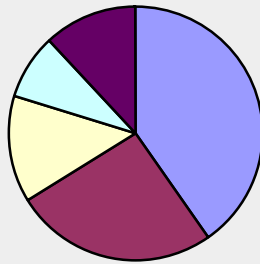


## CASA Annual Volunteer Survey 2009 - 1

How long have you been a CASA volunteer?

Answer Options	Response Percent	Response Count
Under 1 year	40.4%	44
1 - 3 years	25.7%	28
4 - 6 years	13.8%	15
7 - 9 years	8.3%	9
10+ years	11.9%	13
<i>answered question</i>		<b>109</b>
<i>skipped question</i>		<b>0</b>

How long have you been a CASA volunteer?

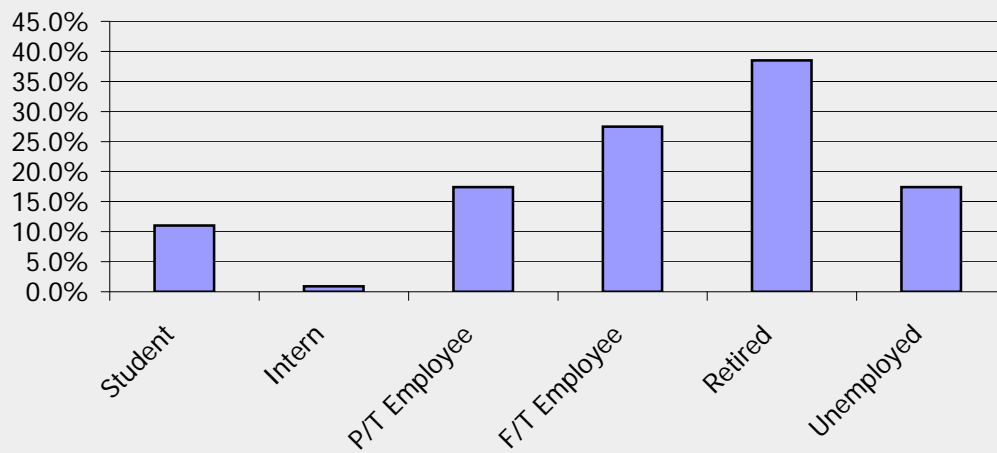


## CASA Annual Volunteer Survey 2009 - 2

Identify the society segment(s) that relate to you: (Select all that apply)

Answer Options	Response Percent	Response Count
Student	11.0%	12
Intern	0.9%	1
P/T Employee	17.4%	19
F/T Employee	27.5%	30
Retired	38.5%	42
Unemployed	17.4%	19
<i>answered question</i>		<b>109</b>
<i>skipped question</i>		<b>0</b>

Identify the society segment(s) that relate to you: (Select all that apply)

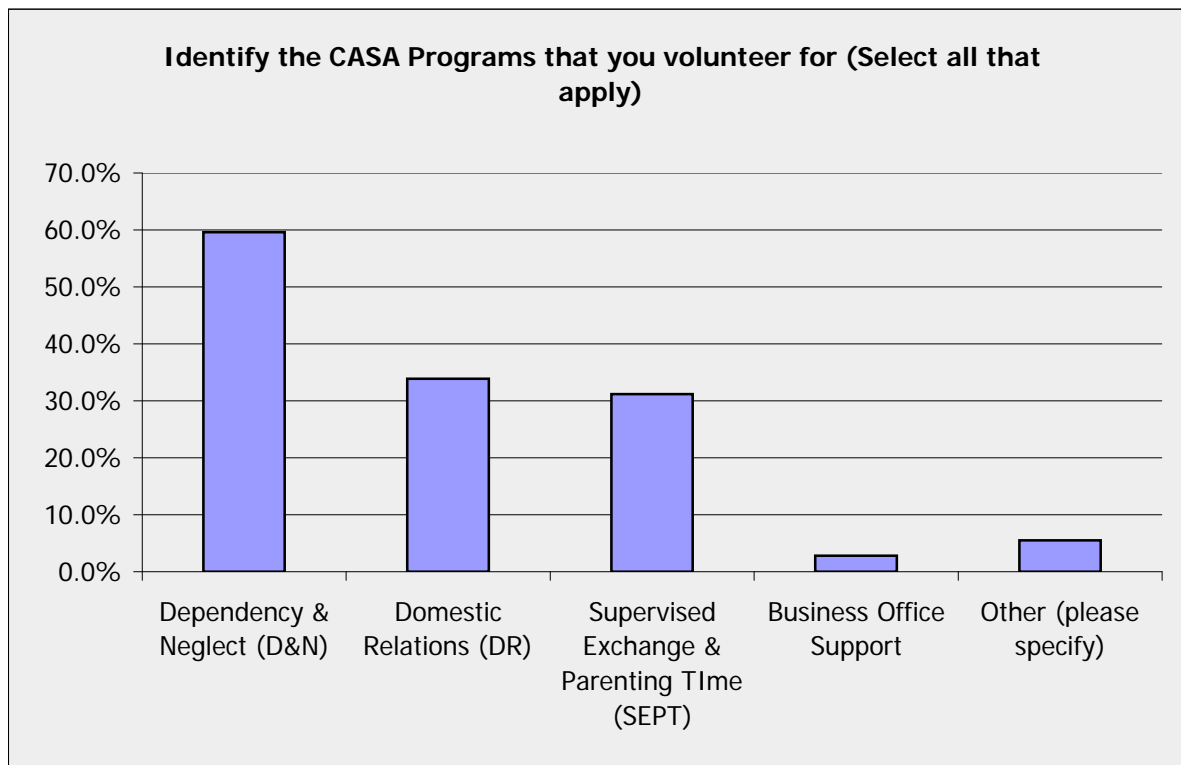


## CASA Annual Volunteer Survey 2009 - 3

### Identify the CASA Programs that you volunteer for (Select all that apply)

Answer Options	Response Percent	Response Count
Dependency & Neglect (D&N)	59.6%	65
Domestic Relations (DR)	33.9%	37
Supervised Exchange & Parenting Time (SEPT)	31.2%	34
Business Office Support	2.8%	3
Other (please specify)	5.5%	6
<b>answered question</b>		<b>109</b>
<b>skipped question</b>		<b>0</b>

Number	Response Date	Other (please specify)
1	Jun 5, 2009 11:09 PM	Speak at trainings and potential CASA meetings
2	Jun 6, 2009 3:07 AM	Numerous activities during the year: speaker, community speaker, etc., Children's closet, Christmas projects.
3	Jun 9, 2009 7:50 PM	co-teaching training classes
4	Jun 14, 2009 7:37 PM	Assist with other tasks as requested
5	Jun 16, 2009 6:21 PM	Assist with Training
6	Jun 25, 2009 1:14 AM	CASA representative on CPTs and CLABs.

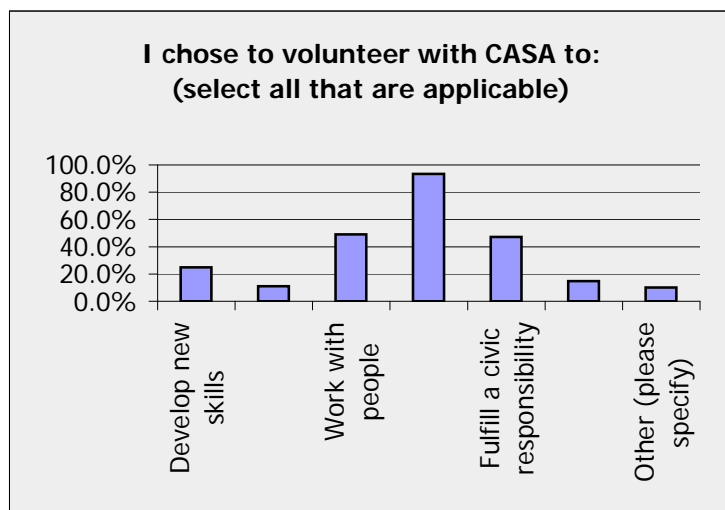


## CASA Annual Volunteer Survey 2009 - 4

I chose to volunteer with CASA to: (select all that are applicable)

Answer Options	Response Percent	Response Count
Develop new skills	25.0%	27
Enhance my resume/skills	11.1%	12
Work with people	49.1%	53
Make a contribution for the greater good	93.5%	101
Fulfill a civic responsibility	47.2%	51
Occupy my free time	14.8%	16
Other (please specify)	10.2%	11
<i>answered question</i>		<b>108</b>
<i>skipped question</i>		<b>1</b>

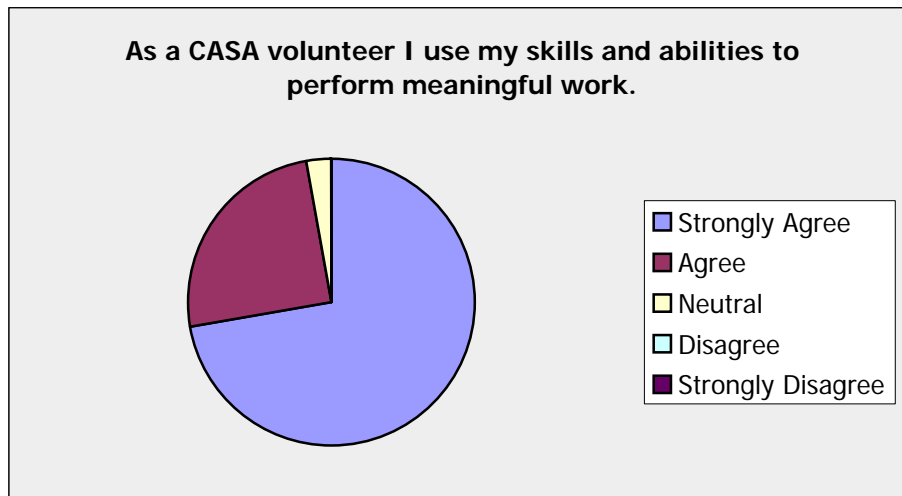
Number	Response Date	Other (please specify)
1	Jun 5, 2009 9:50 PM	Continue to advocate for children (a continuation of my
2	Jun 5, 2009 11:28 PM	And get a foot in the door with the organization so that I could possibly get on board with them once I graduate
3	Jun 6, 2009 5:31 PM	I love working with children who need a caring adult.
4	Jun 6, 2009 8:03 PM	To satisfy a need in the system which involves the welfare of children
5	Jun 9, 2009 1:39 AM	Children need to see their parents and volunteers where needed to make this happen.
6	Jun 9, 2009 2:05 PM	I feel it is the best way to protect children
7	Jun 9, 2009 9:32 PM	Love of Children and families
8	Jun 12, 2009 2:32 PM	Learn about myself
9	Jun 19, 2009 7:01 PM	To contribute back where I have been blessed (survived childhood). I believe in second changes. To provide a refuge of hope for a child in need.
10	Jun 24, 2009 12:51 PM	To hopefully touch a child that needs help.
11	Jun 30, 2009 2:51 AM	To make a positive difference in the lives of children and society as a whole



## CASA Annual Volunteer Survey 2009 - 5

As a CASA volunteer I use my skills and abilities to perform meaningful work.

Answer Options	Response Percent	Response Count
Strongly Agree	72.2%	78
Agree	25.0%	27
Neutral	2.8%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		0
<i>answered question</i>		<b>108</b>
<i>skipped question</i>		<b>1</b>

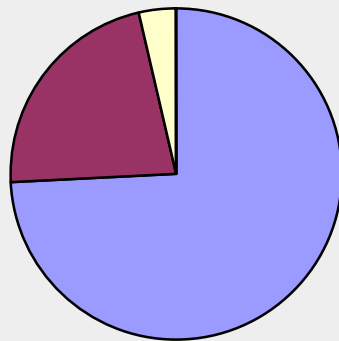


## CASA Annual Volunteer Survey 2009 - 6

I feel welcome when I come to the CASA Facility.

Answer Options	Response Percent	Response Count
Strongly Agree	74.1%	80
Agree	22.2%	24
Neutral	3.7%	4
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		1
<i>answered question</i>		<b>108</b>
<i>skipped question</i>		<b>1</b>

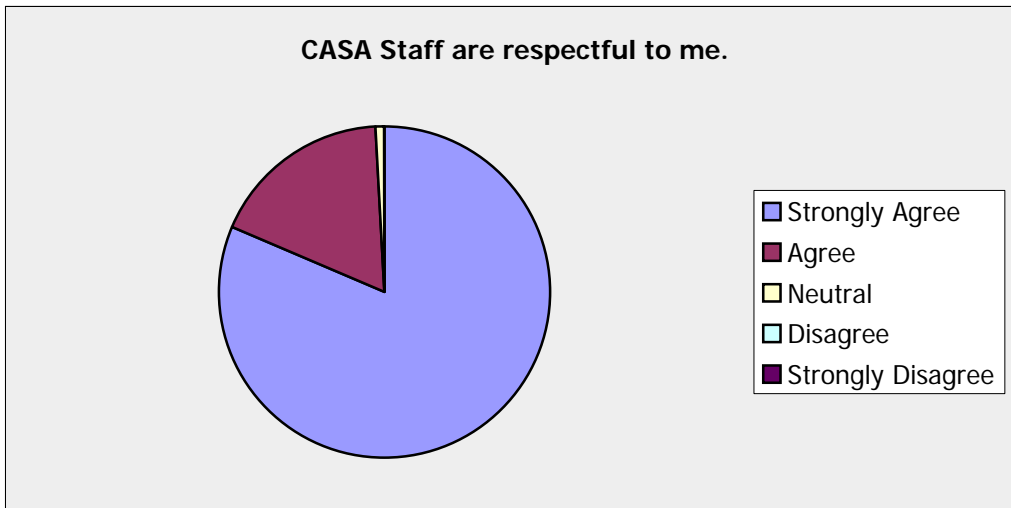
I feel welcome when I come to the CASA Facility.



## CASA Annual Volunteer Survey 2009 - 7

### CASA Staff are respectful to me.

Answer Options	Response Percent	Response Count
Strongly Agree	81.5%	88
Agree	17.6%	19
Neutral	0.9%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		0
<i>answered question</i>		<b>108</b>
<i>skipped question</i>		<b>1</b>



## CASA Annual Volunteer Survey 2009 - 8

**CASA is considerate of my life circumstances outside of volunteering.**

Answer Options	Response Percent	Response Count
Strongly Agree	69.4%	75
Agree	27.8%	30
Neutral	2.8%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		2
<i>answered question</i>		<b>108</b>
<i>skipped question</i>		<b>1</b>

Number	Response Date	Comment (Optional)
1	Jun 8, 2009 1:11 AM	I have never felt pressured to take on a case.
2	Jun 15, 2009 1:20 AM	I do not think the CASA knows much about my life circumstances outside of volunteering.

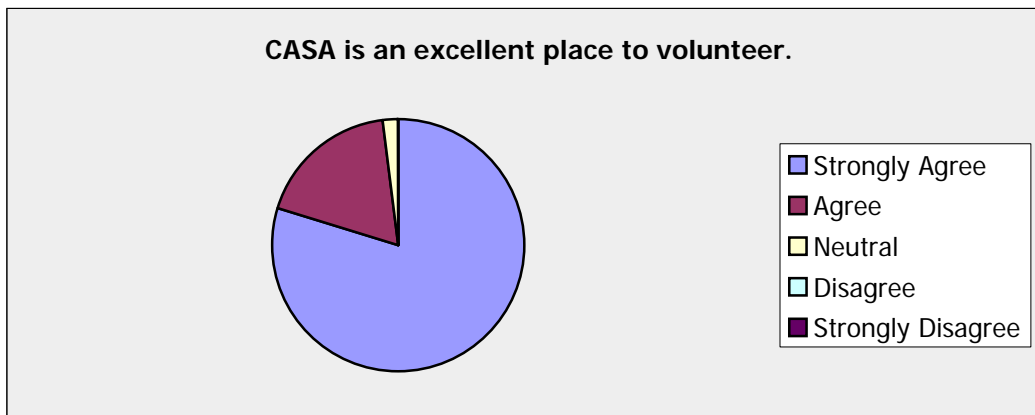


## CASA Annual Volunteer Survey 2009 - 9

**CASA is an excellent place to volunteer.**

Answer Options	Response Percent	Response Count
Strongly Agree	79.6%	86
Agree	18.5%	20
Neutral	1.9%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		3
<b>answered question</b>		<b>108</b>
<b>skipped question</b>		<b>1</b>

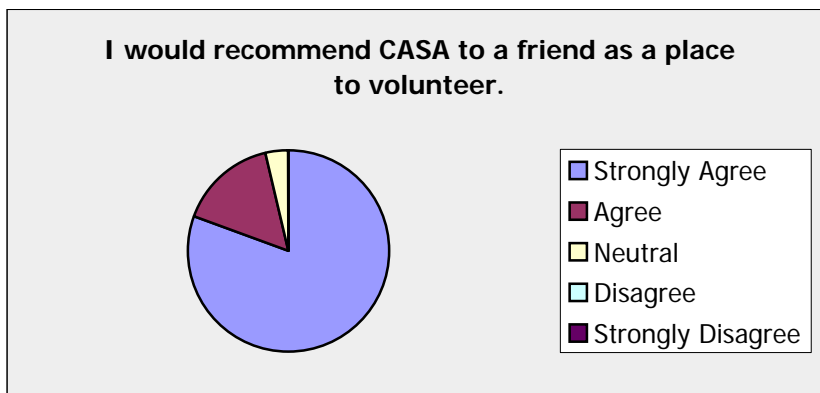
Number	Response Date	Comment (Optional)
1	Jun 5, 2009 10:41 PM	Would need to be the right person capable of dealing with harsh issues.
2	Jun 6, 2009 8:30 PM	I see people who volunteer that don't understand what they are getting into. Comments from caseworkers and GAL's describe volunteers who are not clear on their role and are not a value add. If you are good at it it is a good place to volunteer. Based on our high turnover it is clear it is not a good place to volunteer for some. We need to understand why. It is diminishing or stature with those that we need to partner with.
3	Jun 9, 2009 10:17 PM	It is not for the faint of heart or the person just looking to do something when convenient since it requires one's full dedication and time - without it the children assigned are left wanting.



## CASA Annual Volunteer Survey 2009 - 10

I would recommend CASA to a friend as a place to volunteer.		
Answer Options	Response Percent	Response Count
Strongly Agree	80.6%	87
Agree	15.7%	17
Neutral	3.7%	4
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		7
<b>answered question</b>		<b>108</b>
<b>skipped question</b>		<b>1</b>

Number	Response Date	Comment (Optional)
1	Jun 5, 2009 9:14 PM	I have done this often and I have had friends become volunteers
2	Jun 6, 2009 2:51 PM	There are times CASA is difficult when you work F/T
3	Jun 6, 2009 8:03 PM	I have already spoken to 2 friends who wish to volunteer
4	Jun 8, 2009 11:17 PM	only if that person is realistic in their views of the difficulties involved in some children's lives
5	Jun 15, 2009 3:21 PM	As a matter of fact, I have recommended it to many!
6	Jun 16, 2009 6:44 PM	I have done so without success.
7	Jun 30, 2009 4:17 PM	This survey was a hard copy mail-in. There was no answer provided for this question. In order to continue electronically, I had to select an answer and chose:NEUTRAL

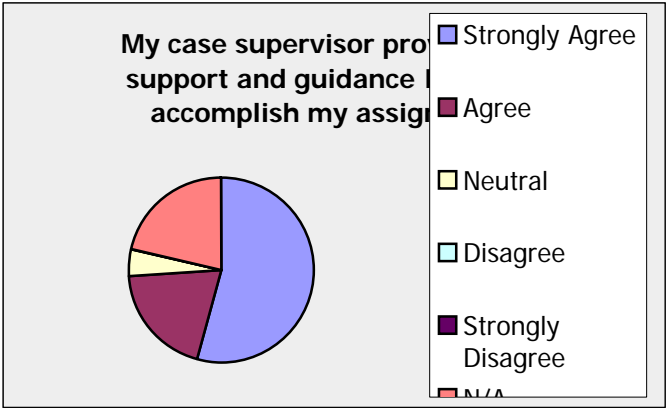
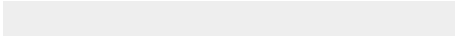


## CASA Annual Volunteer Survey 2009 - 11

**My case supervisor provides the support and guidance I need to accomplish my assignment.**

Answer Options	Response Percent	Response Count
Strongly Agree	54.2%	58
Agree	19.6%	21
Neutral	4.7%	5
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	21.5%	23
Comment (Optional)		11
<i>answered question</i>		<b>107</b>
<i>skipped question</i>		<b>2</b>

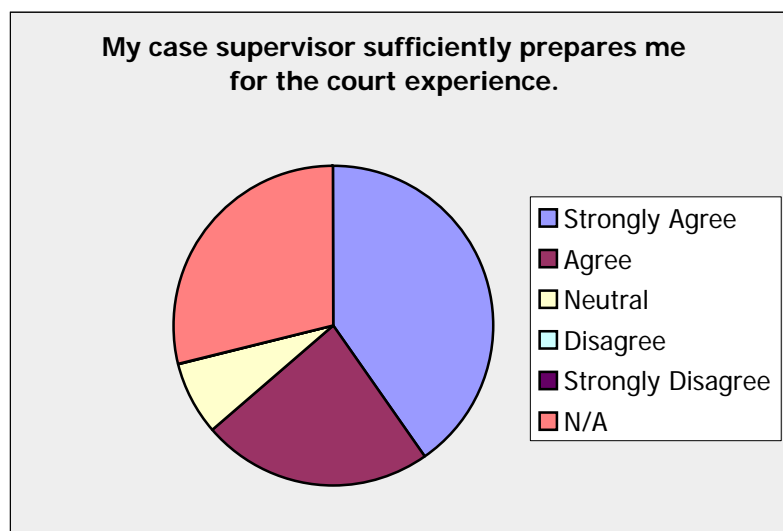
Number	Response Date	Comment (Optional)
1	Jun 5, 2009 9:50 PM	Currently working with Jon and it would be a mistake if CASA ever let him go. His knowledge and people skills are excellent and he appears to work tirelessly.
2	Jun 5, 2009 10:00 PM	I have had two different case supervisors this past year. One is EXCELLENT! He provides more than enough support, has useful suggestions when I'm stumped on a case-really great to work for. The other supervisor is more of a hinderance than a help. She has given me incorrect information, has been no help in my trying to get court documents I need, even would have created a major rift between CASA and the caseworker if I had I listened to her advice regarding bringing up something in court that I had not yet had a chance to discuss with the other professionals on the case.
3	Jun 5, 2009 10:31 PM	As a new advocate, I was expecting more engagement from my supervisor, but if I have a request, she is very accomodating and has offered good guidance.
4	Jun 5, 2009 10:43 PM	Very available, and resourceful.
5	Jun 5, 2009 11:12 PM	She regularly beats me with a wet noodle :-)
6	Jun 6, 2009 5:31 PM	Mary is a fun, energetic gal. I really like working with her. She and all the saff make being a CASA enjoyable.
7	Jun 6, 2009 5:35 PM	I have not had a case as yet. I will be assigned next week or so. I appreciated that the Supervisor called and discussed the case with me before asking for a decision. I also think that there is a respect for me and my time and commitment that is present in my Supervisor's talks with me.
8	Jun 17, 2009 7:10 PM	Terry Dickman is wonderful! Makes me feel that I am not alone and she is contantly praising my work.
9	Jun 22, 2009 2:56 PM	This is my first case and Jon is very supportive
10	Jun 25, 2009 1:18 AM	Liane is an outstanding case supervisor.
11	Jun 30, 2009 2:55 AM	More training in adoptions and older children emancipating from foster care would be helpful.



## CASA Annual Volunteer Survey 2009 - 12

My case supervisor sufficiently prepares me for the court experience.		
Answer Options	Response Percent	Response Count
Strongly Agree	40.2%	43
Agree	23.4%	25
Neutral	7.5%	8
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	29.0%	31
Comment (Optional)		7
<b>answered question</b>		<b>107</b>
<b>skipped question</b>		<b>2</b>

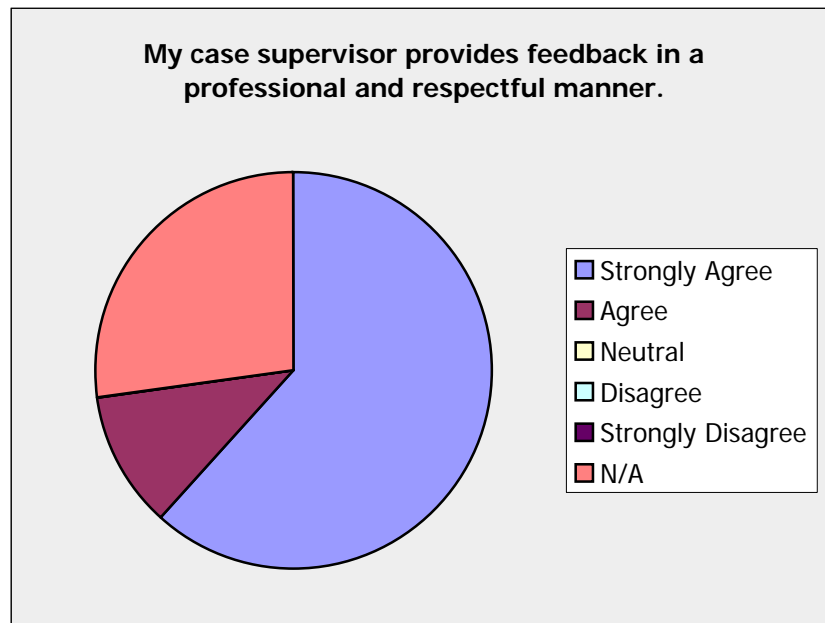
Number	Response Date	Comment (Optional)
1	Jun 5, 2009 10:00 PM	Again, one supervisor has been great, the other is better if I do not listen to her advice.
2	Jun 6, 2009 3:11 AM	I've been a volunteer for 17 years. Not much prep needing to be done.
3	Jun 6, 2009 5:35 PM	Again, I have not had a case and am in the preparator stage right now.
4	Jun 6, 2009 8:03 PM	We haven't been to court yet
5	Jun 7, 2009 2:05 AM	it varies from S/A to A based upon the nature of the case
6	Jun 8, 2009 12:21 AM	Always checks with me prior to the court hearing to not only make sure I am prepared but to encourage and support me.
7	Jun 25, 2009 1:49 AM	Haven not yet had a court appearance.



## CASA Annual Volunteer Survey 2009 - 13

**My case supervisor provides feedback in a professional and respectful manner.**

Answer Options	Response Percent	Response Count
Strongly Agree	61.7%	66
Agree	11.2%	12
Neutral	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	27.1%	29
Comment (Optional)		0
<i>answered question</i>		<b>107</b>
<i>skipped question</i>		<b>2</b>

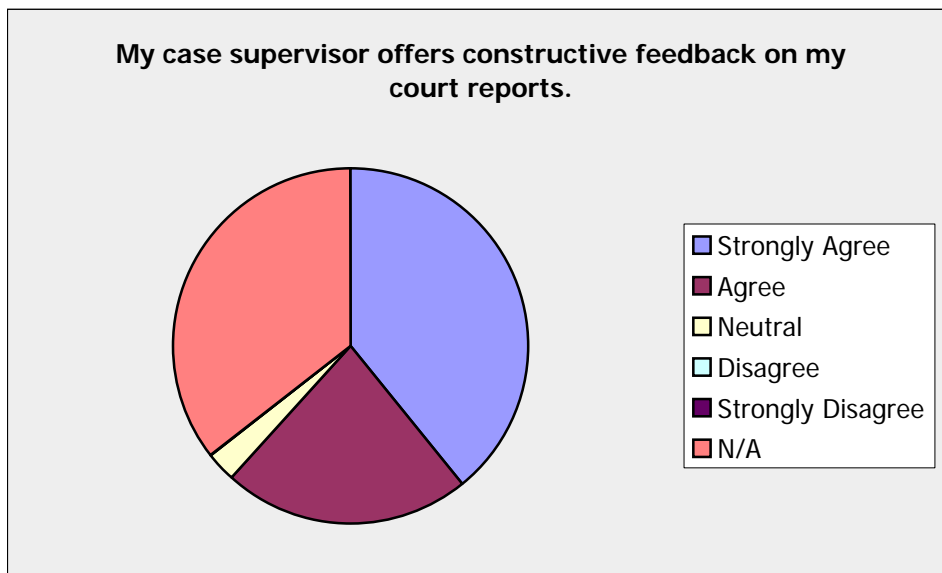


## CASA Annual Volunteer Survey 2009 - 14

**My case supervisor offers constructive feedback on my court reports.**

Answer Options	Response Percent	Response Count
Strongly Agree	39.3%	42
Agree	22.4%	24
Neutral	2.8%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	35.5%	38
Comment (Optional)		2
<i>answered question</i>		<b>107</b>
<i>skipped question</i>		<b>2</b>

Number	Response Date	Comment (Optional)
1	Jun 5, 2009 10:00 PM	One case supervisor is GREAT - he makes sure to let me know the strenghts (or problems) with my court reports. The other never gives feedback, and in fact edited one of my reports in a way that made the information incorrect, and sent it out before returning it to me to look over.
2	Jun 22, 2009 2:56 PM	I'm writing my first one now.

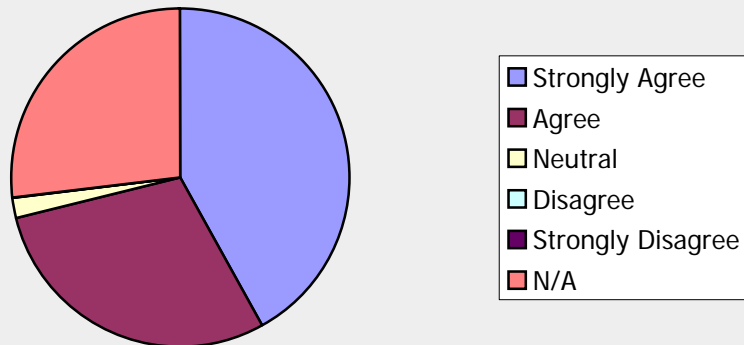


## CASA Annual Volunteer Survey 2009 - 15

**My case supervisor has clearly defined my role and responsibilities.**

Answer Options	Response Percent	Response Count
Strongly Agree	42.1%	45
Agree	29.0%	31
Neutral	1.9%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	27.1%	29
Comment (Optional)		0
<i>answered question</i>		<b>107</b>
<i>skipped question</i>		<b>2</b>

**My case supervisor has clearly defined my role and responsibilities.**

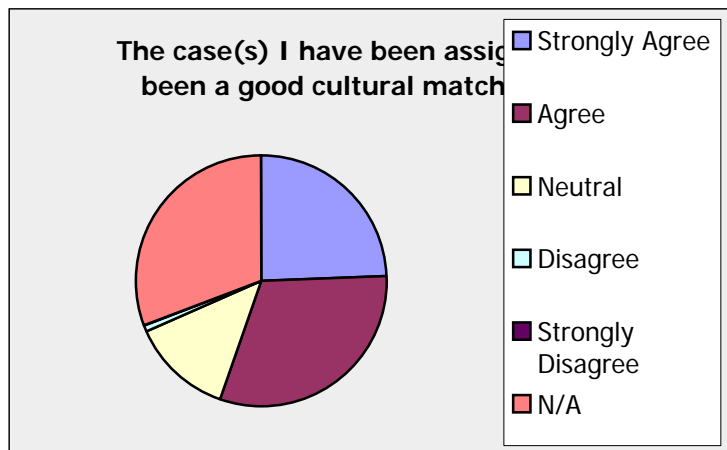


## CASA Annual Volunteer Survey 2009 - 16

The case(s) I have been assigned have been a good cultural match for me.

Answer Options	Response Percent	Response Count
Strongly Agree	24.3%	26
Agree	30.8%	33
Neutral	13.1%	14
Disagree	0.9%	1
Strongly Disagree	0.0%	0
N/A	30.8%	33
Comment (Optional)		6
<b>answered question</b>		<b>107</b>
<b>skipped question</b>		<b>2</b>

Number	Response Date	Comment (Optional)
1	Jun 5, 2009 9:50 PM	My two cases involved black families and I am white but in my view that issue is irrelevant. Matching volunteers with the dynamics of a case (e.g. potential violence, drug use) is far more important.
2	Jun 5, 2009 10:31 PM	I am happy to work with families of all cultural backgrounds!
3	Jun 6, 2009 3:11 AM	I like a diverse cultural mix. I have had cases of all races and enjoy that. I've specifically requested culturally different cases and enjoy that aspect and feel successful doing so.
4	Jun 7, 2009 2:05 AM	I don't think too much about matching my case to my culture but rather how can I serve and integrate their culture into my skills and need to know.
5	Jun 8, 2009 11:41 PM	I have nothing in common, culturally or otherwise, with any of the children I've represented.
6	Jun 22, 2009 2:56 PM	So far, This is my first.

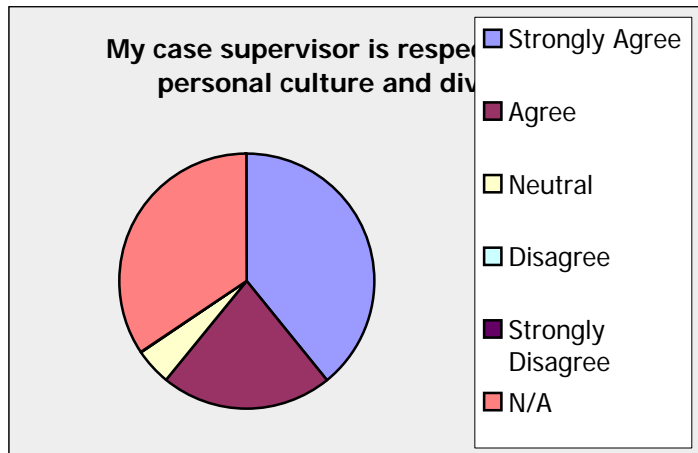


## CASA Annual Volunteer Survey 2009 - 17

**My case supervisor is respectful of my personal culture and diversity.**

Answer Options	Response Percent	Response Count
Strongly Agree	39.3%	42
Agree	21.5%	23
Neutral	4.7%	5
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	34.6%	37
Comment (Optional)		1
<i>answered question</i>		<b>107</b>
<i>skipped question</i>		<b>2</b>

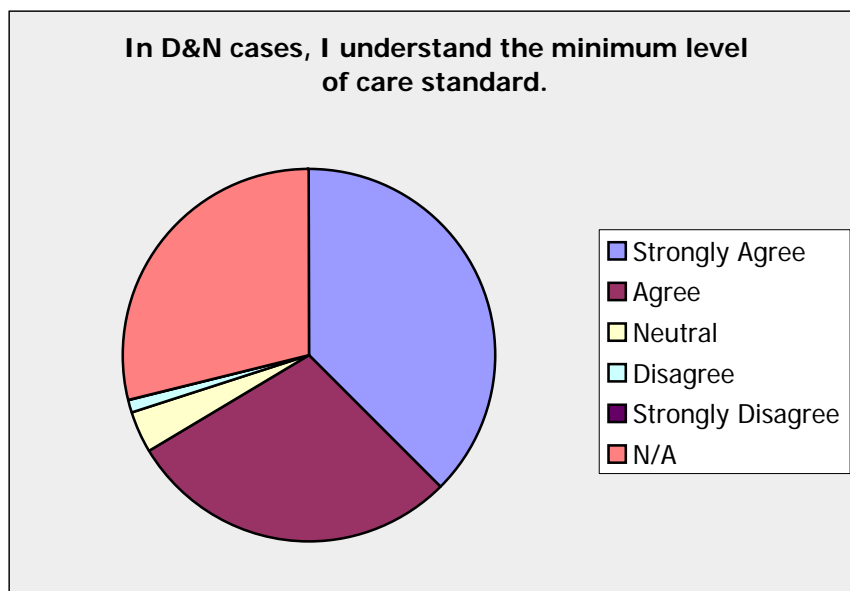
Number	Response Date	Comment (Optional)
1	Jun 15, 2009 3:26 PM	We have never really talked about my culture or diversity, therefore I do not really know how to answer this question.



## CASA Annual Volunteer Survey 2009 - 18

In D&N cases, I understand the minimum level of care standard.		
Answer Options	Response Percent	Response Count
Strongly Agree	37.4%	40
Agree	29.0%	31
Neutral	3.7%	4
Disagree	0.9%	1
Strongly Disagree	0.0%	0
N/A	29.0%	31
Comment (Optional)		3
<i>answered question</i>		<b>107</b>
<i>skipped question</i>		<b>2</b>

Number	Response Date	Comment (Optional)
1	Jun 5, 2009 9:50 PM	At this point I understand it intuitively more than technically and could probably benefit from a quick refresher.
2	Jun 5, 2009 10:31 PM	I understand the principle but have not had to make that determination in a "live" situation yet.
3	Jun 5, 2009 10:43 PM	Too many opinions on this one that can become frustrating.

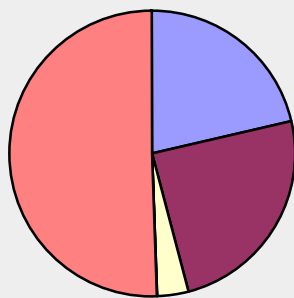


## CASA Annual Volunteer Survey 2009 - 19

**In DR cases, I understand the domestic relation standards and best interest of the child standard.**

Answer Options	Response Percent	Response Count
Strongly Agree	21.5%	23
Agree	24.3%	26
Neutral	3.7%	4
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	50.5%	54
Comment (Optional)		0
<i>answered question</i>		<b>107</b>
<i>skipped question</i>		<b>2</b>

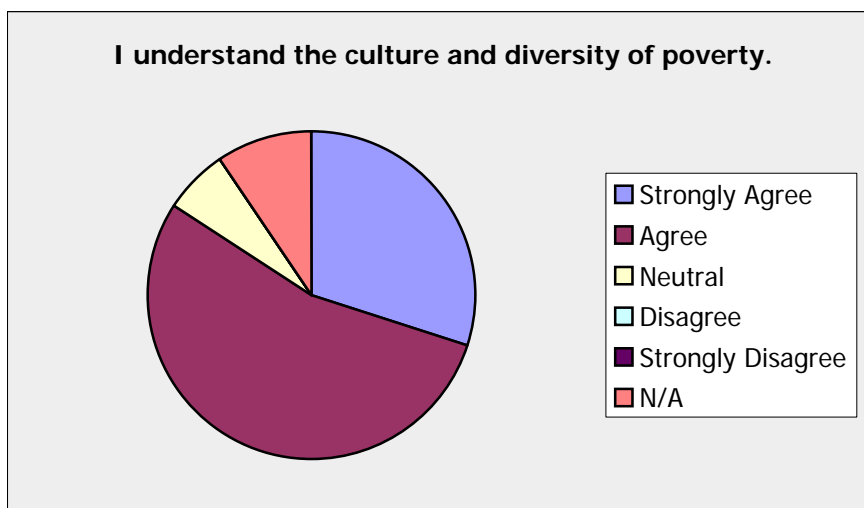
**In DR cases, I understand the domestic relation standards and best interest of the child standard.**



## CASA Annual Volunteer Survey 2009 - 20

<b>I understand the culture and diversity of poverty.</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	29.9%	32
Agree	54.2%	58
Neutral	6.5%	7
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	9.3%	10
Comment (Optional)		5
<b><i>answered question</i></b>		<b>107</b>
<b><i>skipped question</i></b>		<b>2</b>

<b>Number</b>	<b>Response Date</b>	<b>Comment (Optional)</b>
1	Jun 5, 2009 10:31 PM	I have a little training, but would like to learn more.
2	Jun 6, 2009 2:44 AM	I have to be open to understand the ramifications of poverty in the life of a particular person or family. Poverty comes with many ramifications.
3	Jun 6, 2009 12:26 PM	Not applicable at this point, as a case not been assigned to me yet.
4	Jun 9, 2009 10:22 PM	I have attended contiuing ed on this subject which has greatly increased my understanding even though my childhood gave me insight also.
5	Jun 15, 2009 3:26 PM	Though I sometimes have to work to remind myself. That is my weakness, not that of CASA. I do constntly work on reminding myself that these clients are usually in survival mode, and have to remember that they may not always do or act as if I would.



## CASA Annual Volunteer Survey 2009 - 21

**My case supervisor responds to my calls and/or emails within 24 hours.**

Answer Options	Response Percent	Response Count
Strongly Agree	51.4%	55
Agree	18.7%	20
Neutral	2.8%	3
Disagree	0.9%	1
Strongly Disagree	0.0%	0
N/A	26.2%	28
Comment (Optional)		2
<i>answered question</i>		<b>107</b>
<i>skipped question</i>		<b>2</b>

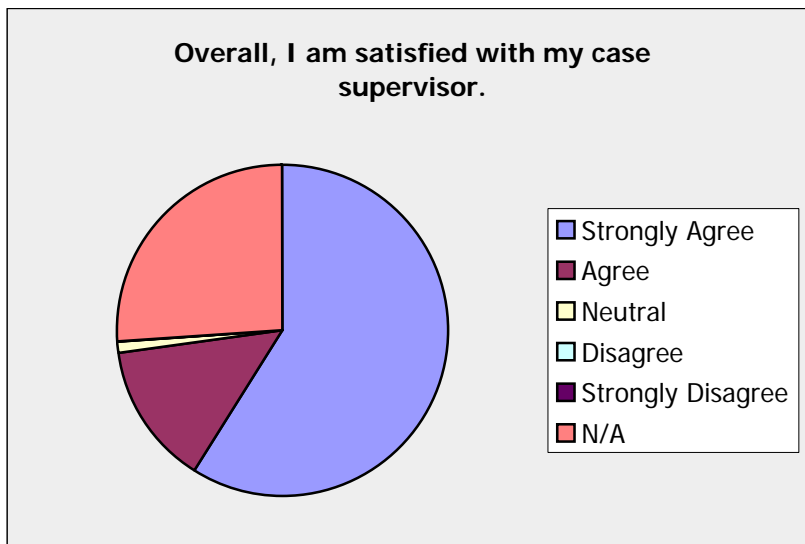
Number	Response Date	Comment (Optional)
1	Jun 5, 2009 9:50 PM	Almost always same business day...always within 24 hours.



## CASA Annual Volunteer Survey 2009 - 22

Overall, I am satisfied with my case supervisor.		
Answer Options	Response Percent	Response Count
Strongly Agree	58.9%	63
Agree	14.0%	15
Neutral	0.9%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	26.2%	28
Comment (Optional)		3
<i>answered question</i>		<b>107</b>
<i>skipped question</i>		<b>2</b>

Number	Response Date	Comment (Optional)
1	Jun 5, 2009 9:50 PM	I would be very disappointed if I was not allowed to continue to work with Jon.
2	Jun 5, 2009 10:00 PM	One supervisor, I am extremely satisfied with. The other supervisor I am quite unhappy with. I plan to discuss with Gina that I will not take another case with that supervisor.
3	Jun 9, 2009 10:22 PM	Yea Terry Dickman!!!

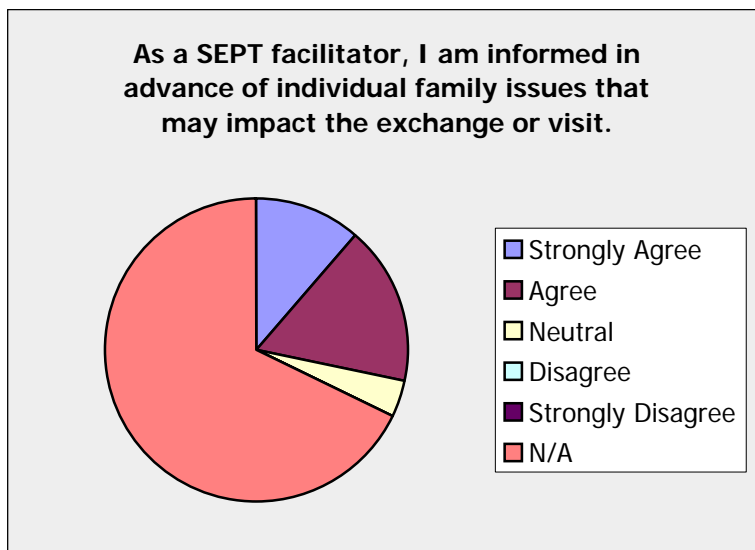


## CASA Annual Volunteer Survey 2009 - 23

**As a SEPT facilitator, I am informed in advance of individual family issues that may impact the exchange or visit.**

Answer Options	Response Percent	Response Count
Strongly Agree	11.3%	12
Agree	17.0%	18
Neutral	3.8%	4
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	67.9%	72
Comment (Optional)		3
<i>answered question</i>		<b>106</b>
<i>skipped question</i>		<b>3</b>

Number	Response Date	Comment (Optional)
1	Jun 5, 2009 9:17 PM	Forms are not always up to date.
2	Jun 14, 2009 7:30 PM	There are times we could use more information than we receive. We then learn from the individuals, right or wrong.
3	Jun 15, 2009 3:28 PM	There have been times when this was not true, but I feel as if we are in the progress of making sure this is happening more often.

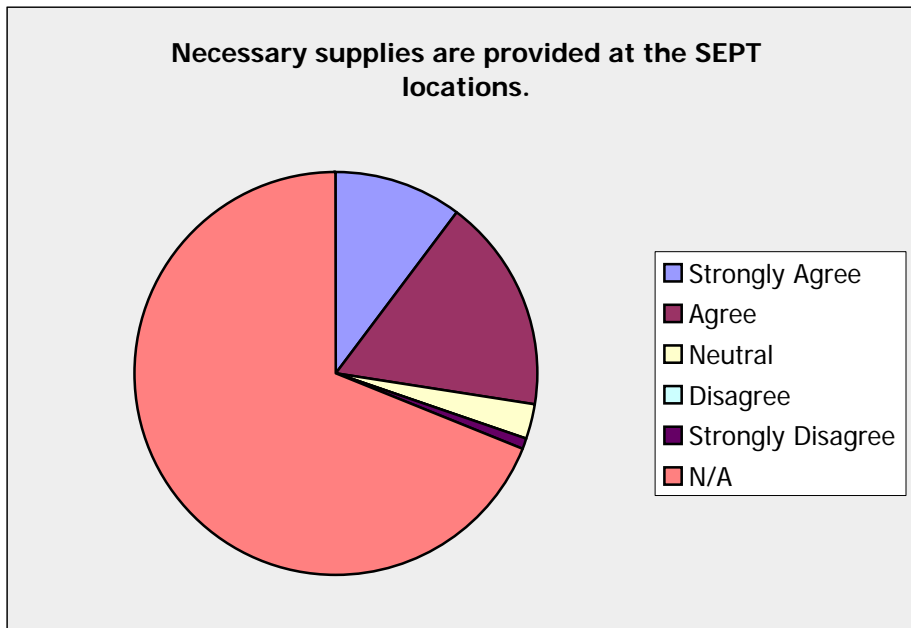


## CASA Annual Volunteer Survey 2009

Necessary supplies are provided at the SEPT locations.

Answer Options	Response Percent	Response Count
Strongly Agree	10.4%	11
Agree	17.0%	18
Neutral	2.8%	3
Disagree	0.0%	0
Strongly Disagree	0.9%	1
N/A	68.9%	73
Comment (Optional)		6
<i>answered question</i>		<b>106</b>
<i>skipped question</i>		<b>3</b>

Number	Response Date	Comment (Optional)
1	Jun 6, 2009 2:58 AM	insufficient paper towels is an ongoing problem
2	Jun 14, 2009 7:40 PM	A better environment would be nice during the weeknight visits. AC not on, institutional setting, not exactly a kid friendly environment such as the FVC home
3	Jun 14, 2009 11:25 PM	Disinfectant bottles need to be filled regularly could use another cart
4	Jun 15, 2009 1:22 AM	room for improvement

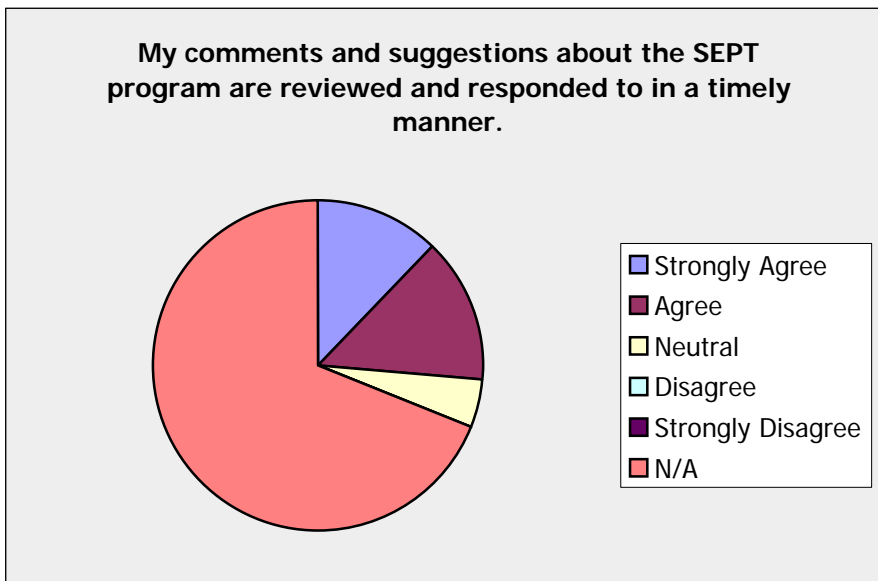


## CASA Annual Volunteer Survey 2009 - 25

**My comments and suggestions about the SEPT program are reviewed and responded to in a timely manner.**

Answer Options	Response Percent	Response Count
Strongly Agree	12.3%	13
Agree	14.2%	15
Neutral	4.7%	5
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	68.9%	73
Comment (Optional)		4
<i>answered question</i>		<b>106</b>
<i>skipped question</i>		<b>3</b>

Number	Response Date	Comment (Optional)
1	Jun 14, 2009 7:30 PM	Often we are not certain what actions have been taken on our suggestions.
2	Jun 16, 2009 2:42 AM	We never know if our comments/suggestions are responded to

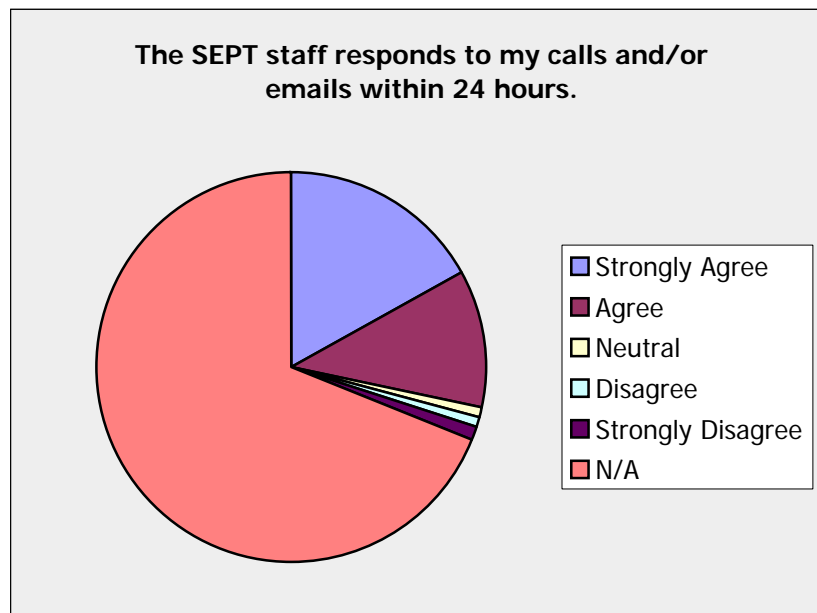


## CASA Annual Volunteer Survey 2009 - 26

The SEPT staff responds to my calls and/or emails within 24 hours.

Answer Options	Response Percent	Response Count
Strongly Agree	17.0%	18
Agree	11.3%	12
Neutral	0.9%	1
Disagree	0.9%	1
Strongly Disagree	0.9%	1
N/A	68.9%	73
Comment (Optional)		4
<b>answered question</b>		<b>106</b>
<b>skipped question</b>		<b>3</b>

Number	Response Date	Comment (Optional)
1	Jun 7, 2009 2:07 AM	I do DR but it would be nice to know the rules of SEPT visitation when I work with clients who participated in SEPT and also, how to contact SEPT at the courthouse. Maybe a page of information could be included in the file when the child(ren) will be a SEPT child.
2	Jun 14, 2009 7:28 PM	But constantly here from clients that when they leave a message for client coordinator, it can take a week for a reply. Hear this comment consistently!

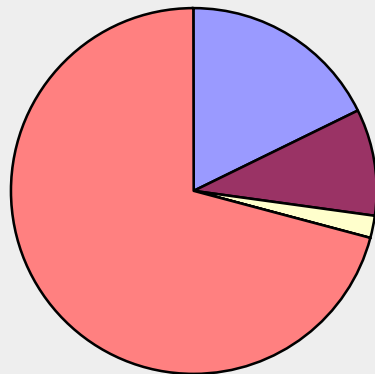


## CASA Annual Volunteer Survey 2009 - 27

The SEPT staff is respectful of my personal culture and diversity.

Answer Options	Response Percent	Response Count
Strongly Agree	17.9%	19
Agree	9.4%	10
Neutral	1.9%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	70.8%	75
Comment (Optional)		0
<i>answered question</i>		<b>106</b>
<i>skipped question</i>		<b>3</b>

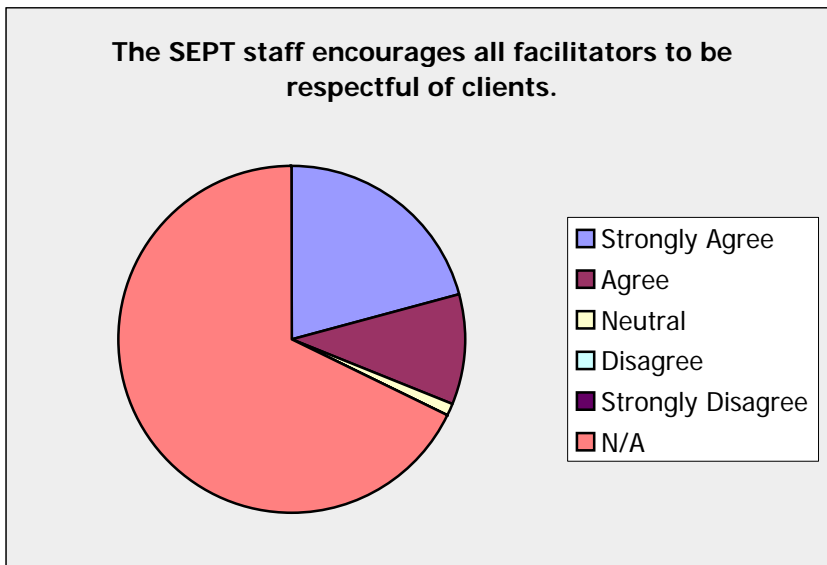
The SEPT staff is respectful of my personal culture and diversity.



## CASA Annual Volunteer Survey 2009 - 28

The SEPT staff encourages all facilitators to be respectful of clients.

Answer Options	Response Percent	Response Count
Strongly Agree	20.8%	22
Agree	10.4%	11
Neutral	0.9%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	67.9%	72
Comment (Optional)		0
<i>answered question</i>		<b>106</b>
<i>skipped question</i>		<b>3</b>

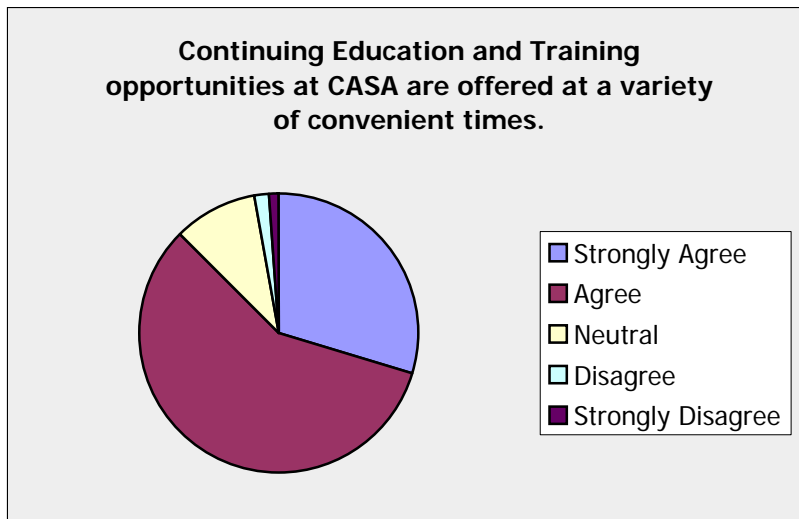


## CASA Annual Volunteer Survey 2009 - 29

Continuing Education and Training opportunities at CASA are offered at a variety of convenient times.

Answer Options	Response Percent	Response Count
Strongly Agree	29.8%	31
Agree	57.7%	60
Neutral	9.6%	10
Disagree	1.9%	2
Strongly Disagree	1.0%	1
Comment (Optional)		3
<i>answered question</i>		<b>104</b>
<i>skipped question</i>		<b>5</b>

Number	Response Date	Comment (Optional)
1	Jun 6, 2009 2:56 PM	Since I work F/T, I need weekends and night trainings.
2	Jun 22, 2009 3:04 PM	I have been notified of one training since my volunteer training.

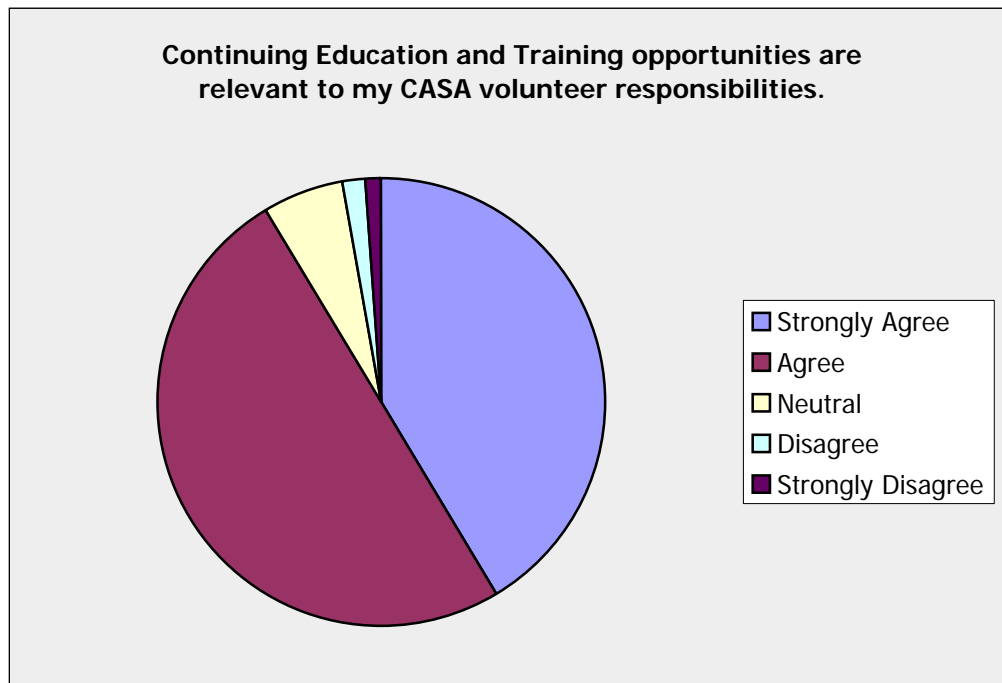


## CASA Annual Volunteer Survey 2009 - 30

**Continuing Education and Training opportunities are relevant to my CASA volunteer responsibilities.**

Answer Options	Response Percent	Response Count
Strongly Agree	41.3%	43
Agree	50.0%	52
Neutral	5.8%	6
Disagree	1.9%	2
Strongly Disagree	1.0%	1
Comment (Optional)		1
<i>answered question</i>		<b>104</b>
<i>skipped question</i>		<b>5</b>

Number	Response Date	Comment (Optional)
1	Jun 7, 2009 2:11 AM	This is one of the best aspects of CASA---continued good quality and relevant training



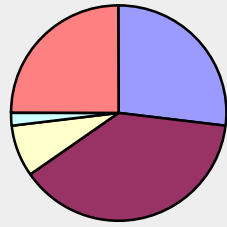
## CASA Annual Volunteer Survey 2009 - 31

### CASA ADVOCACY Training prepared me for actual casework.

Answer Options	Response Percent	Response Count
Strongly Agree	26.9%	28
Agree	38.5%	40
Neutral	7.7%	8
Disagree	1.9%	2
Strongly Disagree	0.0%	0
N/A	25.0%	26
Comment (Optional)		9
<i>answered question</i>		<b>104</b>
<i>skipped question</i>		<b>5</b>

Number	Response Date	Comment (Optional)
1	Jun 5, 2009 9:54 PM	There is only so much that can be learned prior to actual case work. I was taught where to go for help and that is wat matters most.
2	Jun 5, 2009 10:37 PM	The program was very good; some lessons were less applicable to actual casework than others.
3	Jun 6, 2009 3:15 AM	I can't remember that far back.Training is significantly different now.
4	Jun 6, 2009 11:14 AM	but nothing really prepares you for actual case work.
5	Jun 8, 2009 12:25 AM	..with input and encouragement from my supervisor.
6	Jun 8, 2009 1:45 AM	More time spent on DR.
7	Jun 8, 2009 11:50 PM	Let's be the intensity of the problems related to child abuse. Training prepares an advocate for the basic work.
8	Jun 9, 2009 10:29 PM	It was a start but there is nothing that can truly prepare one for the many and varied circumstances that will 'pop up' during the various cases.
9	Jun 26, 2009 1:56 PM	The training was great and very thorough. I was impressed. However, since each case unique, there is no way any training can completely prepare you for everything you'll run into. It might be helpful to have an experienced volunteer come to the last session & do an informal discussion of step-by-step "here's how I get started on a case."

**CASA ADVOCACY Training preparedness for actual casework.**



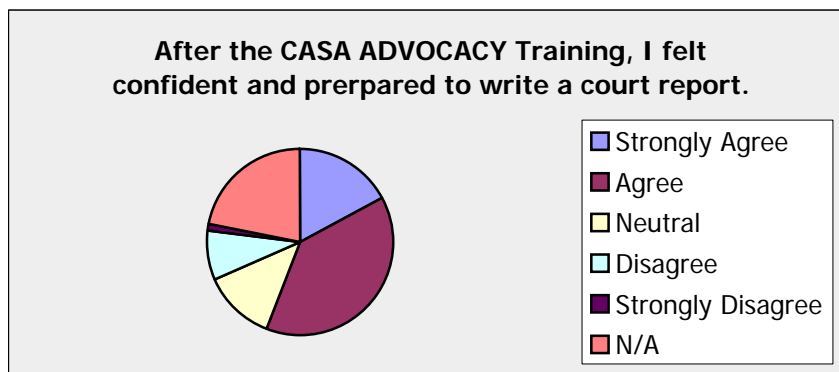
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- N/A

## CASA Annual Volunteer Survey 2009 - 32

**After the CASA ADVOCACY Training, I felt confident and prepared to write a court report.**

Answer Options	Response Percent	Response Count
Strongly Agree	17.3%	18
Agree	38.5%	40
Neutral	12.5%	13
Disagree	8.7%	9
Strongly Disagree	1.0%	1
N/A	22.1%	23
Comment (Optional)		7
<i>answered question</i>		<b>104</b>
<i>skipped question</i>		<b>5</b>

Number	Response Date	Comment (Optional)
1	Jun 5, 2009 8:41 PM	the first few are very difficult to put together
2	Jun 7, 2009 2:11 AM	Not necessarily a reflections of training but my confidency level.
3	Jun 8, 2009 12:25 AM	Again, with the support of my supervisor.
4	Jun 9, 2009 10:29 PM	Only writing repeated reports have I come to understand how to best present the information in a way that will be of benefit to the children I am representing.
5	Jun 15, 2009 3:34 PM	I dont know if you can feel confident and prepared to write a court report until you actually right the first one.Even then, I am extremely grateful to have Mary read over my reports to check them.
6	Jun 24, 2009 12:55 PM	It was overwhelming. However, once I got through my first report, it was fine.
7	Jun 26, 2009 1:56 PM	The written court reports used as examples in my training session (summer 08) were national examples and did not use our Pikes Peak local template. It would have been helpful to have examples using our own template. My first report took a lot longer than the time estimate given in training.

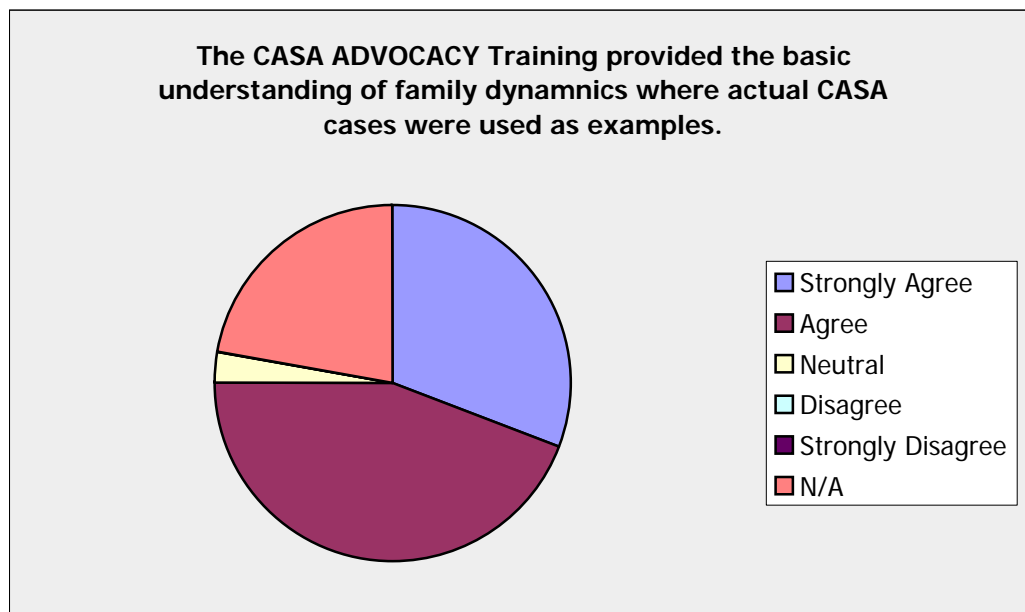


## CASA Annual Volunteer Survey 2009 - 33

The CASA ADVOCACY Training provided the basic understanding of family dynamics where actual CASA cases were used as examples.

Answer Options	Response Percent	Response Count
Strongly Agree	30.8%	32
Agree	44.2%	46
Neutral	2.9%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	22.1%	23
Comment (Optional)		2
<i>answered question</i>		<b>104</b>
<i>skipped question</i>		<b>5</b>

Number	Response Date	Comment (Optional)
1	Jun 6, 2009 2:53 AM	I can't remember the actual cases, but a few videos were extremely helpful in understanding the dynamics.
2	Jun 8, 2009 11:50 PM	training prepares for the basics



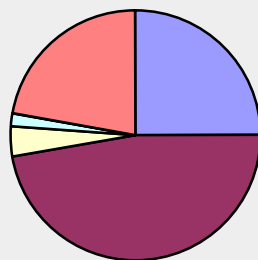
## CASA Annual Volunteer Survey 2009 - 34

The CASA ADVOCACY Training provided a basic understanding of the family dynamics when domestic CONFLICT is present.

Answer Options	Response Percent	Response Count
Strongly Agree	25.0%	26
Agree	47.1%	49
Neutral	3.8%	4
Disagree	1.9%	2
Strongly Disagree	0.0%	0
N/A	22.1%	23
Comment (Optional)		3
<i>answered question</i>		<b>104</b>
<i>skipped question</i>		<b>5</b>

Number	Response Date	Comment (Optional)
1	Jun 5, 2009 10:37 PM	The facilitator for that session spent a good amount of time on offender behavior and class discussion, but family dynamics were not adequately covered.
2	Jun 8, 2009 12:25 AM	Have not had that particular scenario - this was my first case.
3	Jun 16, 2009 6:00 PM	I am a nurse with a MSW - I was well prepared for CACA prior to CASA Training

The CASA ADVOCACY Training provided a basic understanding of the family dynamics when domestic CONFLICT is present.



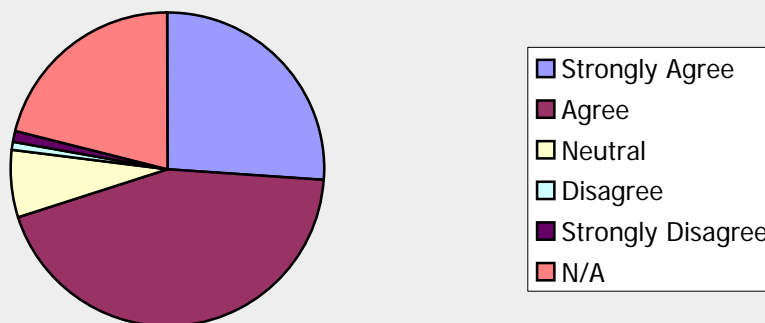
## CASA Annual Volunteer Survey 2009 - 35

The CASA ADVOCACY Training provided a basic understanding of the family dynamics when domestic VIOLENCE is present.

Answer Options	Response Percent	Response Count
Strongly Agree	26.0%	27
Agree	44.2%	46
Neutral	6.7%	7
Disagree	1.0%	1
Strongly Disagree	1.0%	1
N/A	21.2%	22
Comment (Optional)		3
<b>answered question</b>		<b>104</b>
<b>skipped question</b>		<b>5</b>

Number	Response Date	Comment (Optional)
1	Jun 5, 2009 10:37 PM	The facilitator for that session spent a good amount of time on offender behavior and class discussion, but family dynamics were not adequately covered.
2	Jun 6, 2009 2:53 AM	I took a domestic violence workshop that was very helpful the week before the training. They both seem to have run together. The workshop was very helpful.
3	Jun 8, 2009 12:25 AM	see comment above.

The CASA ADVOCACY Training provided a basic understanding of the family dynamics when domestic VIOLENCE is present.



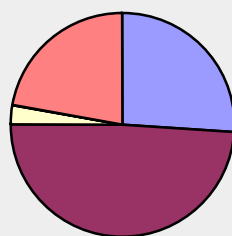
## CASA Annual Volunteer Survey 2009 - 36

After completion of the CASA ADVOCACY Training, I felt confident and knowledgeable of the Advocacy structure, mission, vision and programs.

Answer Options	Response Percent	Response Count
Strongly Agree	26.0%	27
Agree	49.0%	51
Neutral	2.9%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	22.1%	23
Comment (Optional)		4
<i>answered question</i>		<b>104</b>
<i>skipped question</i>		<b>5</b>

Number	Response Date	Comment (Optional)
1	Jun 8, 2009 12:25 AM	Will come to a more complete understanding as I work with the clients.
2	Jun 12, 2009 9:31 PM	i have not taken the advocacy training yet!
3	Jun 16, 2009 6:25 PM	Practice with actual application helped as well
4	Jun 26, 2009 1:56 PM	My training session did not include an overview of the DR program. That would have been helpful.

After completion of the CASA ADVOCACY Training, I felt confident and knowledgeable of the Advocacy structure, mission, vision and programs.



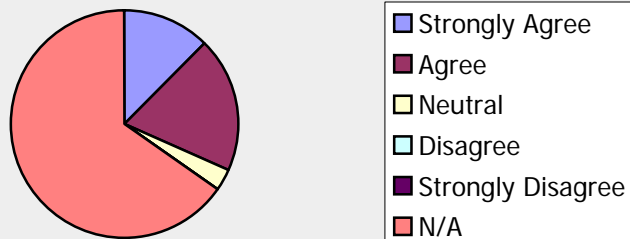
## CASA Annual Volunteer Survey 2009 - 37

The CASA SEPT Training prepared me for facilitating clients in the program.

Answer Options	Response Percent	Response Count
Strongly Agree	12.5%	13
Agree	19.2%	20
Neutral	2.9%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	65.4%	68
Comment (Optional)		2
<i>answered question</i>		<b>104</b>
<i>skipped question</i>		<b>5</b>

Number	Response Date	Comment (Optional)
1	Jun 14, 2009 7:38 PM	There are some discrepancies between the training and acting as a SEPT volunteer as well as many that exist among the captains that supervise and the way in which they coordinate activities and what they expect of volunteers.
2	Jun 14, 2009 7:42 PM	Perhaps adding a previous client to the training would help ??

The CASA SEPT Training prepared me for facilitating clients in the program.

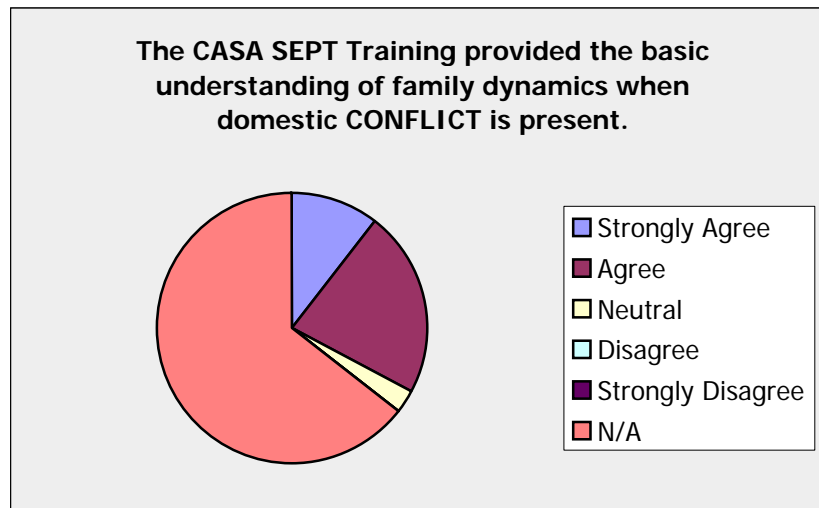


## CASA Annual Volunteer Survey 2009 - 38

The CASA SEPT Training provided the basic understanding of family dynamics when domestic CONFLICT is present.

Answer Options	Response Percent	Response Count
Strongly Agree	10.6%	11
Agree	22.1%	23
Neutral	2.9%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	64.4%	67
Comment (Optional)		1
<i>answered question</i>		<b>104</b>
<i>skipped question</i>		<b>5</b>

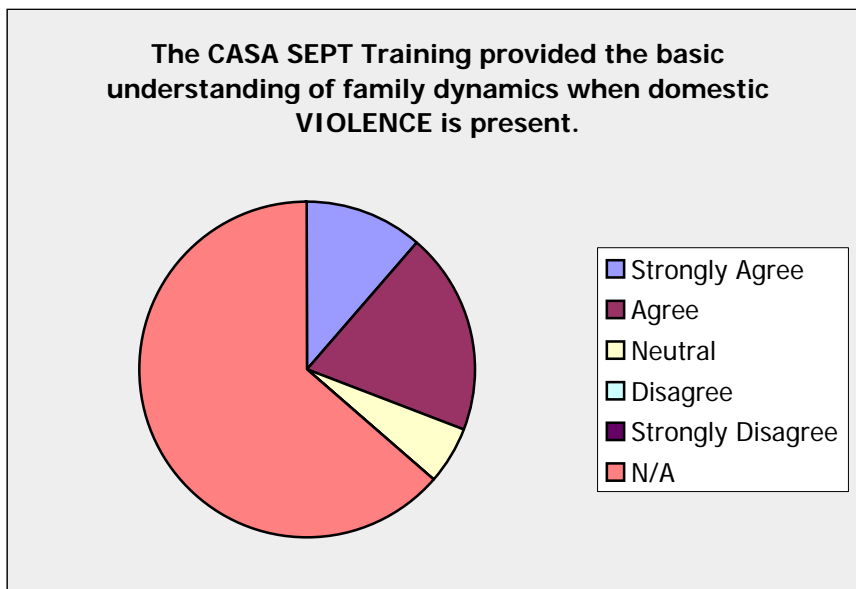
Number	Response Date	Comment (Optional)
1	Jun 14, 2009 7:38 PM	I think additional information in this area could have been provided.



## CASA Annual Volunteer Survey 2009 - 39

The CASA SEPT Training provided the basic understanding of family dynamics when domestic VIOLENCE is present.

Answer Options	Response Percent	Response Count
Strongly Agree	11.5%	12
Agree	19.2%	20
Neutral	5.8%	6
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	63.5%	66
Comment (Optional)		0
<i>answered question</i>		<b>104</b>
<i>skipped question</i>		<b>5</b>



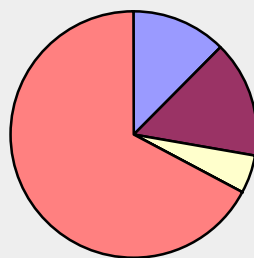
## CASA Annual Volunteer Survey 2009 - 40

After completion of the CASA SEPT Training, I felt confident and knowledgeable of the SEPT structure, mission, vision and programs.

Answer Options	Response Percent	Response Count
Strongly Agree	12.5%	13
Agree	15.4%	16
Neutral	4.8%	5
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	67.3%	70
Comment (Optional)		5
<b>answered question</b>		<b>104</b>
<b>skipped question</b>		<b>5</b>

Number	Response Date	Comment (Optional)
1	Jun 14, 2009 7:38 PM	Could use additional information on the structure and programs. The mission and vision were definitely covered in training.
2	Jun 16, 2009 2:54 AM	You learn by doing was part of the advocacy training I took. So, I did not take the complete training for SEPT.

After completion of the CASA SEPT Training, I felt confident and knowledgeable of the SEPT structure, mission, vision and programs.



## CASA Annual Volunteer Survey 2009 - 41

Provide any recommendations you may have for improving the CASA Advocacy Training curriculum and format. If you have	
Answer Options	Response Count
	16
<i>answered question</i>	<b>16</b>
<i>skipped question</i>	<b>86</b>

Number	Response Date	Response Text
1	Jun 5, 2009 10:37 PM	Consistent syllabi for all instructors and more emphasis on family dynamics overall.
2	Jun 5, 2009 10:45 PM	Best to allow volunteers to hear more of actual cases that CASA is working along with the reading material
3	Jun 6, 2009 2:53 AM	I did not understand the difference between D and N cases and Domestic relations. We had to decide where we would volunteer between classes. I would have liked to have thought about the questions we answered regarding the type of cases we wanted. Mine turned out ok, however I have no idea what I asked for.
4	Jun 6, 2009 2:58 AM	allow more breaks-we sat too long in cramped quarters. The Domestic Violence segment on a Saturday needs to be revamped to be presented in a much more interesting way. Just reading off slides is not effective. This is too important a subject to not be presented in a more stimulating manner. The Resource Directory has several missing organizations that are pertinent to the work of CASA.
5	Jun 6, 2009 2:56 PM	more role playing working with families
6	Jun 6, 2009 5:40 PM	I think the classes could have more time between the classes. It was hard to get the reading done and thereby take full advantage of the time there.
7	Jun 6, 2009 8:07 PM	spread the training out over a two week period
8	Jun 7, 2009 11:56 PM	More details of the mechanics of writing reports and visiting with families.
9	Jun 8, 2009 6:05 AM	Shorter lunch
10	Jun 8, 2009 2:32 PM	Increase training on working with infants & very young children, since most cases involve these ages.
11	Jun 8, 2009 11:50 PM	Training, while very significant, does not prepare advocates for the truly difficult cases or the obstacles found in so many situations.
12	Jun 9, 2009 10:29 PM	There have been changes made since I took the

13	<b>Jun 18, 2009 10:57 PM</b>	training that I would think help in improving understand of the job.
14	<b>Jun 23, 2009 11:21 PM</b>	mandatory shadowing, if possible Have as many specific parts of a case to roleplay, also role play what goes on in court (jargon and procedure)
15	<b>Jun 24, 2009 9:13 PM</b>	Drug usage - further education
16	<b>Jun 25, 2009 1:23 AM</b>	The case examples are not especially applicable to our cases i.e. Indian tribe involvement. We need to have an actual case illustrated on the new report form.

## CASA Annual Volunteer Survey 2009 - 42

Provide any recommendations you may have for improving the CASA SEPT Training curriculum and format. If you have nothing

Answer Options	Response Count
	8
<i>answered question</i>	<b>8</b>
<i>skipped question</i>	<b>101</b>

Number	Response Date	Response Text
1	Jun 5, 2009 9:54 PM	Thought the training was excellent with plenty of opportunity for role playing.
2	Jun 6, 2009 2:58 AM	Give more real life examples of situations that might occur.
3	Jun 14, 2009 7:38 PM	Training should reflect more of what occurs in the program and possibly more role play would be helpful.
4	Jun 15, 2009 3:34 PM	Just really stress to the new volunteers that there needs to be consistency in the rules. It does not work well when one person follows the rules to the letter and another lets clients bend the rules.
5	Jun 16, 2009 2:54 AM	SEPT trainees must understand they are not advocates. These are not their cases.
6	Jun 19, 2009 7:10 PM	It is ongoing, changes discussed at the last meeting are being implemented.
7	Jun 23, 2009 9:25 PM	If this refers to the initial training, then I think some of the "Verbal Judo" should be included in initial training. Otherwise, no comment.
8	Jun 30, 2009 5:04 PM	Would like to hear more about visiting families

## CASA Annual Volunteer Survey 2009 - 43

Provide additional educational topics and/or general recommendations that may improve our program. If you have	
Answer Options	Response Count
	104
<i>answered question</i>	<b>104</b>
<i>skipped question</i>	<b>5</b>

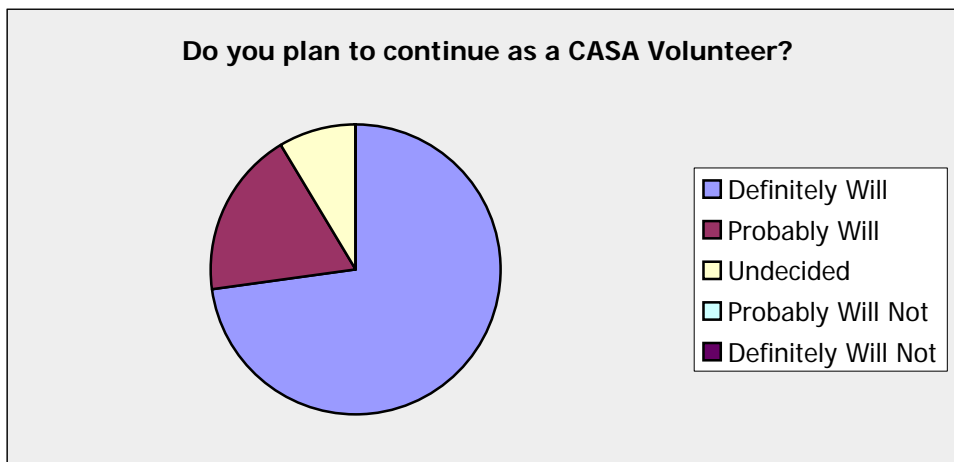
Number	Response Date	Response Text
1	Jun 5, 2009 9:20 PM	SEPT- understanding family dynamics with regard to different situations.
2	Jun 5, 2009 9:54 PM	Fine as is
3	Jun 6, 2009 2:39 AM	Help with improving visits with older children in the SEPT program.
4	Jun 6, 2009 2:53 AM	It would have been helpful to have been in a Domestic relations court hearing before or during the training. The class offered on court manners or protocol was especially helpful..after the fact.
5	Jun 6, 2009 2:58 AM	more instruction on handling conflict with clients
6	Jun 6, 2009 3:15 AM	A local training regarding low functioning parents.
7	Jun 6, 2009 5:40 PM	I think that maybe a small group work with role playing for the initial intake would be helpful. Or maybe a way for the individuals to interact in a non threatening setting for the first interview.
8	Jun 8, 2009 9:32 PM	Have a representative from the various school districts explain how students are tracked and/or taught as they move from school to school because of placements. What is done to help the older children have some sense of continuity!
9	Jun 8, 2009 11:50 PM	acknowledge that some situations are extremely difficult and have no happy ending.
10	Jun 14, 2009 7:38 PM	Information in which to better coordinate information between SEPT, staff and families in the program. Seems to be a lack of understanding as to why some individuals can request an advocate and others cannot. Also, some captains strongly feel that the information we gather during SEPT visits is of no value to the participants in their futures.
11	Jun 15, 2009 1:25 AM	More contact with other facilitators in a setting outside of the CASA building!
12	Jun 16, 2009 2:54 AM	Alcoholism/AIAnon, control issues, how parents try to manipulate advocates
13	Jun 19, 2009 7:10 PM	a thought: Guardianship, issues that the court look/ed at in granting or losing custody besides

14	<b>Jun 21, 2009 5:20 PM</b>	the obvious safety of the child (employment, parent issue)... may have education on how to better able parents that have been distant or are having problems relating to their children.
15	<b>Jun 23, 2009 9:17 PM</b>	I would like to see CASA embrace ADA guidelines for those with disabilities.
16	<b>Jun 23, 2009 11:21 PM</b>	Role play court
17	<b>Jun 24, 2009 1:35 AM</b>	Local Safe Pets program for victims of domestic abuse.
18	<b>Jun 26, 2009 1:56 PM</b>	More opportunities for informal conversations with other volunteers & case supervisors to share experiences and ask for input.
19	<b>Jun 27, 2009 12:44 AM</b>	It would be helpful to know how to work with the caseworker, GAL in partnership. My experience has been that they aren't particularly open to working with a CASA volunteer.
20	<b>Jun 30, 2009 3:01 AM</b>	The adoption process, both in-state and out-of state, and training for advocates with older children emancipating from foster care.
21	<b>Jun 30, 2009 4:24 PM</b>	More help with court reports

## CASA Annual Volunteer Survey 2009 - 44

Do you plan to continue as a CASA Volunteer?		
Answer Options	Response Percent	Response Count
Definitely Will	72.8%	75
Probably Will	18.4%	19
Undecided	8.7%	9
Probably Will Not	0.0%	0
Definitely Will Not	0.0%	0
Comment (Optional)		5
<b>answered question</b>		<b>103</b>
<b>skipped question</b>		<b>6</b>

Number	Response Date	Comment (Optional)
1	Jun 8, 2009 6:42 PM	I have moved to the Denver area. After closing two cases in which I was involved for eight years and continue to be involved outside the system with one of the children, I am not ready to jump back into CASA Cases in my area. Too burned out!
2	Jun 24, 2009 1:58 PM	PHYSICAL ABILITY ON MY PART-NOT DUE TO ANYTHING CASA HAS DONE OR NOT DONE.
3	Jun 27, 2009 12:46 AM	My concern is whether the CASA actually is providing worthwhile services when there is not a partnership with the case worker and GAL.
4	Jun 30, 2009 4:26 PM	Time constraints



## CASA Annual Volunteer Survey 2009 - 45

If you have indicated you probably or definitely WILL NOT continue as a CASA volunteer, what can we do to encourage you

Answer Options	Response Count
	103
<i>answered question</i>	<b>103</b>
<i>skipped question</i>	<b>6</b>

Number	Response Date	Response Text
1	Jun 14, 2009 7:43 PM	I strongly feel that the program should provide more information to participants (parents), as well as to volunteers. There seems to be some disconnects in the value a SEPT volunteer provides other than supervision for visits.
2	Jun 23, 2009 10:11 PM	I may go back to school in the fall and might not be able to continue volunteering. Would have to evaluate at that time.

## CASA Annual Volunteer Survey 2009 - 46

If you have indicated you probably or definitely WILL NOT continue as a CASA volunteer, what could we have done	
Answer Options	Response Count
	103
<i>answered question</i>	<b>103</b>
<i>skipped question</i>	<b>6</b>

Number	Response Date	Response Text
1	Jun 14, 2009 7:43 PM	More consistency in the program, especially between training and actual visits, as well as providing additional information on how the information gathered during visits is of value.
2	Jun 30, 2009 4:26 PM	It's difficult while employed full time

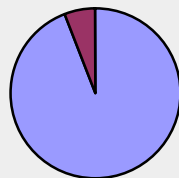
## CASA Annual Volunteer Survey 2009 - 47

If you have indicated that you probably or definitely WILL continue as a CASA volunteer, have we met your expectations?

Answer Options	Response Percent	Response Count
Yes	94.2%	97
No	5.8%	6
Comment (Optional)		12
<i>answered question</i>		<b>103</b>
<i>skipped question</i>		<b>6</b>

Number	Response Date	Comment (Optional)
1	Jun 6, 2009 2:56 AM	I have found the staff to be unusually supportive, welcoming and friendly. This makes for good working and communication.
2	Jun 8, 2009 12:26 AM	I appreciate the support of the entire staff.
3	Jun 8, 2009 11:51 PM	mostly met expectations
4	Jun 9, 2009 10:34 PM	I typed in 'no' above because there is not an inbetween answer and there NEEDS to be! Sometimes you met my expectations and sometimes you did not.
5	Jun 14, 2009 7:43 PM	For the most part, yes. Though there is still room for improvement as in most programs.
6	Jun 15, 2009 5:24 PM	My name was not put on calender.
7	Jun 16, 2009 2:56 AM	Volunteers need to be appreciated
8	Jun 19, 2009 7:12 PM	we are all in the process of making a difference

If you have indicated that you probably or definitely WILL continue as a CASA volunteer, have we met your expectations?



Yes  
 No

## CASA Annual Volunteer Survey 2009 - 48

If you have indicated that you probably or definitely WILL continue as a CASA volunteer, how may we improve to enhance

Answer Options	Response Count
	103
<i>answered question</i>	<b>103</b>
<i>skipped question</i>	<b>6</b>

Number	Response Date	Response Text
1	Jun 5, 2009 9:55 PM	Continue to hire exceptional supervisors
2	Jun 5, 2009 10:48 PM	I would not want to work a case with another CASA on it. Styles can be conflicting and send mix messages to family. Also I would suggest making sure that Gina has a deeper understanding and appreciation of the rock legend BRUCE
3	Jun 5, 2009 11:15 PM	Reduce paperwork as much as possible. Take a look at "nice to have" programs that don't contribute to the basic CASAs duties (i.e. Ages and Stages...something better left to the Social/Case workers and psychologists).
4	Jun 6, 2009 2:59 AM	Have the rules and regulations of SEPT more specifically and definitely spelled out ahead of time to the client by staff before visits.
5	Jun 6, 2009 5:42 PM	I believe that the CASAs need to bond and build their identities as CASAs by having small group or revisit training settings so as to solidify that identity. I think that the more they identify with each other the stronger will be the bond with CASA.
6	Jun 6, 2009 8:08 PM	You are all great and I'm honored to be a part of CASA
7	Jun 7, 2009 2:12 AM	continue what you are doing
8	Jun 14, 2009 7:32 PM	We always here about the advocacy program - why does it seem that SEPT is not as important and not mentioned?
9	Jun 14, 2009 7:43 PM	Illustrate the value of the information we gather during visits.
10	Jun 15, 2009 1:26 AM	More contact with other volunteers
11	Jun 22, 2009 3:05 PM	continued training
12	Jun 23, 2009 9:28 PM	Strive for more consistency in the Captain's role.
13	Jun 24, 2009 2:29 PM	I need to make more time
14	Jun 24, 2009 5:39 PM	I have to experience much longer to have a comment.
15	Jun 30, 2009 4:26 PM	More help with court reports      More recognition

## CASA Annual Volunteer Survey 2009 - 49

Do you feel this survey has addressed each topic to your satisfaction? If no, please explain.

Answer Options	Response Percent	Response Count
Yes	94.0%	94
No	6.0%	6
Comment (Optional)		8
<i>answered question</i>		<b>100</b>
<i>skipped question</i>		<b>9</b>

Number	Response Date	Comment (Optional)
1	Jun 5, 2009 9:22 PM	I feel staffing is a problem at times and that employees do not have the time to up date files and records as necessary. This can cause confusion and be upsetting to the clients when SEPT volunteers are not aware of what is going on.
2	Jun 8, 2009 11:52 PM	hard to answer that question
3	Jun 9, 2009 10:35 PM	Not everything is black and white and one needs the ability to answer in the middle field. Just because one is not totally happy with something does not mean one is unhappy!
4	Jun 11, 2009 2:20 AM	Too general
5	Jun 15, 2009 3:38 PM	I just want to add that I am very proud to be a volunteer here at CASA. You have a wonderful staff that I admire very much. Though I do not have the time to volunteer as much as I would like, whenever I do get the chance, I feel very appreciated. Thank you for doing such a great job.
7	Jun 17, 2009 7:16 PM	CASA is a great volunteer choice.

