 PM
107	6. I learn best when "doing", so group activities are great for me. 7. Court report practice is something that I feel everyone could be better at. This is the link straight to the judge and our reports are often more thorough and accurate than the case-workers'... or at least they seem that way. 8. I feel like being better prepared to deal with the "adults" in our kids lives is of great importance.	3/12/2024 7:45 PM
108	I think we could use more training with the Group Homes and Juvenile Justice System	3/12/2024 6:55 PM
109	Because this is what I remember best from the training	3/12/2024 5:14 PM
110	Working with kids in school and at church really did my training Not pretraining	3/12/2024 3:24 PM
111	I enjoyed my CASA training and it was a lot to take in for someone who was not educated in the foster care system system. My first and only case involved a 16yr old girl who has since then moved into an SIL and is in transitional adulthood. It would have been nice to be able to discuss the huge shift in communication with the department as they become adults. In my case, I was getting less and less communication with case workers and with her being 7 hours away it made it me feel left out and trying to constantly contact several people to get updates. I feel like the training is geared more towards the younger youth and not a lot of teenager training or adulthood training.	3/12/2024 2:22 PM
112	It can be very difficult to know how to support a child with these people that have emotional investment in the children and discussions can be awkward, uncomfortable, or fraught with ambiguity.	3/12/2024 1:02 PM
113	It is different, when listening to a training of a court hearing to actually, being at a court hearing and what is truly expected from you. In regards to court report practice and role playing.	3/12/2024 12:52 PM
114	I feel CASA Mentor was most helpful. While Role-play was less helpful. Overall pre-service training was very effective and helpful.	3/12/2024 12:37 PM
115	I knew nothing about residential treatment centers until one of the children I advocate for was placed in one. Juvenile Justice System: I know very little about. I have had no training on this. Biological Parents: There should be more training on how to handle connecting with Biological parents. Group Homes: There was very little training on group homes. Extended Family Member or Kinship Connections: Had several trainings. Foster Parents: Had a lot of training about foster parents	3/12/2024 11:14 AM
116	Dealing with parents/foster parents can be challenging.	3/12/2024 9:20 AM
117	They are all priorities. From my experience the GAP in adequate training is the mentorship or more direct support from the CASA support especially for Newly assigned CASA's	3/11/2024 8:11 PM
118	Small group activities were done almost from the first night, therefore, repetition was extremely beneficial. Optima just take time, but more exposure might be beneficial.	3/11/2024 3:46 PM
119	Prioritized by what we spent the most time reviewing.	3/11/2024 2:09 PM
120	I feel my case characteristics has some role in why I ranked the way I did! Though I felt like each time vfc Brazos changed supervisors the requirements for a court report changed as well!	3/11/2024 12:40 PM
121	Best answers	3/11/2024 12:31 PM
122	The speakers and volunteer panels were wonderful and gave good insight into what CASAs	3/11/2024 12:07 PM

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actually do. Much of the court report/computer training was conducted with examples being shown on a screen. This would have been more useful if students were interacting with the examples and not just watching someone else do it. (Each trainee enters a contact log and others comment, groups work together to draft/edit sections of a court report, etc.). I didn't have a mentor during training, and I'm not sure that would have been useful during initial training; however, there may be a place for a mentor in the training process. Prior to working my first case, I didn't know what I didn't know. It would have been helpful to have a final training class after a couple of months of casework so that I could come back and revisit some of the concepts covered during initial training. This could be a good place to incorporate mentors who could work with the trainees individually or in small groups to apply what they learned in training to the issues they are having on their cases.

123	My pre-service training focused more on the most immediate needs of the children and not so much on what is available for children instead of foster homes.	3/11/2024 11:31 AM
124	I thought our training was great! But after getting into the real world of CASA, I realized that "on the job" training is the best, and when you have your first case there is a lot you don't remember, so that's why the supervisor(mentor) is so important. I guess we really did not understand the whole court system and what our real role is in that is for awhile	3/11/2024 10:48 AM
125	Just because something doesn't look like it is broken does not mean it isn't. Sometimes we get comfortable with what it is not what we should be doing.	3/11/2024 10:30 AM
126	I had least experience in these areas.	3/11/2024 9:30 AM
127	For the pre-service activities I ranked the lowest ones mostly because we did not have enough time to spend learning more about them. We had so many questions and comments throughout the sessions that we had to rush through some things to get through the training.	3/11/2024 9:18 AM
128	I do not think a volunteer is ready to deal with any of the groups. Maybe having a panel with the various members would help.	3/11/2024 9:11 AM
129	I am not sure any single one was particularly emphasized.	3/10/2024 8:10 PM
130	I am in my first case.	3/10/2024 7:28 PM
131	This is where training was most centered.	3/10/2024 5:16 PM
132	Training focus	3/10/2024 5:09 PM
133	#6 - Role play was very helpful, playing role of judge, parent, CASA, etc; didn't have a CASA mentor #7 - I think bringing in real CASA volunteers to go over their cases / experiences would be helpful; didn't have a CASA mentor so hard to rank #8 - did not have much training of group homes or Residential Treatment Centers #8 -	3/10/2024 4:23 PM
134	I don't recall any of these options speaking.	3/10/2024 3:59 PM
135	Using a CASA mentor would help tremendously with new recruits to 'show them the ropes'. Since each case is so unique, it's difficult to prioritize what else is needed before the case; it's necessary to have a mentor or someone available to answer questions as the case progresses.	3/10/2024 12:02 PM
136	A seasoned and knowledgeable CASA mentor is paramount to preparation. Listening to legal and service providers gives volunteers a much needed perspective. more training on working with alternative placements is needed.	3/10/2024 10:30 AM
137	Conveying child's situation and needs to the court is critical. Understanding the Child's home life aids in approach to take to help the child. Working with a mentor enables the CASA to get real world situations incite. I didn't get much out of role playing or small group sessions.	3/10/2024 10:13 AM
138	Because you asked me to.	3/9/2024 8:57 PM
139	Most of the training focused on working with the child(ren), parents, and placement.	3/9/2024 8:30 PM
140	I'm not sure I really understand what you are asking. Were we supposed to have done role playing activities etc?	3/9/2024 4:26 PM
141	I have never experienced much of the above in training, like panel discussions, role play, or small group activities. THE MOST HELPFUL THING WAS MY SUPERVISOR!!	3/9/2024 2:53 PM
142	We don't have group homes or residential treatment centers in our area.	3/9/2024 1:52 PM

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143	6. My CASA mentor helped immensely in navigating and understanding my case. 7. I would have been totally lost without the guidance provided for writing court reports during training but there is always room to improve. 8. Training videos and articles opened my eyes to all the options for reaching out to family members and how to speak with the biological parents during a time of their need as well.	3/9/2024 1:47 PM
144	no response	3/9/2024 1:19 PM
145	Pre-service training was five years ago and my first (and only) case was a PMC case of a teenager with very limited kinship connections. We received very little training that was specifically applicable to my case so I learned a lot through on-the-job training. There's such wide variation in cases, it might be valuable (but also logistically impossible) to tentatively assign cases BEFORE training and offer training with elective modules designed around the prospective case. In training, I learned a lot about family finding, the custody process and the needs of infants. I learned the hard way about RTCs and the Juvenile Justice system.	3/9/2024 10:30 AM
146	Personal experience.	3/9/2024 9:57 AM
147	extended family and kinship are often least relevant to the immediate circumstances of the case, but have the potential to be a huge part of the solution.	3/9/2024 8:21 AM
148	Being a very new CASA volunteer, the areas that were not addressed very well or at all were rank as needing more in-service.	3/9/2024 6:34 AM
149	No reason	3/9/2024 1:52 AM
150	I don't believe my training prepared me a lot for residential treatment centers or group homes.	3/8/2024 9:10 PM
151	I went through "fast track" training because we were so desperate for CASA's to help. It was 2 weeks everyday for 4 hours instruction with several hours at night to prepare for the next day. I was very overwhelmed at the end of the 2 weeks and the day we were sworn in I received my first case. It was so power packed with information I was a little shell-shocked but I felt as prepared as I could have been.	3/8/2024 8:42 PM
152	This was not a great way to ask the three questions. I would put 0 on some as I don't remember doing them.	3/8/2024 8:33 PM
153	I think I had a basic understanding and the training did not stress any of these areas.	3/8/2024 7:52 PM
154	Reunification his goals of biological parents comes first, but we do remove children often up in foster care and then a family member little is touched on the other subjects	3/8/2024 7:50 PM
155	#6-The small group & role play activities provided a wealth of training. #7-I think it would be nice to hear from others involved in the cases (other than a CASA panel). #8-Great training in all categories and really that was hard to put in order.	3/8/2024 6:52 PM
156	Because that is how I feel the trainings prepared me for.	3/8/2024 4:23 PM
157	Did not retain information about my bottom three items	3/8/2024 1:47 PM
158	Time spent in discussions	3/8/2024 1:18 PM
159	These categories have help me most in my volunteer services.	3/8/2024 12:36 PM
160	I learned and understood more with speakers from certain areas and also seeing services provided for foster children. Knowing how to report everything is also important.	3/8/2024 11:38 AM
161	I think we needed to learn how to interact with violent or uninvolved parents more.	3/8/2024 11:17 AM
162	We didn't do most of these things. We did do court report practice.	3/8/2024 10:47 AM
163	Practical experience is the best training. The pre service training did a good job of introducing the groups.	3/8/2024 10:44 AM
164	Volunteers need opportunity to ask questions and experience scenarios before they experience them in the field	3/8/2024 10:32 AM
165	Experience with groups	3/8/2024 10:17 AM
166	Because knowing how to connect with parents is crucial and also discussing issues together helps to see different perspectives	3/8/2024 10:02 AM

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167	Personal experience and preference	3/8/2024 9:22 AM
168	It's been three years, but I don't remember learning much about how to work with group homes, the juvenile justice system, or RTCs.	3/8/2024 9:08 AM
169	My best source of information was always my casa mentor. I never had training to specifically work with group homes or RTC's. I also did not have role play training which probably would have been helpful.	3/8/2024 8:49 AM
170	Although training was very detailed of course one still walks away thinking	3/8/2024 8:40 AM
171	I placed court report as a #1 need but it's where I experienced the most challenges initially. It's a key part of what we do. I placed CASA mentor as my #1 support: our staff is awesome and I have never hesitated to reach out with questions, large or small. I intentionally left group homes, JJ system, and residential centers off my ranking because I have had zero experience in those areas.	3/8/2024 7:50 AM
172	Those I ranked 1-3 are important but we received minimal discussion on these topics	3/8/2024 4:57 AM
173	It beat answered Q8	3/7/2024 9:55 PM
174	IDK	3/7/2024 9:29 PM
175	Many of the kids I have worked with were in RTC or group home but the training focuses more on kids in kinship or foster placements.	3/7/2024 9:08 PM
176	Our pre-service training had us ask questions to each contact (foster/bio parent) that was very helpful. I don't remember there being any kind of training for anything of the other items so I just numbered them in importance.	3/7/2024 8:50 PM
177	My previous service training was over eight years ago. All of these subjects were a few sentences in a textbook. There was a bit more about the juvenile justice system. There was not a great deal of time spent on explaining any of these things.	3/7/2024 8:09 PM
178	In my opinion this is how I would categorize them. There was not a whole lot of practice with court reports.	3/7/2024 7:59 PM
179	I did not (and do not) have a CASA mentor, but that would have been FANTASTIC!	3/7/2024 7:31 PM
180	By what information I gained in the training	3/7/2024 6:59 PM
181	I have been a volunteer for almost 10 years. There have been many changes during that time period.	3/7/2024 6:37 PM
182	Experiences with	3/7/2024 6:34 PM
183	This is been my experience that the bio parents need the most help.	3/7/2024 4:39 PM
184	Working with the justice system and biological parents can be challenging. More practice in navigating those relationships will better prepare volunteers.	3/7/2024 4:26 PM
185	General opinion. Selecting these in a specific order was challenging. Overall training is good except for recent emphasis on DEI. I believe this will hurt recruitment & retention.	3/7/2024 4:05 PM
186	For questions 6 and 7, personal experiences are most worthwhile- role playing or doing activities with others who know as little as I do aren't especially helpful For question 8, the RTC's and Juvenile Justice are the most difficult to maneuver	3/7/2024 4:02 PM
187	I spend most of my time interacting with the child's placements to find out how they are adjusting. As far as extended family connections, that came later when we used it on one of my cases.	3/7/2024 3:59 PM
188	Experiences from profession	3/7/2024 3:47 PM
189	Working with bio parents and foster parents was more difficult than I thought.	3/7/2024 3:34 PM
190	I prioritized based on my experience	3/7/2024 3:26 PM
191	Biological parents are more encouraged/supported to do what needs to be done for reunification now than when I started several years ago.. They are also most often biggest obstacle to reunification. Volunteers may spend more time with foster parents than other people involved in the case. Objectively, I am sure group homes and RTI's serve a purpose	3/7/2024 3:05 PM

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but emotionally, I think too often kids are sent there because there is no other available space and I believe they can be a place for kids to be exposed to more bad habits and negative experiences than positive therapy.

192	I've had a difficult time working with the biological parents on my cases.	3/7/2024 2:53 PM
193	Court reports are so important! You can tell what needs to be told about your child. Having time to visit with the parents helps a CASA Volunteer to see what needs to be helpful for the child. The parents have made a mistake that can be fixed if they choose for it to be. Group homes, juvenile justice systems helps if the child is acting out. The only thing I hate is the child is scared and confused why they are placed here.	3/7/2024 2:42 PM
194	Based on personal experience	3/7/2024 2:29 PM
195	I didn't understand what life is like in group settings for the kids.	3/7/2024 2:02 PM
196	This is my personal preference. Training hits all the boxes but as a whole on the job advocating is where the most learning occurs. All cases have different aspects, and you learn along the way. Once you learn something it remains in your repertoire of tools.	3/7/2024 2:02 PM
197	Past experiences	3/7/2024 2:00 PM
198	These are areas that I feel are of extreme importance.	3/7/2024 1:40 PM
199	Hands on activities, putting the advocate in situations and work to resolve the issue	3/7/2024 1:32 PM
200	My biggest concern during training was the court report. My biggest issue now is the court report. Next would be knowing who to contact for educational, legal, and advocacy concerns.	3/7/2024 1:22 PM
201	because you asked me to	3/7/2024 1:18 PM
202	The foster parents and biological parents are those that I will mainly work with.	3/7/2024 12:36 PM
203	I trained in 2014. So my answers may not be current	3/7/2024 12:21 PM
204	Personal preference, this is challenging work and has many variables, hard to prepare a new advocate	3/7/2024 12:17 PM
205	7 years ago during training, I was not trained at all about group homes, RTC or the juvenile justice system. Other than to know that at some point in some case, I may have to educate myself on them.	3/7/2024 12:13 PM
206	My perspective of training emphasized the parents and helping them parent effectively. I don't remember anything about RTC, group homes, or the Juvenile Justice System in my training 12 years ago.	3/7/2024 12:13 PM
207	It was difficult to do. I feel like the training would be improved by maybe having a more step by step process. If my memory serves it was more scenario based and when it was over I didn't feel like I knew where I was going to start.	3/7/2024 12:12 PM
208	My feelings	3/7/2024 12:02 PM
209	I was trained fifteen years ago and these things are not applicable to my training.	3/7/2024 12:00 PM
210	We talked about the group homes etc in pre training but unless you have a case with a group home or RTC you don't use it and lose that knowledge.	3/7/2024 11:54 AM
211	Pre-service training prepared me to work with children in FC	3/7/2024 11:43 AM
212	Role playing was great in helping understand each party's role. Court report writing should have its own day of training as many don't understand (including myself) making sure to include titles and places of people spoken to. Group homes and RTC are not discussed enough in training and how many possible casa kids are there.	3/7/2024 11:25 AM
213	For me the group settings were harder to navigate at first.	3/7/2024 11:18 AM
214	Blanks indicate no experience. Learned from others in small group experiences. Did not feel very competent writing up mock Court Report & data provided was confusing, especially re: dates. Could have benefitted from more data re: Juvenile Justice System. I do not see any rating for Child Protective Services... could use more clarity re: various programs, initials/labels, roles	3/7/2024 11:16 AM

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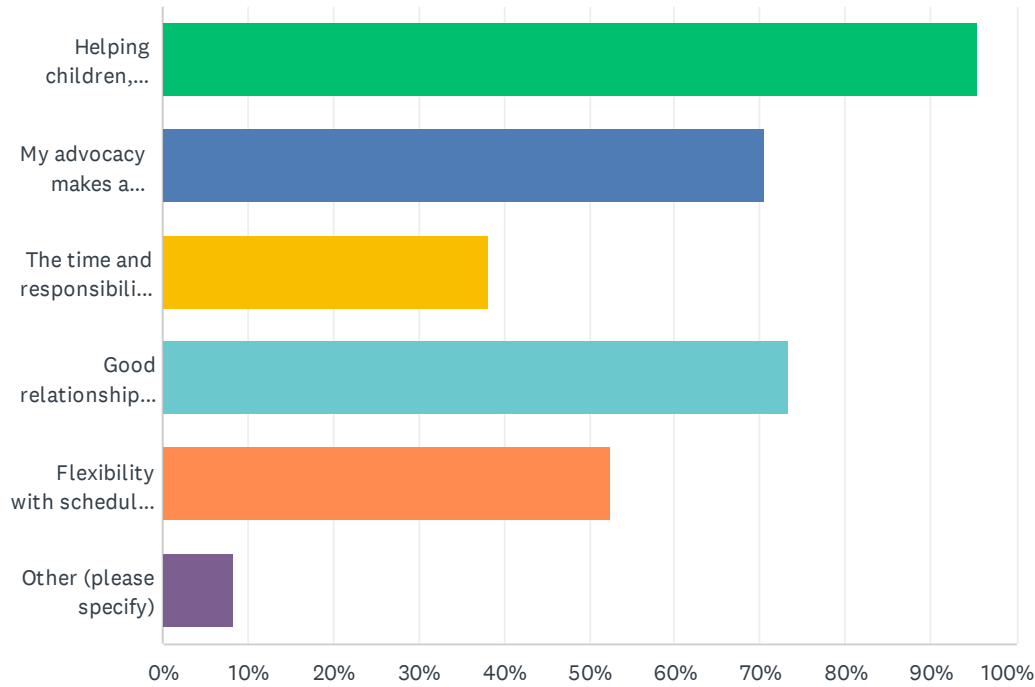
215	It was based on how I used the information in real life. I don't think there is enough conversation or information on RTC or group homes. Personally, I don't like role play activities.	3/7/2024 11:10 AM
216	I just had to pick one. I felt my pre-service training was very effective.	3/7/2024 11:06 AM
217	If the priority was lower....there was little to no training provided in that area. Higher priority choices were elaborated upon and emphasized.	3/7/2024 10:27 AM
218	Training is like drinking from a fire hose--too much information all at once.	3/7/2024 10:22 AM
219	Having a CASA mentor (supervisor and maybe a fellow CASA volunteer) is extremely helpful because of the multitude of questions a volunteer has and the situations for which advice is needed.	3/7/2024 10:19 AM
220	Personal learning style and preference.	3/7/2024 10:16 AM
221	I don't always understand the larger "picture" that CASA fits in. I feel comfortable dealing with family and foster parents but am less sure about state agents such as investigators & FAD workers	3/7/2024 10:13 AM
222	There needs to be more instruction for volunteers on court proceedings—I have been saying that ever since I've become a volunteer 6 years ago.	3/7/2024 10:09 AM
223	I really feel like I've had great training. I have a great set of mentors in this office and feel very supported and know that I can call on any of them to assist me. I love this office and know that these CASA supervisors are here for us.	3/7/2024 10:07 AM
224	I guess they were the things I felt were beneficial.	3/7/2024 10:04 AM
225	Experienced one of my grandchildren in her mother my child go threw the CPS system saw how easily information was lost correct questions not asked or addressed we must pay attention to the grown ups while keeping our eyes on the child the parents need education and if not based on a God centered life during improvement history will repeat we must include or implement a faith based recovery plan	3/7/2024 10:04 AM
226	Based on my experience.	3/7/2024 10:03 AM
227	The emphasis during my training in 2020 was supporting children going through child welfare system and reuniting them with family of origin.	3/7/2024 9:25 AM
228	My comfort level when faced with the real situation	3/7/2024 9:21 AM
229	I've primarily worked with treatment centers over parents.	3/7/2024 8:49 AM
230	How they relate with my own knowledge and experience	3/7/2024 7:20 AM
231	#6 I learn more in small group and activities. The guest speakers that my CASA host are very informational, but personally I struggle with retaining information in that format. #7 I put panel discussion as 1 because during our discussions, we have a few advocates that get off topic and steer the conversation in another direction. However, I do get useful information whenever we do have these discussions. Honestly, I am very lucky to have CASA staff that are extremely helpful and AMAZING at what they do. #8 We are very heavy in CFE. I was most prepared for making that connection with my CASA and their family members. The Juvenile Justice system is lower on my list because the majority of our CASAs are not involved with it. I do feel my CASA staff has prepared us for every situation and continuously offer us support in every way we ask.	3/6/2024 8:13 PM
232	You requested us to do that	3/6/2024 5:44 PM
233	I believe more involvement in the small groups and help each other feel more confident in what we are doing.	3/6/2024 5:33 PM
234	Experiences that I had or did not have	3/6/2024 5:10 PM
235	Getting together with others and getting first hand knowledge on problems and how to deal with them is very helpful. Role playing sounds annoying.	3/6/2024 4:25 PM
236	I wasn't prepared at all. My supervisor helped me, but we need an opportunity to do hands on training and learn more about court reports etc before being expected to do any of it on our own. I started in 21 and still learn something new every month. The documentation needs more time in training and the hands on needs to be hands on with supervisors until we are ready.	3/6/2024 4:24 PM

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237	Based on what I remember from pre service training (it was almost 15 years ago) vs what I feel like I've learned on my own over the years.	3/6/2024 4:12 PM
238	My mentor has caused my biggest success, I do not recall having any guest speakers in my training, I hate role playing. I honestly think the court reports could contain more details.	3/6/2024 4:11 PM
239	Experience	3/6/2024 3:57 PM
240	I don't know how to respond.	3/6/2024 2:46 PM
241	Foster parents most help with kids	3/6/2024 2:30 PM
242	One point you did not provide was sitting in court and observing CASA cases. This was very valuable to my training. I liked hearing real stories, getting real examples of situations.	3/6/2024 1:59 PM
243	Not enough experience to say for sure which ones need the most improvement.	3/6/2024 1:55 PM
244	Honestly, I don't feel that my training prepared me at all to work with any of these groups. Most of my preparation was from prior experience. It wasn't until I'd served as a CASA for years that I had an actual CASA mentor to coach me and teach me about how to grow in the role.	3/6/2024 1:50 PM
245	We most often end up dealing with kinship -- better be prepared.	3/6/2024 1:38 PM
246	I was prepared	3/6/2024 1:33 PM
247	No experience with group homes, Juvenile Justice System, or RTCs, prior than visiting an RTC when one my cases was placed there in another city.	3/6/2024 1:28 PM
248	Not very experienced however my current cases reflect my rating	3/6/2024 1:27 PM
249	Feel like it is the best way to help these children	3/6/2024 1:19 PM
250	I think working parents and family members comes more naturally than working with large entities.	3/6/2024 12:41 PM
251	Family dynamic- children priority	3/6/2024 12:41 PM
252	More familiar with some vs others	3/6/2024 12:35 PM
253	Family members and Foster Care help more!	3/6/2024 12:32 PM
254	I have been affiliated with CASA for many years and each child and situation is different. It's important that real life situations are discussed in each of these subjects.	3/6/2024 12:09 PM
255	What is most important to me	3/6/2024 12:08 PM
256	I really couldn't answer the past three questions because none of that was part of my training. It probably would've helped. I participated in online meetings with the communications Director and the other members of my class. I read the materials thoroughly and watched the videos. That was the extent of my training. It was fine and I was fairly well prepared for my first case. I ask a lot of questions if I don't know what to do. I take a lot of continuing education and that has been very helpful. I would've liked some additional training in writing court reports and some consistency between my CASA advisors in how to write these reports. But that really hasn't been that big a deal. I have had no training in dealing with group homes or RTC's. That would be helpful.	3/6/2024 11:48 AM
257	I just haven't had much experience with group homes or RTCs	3/6/2024 11:42 AM
258	I feel like in most scenarios I've been in, the children are placed in foster care and the smaller group activities and discussions helped me to be able to communicate better one on one.	3/6/2024 11:32 AM
259	There isn't enough time to go through all this information in the short time that is given. It is information overload and it falls on the advisor to "retrain" when they appoint the volunteer to the case and there really isn't time for that.	3/6/2024 11:19 AM
260	I had no training to prepare for juvenile justice system	3/6/2024 11:12 AM

Q10 What are the facets of CASA that makes you want to stay as a volunteer? (select all that apply)

Answered: 400 Skipped: 3



ANSWER CHOICES	RESPONSES	
Helping children, families, or my community	95.50%	382
My advocacy makes a positive difference	70.50%	282
The time and responsibilities of this role are manageable	38.25%	153
Good relationships with my supervisor/CASA staff	73.25%	293
Flexibility with scheduling my volunteer hours	52.50%	210
Other (please specify)	8.25%	33
Total Respondents: 400		

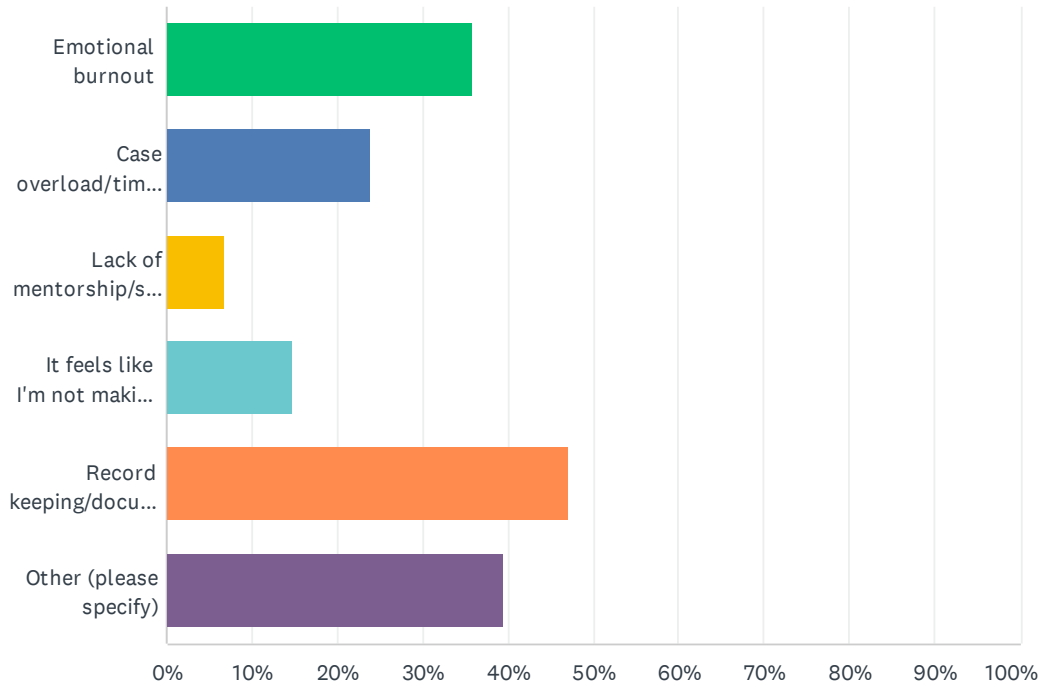
#	OTHER (PLEASE SPECIFY)	DATE
1	Feeling self actualized	3/27/2024 6:26 PM
2	I love all children; especially the ones with no voice speaking for them.	3/26/2024 7:09 PM
3	The kids	3/26/2024 11:14 AM
4	My satisfaction is not based on outcomes, most of which I cannot control.	3/25/2024 2:07 PM
5	My husband supports me in being a CASA volunteer.	3/21/2024 3:46 PM
6	MYLOCAL AGENCY IS ONE OF THE BEST.	3/20/2024 4:05 PM
7	Great relationship with placements and CASA children	3/19/2024 9:48 PM

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8	The belief I can make someone's life better.	3/16/2024 11:04 AM
9	Learning new things about people, and how the system works.	3/14/2024 12:17 AM
10	Be able to see the success stories of kindness, resilience, humanity, and love.	3/13/2024 4:26 PM
11	Some placements are not flexile with scheduling visits.	3/12/2024 11:14 AM
12	Supervisor is EXCELLENT---Susan Sands	3/11/2024 3:46 PM
13	Friendships with other CASA volunteers	3/11/2024 12:07 PM
14	The relationships you form with the children really make a difference	3/11/2024 10:48 AM
15	DFPS is overwhelmed and can't provide the oversight needed for individual cases.	3/10/2024 10:30 AM
16	the transformation of these kids when placed in a loving home	3/9/2024 4:26 PM
17	Intensely rewarding association with great people - like-minded advocate peers and incredibly dedicated staff.	3/9/2024 10:30 AM
18	Makes me feel good to help these children. And the supervisors are awesome!	3/8/2024 11:38 AM
19	I truly enjoy helping be a voice for these kids	3/8/2024 9:22 AM
20	Serving as Christ's hands and feet.	3/8/2024 7:50 AM
21	The kids need a positive experience with adults who are respectful, non-judgmental, and real about the situation.	3/7/2024 3:05 PM
22	These children need help	3/7/2024 12:17 PM
23	Utilizing my professional skills in retirement as a social worker.	3/7/2024 11:16 AM
24	I believe in my soul that CASA (formely CPS) were a mission from God. He did so much in childhood. Without Him, I would have been a foster child or worst. I have the gift of relating to parents, children, foster parents and at this time in my life, I can't afford to not do what I can for children of abuse.	3/7/2024 11:10 AM
25	Knowing the outcome of each case has a huge effect on the forever after of each child's safety, happiness .	3/7/2024 10:53 AM
26	I care about children they are our future what will the USA turn into if I/ WE don't help	3/7/2024 10:04 AM
27	Being dedicated to the child, not letting her down	3/6/2024 9:02 PM
28	The staff make me feel I am making a difference.	3/6/2024 6:38 PM
29	NA	3/6/2024 5:03 PM
30	It is necessary, much needed and important for children	3/6/2024 3:57 PM
31	On my last case, I had an amazing supervisor and felt that I was learning so many new things, even after years as a CASA	3/6/2024 1:50 PM
32	Voice for children that cannot help themselves	3/6/2024 12:41 PM
33	Na	3/6/2024 11:12 AM

Q11 What are the facets of CASA that makes it challenging to remain as a volunteer? (select all that apply)

Answered: 376 Skipped: 27



ANSWER CHOICES	RESPONSES	
Emotional burnout	35.90%	135
Case overload/time commitment issues	23.94%	90
Lack of mentorship/staff support or issues with my supervisor	6.91%	26
It feels like I'm not making a difference	14.63%	55
Record keeping/documentation requirements	47.07%	177
Other (please specify)	39.36%	148
Total Respondents: 376		

#	OTHER (PLEASE SPECIFY)	DATE
1	vague direction on guidelines with roles as casa or gal	4/2/2024 6:20 PM
2	None	3/31/2024 7:56 PM
3	At this time there is not one particular thing	3/31/2024 3:16 AM
4	Time often depends on type of case	3/29/2024 2:01 PM
5	Particular case presently on is hard. Kid has potential but keeps making poor decisions.	3/29/2024 1:18 PM
6	NA	3/28/2024 9:48 AM
7	Burnout related to stressful case events	3/27/2024 11:01 PM

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8	There needs to be more f to f with staff and mentors, pre Covid there was, I felt I received more timely and valuable feedback and direction	3/27/2024 6:26 PM
9	If I do not stay a volunteer it is NOT because of CASA	3/27/2024 6:00 PM
10	NA	3/27/2024 11:47 AM
11	I don't find it challenging to remain as volunteer	3/27/2024 10:53 AM
12	NA	3/27/2024 10:14 AM
13	The documentation is just a matter of doing it as immediately after completing whatever needs to be entered in Optima. Age is the other.	3/26/2024 7:09 PM
14	CPS seems largely concerned with protecting their backsides	3/26/2024 8:49 AM
15	The technology. I'm a slow typer, documentation, and the record keeping is hard for me.	3/25/2024 10:44 PM
16	Effects of aging may become an issue.	3/25/2024 9:33 PM
17	Not being able to see the kids in person when they are placed in a group home or with foster care out of our area	3/25/2024 6:28 PM
18	The system is broken and often judges orders are ignored - people do not seem to work together and the children are not the key concern. We always feel like we are the problem rather than the help in the court room.	3/25/2024 5:30 PM
19	Optima is awful	3/25/2024 5:19 PM
20	learning what is needed with documentation	3/25/2024 2:35 PM
21	Dealing with the caseworkers and supervisors of St Francis, and their lack of compassion for the foster families, and their needs.	3/25/2024 2:13 PM
22	The system's inbrase of DEI (Diversity, Equity, Inclusion) concepts.	3/25/2024 2:07 PM
23	not enough opportunity to debrief difficult visits/situations	3/24/2024 9:50 PM
24	The changes of trial schedules and motions can make planning around it very difficult	3/22/2024 3:13 PM
25	Seems like there are constantly new things we have to report or be aware of. It would be nice to have follow-up sessions that go over new requirements or new issues.	3/21/2024 4:11 PM
26	frustration with the removal and termination as a goal	3/21/2024 3:55 PM
27	Constructive feedback on what is enough documentation and what is not enough.	3/21/2024 3:46 PM
28	feeling like the biological parents aren't getting the support, assistance that they need to overcome challenges towards getting their kids back home	3/21/2024 9:39 AM
29	Distance of travel to visit	3/21/2024 5:10 AM
30	N/A	3/20/2024 4:05 PM
31	Lack of info and poor communication from CPS; CPS has nearly all of the info and when they don't share it, CASA cannot thoroughly advocate. I "don't know what I don't know."	3/19/2024 9:48 PM
32	dealing with CPS during this transition has been frustrating	3/19/2024 4:36 PM
33	We have had many people leave their jobs in this local CASA. I don't want to be associated with a group that has issues. My belief is, it may be the director seems to think he's better than others.	3/19/2024 3:51 PM
34	Often CPS/Belong does not acknowledge our input much b/c we are volunteers, communication among parties is lacking.	3/19/2024 1:13 PM
35	Personal travel conflicts	3/19/2024 7:59 AM
36	Time and all the requirements that go with the case	3/19/2024 7:58 AM
37	Sometimes it is commitment issues BUT not because I'm overloaded, just working a paid position outside of CASA.	3/18/2024 6:51 PM

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38	I am happy with one LOCAL case right now.	3/18/2024 6:13 PM
39	the case amount is fine, but overall life is demanding. We are all busy	3/18/2024 6:09 PM
40	Challenge communicating with certain CPS Caseworkers	3/18/2024 5:54 PM
41	My lack of flexibility in working full time.	3/18/2024 5:08 PM
42	At times, I become frustrated and disillusioned with the CPS system in general. Caseworkers change frequently, some are more committed than others, and the children are the ones who suffer.	3/18/2024 3:54 PM
43	Seeing the CPS system fail the children.	3/18/2024 1:09 PM
44	Optima is a pain. It won't keep your work in progress unless you save it. Supervisor thinks you are through when you are not	3/16/2024 12:30 PM
45	Feeling like I don't know what I am doing at times. Mostly in the area of documentation. All the acronym's!! Why can't the words be used so we can all know what is being talked about.	3/16/2024 11:04 AM
46	Busy schedule	3/14/2024 2:57 PM
47	Lack of involvement with my CASA supervisor. Little to no support	3/14/2024 2:54 PM
48	Dealing with parents because it can get frustrating when they do not attempt to do what they need to do to get their children back once they have been removed from the home.	3/14/2024 12:17 AM
49	Putting volunteers in risky situations concerning a disgruntled parent	3/13/2024 4:59 PM
50	All the rules, regs and responsibilities have become overly burdensome.	3/13/2024 4:27 PM
51	for lack of a better word.... knit picking. i have been volunteering for more than a year and recently i have been told to do things that i was not trained to do that take me longer and dont, in my opinion, do anything other than suck up more time. they do not improve the quality of my documents.	3/13/2024 3:32 PM
52	Certain rules	3/13/2024 2:00 PM
53	More thorough training in the documentation processs.	3/13/2024 12:41 PM
54	The case I am currently on has been active since October 2020.	3/13/2024 11:40 AM
55	im not very computer literate. so all of my notes are handwritten then i transfer to the computer.	3/12/2024 10:14 PM
56	I have no specific complaints about the CASA program... it is challenging sometimes to fit more into my days sometimes.	3/12/2024 7:45 PM
57	Getting old	3/12/2024 3:24 PM
58	2ingage	3/12/2024 2:22 PM
59	distance of a drive, when needed. And being almost substitute type "parent" when needed and knowing you can't be there constantly, everyday.	3/12/2024 12:52 PM
60	Juggling work / volunteer balance can be difficult at times, especially when a case becomes demanding.	3/12/2024 6:43 AM
61	None	3/11/2024 10:14 PM
62	Sae overload for STAFF	3/11/2024 3:04 PM
63	The constant changing of supervisors, & every supervisor I've had cancels meetings/case reviews etc at the last minute or day of which impacts my busy schedule as I am a full time student and work full time!	3/11/2024 12:40 PM
64	personal issues	3/11/2024 9:32 AM
65	Right now, it's too soon to tell	3/11/2024 9:18 AM
66	Travel.	3/10/2024 5:16 PM
67	Health issues	3/10/2024 5:09 PM

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68	The long distance to make visits to the foster home (an hour each way)	3/10/2024 3:59 PM
69	lack of communication, information is not shared	3/10/2024 10:39 AM
70	Lack of communication and sense of partnership needed from DFPS.	3/10/2024 10:30 AM
71	DFPS	3/10/2024 10:13 AM
72	Other non CASA activities	3/9/2024 8:57 PM
73	Difficulty communicating with the Department at times.	3/9/2024 8:30 PM
74	so many delays in the legal system - outside of our control	3/9/2024 4:26 PM
75	Adding on quarterly requirements that have to be met through CFE. It is artificial to REQUIRE that we go do one of those. A tool is to be used when a NEED is there, not just to satisfy someone's quota for the quarter. If I do not use the required amount of CFE tools in a quarter, and that disqualifies me as a CASA, then there will be one less.	3/9/2024 2:53 PM
76	Distance/travel time - in five years and seven placements, my youth has never been closer than 90 miles. Completely disengaged AAL and marginally effective PAL staff.	3/9/2024 10:30 AM
77	As a volunteer living on S.S., I sometimes feel a financial strain. There have been cases I had to turn down because of the distance, cost of fuel and overnight lodging and meals.	3/9/2024 9:57 AM
78	The complexity and number of hearings that have occurred in my first case.	3/9/2024 6:34 AM
79	CPS is broken	3/8/2024 10:49 PM
80	Any of these could make a person lose the drive to continue the work that is required! Every person has to decide how much they are able and willing to give and keep giving. I, personally, have not gotten to that place and have 2 cases I'm dealing with but I LOVE IT!	3/8/2024 8:42 PM
81	I am overwhelmed by the new tools I am now being required to use. I am thinking of quitting because I can't keep up with the training, required tools, and advocacy along with my professional and personal life.	3/8/2024 8:33 PM
82	No challenges. You must be committed.	3/8/2024 7:52 PM
83	None yet	3/8/2024 7:50 PM
84	Working with CPS has worsened over the years	3/8/2024 6:42 PM
85	there are none	3/8/2024 6:04 PM
86	When the kids on a case are placed somewhere too far away	3/8/2024 2:51 PM
87	Working with CPS/Empower has been challenging	3/8/2024 1:40 PM
88	Frustration of working with bureaucracy of DFPS	3/8/2024 1:18 PM
89	Scheduling visits and CPS communication.	3/8/2024 12:36 PM
90	Yearly training requirements	3/8/2024 10:44 AM
91	Nothing really. Maybe emotional moments are hard	3/8/2024 10:02 AM
92	Having children that are almost a 3 hour round trip away from me. Trouble with keeping up with visits when the distance is so great.	3/8/2024 8:49 AM
93	I've only felt emotional burnout once and staff swooped in and took over my case for me. Poor communication with other parties is a frustration at times.	3/8/2024 7:50 AM
94	Travel requirement for child placed 3 hrs away when I work full time.	3/7/2024 9:08 PM
95	Case Manager micro-managing	3/7/2024 8:50 PM
96	Of all the cases I have had, CPS has had little to know contact or conferring with me about a case. The attorney ad litem has very rarely ever contacted me outside of court.	3/7/2024 8:09 PM
97	It appears CASA Staff is concerned about the rules regarding OPTIMA rather than children. Rude staff	3/7/2024 7:02 PM
98	N/a	3/7/2024 4:56 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

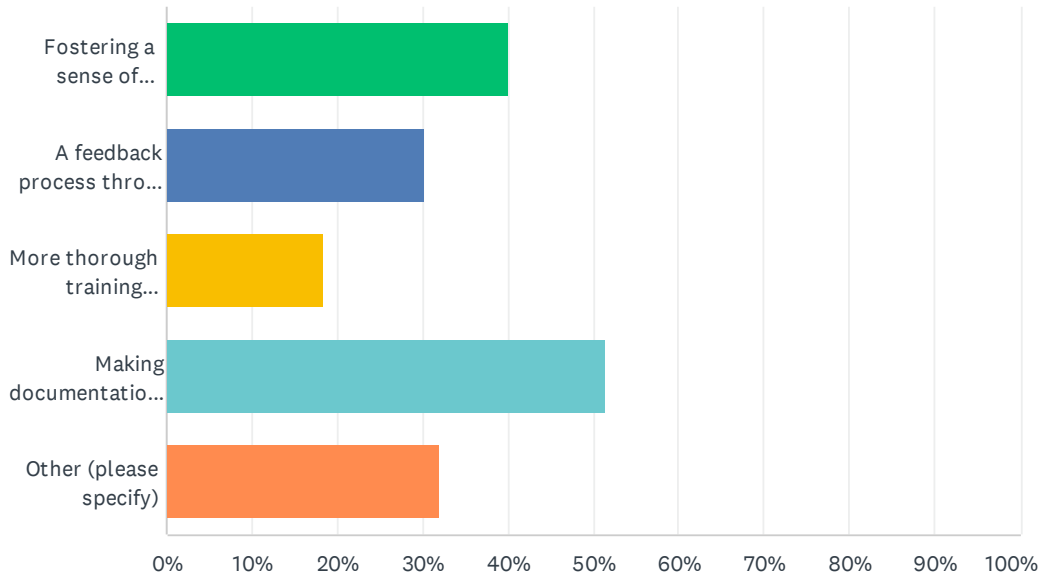
99	Some negative experience with parents	3/7/2024 4:25 PM
100	Continuing education	3/7/2024 4:19 PM
101	DEI emphasis	3/7/2024 4:05 PM
102	Being sure to get the name of the person who answered the phone at the doctor's office is truly not necessary.....requiring specific amounts of contacts every month/quarter is not always reasonable....Court reports are too specific and too formal - using "this CASA " instead of just saying " I " makes it much more difficult - constantly rereading and retyping	3/7/2024 4:02 PM
103	I often feel that, as a CASA, I lack the power to truly change the system of dfps	3/7/2024 3:59 PM
104	Financial burden of travel and if reimbursed the time lapse from time I submit to the time I am reimbursed making the bill come due on my credit card before I am repaid. Travel expense and distance.	3/7/2024 3:59 PM
105	Communication breakdown with CASA staff	3/7/2024 3:26 PM
106	I've done this for almost eight years and sometimes I feel like I might need to do something else.	3/7/2024 2:53 PM
107	Unable to respond to children's needs due to. lack of resources	3/7/2024 2:44 PM
108	Not having children to help!	3/7/2024 2:42 PM
109	Working full time while volunteering as a CASA can be a challenge due to court appointments and other commitments (like training) that only happen during the work day.	3/7/2024 2:41 PM
110	Educational & medical documentation	3/7/2024 1:32 PM
111	Sometimes family obligations require more time from me and I feel pulled between family and working the case	3/7/2024 1:08 PM
112	continuing training requirements	3/7/2024 1:06 PM
113	Travel if my case is out of town	3/7/2024 12:21 PM
114	I haven't reached emotional burnout but at times it has been difficult to deal with disappointments and frustrations in my case.	3/7/2024 12:12 PM
115	My health issues	3/7/2024 12:02 PM
116	I don't find it hard to continue my work 7+ yrs.	3/7/2024 11:43 AM
117	The lack of communication with placement or cps on changes to placement	3/7/2024 11:25 AM
118	cost of travel; children placed 100 or more miles from the area; cost of taking the children to eat or movies etc; birthday presents;	3/7/2024 11:10 AM
119	Time commitment and lack of support for working advocates	3/7/2024 11:08 AM
120	The other than CASA organizations who do not share their views and information with CASA Vilunteers	3/7/2024 10:53 AM
121	The broken system	3/7/2024 10:16 AM
122	Driving long distances	3/7/2024 10:07 AM
123	Communication with Oc-Ok, last to know	3/7/2024 10:04 AM
124	There are days I myself am mentally exhausted	3/7/2024 10:04 AM
125	trying to maneuver the labrynth of people and organizations that parents/foster parents encounter and coordinating these silos in a way that does not add to the load of the family.	3/7/2024 9:25 AM
126	Distance from the child; challenging but not a negative	3/6/2024 9:02 PM
127	Lack help or information from outside sources	3/6/2024 7:48 PM
128	none	3/6/2024 5:33 PM
129	I've only been included at the end of one case	3/6/2024 5:03 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

130	Dealing with frustrating mental health issues	3/6/2024 4:25 PM
131	Training	3/6/2024 4:11 PM
132	None, I carried 5 casses for many years and loved all of it!!	3/6/2024 3:57 PM
133	The increasing bureaucracy of CASA over the course of my 11years with CASA. At times it seems numbers and "CYA" are bcoming moroe important than the children.	3/6/2024 3:56 PM
134	Changes in personal life	3/6/2024 2:46 PM
135	Work schedule	3/6/2024 2:22 PM
136	N/A	3/6/2024 2:06 PM
137	Making time can be challenging. Also had a case where my supervisor and I did not agree. (Not Denise)	3/6/2024 1:59 PM
138	Having the time between work requirements	3/6/2024 1:55 PM
139	Expenses/mileage that doesn't fall with the "reimbursable" range, but can pile up if you are connected to a kiddo and opt to see them more frequently than the once-a-month requirement	3/6/2024 1:50 PM
140	My own procrastination on reporting. I get lazy	3/6/2024 1:38 PM
141	It's the small burdensome tasks of reports, managing the software, texhnical issues, no one will assist with. It is a lonely job.	3/6/2024 1:28 PM
142	N/A	3/6/2024 1:22 PM
143	Not making enough difference	3/6/2024 1:19 PM
144	I don't believe there is a "challenge" to remain, if you have the desire and the time, then CASA is a great opportunity to help others	3/6/2024 12:41 PM
145	All this is really manageable for me, but I am retired and very used to hard work and documentation. I imagine this is difficult for someone who is working or not used to this type of detail management.	3/6/2024 11:48 AM
146	I'm very motivated to continue	3/6/2024 11:42 AM
147	My own fanily keeps me busy at yimes.	3/6/2024 11:28 AM
148	Every year we have more task added to responsibilities	3/6/2024 11:12 AM

Q12 What could improve your experience as a CASA volunteer? (select all that apply)

Answered: 351 Skipped: 52



ANSWER CHOICES	RESPONSES	
Fostering a sense of community among advocates	40.17%	141
A feedback process through which CASAs can voice their concerns	30.20%	106
More thorough training (please specify others under "other")	18.23%	64
Making documentation requirements more manageable/less complicated	51.28%	180
Other (please specify)	31.91%	112
Total Respondents: 351		

#	OTHER (PLEASE SPECIFY)	DATE
1	i need more clarification on how to manage beyond ignoring casa and running free. clarification on roles of a gal and casa vs caseworker when it comes to major changes in visitation.	4/2/2024 6:20 PM
2	Contacting parents/attorneys	4/1/2024 6:23 PM
3	Everything is quite manageable and I really feel we get tremendous support from our Coordinator.	4/1/2024 10:56 AM
4	Optima is not user friendly- there should be easier ways to document	3/28/2024 11:01 AM
5	NA	3/28/2024 9:48 AM
6	Maybe having fewer kids on my case.	3/27/2024 11:01 PM
7	CASA office is welcoming but volunteers still feel like they are outsiders compared to paid CASA staff.	3/27/2024 10:10 PM
8	More advocate time together, we learn more from our peers, there is not enough of this f to f with our peers	3/27/2024 6:26 PM

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9	I have only attended one coffee talk...very helpful, productive. Meeting with the St. Francis folks is very helpful. Problem....these occur between 8-5 which are my regular work hours.	3/27/2024 6:00 PM
10	NA	3/27/2024 11:47 AM
11	NA	3/27/2024 10:14 AM
12	Please see answer No. 9.	3/26/2024 8:43 PM
13	I don't find it difficult	3/26/2024 7:52 PM
14	There is not a thing I would like to see changed. I love every aspect of CASA.	3/26/2024 7:09 PM
15	More examples of what documentation should look like, more information on where to find certain information	3/26/2024 11:14 AM
16	support from the higher ups when problems arise	3/26/2024 9:20 AM
17	I'm so thankful I will have a CASA mentor/coordinator.	3/25/2024 9:33 PM
18	I know that they heavily rely on us as advocates, but I think they also need to make sure they take care of the staff too. That is my only complaint. I have had 4 in 2 years and 3 of them within months of each other. It is hard to really trust if your not sure they are going to be around.	3/25/2024 6:28 PM
19	I wish we could have a voice in how the parties all work together rather than just one day in court.	3/25/2024 5:30 PM
20	not sure how to make documentation more manageable, it is what I work on	3/25/2024 2:35 PM
21	I think training should be geared more toward the actual tasks of a CASA. I felt my training focused a lot on cultural differences, which was beneficial to some extent, but I came out of it knowing very little about how to actually conduct my CASA work.	3/25/2024 2:34 PM
22	I'm an old dog both in age and tenure. I see little that CASA can control that would make much difference for me.	3/25/2024 2:07 PM
23	None	3/25/2024 9:53 AM
24	There are so many things that use initials which are not familiar. It would be nice to have a source to go to for information about the alphabet agencies or programs.	3/21/2024 4:11 PM
25	Streamline documentation. Develop best practices. Create processes. Guidelines for relationships/communication with other lawyers on the cases. Q&A opportunities.	3/21/2024 3:46 PM
26	There needs to be more training on acronyms, different documentations (not CASA documents but things like health passports), types of placements, general information about foster licensing, etc	3/21/2024 11:16 AM
27	Orientation/more info regarding the transition from CPS to Empower	3/19/2024 9:48 PM
28	More recognition from CPS & Belong	3/19/2024 1:13 PM
29	Touching more on Group homes, RTC and explaining the court report earlier in the training to eliminate that fear	3/19/2024 8:09 AM
30	I don't know.	3/18/2024 6:51 PM
31	Skillset training such as "how to" talk with kids, motivational interviewing, making sure CASA's voice is heard in the court room. Acknowledging fears volunteers have with court room and bio parents and how to handle those situations.	3/18/2024 4:15 PM
32	CASA training is filled with too many acronyms that are extremely hard to follow during training. I'm ok with acronyms; however, training should use the real words until the volunteers understand what the acronyms mean.	3/18/2024 3:54 PM
33	More of feeling like I'm making a difference.	3/17/2024 8:57 PM
34	Closer integration with CPS. We all go off in different directions.	3/16/2024 12:30 PM
35	*Please note it's difficult to foster community among advocates in our region because it such a large service area. But maybe volunteers that are in closer proximity can be connected	3/15/2024 1:58 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

together? Or at least introduced?

36	better communication from CPS and other entities on cases	3/15/2024 10:11 AM
37	Not being pressured to be part of the court hearing process if volunteer feels uncomfortable doing it especially if unhappy parent is part of it	3/13/2024 4:59 PM
38	CASA advisor was great but due to her case/volunteer load she did not always respond in a timely manner, if at all.	3/13/2024 4:27 PM
39	More CFE training	3/13/2024 1:27 PM
40	It would be helpful if volunteers could follow a case from beginning to end, viewing the many things a volunteer might do to help the children in the case.	3/13/2024 12:41 PM
41	There are plenty of training opportunities... I just suck at logging them.	3/12/2024 7:45 PM
42	It is a female driven organization	3/12/2024 3:24 PM
43	training along with other agencies from kinship, to CPS, to Children's Advocacy Center. To know how a CASA volunteer can better help them and to understand their challenges and barriers.	3/12/2024 12:52 PM
44	more training for documentation required	3/12/2024 11:34 AM
45	Meet with other CASA's to discuss challenges and share ideas.	3/11/2024 10:14 PM
46	better knowledge of the legal system	3/11/2024 11:31 AM
47	Maybe a bi-weekly "office hours" type of sessions, where it's an open line for questions or concerns that new advocates may have.	3/11/2024 9:18 AM
48	Training on documentation specifically inputting videos and emails and other documents.	3/10/2024 7:28 PM
49	Seems like the CASA court report and the CPS court report have a lot of duplication, especially in the status of services by the parents	3/10/2024 4:23 PM
50	How to represent in court at hearings and at trial.	3/10/2024 10:30 AM
51	There was a lot of material covered in pre training. It would be good to review it once a year.	3/9/2024 8:57 PM
52	unknown	3/9/2024 4:26 PM
53	Having a real, actual conference to attend each year. That does all the above.	3/9/2024 2:53 PM
54	I would like to have a training testifying in court and the dos and don'ts of getting information from therapist.	3/9/2024 12:08 PM
55	See above. Optima is clunky, restrictive, and inflexible.	3/9/2024 10:30 AM
56	Our trainer and supervisors are thorough and resourceful. They have always been there to help. I just feel that there can never be too much training.	3/9/2024 9:57 AM
57	More extensive training on system integration. Who is responsible for what aspect of the child's care? Resource selection and availability and how to procure.	3/9/2024 12:15 AM
58	I have continued to take many webinars and classes for my own knowledge base.	3/8/2024 8:42 PM
59	I don't have any obstacles because as each month goes by and I do the necessary steps it just gets easier.	3/8/2024 6:52 PM
60	Have ine list instead of sending out so many emails	3/8/2024 4:23 PM
61	Need to know more of what is going on with what was CPS and now with these Empower people we are about to work with.	3/8/2024 2:51 PM
62	Our program does a great job in all of these.	3/8/2024 1:18 PM
63	Better communication with CPS.	3/8/2024 12:36 PM
64	Understanding where future placement could be located. I know this may not always be possible but it's challenging if they end up moving 2 hours away. Can make in person placement visits challenging	3/8/2024 10:44 AM

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65	I feel like the pre-service training was a bit scattered. It would've been more helpful to have a cohesive, comprehensive training manual that covered everything. I feel like some aspects of my volunteer work are trial and error due to inadequate training in the beginning. Maybe it's just me, though!	3/8/2024 9:08 AM
66	Things we have no control of like the people and responsiveness	3/8/2024 8:40 AM
67	You guys are an amazing team! I feel supported, encouraged when needed, valued, and a sense of family with staff and other advocates.	3/8/2024 7:50 AM
68	Supervisors following novice advocates closer. This is my first case and I don't feel supported. The communication I receive from my supervisor consist of deadline reminders. There are no check-ins	3/8/2024 4:57 AM
69	Not requiring travel for children placed 2+ hrs away	3/7/2024 9:08 PM
70	CASAs should be able to rate their Case Managers. More through training on going into prisons/detention centers, talking to CPS/Lawyers, and how to write a court report. Court reports need to be DARK Mode friendly on computers as they are definitely not at this time. Optima needs to be set where it doesn't time out and allows for typing in all info instead of choosing from drop down menus; there are a lot of times I'm spending too much time trying to figure out what type of visit I'm inputting.	3/7/2024 8:50 PM
71	On the documentation requirements, it would help if in Optima I can make a contact log and select multiple "types" (Legal Advocacy, Medical Advocacy, Safety Advocacy ect), there are often times that during a visit I complete more than one item and it is annoying to have 4 contact logs for a single visit.	3/7/2024 8:24 PM
72	Most training takes place during the day. I wish there was more training in the evenings to attend after work.	3/7/2024 8:09 PM
73	Help with things that must happen during work hours (e.g. calls to medical facilities)	3/7/2024 7:31 PM
74	Nice staff	3/7/2024 7:02 PM
75	I would like CASA to send a brochure on acronyms they use along with meanings of terms	3/7/2024 4:39 PM
76	My CASA experience has been great due to its staff.	3/7/2024 4:05 PM
77	Make one choice on the feedback process anonymous so an advocate can report a concern without it being made personal	3/7/2024 4:02 PM
78	It would be great to get to know other volunteers and share what we've learned	3/7/2024 3:59 PM
79	A better understanding of a CASA's role from beginning of the case to the conclusion during training	3/7/2024 3:26 PM
80	Having abused children removed from the abusive homes.	3/7/2024 2:42 PM
81	Just to know a difference being made by my visit	3/7/2024 2:17 PM
82	CFE seems not to fit every case (like for infants or autistic children) - yet I'm told to do it when it feels like a waste of time	3/7/2024 1:08 PM
83	making training requirements more manageable	3/7/2024 1:06 PM
84	More helpful supervisor	3/7/2024 12:54 PM
85	My supervisor helps so much with documentation. Thank you! I gave 2 cases and it helps	3/7/2024 12:21 PM
86	A templated resource	3/7/2024 12:17 PM
87	While upon completion I felt the training had been excellent, once I began working a case I realized I needed more info. understanding all the different parties involved. Perhaps an observational visit of Family Court early on to give context to the later discussions would be helpful.	3/7/2024 11:16 AM
88	training could have been more detailed, didn't reflect the amount of time actually required for documentation and commitment	3/7/2024 11:14 AM
89	More information on the process of moving foster children; more information on the OCOK process of selecting a home/placement for a child; training on the expectations of RTC and	3/7/2024 11:10 AM

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group homes; resource list of RTC and Group homes that OCOK use for our children; training to prevent burn out; monthly or bi monthly luncheons or get together with CASA volunteers; more mandated training that volunteers must receive that information; awards at the CASA Award Dinner of who travel the furthest, most training hours;

90	Sharing solutions that worked on a case with other CAS	3/7/2024 10:53 AM
91	It would be helpful for volunteers to have training in areas they do not have life experiences with. For example, I was a teacher and campus administrator, so I do not need training in those areas. However, I was new to the area when I began my current case so I needed an introduction to community services and various sources for families and children.	3/7/2024 10:27 AM
92	More experienced trainer	3/7/2024 10:22 AM
93	CASA is a volunteer opportunity, not a vocation.	3/7/2024 10:12 AM
94	Please, please do proceedings of court training.	3/7/2024 10:09 AM
95	Prioritizing CE	3/7/2024 10:04 AM
96	Monthly inperson gathering with supervisor and other advocates assigned to them to exchange ideas, resources and support	3/7/2024 9:25 AM
97	Changes in state CPS	3/6/2024 5:44 PM
98	Learning how to work best with CPS	3/6/2024 5:10 PM
99	I feel all of the above are provided.	3/6/2024 4:25 PM
100	Fix this training issue.	3/6/2024 4:11 PM
101	I had no problem with any of the above. I am retired and carried 5 cases for a long time, I love being a CASA VOLUNTEER	3/6/2024 3:57 PM
102	I loved the appreciation lunch. Those are great.	3/6/2024 1:59 PM
103	Not assigning cases that are in Houston	3/6/2024 1:55 PM
104	Our group does a good job of making volunteers feel appreciated, important.	3/6/2024 1:38 PM
105	They effected me the most.	3/6/2024 1:33 PM
106	Multiple trainings offered; many times cancelled and not re-scheduled.	3/6/2024 1:28 PM
107	N/A	3/6/2024 1:22 PM
108	Helping them to be able to work closer to attorneys and schools	3/6/2024 1:19 PM
109	Directors of CASA need to understand that volunteers are volunteers and not their employees. Sending unprofessional emails and texts, or making unprofessional posts on Facebook associated with a volunteer is wrong and unprofessional.	3/6/2024 12:09 PM
110	Fostering a sense of community among advocates is really my number one thing. Even when groups are brought together, there really is no emphasis on people getting to know each other in more than a superficial way.	3/6/2024 11:48 AM
111	I don't think anything necessarily needs to improve	3/6/2024 11:32 AM
112	Making necessary contacts easier and more responsive.	3/6/2024 11:28 AM

Q13 What is your top recommendation for CASA programs to retain volunteers?

Answered: 299 Skipped: 104

#	RESPONSES	DATE
1	I am not sure. I feel that they value us and show appreciation.	4/8/2024 2:56 PM
2	I am very pleased overall with the CASA management. They are a passionate group of individuals who deserve a tremendous amount of praise.	4/2/2024 6:20 PM
3	Keep giving them support/help when needed.	4/1/2024 6:23 PM
4	Maybe offer a mentor program of some sort to help with stressful situations. It can become pretty overwhelming with certain cases, and I think having someone who can walk you through the process or prepare you through the process would be great.	4/1/2024 10:56 AM
5	Continue to show appreciation and to celebrate the positives - reunifications, adoptions, etc.	4/1/2024 2:10 AM
6	Open communication, collaborative opportunities.	3/31/2024 3:16 AM
7	Setting realistic expectations coming in instead of presenting an easier picture then flipping the script when you get an actual case. I would still volunteer knowing the actual expectations- And would be better prepared for them and not feel like the story changed so dramatically.	3/29/2024 2:01 PM
8	More stories of successes. More frequent updates on statistical numbers showing positive impact of having CASA involved.	3/29/2024 1:18 PM
9	I honestly think y'all are doing a great job of showing your appreciation and accommodating to volunteers. You guys are positive, helpful, and hold numerous events throughout the year to make volunteers feel appreciated, welcomed and like they are not alone. If y'all are losing volunteers, it is most likely due to a personal/private life changes or reasons of that volunteer and no fault of the organization. I have no critiques.	3/29/2024 10:19 AM
10	I have been through 4 advocacy coordinators in 3 years because the first three left. Maybe having more coordinators so they can have less cases so there's not so much burnout/turnover. It's hard to want to stay when you are getting shifted around to new employees so much	3/29/2024 9:12 AM
11	Continue to focus on the support systems that CASA provides.	3/28/2024 9:48 AM
12	I would say the less CASA volunteers have to do with entering records, etc, the better. I understand we have to have records and court reports, but the change in the court report that was made and made it easier and less work, that was great. I think steps like that always help. Because everyone is so busy, they want to help, and can, but the extra time it takes entering things can maybe steer people away sometimes. I also think the emotional side and having resources available for those volunteers that need it.	3/28/2024 9:43 AM
13	Remain available/accessible for questions. That's been a great help for me.	3/27/2024 11:01 PM
14	Some of the documentation is silly. We should be able to bundle a meeting into one entry instead of breaking it into several to meet documentation requirements. Also, encourage co-advocates. I have a co-CASA on a case and it is so much better than doing all of the work alone. It makes it more manageable and less lonely.	3/27/2024 10:10 PM
15	A entire day spent on Court Reporting and How/when to put things into Optima. So putting an entire training day aside for training on Optima and Court Reporting; doing it all together could create a easier outcome for the future when doing it alone; because sometimes you don't even realize you're having trouble or having questions until you are in the middle of it. I felt everything else was great and very helpful	3/27/2024 7:11 PM
16	Less High Tech and more High Touch, we need more f to f with peers and mentors.	3/27/2024 6:26 PM
17	I think CASA is doing a good job. I think volunteer retention is often impacted by individual	3/27/2024 6:00 PM

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situations. In my case, it has taken more 8-5 time than expected. I am an exempt employee, 40hrs. is a short week for me, so I find it difficult to give 100% to both all the time. Again, this is on me, not CASA.

18	I have spend much more time with CASA per week than I felt was explained in the beginning. I know that each situation is unique. I feel that the amount of time I spend working on CASA documentation is beyond what I can manage.	3/27/2024 5:04 PM
19	Continuous outreach so that volunteers understand that they do not need to work alone that they can pair up to assist with the possible time commitments etc.	3/27/2024 11:47 AM
20	My most important relationship that makes my volunteering easier is with my coordinator. It would be harder if she wasn't so awesome. So I would say training of coordinators is vital. (I don't know if all of them are as great as mine.)	3/27/2024 10:53 AM
21	Good coordinators.	3/27/2024 10:14 AM
22	Work on the documentation requirements, which for difficult cases (45 placements in 14 months, which includes 12 elopements, extended stays in psych hospitals and an extended stay in juvenile justice detention) that are outside of the "norm," are excessive as to time and commitment, especially when it is represented in training that an average of 15 hours per month is the "commitment" of the volunteer. Work to lessen the bureaucracy, which is sometimes "oppressive" and "stiffling." Try to remove the culture of CASA, as much as possible as a non-profit licensed/sactioned by the State, from the culture of the Child Protective System of the State, i.e. the bureaucracy and, at times, dysfunction and inadequacies of the "system."	3/26/2024 8:43 PM
23	Longer breaks between cases. I would like time between cases so I recoup and then go back. I'm thinking of not taking another case after this one b/c I'd like more than 3 month break from court reports and visits and meetings.	3/26/2024 7:52 PM
24	To get across as much as possible the fantastic impact you are making as well as the feeling that you are doing something good.	3/26/2024 7:09 PM
25	Positive relationships between volunteers and their advocacy coordinators are extremely important to identify and possibly overcome challenges volunteers face.	3/26/2024 4:29 PM
26	Spread awareness	3/26/2024 3:44 PM
27	It's a great program and I'm lucky to be apart of it.	3/26/2024 1:50 PM
28	Shifting training to seem less "stressful", giving volunteers more information during training so that they feel more prepared when it comes to their actual case. Maybe more demonstrations and videos of what the role looks like and less hypotheticals	3/26/2024 11:14 AM
29	For me it is McKenna. Having a strong CASA advocate is what really keeps me when the case bears little to no fruit at times.	3/26/2024 10:03 AM
30	Keep volunteer coordinators longer, support your volunteers from being trashed in court, give your volunteers support to speak up in court for what is correct, somehow figure out a way to allow volunteers to feel like they are making a difference. I think that the best advise I have gotten is that there is always someone your are helping with you role as a volunteer ... it may not be where you are wanting to make a difference or where the difference needs to be made but you are helping even of you have to reach to figure out where that is. Example - you may not be able to get a kid out of a horrible situation even though you have done everything you could do but you did help placement with something, you did make a difference with your time and communication with the parents so hopefully they will call you if they need anything. etc.	3/26/2024 9:20 AM
31	It comes to a point where emotional overload and inability to make a difference take over and it is easier to withdraw.	3/26/2024 8:49 AM
32	For me it's the recording and documentation. I'm a senior citizen and is hard for me.	3/25/2024 10:44 PM
33	On-going support from mentors.	3/25/2024 9:33 PM
34	I feel like it's great right now. I love my supervisor as she gets me and is always there for everything! If I struggle with something she is there to help me out and never do I feel dumb or that I am a bother to her.	3/25/2024 6:28 PM
35	I would say when I tell people they don't know what CASA is so having someone go to	3/25/2024 6:20 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

	different communities and do an outreach would be good. (Not sure if you guys do it)	
36	I do not have a top recommendation	3/25/2024 6:17 PM
37	recruitment at schools	3/25/2024 5:30 PM
38	As a volunteer sometime there is stress and sadness related to your child. These are expected and part of the process, Dealing with Optima and the reporting process is annoying, frustrating and not a good use of time.	3/25/2024 5:19 PM
39	having group meetings with other volunteers helps hearing how they deal/work with the system and different issues with families and children.	3/25/2024 2:35 PM
40	Documentation is a major hinderance. It takes as long or longer to log things in Optima as it does to actually do the thing being logged. I also think that training can be focused more on practical guidance for being a CASA. Coming out of it, I felt like I didn't actually know what my regular tasks as a CASA were, which was confusing and daunting.	3/25/2024 2:34 PM
41	Make sure they are not feeling overwhelmed or emotionally burned out.	3/25/2024 2:32 PM
42	My main concern of being a CASA has nothing to do with this amazing organization. My main concern is the way SFM handles their duties, and their lack of compassion for the foster families and also the lack of DOING ANYTHING in a timely manner.	3/25/2024 2:13 PM
43	Documentation is probably a big issue. It probably doesn't bother me so much because I have learned how much I can not do and still be acceptable. Newer volunteers feel pressed to do what is asked of them.	3/25/2024 2:07 PM
44	More recognition, maybe within "teams". We have CASA of the month but maybe each month each coordinator highlights someone or something positive from one of their volunteers. T shirts, as a gift and doubles as advertising.	3/25/2024 1:25 PM
45	Encouragement and recognition	3/25/2024 9:53 AM
46	Have a more formal mentorship program. Buddy an experienced CASA with a new CASA. Have small group discussions with new CASA's as they get to know their cases. This was done a couple of times with my orientation group and was very helpful in keeping us connected.	3/24/2024 9:50 PM
47	Fostering a sense of community	3/24/2024 4:59 PM
48	More social media or TV time	3/23/2024 7:56 PM
49	I feel our program is doing a great job in support and building camaraderie	3/23/2024 7:59 AM
50	N/A	3/22/2024 3:42 PM
51	Streamline documentation by creating a way to select more than one purpose for a contact and still have them broken out for the supervisors tracking purposes. Creating multiple entries for visits takes way more time than necessary.	3/22/2024 3:13 PM
52	Focus on successful outcomes;Receive feedback onhow things evolved after you were not involved.	3/21/2024 4:11 PM
53	Make sure everyone knows the expectations when they are trained and when new requirements are made, opportunities to learn procedures or documentation expectations.	3/21/2024 4:11 PM
54	volunteers need to be more autonomous.	3/21/2024 3:55 PM
55	An experienced and available CASA supervisor.	3/21/2024 3:46 PM
56	1. This is very emotional work. I think just making sure volunteers feel appreciated is the most important. 2. Identify seasoned advocates and pair them with new advocates to help them understand their role. 3. If an advocate isn't meeting all requirements, offer them a co-advocate. Burnout is real. 4. More face-to-face advocate activities. I still only know a handful.	3/21/2024 11:16 AM
57	Providing a mechanism for volunteers to express concerns and ideas. Being involved in the process so that volunteer efforts are more noticeable along the way, and not just before court reports are due. Having CPS be more communicative and open with CASA volunteers about what's happening, why decisions are being made, and asking for support. It often does not feel like a partnership.	3/21/2024 9:39 AM

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58	Communication	3/21/2024 8:28 AM
59	Keep case load commiserate with volunteers' needs	3/21/2024 5:10 AM
60	Group events are great and one on one with supervisor :)	3/20/2024 11:20 AM
61	Having a Mentor/Supervisor who is willingly there whenever needed. Thankfully, I have that!	3/20/2024 9:53 AM
62	Mentorship. Casa supervisors are fantastic about helping when it's needed. Other casa volunteers paired up for accountability and support would also help.	3/20/2024 8:52 AM
63	It seems that the responsibilities and documentation have increased over the past several years. I'm sure it is important, but it has become more time consuming!	3/20/2024 8:21 AM
64	Support with technology. It's hard to develop rapport and trust without face to face meetings. Example-audio permanency conferences. Hard to have to travel long distances to see children or families.	3/20/2024 12:31 AM
65	I don't think this is CASA's responsibility, but accountability for CPS to provide information, communicate appropriately, and collaborate constructively, would make a huge difference.	3/19/2024 9:48 PM
66	The supervisors due a great job with how overloaded they are. Another supervisor should be hired in the Jacksonville office.	3/19/2024 4:36 PM
67	Help the volunteers not loose their time from work, for example, work with the local community and educate them about the importance of their employees helping the children by not penalizing them for their time off.	3/19/2024 3:51 PM
68	Create easier to use systems for documentation	3/19/2024 2:45 PM
69	Make us feel welcome and a part of the process. I frequently am not informed of changes in the case. I had to find out the status from the parents	3/19/2024 1:13 PM
70	Reduce paperwork commitments.	3/19/2024 10:24 AM
71	Not sure.	3/19/2024 10:21 AM
72	Empathetic directors	3/19/2024 8:43 AM
73	Have quarterly meetings with all advocates and keep them up-to-date on any changes that are taking place.	3/19/2024 8:26 AM
74	N/A	3/19/2024 8:09 AM
75	Having been associated with another CASA within the state, it is clear that Child Advocates of Fort Bend is the premier organization. Other organizations should learn from them. It starts with funding so that the organization can pay a livable wage and hire people with a positive attitude. The staff of CAFB is fabulous, and it makes you want to be a part of the organization.	3/19/2024 7:59 AM
76	Maybe have a trainer reach out from time to time. Make sure the volunteer feels confident. Also to verify whether they have any questions or concerns this is another outlet outside of their supervisor.	3/19/2024 7:58 AM
77	I think continuing to foster a sense of community as well as encouraging advocates to build relationships with each other has been very helpful.	3/18/2024 8:16 PM
78	To have an understanding and helpful supervisor to go through all the steps as needed as I have had.	3/18/2024 7:44 PM
79	Continued regular support and mentorship from CASA supervisors (we need more supervisors in our area.)	3/18/2024 6:51 PM
80	I have been involved in three CASA programs in my life. The one I currently serve with is close to perfect. No real suggestions.	3/18/2024 6:09 PM
81	Check ins	3/18/2024 5:54 PM
82	I think CASA is an amazing program with an amazing staff. And the work they do is unmatched. You have earned a volunteer for life in me.	3/18/2024 5:08 PM
83	N/A	3/18/2024 4:51 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

84	A volunteer can spend time gathering information and building relationships only to get to courtroom and not be heard because attorney's are meeting in judges chambers, or the questions we are asked are so limited that in can make you feel not valued or over looked. Relationships need to be built between CPS, CASA, DA's office and other involved programs to make the role of the advocate feel valued, heard and important.	3/18/2024 4:15 PM
85	Be able to have more of a voice in court hearings. The attorneys have a way of only asking questions that do not get out the root problem with a case. I have been "objected to" when I have brought up concerns in the past.	3/18/2024 3:54 PM
86	These were difficult questions to answer. I thoroughly have enjoyed my experiences and the time I have put into this with my whole heart!	3/18/2024 3:44 PM
87	I don't know. Something involving feedback on performance (good and needs improvement) and data on impact, similar to the annual meeting but on a more regular basis maybe.	3/18/2024 2:54 PM
88	Support for the CASAs and fostering community among the CASAs is important.	3/18/2024 1:09 PM
89	Stronger relationships with supervisors. Reduce complicated documentation requirements. Somehow volunteers need to feel more like they make a difference to the children.	3/17/2024 8:57 PM
90	Mentoring	3/16/2024 10:17 PM
91	Closer integration with CPS. Accountability for all case members. Some lawyers don't do anything.	3/16/2024 12:30 PM
92	Build a sense of community among volunteers in a comfortable location, maybe a CASA volunteer's home where training, discussion, concerns, support, and team building can be nurtured. Let this be counted as hours of continuing Ed.	3/16/2024 11:04 AM
93	I think Uvalde is doing a great job.	3/15/2024 6:15 PM
94	Good committed knowledgeable supervisors and mentors are absolutely vital.	3/15/2024 5:06 PM
95	Perhaps work in some respite between cases - for example, after a particularly grueling case, take a month or two off and resume. I think the key is to avoid burnout, especially among cohorts like myself (i.e., working and with young children at home).	3/15/2024 1:58 PM
96	Recognize volunteers Use volunteer ideas Recognize diversity of volunteers I just completed my doctorate and did my final Capstone on CASA recruitment for diversity and Inclusiveness	3/15/2024 11:35 AM
97	Good supervisors & one on one appreciation from time to time	3/15/2024 9:25 AM
98	I think the recordkeeping is about as simple as it could be, but I easily get behind when I have multiple contacts in a short period of time, think I will get them entered tomorrow, and then it is weeks later. That is probably more about me than about your system.	3/14/2024 3:55 PM
99	Maybe to come up with some type of incentive. I know it is volunteer work, but volunteers like to know they are appreciated.	3/14/2024 12:17 AM
100	Make the documentation requirements more manageable. The way that Optima lays out the contact categories seems less suited for the volunteers' experience than a bureaucratic ideal.	3/13/2024 6:40 PM
101	I'm not sure	3/13/2024 6:06 PM
102	Train volunteer with the court report an optima part of it, let the volunteer enjoy the communication with child , fosters, parents and kinship part of the case ,volunteers do not want to become lawyers they just want to advocate for the child	3/13/2024 4:59 PM
103	CASA Advisers more accessible. Remember that we are volunteers and the ever increasing responsibilities and program requirements have become entirely too burdensome, time consuming and complicated.	3/13/2024 4:27 PM
104	You guys are fantastic and keep doing what you're doing.	3/13/2024 4:26 PM
105	i really appreciated this survey. i would like more "continuing education" training. I would like to come to listen to presenters. i would like more training about possible intricacies about cases- like ICPC's or filling out travel logs, etc. I also wish there was a better, quicker process for downloading images.	3/13/2024 3:32 PM
106	Have good staff and even better resources and classes to learn all the things needed to be a	3/13/2024 2:00 PM

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	good volunteer	
107	More group activities?	3/13/2024 1:52 PM
108	To be able to help a child adapt to what has happened.	3/13/2024 1:27 PM
109	Show that the volunteer is cared about.	3/13/2024 1:22 PM
110	Every volunteer will have unique concerns and will need to be addressed individually. for me it would be frustration with the computer program and having to type all the information instead of just having everything handwritten	3/12/2024 10:14 PM
111	Let them be heard	3/12/2024 9:35 PM
112	More collaboration with ad Litem attorneys, DA prosecutors, CPS attorneys	3/12/2024 8:18 PM
113	i really don't know...	3/12/2024 7:45 PM
114	I think CASA of Fannin County retains the majority of their volunteers.	3/12/2024 6:55 PM
115	CASA volunteers must have the technology skills to be able to produce reports and the documentation necessary. Before embarking on training, this should be a key element that should be discussed with the potential volunteer.	3/12/2024 5:14 PM
116	Idk	3/12/2024 3:24 PM
117	Having a separate training for children aging out of care or transitional living facilities.	3/12/2024 2:22 PM
118	Staff continuity. Keep the staff happy and healthy so there is not high turn-over. I say that as a volunteer who went on staff and I continue to volunteer.	3/12/2024 1:02 PM
119	No recommendations. It is a commitment.	3/12/2024 12:52 PM
120	Ongoing CASA Supervisor mentoring and support. This volunteer program can be emotionally taxing because of the nature of what we do. Again, overall the training, the support have been effective and continuing to do community events, using word-of-mouth with other volunteers sharing their experience. The most important thing is getting quality volunteers. It's important to target the right type of people for this volunteer experience.	3/12/2024 12:37 PM
121	I received a simple award related to having done a good job, and it was something I could easily show to/share with friends, family, and coworkers. That was encouraging and uplifting. It helped others who bear some of the burden of my CASA time commitments to know that that burden is worth it.	3/12/2024 11:44 AM
122	Not sure	3/12/2024 11:34 AM
123	More flexible trainings times (after working hours or on the weekends). More advocate gatherings to support one another.	3/12/2024 11:14 AM
124	Sometimes the advocates are getting burned out while others realize that this was not what they thought. Some do not understand that courts etc are a slow moving process. Wanted everything to move at a fast pace.	3/12/2024 9:20 AM
125	I don't have any good answers for this, but if manpower allows maybe team up volunteers for their first few cases to allow them to become used to the process without having to constantly go to their supervisor? Maybe have somebody shadow with an experienced volunteer for their first case (after being sworn in) to give them some reference for when they take their first case.	3/12/2024 6:43 AM
126	They do a great job of appreciating and supporting volunteers.	3/12/2024 6:38 AM
127	I do not know.	3/11/2024 10:14 PM
128	Mentorship	3/11/2024 8:11 PM
129	Communication is key to me. I have received excellent communication. I do not feel like I am on my own; this would make me want to leave.	3/11/2024 3:46 PM
130	Better concern from CPS - - often I felt I knew more about case than CPS and my CASA supervisor	3/11/2024 3:04 PM
131	The training I received was great, but I still felt like I learned too much just by trial and error.	3/11/2024 2:37 PM

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My first appearance in court I had no real idea what to do and my supervisor at the time had just left, others helped me through that day but it was challenging! A mentor would have been awesome!

132	Let CASA's know they can ask for other supervisors if they and their supervisor work differently. I know a CASA that quit because he felt his supervisor didn't respect his time commitments.	3/11/2024 2:09 PM
133	I have loved being a CASA volunteer and plan to continue to do so! I don't have any recommendations other than maybe making the last few sessions of training longer to help better understand court reports and specific requirements the current supervisor is wanting on a court report!	3/11/2024 12:40 PM
134	The CASA organization should be protective of my time and advocate for me as a volunteer, not as a paid employee. If I have time available to help children and families, I want to be doing that, not jumping through hoops to meet state mandated regulations which seem tailored much more toward employees working for the state than toward volunteers. I have been a CASA for several years, and record keeping has become significantly more cumbersome. I find myself having less time to work with children and families, which is why I wanted to be a CASA in the first place. With all of the new requirements, CASA sometimes feels like a job, and I find it to be a less satisfying and impactful experience than it used to be.	3/11/2024 12:07 PM
135	The personal touch by supervisors	3/11/2024 11:31 AM
136	Difficult to say because I feel you do a great job with professional development and training. Boosting moral, showing appreciation.	3/11/2024 10:48 AM
137	less politics and more community, network inside the county programs.	3/11/2024 10:30 AM
138	I think burnout in a situation like this is unfortunately common. This is not an easy thing to do. The issue may not be retention, but attraction. We may need to recruit more volunteers to deal with the natural attrition of volunteers in this organization. I know, easier said than done. I think recruiting people that already volunteer in other organizations, people who have personal experience in the foster care system will be more likely to want to volunteer in a difficult situation like CASAs do.	3/11/2024 9:32 AM
139	Support not micromanaging.	3/11/2024 9:30 AM
140	Continued support, encouragement and training.	3/11/2024 9:18 AM
141	Make volunteers feel they are part of the team not just a resource.	3/11/2024 9:11 AM
142	More training on court reports. A little more training on how the other systems work. Better communication between all the organizations.	3/10/2024 10:07 PM
143	In person follow up meeting with CASA staff in 30 and 60 days after starting.	3/10/2024 7:28 PM
144	compensate for mileage.	3/10/2024 5:16 PM
145	None	3/10/2024 5:09 PM
146	Less reporting requirements and less training requirements (hours)	3/10/2024 4:23 PM
147	Select mentors who can meet monthly with volunteers and be available for questions.	3/10/2024 3:59 PM
148	Regular group meetings with all volunteers to develop a sense of not being alone to foster relationships with other volunteers.	3/10/2024 12:02 PM
149	1.To really listen to the concerns of the advocates and offer needed support. 2. Reduce the number of advocates assigned to a given advocate supervisor. Staff is stretched too thin.	3/10/2024 10:30 AM
150	Develop a better relationship with DFPS workers in order to be on the same page to help children.	3/10/2024 10:13 AM
151	Allow a transfer of case to another CASA if it's not a good fit. Understanding that we want to help but be prepared that the child or family probably won't appreciate anything you do.	3/10/2024 8:44 AM
152	Lots of gratitude expressed by their CASA supervisor and the court.	3/9/2024 8:57 PM
153	Often the required contacts yield little or no results or feedback. Not sure there is a way to change that but it can be frustrating and time consuming.	3/9/2024 8:30 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

154	Fostering close relationships between CASA volunteers and especially between the volunteer and their supervisor.	3/9/2024 4:26 PM
155	Keep having good, helpful supervisors that understand when advocated are sick, stressed, without transportation, computer troubles, etc. and sometimes cannot get all requirements done on time. Also, friendly reminders are helpful.	3/9/2024 2:53 PM
156	I don't think our immediate area needs volunteers. Incentive to travel to other counties that may need more volunteers.	3/9/2024 1:52 PM
157	Encouraging volunteers to make a to-do list schedule throughout the case to keep track of everything.	3/9/2024 1:47 PM
158	supervisors touching base weekly if only to say hello	3/9/2024 1:19 PM
159	My supervisor is amazing! I feel this is so important.	3/9/2024 12:08 PM
160	I don't see retention as an issue, at least in our program. In my experience, volunteers are dedicated and only leave due to a significant change in their life situation. I see recruitment of new volunteers as the bigger issue to meet increasing need and natural attrition without burning out current volunteers.	3/9/2024 10:30 AM
161	Possibly some financial help.	3/9/2024 9:57 AM
162	I would like to have more exposure to CASA staff and other volunteers, "fostering a sense of community". This would greatly enhance the CASA experience for me. That being said, I have had nothing but great experiences with the support of my local CASA staff.	3/9/2024 8:21 AM
163	Frequent social gatherings with advocates in the county to support and encourage volunteers.	3/9/2024 6:34 AM
164	Transparency regarding case time commitments.	3/9/2024 12:15 AM
165	Having a specific documentation requirement so that the Casa does not feel like everytime they turn something in it is missing something.	3/8/2024 9:10 PM
166	Recognize overwhelmed volunteers and offer a partner to help ease the burden. Supervisors are unable to do that when they may have 8-10 cases with "volunteers" helping them.	3/8/2024 8:42 PM
167	Unless you a volunteer isn't working and raising a family, I feel like I cannot give the required amount of attention to training. Especially for new requirements like the CFE Tools. Thank goodness for my CASA case manager! She takes on a lot for me.	3/8/2024 8:33 PM
168	I think our program does a great job. There is always room for improvement.	3/8/2024 7:52 PM
169	We have a great team... makes the difference but since of team makes stronger	3/8/2024 7:50 PM
170	I can't think of any.	3/8/2024 6:52 PM
171	simplify the process. volunteers are expected to function more along the lines of case workers than is reasonable	3/8/2024 4:41 PM
172	Make it easier to select training sessions, view more court sessions from beginning to end and then discuss	3/8/2024 4:23 PM
173	Ensure their needs are being met proactively	3/8/2024 4:17 PM
174	Give us a little more control over situations, such as making sure transportation has been arranged and communications are thoroughly made with all parties involved	3/8/2024 1:40 PM
175	Continue with current programs	3/8/2024 1:18 PM
176	Communication	3/8/2024 12:36 PM
177	I think the continued training programs are very helpful and give us support.	3/8/2024 11:38 AM
178	I think the pressure of documenting is a lot.	3/8/2024 11:17 AM
179	Make the documentation process easier, more streamlined, more efficient. Just because someone's a great advocate, doesn't mean they are good at administrative tasks; in fact, they probably aren't. The converse is also true that someone who is great at administrative work isn't necessarily a great advocate. The documentation takes me HOURS. . .HOURS!!!!	3/8/2024 10:47 AM

FY24 Volunteer Recruitment, Training, and Retention Survey

180	Strong mentorship with supervisor or other designated CASA team members. Mike Quinn is excellent!	3/8/2024 10:44 AM
181	Better opportunities to connect with other volunteers in your local program	3/8/2024 10:32 AM
182	Reach out to groups that help children in other ways	3/8/2024 10:02 AM
183	I think more initial training that touches on common day to day experiences would be helpful. I feel that what we learn in training doesn't exactly depict scenarios that we encounter, and how to handle them. Great caseworkers and mentors do help, but I think providing a deep dive q and a with volunteers or simply more personal experience stories would help.	3/8/2024 9:22 AM
184	Be upfront about the time commitment. I was told it would be 10-15 hours/month and it's always more than that, depending on the complexity of the case. I spend more of my time on documentation than anything else. The requirements are heavy!	3/8/2024 9:08 AM
185	Try to keep children closer to their own county.	3/8/2024 8:49 AM
186	Support	3/8/2024 8:40 AM
187	Many people/ groups are not aware of #s specific to their community. Not sure what we can do differently to address that but it's a thought to consider.	3/8/2024 7:50 AM
188	Check in with novice advocates to ensure an understanding of what was taught in training is demonstrated.	3/8/2024 4:57 AM
189	I don't really have one - what I've observed is very positive.	3/7/2024 11:21 PM
190	Exchange Optima requirements with an easy email	3/7/2024 9:55 PM
191	More positive feedback. When some volunteers are praised to infinity, the rest of us wonder what we did wrong. We spend a lot of time and money with no reimbursement and do not always feel appreciated. Everyone loves praising.	3/7/2024 9:29 PM
192	Find ways to make volunteering more manageable for people who still work full time.	3/7/2024 9:08 PM
193	Set up a CASA Calendar for each case so that volunteers can see all the dates and times that will be needed for when a court report is due, when a court hearing is scheduled, and any other kind of meeting such as CFE. There's so much info in initial training that you simply cannot remember everything and the first case is a first impression to new CASAs. When it's confusing, it doesn't make a person want to keep doing it. My first case has, so far, been my hardest because I didn't know what I was doing, what anything was, or how to do it, and I was put with a first time Case Manager! That was a big mistake. New Case Managers should go through a few cases themselves before taking on CASAs. There were a lot of mistakes made and I almost didn't take on another one but I chose to try out a different case manager for my second case, and I am so glad I did. Because of their more mature experience, I had a more positive experience myself and have stayed on.	3/7/2024 8:50 PM
194	All of the supervisors I have worked with have been outstanding, and have worked with me as I have had challenges with my career and still wanted to work cases in my off work time. It is these relationships that keep me wanting to come back. The fact that my last three cases Had amazing outcomes Certainly doesn't hurt.	3/7/2024 8:09 PM
195	I am not sure. Everything that could happen is explained in training. You can watch the court cases and see what it is you will be doing/working with.	3/7/2024 7:59 PM
196	Retain CASA staff so volunteers aren't switched again and again and/or allow volunteers to request a different supervisor when taking a new case.	3/7/2024 7:31 PM
197	Nice staff	3/7/2024 7:02 PM
198	I don't know if there is a magic answer that will help retain volunteers. This has to be what they feel lead to do.	3/7/2024 6:59 PM
199	Casa volunteers supporting Each other	3/7/2024 6:37 PM
200	Our CASA keeps us very informed and involved	3/7/2024 6:34 PM
201	Simplify reporting.	3/7/2024 6:33 PM
202	open and supportive communication with supervisor	3/7/2024 6:19 PM

FY24 Volunteer Recruitment, Training, and Retention Survey

203	Capture data from cases showing value added to child and family	3/7/2024 6:00 PM
204	Get them together as a group more often. We start off in training as a group but then lose the feeling of doing this with other advocates	3/7/2024 4:56 PM
205	I think that management like CAC should thank them at the end of every year. It feels almost expected now, although I adore my case manager.	3/7/2024 4:39 PM
206	Less time consuming paper work.	3/7/2024 4:30 PM
207	Continue positive recognition and show how efforts are making a difference	3/7/2024 4:25 PM
208	As previously stated, stay away from politically motivated issues like CRT or DEI. Emphasis on children / family & try not to keep adding items for the volunteers to do / keep track of, i.e. caregivers , teachers, AAL, parents, siblings, medical etc...	3/7/2024 4:05 PM
209	Less strict requirements for contacts Less strict requirements for court reports At the end of the year - 2023 - there was a constant push of reminders to finish our 12 hours of training, then, in December, when everyone felt we were caught up, there was a mandatory 2 to 3 hour training that came up suddenly....not the right thing to do	3/7/2024 4:02 PM
210	Appreciate your volunteers. My supervisor goes above and beyond helping me when I get behind or have physical problems due to my RA and other health or home problems. She knows the story of my CASA kids and is there to help when I need advice or just someone to talk to.	3/7/2024 3:59 PM
211	Make it easier. Sometimes I feel like I am just a way to get things done and really don't have much input.	3/7/2024 3:59 PM
212	Continue important work. Explain the vocabulary, categories, stages used by CPS and legal system.	3/7/2024 3:47 PM
213	More training, advocates approved with less outside responsibilities	3/7/2024 3:37 PM
214	N/a	3/7/2024 3:34 PM
215	Better support with respect and consideration from office staff	3/7/2024 3:26 PM
216	Be realistic and very clear that there are many moving parts in every case. Sometimes a volunteer is going to feel that the final outcome is very different from what they think would be best for the child/children. It is part of working with different people who have their own beliefs and prejudices and probably little to do with you. You won't win them all but you pick up and move on .	3/7/2024 3:05 PM
217	Get the volunteers together so they can get to know each other and make them feel that they matter.	3/7/2024 2:53 PM
218	Promote communication between between volunteers, supervisors, and directors	3/7/2024 2:44 PM
219	At this time the children are not being removed. So that stops volunteering hard when there are no children. I know there are children that need to be removed but they are left in homes that are dangerous.	3/7/2024 2:42 PM
220	Build mentorship programs. After my first case is over here in a couple months I don't know who, what, where and why. I feel like the office personnel are so overwhelmed it seems like if we are not on fire then we aren't worth their time. Have a weekly, or monthly phone call with all volunteers, tell us what's going on and what's new, what's old, just get us engaged.	3/7/2024 2:29 PM
221	Be very honest during recruitment and training about the hours required each month, not just home visits but travel time and computer time. Also explain the challenges for advocates with a fulltime job.	3/7/2024 2:02 PM
222	Relaxing the Monthly/Quarterly boxes to check. Main complaint... this has become a job rather than a volunteer position. Staff can keep up with what the case NEEDS rather than doing things to just be doing them. Advocates do a great job in advocating for the kids on their caseloads but feel there are too many boxes to check that are redundant. This often makes actual advocating less effective. Monthly contact with child, placement, caseworker, and CASA staff should be sufficient. All other could be as needed. If a child needs education or medical the advocate can and is willing to attend to this, and staff can keep in check with them. Court occurs on a regular basis and covers legal. If a child needs to speak with their	3/7/2024 2:02 PM

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attorney, they know they can alert the CASA or caseworker and CASA advocates are good to stay in touch with/and work alongside attorneys without a box to check.

223	Volunteer appreciation, which my office does a WONDERFUL job at!	3/7/2024 2:00 PM
224	make sure the volunteers you recruit understand the commitment to the children.	3/7/2024 1:56 PM
225	Stop changing paperwork requirements. These make us not a bit better or more thorough/ effective as advocates.	3/7/2024 1:56 PM
226	Reduce redundancy in optima documentation	3/7/2024 1:32 PM
227	Make sure all volunteers feel seen, heard and valued.	3/7/2024 1:18 PM
228	My CASA "branch" does a great job training us (originally and ongoing); supporting me and answering my questions through our supervisors and fun get togethers too to build community	3/7/2024 1:08 PM
229	Make requirements for continueing training less. As we do our cases we are already continuing our training through the work we do.	3/7/2024 1:06 PM
230	Communication and build a true relationship between supervisor and advocate. Not a text call me at 4pm the last day of the month.	3/7/2024 12:54 PM
231	At times there isn't a need to visit with everyone if the child is extremely small. Having to visit just because of the requirement is hard at times.	3/7/2024 12:36 PM
232	Sometimes I send emails to all parties and my supervisor reads them and enters Optima documentation. It helps as I have more than one case. My supervisor emails me and offers to help in many ways. If I have questions Steffins answers. We have a great relationship. I could not quit because I'd be letting her down. I've been a CASA FOR 10 years	3/7/2024 12:21 PM
233	A resource page that would include templates of agencies phone numbers websites that could be copy and pasted to send to caregivers as needed a well-organized template system would be great	3/7/2024 12:17 PM
234	I do not know most of the staff now. When I was being trained, I knew everyone. I attend a lot of continuing education sessions/outings and still do not know the staff. They generally keep to themselves or only interact with their advocates or those they know.	3/7/2024 12:13 PM
235	Understand and respect the volunteers time and efforts.	3/7/2024 12:13 PM
236	My top recommendation is maintain frequent communication with the CASA. My supervisor Amelia does a great job with this. When I feel lost or unsure she is always there to help.	3/7/2024 12:12 PM
237	Give incentives to volunteers, pay mileage at least, less celebrating at the top	3/7/2024 12:02 PM
238	The amount of documentation is getting overwhelming. Documenting text messages, phone calls to CASA staff and monthly 'safety plan' outside visit notes is redundant.	3/7/2024 12:00 PM
239	Identify and address barriers to service.	3/7/2024 11:43 AM
240	Community — sense of belonging	3/7/2024 11:39 AM
241	More direction on what is expected and or how to obtain information on case. Maybe links to help better navigate court dockets, school records shouldn't be difficult to obtain.	3/7/2024 11:25 AM
242	Ensure excellent supervisor/volunteer relationships (which I feel I have with Amelia Smith).	3/7/2024 11:16 AM
243	It is hard to retain volunteers in any organization. I believe that the CASA must be careful of creating a public display of favorite CASAs (a clique). This should be noted especially on Facebook; the Award dinner and other CASA volunteer gatherings. It is quite noticeable that the office really likes certain advocates.I believe that all advocates are appreciated and the office personnel try to convey this to everyone. At gatherings ALL staff should speak, say hello to all advocates not just the ones that are supervising. In court, if staff personnel see a volunteer that is not under their supervision, they should still speak to them. I know of an advocate in court and needed advice and the only supervisor was not hers. No one reached out to her. (She stated.) I know three advocates that resigned due to them not feeling as important or appreciated as others. They felt they weren't being heard. Working with volunteers is much different than working with paid staff. In my opinion, the staff and personnel are friendly. My supervisor is great. She listens and is very supportive of me. I feel I could say anything to her to resolve a matter. I suggested to other advocates with issues that they just	3/7/2024 11:10 AM

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talk to their supervisors or to the Director or Monica. Try to resolve the issue. Most things are just misunderstandings or misinformation or lack of information. Each CASA should take responsibility to uplift other CASAs when they can.

244	This is a great organization. I can not think of anything they could do better. Whenever we have an issue our CASA staff address it.	3/7/2024 11:06 AM
245	More communication between with CPS , OCOK, Attorneys, and CASA concerning specific case information . Help all to be on the same page.	3/7/2024 10:53 AM
246	My supervisor stays in contact with me and provides encouragement and appreciation. I think CASA volunteers need to feel connected to the organization through establishing relationships with local CASA volunteers and staff.	3/7/2024 10:27 AM
247	Support from the top down.	3/7/2024 10:22 AM
248	Sharing concerns of our cases with other volunteers can be really helpful, since it can provide personal views/strategies of another person who has possibly dealt with similar situations.	3/7/2024 10:19 AM
249	Have mentors or supervisors check in with volunteers to see how they are doing. Sometimes I feel I'm too emotional and it would help to share that with someone who has more experience than I.	3/7/2024 10:13 AM
250	More court training is number 1. It would be nice to get a present once a year—we can't always make lunches because many of us have full-time jobs. I had a CASA key chain for a while and loved it AND it was great advertising because it was always with me; one time I was even asked about it by the technicians while I was getting my oil changed.	3/7/2024 10:09 AM
251	Keep holding share and refreshers on rules. It keeps us learning and allows us to rehash what is expected. We gain knowledge from other's experiences. These are super helpful for me	3/7/2024 10:07 AM
252	Placement of children closer to counties covered, realizing that it isn't possible.	3/7/2024 10:04 AM
253	Since my CASA kiddo is a knucklehead my experience has not been good or meaningful. I've got nothing out of this compared to the other programs I'm involved with. I will not be taking another kid once this one is over. Sorry!	3/7/2024 10:04 AM
254	Maybe offer incentives my grandkids enjoyed the yearly Poler Express they were proud I was with CASA maybe get the theater to donate tickets to shows envite restaurants to donate meals, having access to things we can help our kids by helping the parents the fostering homes with is also necessary why not have vouchers to use in stores and or Walmart pharmacies and Goodwill or any repurposed shop or things of that nature	3/7/2024 10:04 AM
255	Connection. Make sure you are communicating with volunteers and being available to them when needed. Inclusion, making them feel like part of a team.	3/7/2024 10:03 AM
256	Connection to the local organization	3/7/2024 9:25 AM
257	Better communication with supervisor and more networking. Sometimes you feel pretty isolated from peers. A regular staff like meeting would go along way in longevity of volunteers. There is very poor communication from supervisor	3/7/2024 9:21 AM
258	Positive feedback to help volunteers realize their effectiveness in helping children.	3/7/2024 7:20 AM
259	Keep doing what you're doing, trying to find out what motivates people, and help volunteers achieve that.	3/6/2024 9:02 PM
260	Support from CASA when CPS or others disagree with my recommendations	3/6/2024 8:32 PM
261	To retain volunteers, I recommend that CASA build a positive relationship with their communities. As well as emphasize that we are not caseworkers and that our work is different than theirs.	3/6/2024 8:13 PM
262	continued feedback and support	3/6/2024 6:38 PM
263	I think most volunteers come into this not fully realizing the tremendous commitment they have signed up for. I believe it is very important for volunteers to feel appreciated consistently. I also think it would go a long ways in retention for those who have to travel long distances should automatically be compensated for their mileage	3/6/2024 6:22 PM
264	Continue to have caring and skilled staff.	3/6/2024 5:44 PM

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265	Continue to have a great relationship with the volunteers and keep them informed.	3/6/2024 5:33 PM
266	Team mentors with new CASAs. Use more ThinkTanks. Get to know caseworkers and judges,	3/6/2024 5:10 PM
267	I think the training was awesome and it gave us a good idea of what to expect and how to behave with everyone.	3/6/2024 5:03 PM
268	I would say keep doing what you are doing but I guess it's not working because these questions are being asked. I feel like increasing the opportunity for small group to get together and feedback during those meetings is most valuable to me.	3/6/2024 4:25 PM
269	Duplicative documentation is frustrating. While I understand documentation, it would feel manageable if we had fewer requirements for duplication.	3/6/2024 4:24 PM
270	Improve the program that is used to track contacts and hours (my program uses Optima) to make it more user friendly.	3/6/2024 4:12 PM
271	I do not have one. I believe many people enter the program not realizing the dedication and time it takes to do it right. In my opinion, you cannot make a difference simply by visiting once a month, you must be involved.	3/6/2024 4:11 PM
272	Stay active and in touch with other, including judges, attorneys, supervisors, CPS and volunteers all need to work together to meet the needs of children. Agree to disagree and listen to each other	3/6/2024 3:57 PM
273	Stop increasing the requirements being placed on volunteers, particularly relating to all the number of different categories that have been created for Optima reporting, e.g. Safety/Educational/Medical, etc, etc. My contact logs capture all that in narratives, but because of the individual topic requirements, duplicative logs often have to be created in order to meet audit requirements!! During my 11 years as a CASA volunteer, I have often thought about resigning because of increasing bureaucracy, but I have elected to stay for the sake of the kids.	3/6/2024 3:56 PM
274	Exposure to other cases to learn from them. I feel that with one case, it is a slow process for me to learn. One case is a great to handle, I would like to be able to observe other cases. I do not know if that would be possible due to confidentiality.	3/6/2024 2:46 PM
275	Mentors	3/6/2024 2:33 PM
276	More round tables with personal discussion on cases and how to help each other with their cases	3/6/2024 2:30 PM
277	Community outreach	3/6/2024 2:22 PM
278	Travel peridium	3/6/2024 2:06 PM
279	Keep the great staff you have now!	3/6/2024 1:59 PM
280	None at this time. Still getting use to the work.	3/6/2024 1:55 PM
281	Providing opportunities to connect with other CASAS outside of normal working hours. Most of the things that are done "for" advocates happen while we are at work and require us to use PTO in order to attend, which can also get expensive. Also, allowing us to work with the same supervisor if we have one that "clicked" with us as far as communication styles, support, mentorship, etc. I had such a great experience with my last supervisor and don't understand the requirement to switch supervisors on my next case if I had a great working relationship with the last one (who now knows my strengths, etc).	3/6/2024 1:50 PM
282	(See 12) Ceremonies/dinners that make us feel appreciated.	3/6/2024 1:38 PM
283	Listen to volunteers. Remember they are volunteers. I sometimes felt pressured into saying yes.	3/6/2024 1:33 PM
284	Programs? No idea. Why does it have to be another program?	3/6/2024 1:28 PM
285	monthly coffee / donuts (pizza) that can help advocates to come together and gain training hours easily	3/6/2024 1:27 PM
286	Time spent with and communication with other volunteers within the organization.	3/6/2024 1:22 PM
287	Changes in the system and help with the new paperwork required	3/6/2024 1:19 PM

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288	Have good CASA leaders and strong advocates for the volunteers and well as the children and their families	3/6/2024 12:41 PM
289	Continue to make documentation a straight-forward process; be flexible on court date appearances -- if court hearings are mandatory to attend, this rules out anyone who works normal hours.	3/6/2024 12:41 PM
290	Group activities and time spent training for court	3/6/2024 12:41 PM
291	Just keep the volunteers positive	3/6/2024 12:35 PM
292	To have better communication with everyone involved!	3/6/2024 12:32 PM
293	To have a staff that are understanding and compassionate towards their volunteers. This program is not about being the directors "favorite" it's ONLY about the children.	3/6/2024 12:09 PM
294	I think the CASA of the Coastal Bend staff does an excellent job in making volunteers feel appreciated and useful. Diana Woods was a great first person to work with. The court system in Nueces county is also very good at letting volunteers know that their opinion is valued. I have had a great experience working with CASA from the time I initially volunteered through today. I think others would as well, so getting the word out there to more people is the first step. Use stories from current volunteers.	3/6/2024 11:48 AM
295	Frequently reaffirm the good job they are doing, be there to support them, and help pay mileage expenses	3/6/2024 11:42 AM
296	Finding the right type of volunteers. I don't mean that to sound discriminatory, just that some people are very fickle when it comes to organizations like this and finding the right people in the right places would help with retention. Like churches, schools, activity centers. Places where the children are already the primary concern for most/all.	3/6/2024 11:32 AM
297	Manageable/Meaningful documentation	3/6/2024 11:22 AM
298	A volunteer comes to help. Most will do that without the requirements being demanded of them. Guidance and support and confirmation of integrity and what is at stake "a child's life" is what should be encouraged rather than the demands.	3/6/2024 11:19 AM
299	Optima improvements to be about to check off multiple task in one log.	3/6/2024 11:12 AM