

## CASA Annual Volunteer Survey 2015

Q1. How long have you been a CASA volunteer?	How long have you been a CASA volunteer?	How long have you been a CASA volunteer?
Answer Options	Response Percent	Response Count
Under 1 year	33.9%	42
1 - 3 years	37.9%	47
4 - 6 years	16.9%	21
7 - 9 years	7.3%	9
10+ years	4.0%	5
<i>answered question</i>	<i>124</i>	<i>124</i>
<i>skipped question</i>	<i>0</i>	<i>0</i>

Q2. Identify the society segment(s) that relate to you: (Select all that apply)	Identify the society segment(s) that relate to you: (Select all that apply)	Identify the society segment(s) that relate to you: (Select all that apply)
Answer Options	Response Percent	Response Count
Student	4.8%	6
Intern	0.8%	1
P/T Employee	19.4%	24
F/T Employee	26.6%	33
Retired	44.4%	55
Unemployed	12.9%	16
<i>answered question</i>	<i>124</i>	<i>124</i>
<i>skipped question</i>	<i>0</i>	<i>0</i>

Q3. Identify the CASA Programs that you volunteer for (Select all that apply)	Identify the CASA Programs that you volunteer for (Select all that apply)	Identify the CASA Programs that you volunteer for (Select all that apply)
Answer Options	Response Percent	Response Count
Dependency & Neglect (D&N)	86.3%	107
Supervised Exchange & Parenting Time (SEPT)	8.9%	11
Business Office Support	0.8%	1
Life Long Links	5.6%	7
Other (please specify)	11.3%	14
<i>answered question</i>	<i>124</i>	<i>124</i>
<i>skipped question</i>	<i>0</i>	<i>0</i>

Comments
<p>The Hangar Facilitator for trainings for new CASA's speaker, cofacilitator</p> <p>I teach art and purchased all the paint supplies except for the #8 brushes. I helped teens select graduation photos and entered their selection in the computer. I took the Mental Health First Aid Class &amp; will be at the Human Trafficking discussion on Sunday.</p> <p>MFCF</p>

Facilitates training for new volunteers  
Hanger, and other.  
CFIT  
Peer Coordinator with D&N  
Milton Foster Children's Fund  
Speaking Engagement  
Holiday collection  
Mentor  
CFIT  
D&N CASA Volunteer and Peer Coordinator  
Speakers' Bureau  
CFIT

Q4. I chose to volunteer with CASA to: (select all that are applicable)		
Answer Options	Response Percent	Response Count
Develop new skills	21.8%	27
Enhance my resume/skills	7.3%	9
Work with people	38.7%	48
Make a contribution for the greater good	95.2%	118
Fulfill a civic responsibility	39.5%	49
Occupy my free time	18.5%	23
Other (please specify)	18.5%	23
answered question		124
skipped question		0

Other (please specify)

To advocate for children who have no one to help them. I do it because I want to help children succeed.

Contribute to the betterment of the next generation by helping children in need.

I was a displaced child a few times over and know/ understand the difference a program like CASA can make.

Be there for kids

A worthwhile volunteer opportunity that could change the life of a child. A voice for the child and another set of eyes and ears for DHS and the Gal

Support kids in need as contribution to future generations.

I recognize the need for CASAs and feel I am qualified to help.

Empower and enhance the lives of at-risk children in our community.

Make a difference with children

Give support and a voice to those who have no authority

provide needed help to kids

Using my gifts and talents as a ministry to children

I felt by God to pursue this area. In the Bible God is concerned with orphans and widows. Children in the court system are in a sense an orphan due to conflict in the family.

to make a difference in a child's life

To hopefully make a difference in a child's life.

Work on family trees for foster children so that they have a sense of identity.

Be there for a child. Make a difference. Do something for other children w/less

For the children!!!

Work with children who need extra attention

Have fun using my skills for something worthwhile.

Provide a voice for abused/neglected children in court

Make a positive difference in the life of an abused/neglected child

to make a difference in the lives of children...to empower them to live the life God has intended for them.  
Learn why and how the system fails so often

Q5. As a CASA volunteer I use my skills and abilities to perform meaningful work.		
Answer Options		
Strongly Agree	63.7%	79
Agree	32.3%	40
Neutral	3.2%	4
Disagree	0.0%	0
Strongly Disagree	0.8%	1
Comment (Optional)		1
answered question		124
skipped question		0

Number	Response Date	Comment (Optional)
I use my skill and abilities to assist the child, not necessarily to perform work		
Q6. I feel welcome when I come to the CASA Facility.		
Answer Options	Response Percent	Response Count
Strongly Agree	72.6%	90
Agree	21.0%	26
Neutral	4.8%	6
Disagree	1.6%	2
Strongly Disagree	0.0%	0
Comment (Optional)		4
answered question		124
skipped question		0

Comment (Optional)

Certain CASA staff is very welcoming and open. Certain others seem to view volunteer advocates as a bother and an interruption.  
I have never met a more sincere group of people. They are all very sharp, very knowledgeable and supportive.

Q7. CASA Staff are respectful to me.		
Answer Options	Response Percent	Response Count
Strongly Agree	77.4%	96
Agree	20.2%	25
Neutral	1.6%	2
Disagree	0.8%	1
Strongly Disagree	0.0%	0
Comment (Optional)		3
answered question		124
skipped question		0

Comment (Optional)

Most CASA staff members are respectful and helpful. Some are abrupt and dismissive, especially when I've raised concerns or asked for assistance pertaining to my case(s).  
Sometimes a little condescending, but respectful

Generally yes. Had one staff person be extremely rude and vindictive.

**Q8. CASA is considerate of my life circumstances outside of volunteering.**

Answer Options	Response Percent	Response Count
Strongly Agree	62.9%	78
Agree	28.2%	35
Neutral	8.9%	11
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		5
<b>answered question</b>		<b>124</b>
<b>skipped question</b>		<b>0</b>

**Comment (Optional)**

My last supervisor is skilled at what she does, but a little young to fully understand the challenges that life can throw at you.

I've been pleased to see a gradual reduction in the sheer number of reports and paperwork requested of advocates. However, the increase in required frequency of court reports has largely offset this. Further, the time frame of expecting court reports to be turned in 3 weeks prior to court date is excessive, intrusive, and unreasonable. It *\*should be\** unnecessary, if advocates are properly trained and supported and PCs/Case Supervisors are sufficiently skilled, then reports should not require weeks of review and multiple levels of editing. This is clearly a training issue with both staff and volunteers, and continuing to increase the time frames required for review and editing is ineffective, inefficient, and frustrating, and more importantly it results in the court not being provided with current information regarding the facts of the case and CASA's recommendations.

Whenever necessary when I need a night off, I can get it without whining.

For sure! Allowing me to take some time until my sister got married was super helpful. Also being helpful with attending court hearings or staffings when I couldn't get off of work or if something personal was interfering. Very considerate!

I have not been involved long enough to have an opinion

**Q9. CASA is an excellent place to volunteer.**

Answer Options	Response Percent	Response Count
Strongly Agree	70.2%	87
Agree	25.8%	32
Neutral	4.0%	5
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		6
<b>answered question</b>		<b>124</b>
<b>skipped question</b>		<b>0</b>

**Comment (Optional)**

It is not for everyone. You cannot put in your hours and walk away. It is a larger commitment.

The importance of the mission CASA undertakes cannot be overstated, and that is what has kept me here. The implementation has been very hit or miss in my experience, and certain members of CASA staff seem to be more focused on hitting target metrics and fulfilling bureaucratic requirements than on supporting CASA's mission and activities that directly impact that mission.

No better volunteer training and support anywhere!

The time commitment is substantial in order to do a good job. Not alot to do an ok job.

.... although challenging.

For me it is an excellent place to volunteer but I know that it would not be for everyone.

**Q10. I would recommend CASA to a friend as a place to volunteer.**

Answer Options	Response Percent	Response Count
Strongly Agree	65.3%	81
Agree	29.8%	37
Neutral	4.0%	5
Disagree	0.8%	1
Strongly Disagree	0.0%	0
Comment (Optional)		13
<i>answered question</i>		<b>124</b>
<i>skipped question</i>		<b>0</b>

**Comment (Optional)**

If a friend expressed interest, I would encourage a friend to learn more at an information session.

I have recommended CASA to friends, at least two of whom became CASAs but are now thinking of resigning at the end of their current cases. Given my experiences and theirs, I'd be more hesitant about recommending CASA at the present time. I am hopeful that with new leadership things will start to change in positive directions and that I will be able to recommend CASA again in the future.

I am still learning the ropes. It is not an easy job, but I do think it is worthwhile.

the time commitment is huge- and often inflexible to having to occur during working hours- so I have had to take time off, etc.

Recommend it all the time :)

If one can accept the time commitment

not for everyone, but would encourage everyone to check it out.

But I also would advise them that the amount of paperwork is more than was I was aware of from training.

This statement is too open. I have some friends that I know would be good at CASA but some that would not. So, perhaps the question could read: "Depending on the friend, I would recommend CASA as a place to volunteer."Steve Lente

Even though I strongly agree, I would warn them that there is a good bit more paperwork than had been communicated in training.

and have done so

Provided they have the value system and commitment necessary for this kind of work

I would recommend to some friends. It is much more complicated than some realize.

**Q11. I utilize Continuing Education opportunities.**

Answer Options	Response Percent	Response Count
Yes	82.3%	102
No	17.7%	22
If no, then why? (Comment below)		24
<i>answered question</i>		<b>124</b>
<i>skipped question</i>		<b>0</b>

**If no, then why? (Comment below)**

My work schedule is not accommodating for these events.

None have related to my volunteer work.

Time and other commitments

Not as well as I could...

Not as often as I would like, due to scheduling conflicts with my full-time job and other obligations.

No time bc of work

My work requires continuing ed that can be applied to my CASA requirements.

The more I learn, the more skills I have that can help me help others, and also teach me more about myself.

Haven't had the opportunity yet, but I will.

I take classes or read when available to ensure I get the 12 hours in per year.  
 when I can make it fit- but they are offered  
 I would like to, but with a full-time office job it's very difficult to find any I can make it to  
 Unable to attend due to full-time work  
 work and go to school full time as well as being a single mother of 2.  
 My business in which I am still very involved does not allow me to do what I need to do for the child and take a variety of  
 I have limited contact with the children and already do what I know how to do.  
 I just became a CASA  
 I just recently started as a CASA  
 scheduling conflicts, or finding out about them too late or not at all.  
 Not applicable  
 Time constraints since I work.  
 When time allows.  
 Not applicable  
 Time restraints. Work obligations.

**Q12. Continuing Education and Training opportunities are relevant to my CASA volunteer responsibilities.**

Answer Options	Response Percent	Response Count
Strongly Agree	37.1%	46
Agree	46.8%	58
Neutral	13.7%	17
Disagree	1.6%	2
Strongly Disagree	0.8%	1
Comment (Optional)		9
<b>answered question</b>		<b>124</b>
<b>skipped question</b>		<b>0</b>

**Comment (Optional)**

There not enough midday programs to meet my family's needs.  
 I would like to know how to find more opportunities  
 haven't been involved long enough to form an opinion  
 I have taken many classes but after many years some are repetitive.  
 LLL meets monthly and we discuss new options, techniques for improving our skills, so that probably counts toward this.  
 Redundant  
 All the trainings that I have attended were well planned with the exception of the training with law enforcement presenters concerning drug use in the community. I felt they were rude, disrespectful and flip about such a serious subject. I was offended with the videos that they showed and laughed about.  
 not applicable  
 The initial training program has gone a long way in helping me understand and focus on my role as a CASA, but only through working with the family, and professionals and attending court have I really learned how to navigate my particular case.

**Q13. Were you aware that CASA has a Volunteer Support Group that meets once a month?**

Answer Options	Response Percent	Response Count
Yes	93.5%	116
No	6.5%	8
Comments (Optional)		8
<b>answered question</b>		<b>124</b>
<b>skipped question</b>		<b>0</b>

### Comments (Optional)

My work schedule is not accommodating for these events.

I have attended a few times. They are helpful.

Unfortunately, the majority of the meetings are held during the early afternoon hours, and I have to work.

I have been to that a couple times.

I heard of it- but I am not aware of seeing the specifics

I don't know how relevant this would be to SEPT people. Need more information.

Would be more helpful if it was closer to home.

I didn't realize that they were held monthly.

### Q14. Provide additional educational topics and/or general recommendations that may improve our program. If you have nothing to add, type NO

Answer Options	Response Count
	124
<i>answered question</i>	<b>124</b>
<i>skipped question</i>	<b>0</b>

### Response Text

documentation on how to support a family in financial distress or an individual aging out of the system.

Work on utilizing Peer Coordinators more effectively so that Case Supervisors don't have to be so involved in their cases.

Would like to see training that provides help and support regarding working with autistic children or perhaps creative ways to spend time with all children when there are several children within the home.

marijuana trainings - better understanding of how our jurisdiction deals with families in the system who are using. I'm not seeing a consistent pattern.

Overview of court processes and steps

child trafficking

Responsiveness to advocate concerns and requests for support needs to significantly improve. It is highly detrimental to advocates' abilities to effectively manage their cases when they cannot get support from the organization. Even simple requests often go unanswered for several weeks. More significant/critical requests have gone unresolved for months, and there is often conflicting direction and guidance from different members of CASA staff.

Communication of case-impacting issues from staff to advocates is lacking. When CASA staff becomes aware of issues that will impact events on a case or how the advocate should address certain issues in court, staff should be notifying advocates immediately. However, my experience is that the advocate is often left out of the loop entirely, and is therefore unable to prepare for and adequately respond to these issues.

ourt report writing seems to be an ongoing issue for some, and continuing to increase the time required for all for review and editing is not going to solve it - this just contributes to advocates' frustrations as well as having a detrimental impact on the timeliness, validity and value of the reports. CASA staff should be working to determine the underlying causes of quality issues with reports, and addressing those with better and/or more frequent/ongoing training, more rigorous selection processes, and other targeted efforts to help the advocate pool improve their reports in the first place rather than spending inordinate amounts of time and effort trying to fix them after the fact.

resources for teens

Negotiating with unresponsive GAL, DHS, etc.

The ACE (Adverse Childhood Experiences) research seems very relevant. I'd like a training on it.

As a new CASA I am not sure what is available for me to utilize in the CASA office. I think a tour/class held in the office would be helpfiul-kind of a here is where everything is-resources etc.

I often participate in continuing education whenever possible and have even co-facilitated new CASA trainings. However, recently I have felt that I need some brushing up on the basics but it could be just because I want to make sure I'm doing the best job I can and don't do something wrong along the way.

I am new so I am not aware of the many programs and training opportunities yet. They keep me well informed so at this time, I believe they are on top of this.

In some cases volunteering at the SEPT site I wish there was more background information on our families. For the more difficult families it would be nice to know a little more of the background to help the child(ren) and parent connect.

How to deal with overbearing relatives  
 How to draw out young kids during Home Visits.  
 Some more on understanding and help for pre-teens (4-10 year old range) as most training is focused on teen years  
 how to make specific recommendations to caregivers on offering quality experiences to the children- in the outdoors, cultural events, etc

Myrna Kruckeburg's Sessions

D20 educational classes for parents that are free to the public. The classes are pertinent in topics and useful info is discussed.

Would love to see more trainings given by Debi Grebenil!!! She was fabulous on May 28!! She has so much CASA-relevant material to share!!

Trauma

Local drug issues, foster parent organizations, play therapy - what to expect, DHS roles and responsibilities

No comment (but if I have other thoughts I know management is open to them...Steve Lente)

haven't been involved long enough to know what I need

Nicole Wallace, MD is a pediatrician who specializes in child abuse. She is willing to provide in services to CASA. She gave one at my work on the neurobiology of trauma that was excellent. She can speak on any topic however.

Class making volunteers more aware of resources in the community available to the children and families they work with.

Drug updates

A time for your Supervisor, PC and their advocates to meet altogether once or twice a year.

MORE continuing Ed on related topics

The paperwork is a bit oppressive.

I would suggest that future CASA training and ongoing training involve more education about the legal aspect of these cases including various types of Court hearings, laws regarding termination of parental rights, difference between fostering, placement, custody, adoption etc.

**Q15. In which program have you spent the majority of your volunteer time during the last 12 months? (Please choose one)**

Answer Options	Response Percent	Response Count
Advocacy	85.5%	106
SEPT	6.5%	8
CFIT	1.6%	2
Life Long Links	3.2%	4
The Hanger	3.2%	4
<i>answered question</i>		<b>124</b>
<i>skipped question</i>		<b>0</b>

**Q16. In the last 12 months, I have completed family finding work on my own case.**

Answer Options	Response Percent	Response Count
Yes	36.2%	38
No	63.8%	67
<i>answered question</i>		<b>105</b>
<i>skipped question</i>		<b>19</b>

**Q17. I have received coaching and support from Life Long Links.**

Answer Options	Response Percent	Response Count
Yes	55.2%	58
No	27.6%	29
Not Applicable	17.1%	18
<i>answered question</i>		<b>105</b>
<i>skipped question</i>		<b>19</b>

**Q18. I was satisfied with the support I received from Life Long Links.**

Answer Options	Response Percent	Response Count
Strongly Agree	21.0%	22
Agree	25.7%	27
Neutral	14.3%	15
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Not Applicable	39.0%	41
<b>answered question</b>		<b>105</b>
<b>skipped question</b>		<b>19</b>

During my case, I had/have a...		
Answer Options	Response Percent	Response Count
Case Supervisor	53.3%	56
Peer Coordinator	2.9%	3
Both	43.8%	46
Comment (Optional)		16
<b>answered question</b>		<b>105</b>
<b>skipped question</b>		<b>19</b>

#### Comment (Optional)

My Peer Facilitator is awesome and I have benefited greatly from their expertise and support. This support is critical to my work; not sure if all advocates have had such a positive experience with their PF which is unfortunate because they are an impt part of the whole CASA process.

In the last year I have been a peer supervisor and have not had my own case.

I was more than satisfied with the work product of the Life Long Links volunteer specialist; however, it took an unacceptably long period of time and continual pushing on CASA staff to make that happen - in spite of the existence of a previously approved LLL referral that was never completed. There initially seemed to be more interest in pointing fingers and justifying the lack of action than in actually supporting the referral. Once we got past that, the work of the volunteer was exceptional, and everyone involved was very pleased with the outcome.

Both my Peer Coordinator and Case Supervisor are extremely supportive and are always receptive to any questions or concerns that I have. They welcome me to contact them at any time. I feel fortunate and very thrilled to work with these dedicated women. I hope to learn much from them.

Both are excellent, informed, experienced, and willing to help me.

The supervisor has been very helpful and encouraging. The peer coordinator has not been very helpful and has discouraged me at times instead of encouraging.

Terry Dickman has been fabulous! so supportive and understanding- she is awesome. I feel very supported.

I am a Peer Coordinator, and don't have a case of my own.

I am a peer coordinator

I cant say with enough emphasis how professional and compassionate and consistent my supervisor and coordinator were. They were always available and willing to assist me.

And Janet Stoddard is the best!

I highly value the advise and knowledge of my supervisor. Don't know that I would have the same confidence in a Peer Coordinator.

Very helpful when new things come up and always willing to share the load when things get overwhelming

Jen McKee is my supervisor and she is amazing!

My peer coordinator provides invaluable advice and support. I really don't know how I could have stayed on this case without her. My Case Supervisor is also very supportive.

My case supervisor, Terry Dickman, is very helpful and available to me.

#### Q20. My case supervisor provides the support and guidance I need to accomplish my assignment.

Answer Options	Response Percent	Response Count
Strongly Agree	63.6%	35
Agree	32.7%	18
Neutral	1.8%	1
Disagree	0.0%	0

Strongly Disagree	1.8%	1
Comment (Optional)		2
<i>answered question</i>		<b>55</b>
<i>skipped question</i>		<b>69</b>

**Comment (Optional)**

I am not always clear on who does what. Especially where getting information/reports from DSS is concerned. Do I go in and ask for copies from DSS or does my supervisor?  
 Not interested in a Peer Coordinator

Q21. My case supervisor sufficiently prepares me for the court experience.		
Answer Options	Response Percent	Response Count
Strongly Agree	54.5%	30
Agree	29.1%	16
Neutral	14.5%	8
Disagree	1.8%	1
Strongly Disagree	0.0%	0
Comment (Optional)		2
<i>answered question</i>		<b>55</b>
<i>skipped question</i>		<b>69</b>

**Comment (Optional)**

I am disappointed in the way my court report was (over) edited.  
 Not necessary at this point

Q22. My case supervisor provides feedback in a professional and respectful manner.		
Answer Options	Response Percent	Response Count
Strongly Agree	72.7%	40
Agree	25.5%	14
Neutral	1.8%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		1
<i>answered question</i>		<b>55</b>
<i>skipped question</i>		<b>69</b>

**Comment (Optional)**

More formal, regular (annual or when each case closes) evaluation would seem appropriate. I sometimes feel staff don't want to say anything negative, even if constructive, because keeping volunteers is more important than encouraging improvement.

Q23. My case supervisor offers constructive feedback on my court reports.		
Answer Options	Response Percent	Response Count
Strongly Agree	58.2%	32
Agree	32.7%	18
Neutral	7.3%	4
Disagree	1.8%	1
Strongly Disagree	0.0%	0
Comment (Optional)		4

<i>answered question</i>	<b>55</b>
<i>skipped question</i>	<b>69</b>

**Comment (Optional)**

Have not prepared a court report yet.

I am a pre coordinator

We have our first court report upcoming so have not done one yet.

No written report yet

Q24. My case supervisor has clearly defined my role and responsibilities.		
Answer Options	Response Percent	Response Count
Strongly Agree	54.5%	30
Agree	38.2%	21
Neutral	7.3%	4
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		0
<i>answered question</i>		<b>55</b>
<i>skipped question</i>		<b>69</b>

Q25. My case supervisor is respectful of my personal culture and diversity.		
Answer Options	Response Percent	Response Count
Strongly Agree	61.8%	34
Agree	36.4%	20
Neutral	1.8%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		0
<i>answered question</i>		<b>55</b>
<i>skipped question</i>		<b>69</b>

Q26. My case supervisor responds to my calls and/or emails within 24 hours.		
Answer Options	Response Percent	Response Count
Strongly Agree	49.1%	27
Agree	43.6%	24
Neutral	7.3%	4
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Not Applicable	0.0%	0
Comment (Optional)		1
<i>answered question</i>		<b>55</b>
<i>skipped question</i>		<b>69</b>

**Comment (Optional)**

Responses are prompt when given but several emails have been unaddressed entirely.

**Q27. I am prepared to work with/in diverse environments.**

Answer Options	Response Percent	Response Count
Strongly Agree	45.5%	25
Agree	49.1%	27
Neutral	5.5%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		1
<i>answered question</i>		<b>55</b>
<i>skipped question</i>		<b>69</b>

**Comment (Optional)**

I have only had one case, so I am sure there is a learning curve on every one. I can't say I am going to be prepared for every situation that comes along. Each case has its own heartaches unfortunately.

**Q28. Overall, I am satisfied with my case supervisor.**

Answer Options	Response Percent	Response Count
Strongly Agree	76.4%	42
Agree	21.8%	12
Neutral	0.0%	0
Disagree	1.8%	1
Strongly Disagree	0.0%	0
Comment (Optional)		1
<i>answered question</i>		<b>55</b>
<i>skipped question</i>		<b>69</b>

**Comment (Optional)**

Maegan Brundage been an excellent support and resource during my case.

**Q29. In D&N cases, I understand the minimum level of care standard. \*Answer this question ONLY if you have worked on a D&N case within the last 12 months.**

Answer Options	Response Percent	Response Count
Strongly Agree	58.5%	31
Agree	39.6%	21
Neutral	1.9%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		1
<i>answered question</i>		<b>53</b>
<i>skipped question</i>		<b>71</b>

**Comment (Optional)**

This is a very hard concept. Perhaps we need to look at joint pattering with custody lying with adoptive parents with input and visit with bio parents

**Q30. I feel valued by outside professionals.(Please check all that apply)**

Answer Options	Response Percent	Response Count
Judges/Magistrates	89.1%	49
DHS Social Workers	72.7%	40
SAVIO Workers	45.5%	25

GALs	80.0%	44
Other	14.5%	8
Other (please explain)		13
<b>answered question</b>		<b>55</b>
<b>skipped question</b>		<b>69</b>

#### Other (please explain)

parents

Family Preservation workers

The DHS social worker on my team has not acknowledged any of my communication. I understand the caseload, and I was somewhat prepared for this as many of the CASAs who spoke during training had similar experiences. BUT - we're a team, and communication is essential. What can be done to solve this problem at its root?

Probation officer (included me on communication)

Depends on who is assigned to your case. My current Savio worker does not keep me informed. Others have valued what I have to offer

I think these individuals value CASA as a whole. I have not been impressed by the GAL, DHS involvement in my case.

Some social workers.

They all apply, but I do not feel valued by the social workers, therapists, or the GALs. I do feel valued by the judges.

None

I was not values when I was not allowed to observe a visit w/bio mom and my Casa child..

Family members on my cases

Therapists

GAL was hostile, unprofessional, petty, and disruptive.

#### Q31. CASA ADVOCACY Training prepared me for actual casework.

Answer Options	Response Percent	Response Count
Strongly Agree	36.4%	20
Agree	52.7%	29
Neutral	10.9%	6
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Not Applicable	0.0%	0
Comment (Optional)		6
<b>answered question</b>		<b>55</b>
<b>skipped question</b>		<b>69</b>

#### Comment (Optional)

Need more hands on training where we actually have a case and write a case report, etc.

Training gives you a good solid base and high-level concepts. Since every case is different, there is no way any training can fully prepare you for all situations. You use the base that training gave you and then learn more as you go,

Training does a good job of covering the basic concepts and how to use resources. But every case is different, so it is impossible for training to prepare you for all situations. You learn as you go.

See my comment above... I believe I've done a good job advocating for the children on my case but because I am trying to be conscientious about the dos/don'ts I feel I need a reminder.

It has been a long time since I has training. Certainly the training has improved

... although actual casework is the best training. Supervisor is essential to this training.

#### Q32. I understand the culture and diversity of poverty.

Answer Options	Response Percent	Response Count
Strongly Agree	35.2%	19

Agree	57.4%	31
Neutral	7.4%	4
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		1
<b>answered question</b>		<b>54</b>
<b>skipped question</b>		<b>70</b>

#### Comment (Optional)

My most recent case dealt with a family in poverty and I did my best to offer ideas for resources and support. It seemed extremely difficult to get some of these services in place for the family. It finally took a very desperate plea to DHS for help. The family was ready to leave the state before the case was completed because they were not able to financially maintain their lives. DHS did respond but it concerned me that it took such measures.

#### Q33. After the CASA ADVOCACY Training, I felt confident and prepared to write a court report.

Answer Options	Response Percent	Response Count
Strongly Agree	18.2%	10
Agree	56.4%	31
Neutral	21.8%	12
Disagree	3.6%	2
Strongly Disagree	0.0%	0
Not Applicable	0.0%	0
Comment (Optional)		4
<b>answered question</b>		<b>55</b>
<b>skipped question</b>		<b>69</b>

#### Comment (Optional)

I'm very confident now.

My writing has never been good but I get through them.

The first report was very challenging, but the case supervisor helped me understand level of detail and writing a report to be seen by the judge, professionals, and parties, and the necessity for care in what was shared as a result.

I like the case supervisor's idea of sitting down and cranking out the first report together.

#### Q34. I have a basic understanding of the family dynamics when domestic VIOLENCE is present.

Answer Options	Response Percent	Response Count
Strongly Agree	23.6%	13
Agree	67.3%	37
Neutral	9.1%	5
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		4
<b>answered question</b>		<b>55</b>
<b>skipped question</b>		<b>69</b>

#### Comment (Optional)

I went to extra domestic violence training and yet I am not confident I would know how to handle this type of case. Hard to say without experience.

The format changes a lot. Just when I get things figured out, the rules change.

DV trainings are very helpful.

I understand intellectually, but not sure how to respond.

Q35. After completion of the CASA ADVOCACY Training, I felt confident and knowledgeable of the Advocacy structure, mission and vision. (Please answer only if you have taken training in the last 12 months)		
Answer Options	Response Percent	Response Count
Strongly Agree	18.2%	10
Agree	29.1%	16
Neutral	1.8%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Not Applicable	50.9%	28
Comment (Optional)		0
answered question		55
skipped question		69

Q36. I have a basic understanding of family dynamnics where actual CASA cases were used as examples.		
Answer Options	Response Percent	Response Count
Strongly Agree	27.3%	15
Agree	70.9%	39
Neutral	1.8%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		1
answered question		55
skipped question		69

Comment (Optional)

I don't understand this question.

Q37. I have a basic understanding of the family dynamics when domestic CONFLICT is present.		
Answer Options	Response Percent	Response Count
Strongly Agree	25.5%	14
Agree	69.1%	38
Neutral	5.5%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		1
answered question		55
skipped question		69

Comment (Optional)

I understand as much as possible. Family dynamics very widely with each case.

38. Provide any recommendations you may have for improving the CASA Advocacy Training curriculum and format. If you have nothing to add,	
Answer Options	Response Count
	55
answered question 55	

### Response Text

Use more life examples from real cases.

Life Long Links: really need two separate sessions and the same holds true for the domestic violence. LLL in particular is vital, but holding it in one session doesn't work. It's rushed, and there's little time for questions. The training books need to be updated. I think a little more time could be devoted to helping volunteers utilize technology so their work is more efficient (EX: evernote, google voice, etc). Most of the training is predicated on children being in foster care; my first case has the children with both bio-parents, which threw me for a loop at first. Perhaps in the training, briefly review how this dynamic could occur and what would be similar/ different relative to the children living with kin or in foster care.

Simplify the report writing process

more training about the Peer Coordinator role and working with a PC

I feel like alot of time was spent on trying to impress upon us how to be objective and to not put our expectations or standards on our cases and I do think that is valuable but I also think it would be helpful to take a couple of days to really discuss how your work looks when you get a case. Where do you start? Who gets the releases of info signed? What you can expect from your case supervisor? How is info. disseminated to you? What you do with that info?

More/some time spent on the alphabet soup of agencies involved in a case and their interrelationship

Perhaps new advocates could work directly with experienced advocates or peer coordinators on actual cases for a time. Kinda like student teaching.

I would love to learn more about the different types of drugs being used.

Therapist trainers, nurses, and cops were all great trainings. Also trainings at lunch time for just an hour or after work hours are the easiest to get to for me.

I thought the FLEX training was very thorough and its availability made it possible for me to have the training while working.

Sparks and Developmental Assets Training should be required. I think the pacing is too fast for the amount of information presented.

I found the manual cumbersome to navigate. Completing a full court report before the assignment to do so at the end would be helpful. The court report writing was the only serious weakness of the training.

I think more time could be spent on what CASAs may or may not do to provide assistance to families.

### 39. Do you plan to continue as a CASA Volunteer?

Answer Options	Response Percent	Response Count
Definitely Will	58.2%	32
Probably Will	25.5%	14
Undecided	7.3%	4
Probably Will Not	3.6%	2
skipped question		69

### Comment (Optional)

I may take a few months of personal time at the closure of my current case.

Generally, yes. I just think the dynamics of the system and

I am not sure I know what expectations I should have from the staff.

No comment

To make a positive difference

Trainings are excellent, support from staff is outstanding.

i did not indicate this response. this will mess up your results.

### Q43. If you have indicated that you probably or definitely WILL continue as a CASA volunteer, how may we improve to enhance your volunteer

Answer Options	Response Count
	55
answered question	55
skipped question	69

### Response Text

Develop trust in Peer Coordinator skills so that Case Supervisors don't need to do a second editing of court reports. It is not optimal to have to turn in court reports THREE weeks prior to the hearing.

Give supervisors more time to work with advocates

Suggestions have been detailed already.

I wish there was a way to get to know the CASA staff better. I only get opportunities to interact with my supervisor. This is the case even when I stop by the CASA office.

More opportunities for improving my experience are already available than I have time to take full advantage of. I know exactly where to go for most every circumstance.

Try to reduce Case Supervisor involvement on cases with a Peer Coordinator. There is so much double work. Why do the PC and Case Sup EACH need a full week to review reports? A report due date

The quarterly report has 4 attachments, who has time or motivation to open 4 attachments to fill out a report. The first court report took me 8 hours to gather and fill out a court report that was not even

Please see my comment about training.

Tell me exactly what my Case Supervisor's role is, tell me what the CASA's staff role is. Give me concrete things I can expect from you during my case.

miss the Spring recognition breakfast for volunteers especially nice for the new people

no additional comments; volunteer experience is very good and I always feel I can voice opinions/concerns/questions/suggestions as they arise

Need more opportunity to meet with other advocates. Sharing and feedback ... in Teller County

I feel that we need to hold our CASA volunteers to stricter accountability for completing quarterly reports, submitting notes after each staffing, admin review, TDM or hearing attended. Not tell every

Being harassed by a professional on the case was a surprise to me and some direction in how to handle such situations would be helpful. Case supervisor was very helpful but it still took me by surprise.

more ways to track volunteer hours, more like the administrative piece of it...developed my own systems.

I did not indicate this response. I should not be required to answer -- this will mess up your results.

Somehow, reduce the paperwork required. Is it all really that necessary?

**Q44. Do you feel this survey has addressed each topic to your satisfaction? If no, please explain.**

Answer Options	Response Percent	Response Count
Yes	94.5%	52
No	5.5%	3
Comment (Optional)		4
<i>answered question</i>		<b>55</b>
<i>skipped question</i>		<b>69</b>

**Comment (Optional)**

There was only 1 question about peer coordinators. This that enough to judge how the program is going?

There doesn't seem to be a category for Peer Coordinator responses.

NO COMMENT

It was a little lengthy

**Q45. I currently also volunteer for other programs within CASA. (Pick one of the following answers)**

Answer Options	Response Percent	Response Count
Supervised Exchange Parenting Time (SEPT)	2.0%	1
CFIT	0.0%	0
Life Long Links	2.0%	1
The Hanger	2.0%	1
None of the above	94.1%	48
Comment (Optional)		2
<i>answered question</i>		<b>51</b>
<i>skipped question</i>		<b>73</b>

**Comment (Optional)**

TLC Committee

Facilitating training for new volunteers

**Q46. My case supervisor and peer coordinator provides the support and guidance I need to accomplish my assignment.**

Answer Options	Response Percent	Response Count
Strongly Agree	60.0%	27

Agree	33.3%	15
Neutral	6.7%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		7
<b>answered question</b>		<b>45</b>
<b>skipped question</b>		<b>79</b>

#### Comment (Optional)

See previous comment

My peer coordinator is so helpful. It has been my good fortune to have such an organized, active coordinator.

I like working with both my PC and my Case Supervisor. They are generally supportive and professional. However, I have the impression that their autonomy/empowerment is significantly limited by

The case supervisor has been supportive and helpful. She has attended several court hearings with me. The peer coordinator has not attended any court hearings with me, although he said he would be at

I was dismissed from the case b the court, but both were very supportive.

Janet and Brenda are amazing, I could not this without them at times. Thank you both so much.....

Could not ask for more involved, knowledgeable, caring and skilled Supervisor & PC!

#### Q47. My case supervisor and peer coordinator sufficiently prepares me for the court experience.

Answer Options	Response Percent	Response Count
Strongly Agree	42.2%	19
Agree	48.9%	22
Neutral	8.9%	4
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		3
<b>answered question</b>		<b>45</b>
<b>skipped question</b>		<b>79</b>

#### Comment (Optional)

#### Categories

I could have asked more questions!

I am quite comfortable in court and have had little need for direct preparation in this area. However, when issues have arisen in my cases that will impact events in court, these have not been

We are in constant contact and she has given me plenty of information and guidance.

#### Q48. My case supervisor and peer coordinator provides feedback in a professional and respectful manner.

Answer Options	Response Percent	Response Count
Strongly Agree	60.0%	27
Agree	35.6%	16
Neutral	4.4%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		2
<b>answered question</b>		<b>45</b>
<b>skipped question</b>		<b>79</b>

#### Comment (Optional)

I share my experiences with regard to the child I am advocating for. They both listen and give me feedback so that I understand my role and give me advice on how best to handle situations that come up.

The peer coordinator could give some positive feedback instead of what seems to be corrections.

#### Q49. My case supervisor and peer coordinator offers constructive feedback on my court reports.

Answer Options	Response Percent	Response Count
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Strongly Agree	53.3%	24
Agree	35.6%	16
Neutral	11.1%	5
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		8
<i>answered question</i>		<b>45</b>
<i>skipped question</i>		<b>79</b>

**Comment (Optional)**

I don't always agree w/ the case supervisor's edits but I appreciate that the important content points are kept intact.

I have not had to do a court report yet. I receive good guidance on visit reports.

I am working on my first report. They are very supportive. My PC has given me additional resources to help me with the court report and has spent much time discussing how to do this.

My current case supervisor is excellent at tweaking my reports. My prior case supervisor, however, was really good at inserting grammar mistakes and formatting mistakes as part of her "editing". That

The supervisor's comments are more helpful than those of the peer coordinator.

awesome help

no report written yet

I haven't written one yet

**Q50. My case supervisor and peer coordinator has clearly defined my role and responsibilities.**

Answer Options	Response Percent	Response Count
Strongly Agree	46.7%	21
Agree	33.3%	15
Neutral	20.0%	9
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		3
<i>answered question</i>		<b>45</b>
<i>skipped question</i>		<b>79</b>

**Comment (Optional)**

**Categories**

This has been an area of significant conflict between the feedback received from my PC/Case Supervisor and the feedback received from other CASA staff/leadership. I have repeatedly asked for further

We constantly discuss issues and they define what my role is and isn't when I have concerns and questions regarding my child.

On one occasion, I got into trouble for helping the parent of my CASA, even though I had asked them if it was ok, and they both said yes.

**Q51. My case supervisor and peer coordinator are respectful of my personal culture and diversity.**

Answer Options	Response Percent	Response Count
Strongly Agree	55.6%	25
Agree	42.2%	19
Neutral	2.2%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		1
<i>answered question</i>		<b>45</b>
<i>skipped question</i>		<b>79</b>

**Comment (Optional)**

We don't know each other very well yet, but both of the ladies are amazing people. They are bright and passionate and an inspiration. I am always treated with respect and I believe they treat everyone

**Q52. Overall, I am satisfied with my case supervisor and peer coordinator.**

Answer Options	Response Percent	Response Count
Strongly Agree	53.3%	24
Agree	37.8%	17
Neutral	4.4%	2
Disagree	2.2%	1
Strongly Disagree	2.2%	1
Comment (Optional)		3
<i>answered question</i>		<b>45</b>
<i>skipped question</i>		<b>79</b>

Number	Response Date	Comment (Optional)	Categories
I am satisfied with my case supervisor, but not the peer coordinator.			
peer coordinator is most helpful (Lynn Weber)			
Because I am on a case with a CO-CASA, I have spent more time discussing the case with her so we consult over the case often.			

Q53. My case supervisor and peer coordinator responds to my calls and/or emails within 24 hours.		
Answer Options	Response Percent	Response Count
Strongly Agree	55.6%	25
Agree	33.3%	15
Neutral	8.9%	4
Disagree	2.2%	1
Strongly Disagree	0.0%	0
Not Applicable	0.0%	0
Comment (Optional)		2
<i>answered question</i>		<b>45</b>
<i>skipped question</i>		<b>79</b>

Comment (Optional)	Categories
Supervisor- yes Peer Coordinator- no	
I do not have a case at present but both my supervisor and my	

Q54. In D&N cases, I understand the minimum level of care standard. *Answer this question ONLY if you have worked on a D&N case within the last 12 months.		
Answer Options	Response Percent	Response Count
Strongly Agree	54.8%	23
Agree	45.2%	19
Neutral	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		1
<i>answered question</i>		<b>42</b>
<i>skipped question</i>		<b>82</b>

Comment (Optional)	Categories
it can be difficult as we want to do so much more!	

Q55. I am prepared to work with/in diverse environments.		
Answer Options	Response Percent	Response Count
Strongly Agree	44.4%	20
Agree	48.9%	22

Neutral	4.4%	2
Disagree	2.2%	1
Strongly Disagree	0.0%	0
Comment (Optional)		2
<b>answered question</b>		<b>45</b>
<b>skipped question</b>		<b>79</b>

#### Comment (Optional)

#### Categories

I am new, but I feel that I have much to learn and be challenged with, dealing with whatever situation and/or environment that will do the most good. The training was great and I have already attended  
I prefer to work with people of my on race, caucasian, only because I am unfamiliar with the culture and personalities of other races. It is not because I am prejudiced. My last case was hispanic and no

#### Q56. I feel valued by outside professionals.(Please check all that apply)

Answer Options	Response Percent	Response Count
Judges/Magistrates	88.9%	40
DHS Social Workers	55.6%	25
SAVIO Workers	37.8%	17
GALs	66.7%	30
Other	22.2%	10
Other (please explain)		13
<b>answered question</b>		<b>45</b>
<b>skipped question</b>		<b>79</b>

#### Other (please explain)

Treatment providers

I have not yet had experience with Judges/Magistrates. The SW and GAL are indifferent toward CASA in my experience.

I feel that the work I have done has been valued by the judges and by the life skills workers involved with the parties in my cases. My experience with GALs has been mixed, and I have felt that

Although I haven't experienced interaction directly with a judge or magistrate, they clearly stated how important the CASA role is and how much they appreciate what we do, at our panel meeting, in

I feel like the GALs see me as a third wheel that is unnecessary and is treading on her turf. I feel like the social workers with Savio and DHS look at me as being an uninformed, uneducated bother who is  
Play therapists.

Therapist

No experience with Savio workers

LLL

some value CASAs more than others.

Attorneys

Even though I spend a great deal of time on my case, I am not sure that reports are read by other professionals outside CASA I am unclear if other professionals actually appreciate my involvement. My

Savio worker took awhile to warm up. Communication is sketchy.

#### Q56. CASA ADVOCACY Training prepared me for actual casework.

Answer Options	Response Percent	Response Count
Strongly Agree	17.8%	8
Agree	68.9%	31
Neutral	6.7%	3
Disagree	4.4%	2
Strongly Disagree	0.0%	0
Not Applicable	2.2%	1
Comment (Optional)		7
<b>answered question</b>		<b>45</b>
<b>skipped question</b>		<b>79</b>

#### Comment (Optional)

There is the "on the job training" that just can't be duplicated but that is where the PF is so helpful!

There are so many variables in life and so many different situations. The training would never end, if you expect to know everything before you start. They teach you more than just basic skills, but you

The training was good, but it's a whole different ball of wax once the case starts. I feel that I could use some refreshment and reminders about what is expected.

I wish that we had been given, as new D&N CASAs, a checklist- "these are the questions you will need to ask in the first 30 days of meeting with your children" and "this is a list of all of the documents as well as it could. This is really a hands-on experience that varies with each case. Most learning is after the classes. Steve Lente

Topics too general

I believe that training provided a great deal of needed information, but there is no way to know exactly what to expect until actually involved in a case.

Q57. I understand the culture and diversity of poverty.		
Answer Options	Response Percent	Response Count
Strongly Agree	31.1%	14
Agree	62.2%	28
Neutral	6.7%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		4
answered question		45
skipped question		79

**Comment (Optional)**

That is a tough question - I have have had pretty good training AND I am aware that not having personally experienced poverty to any real extent, I can still miss something and have to be vigilant re: I lived at the county poor farm for about 3 months, with my family when I was a child. We lived on welfare for a time, lived with my mothers friends, I know poverty. I was a single parent and at one This is a tough question to answer. Can anyone who has not experienced poverty truly understand it? Is poverty being homeless here in the U.S. maybe because one chooses not to work, or is poverty I understand poverty as there have been times when I did not know where my next meal was coming from. My father died when I was fairly young and left my mother and I without a home and with no

Q58. After the CASA ADVOCACY Training, I felt confident and prepared to write a court report.		
Answer Options	Response Percent	Response Count
Strongly Agree	6.7%	3
Agree	53.3%	24
Neutral	26.7%	12
Disagree	13.3%	6
Strongly Disagree	0.0%	0
Not Applicable	0.0%	0
Comment (Optional)		11
answered question		45
skipped question		79

**Comment (Optional)**

Training is great, but unless we actually had to write a report in training, I don't think you can really prepare other than provide the samples, give the info and learn to effectively do it. My PC will be assisting me and giving me feedback as well as editing my work. I'm sure the next one will be a little easier.

It was very helpful to use a previously written court report as my template.

I can write the report but I am thankful for my PC and supervisor who are helping me with this process...and are editing my reports. It will take me a couple times to feel fully confident in expressing myself in the language of the court.

I seem to remember in the training to be concise, but the supervisor and peer advocate want me to add more details. There seem to be contradictory messages.

it was difficult

Need more training on what is expected in the court report

With help from my peer coordinator and co-CASA

I am still struggling , but I do not think my struggles are due to lack of training I think I am just not pushing myself as hard as I could.

The class set the foundation, but practice, practice, practice is the better experience. Steve Lente

The advocacy training is excellent, but writing a court report can be a daunting task. The first one is hard.

The sample court report in the training booklet set me up for success on my first court report. New CASAs should be encouraged to use it as a template when writing their first reports.

**Q59. I have a basic understanding of the family dynamics when domestic VIOLENCE is present.**

Answer Options	Response Percent	Response Count
Strongly Agree	28.9%	13
Agree	55.6%	25
Neutral	15.6%	7
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		4
<i>answered question</i>		<b>45</b>
<i>skipped question</i>		<b>79</b>

**Comment (Optional)**

Having had experienced some DV in my own life has been key in understanding the psychological torment and false self image one can have when experiencing such things. Also the shame and helplessness with no where to go, keep a person in a bad situation. It is good to have an understanding, but with everything we have to deal with in life, the most important thing is to keep an open mind. We never know exactly what may be happening in someone's head or heart and we need to not pass negative judgement because we can't relate.

I have a basic knowledge but have much to learn.

needed the additional inservice training to achieve the understanding

I feel as though I excel n this area because I also volunteer with TESSA.

**Q60. After completion of the CASA ADVOCACY Training, I felt confident and knowledgeable of the Advocacy structure, mission and vision. (Please only answer if you have taken training**

Answer Options	Response Percent	Response Count
Strongly Agree	33.3%	15
Agree	31.1%	14
Neutral	4.4%	2
Disagree	2.2%	1
Strongly Disagree	0.0%	0
Not Applicable	28.9%	13
Comment (Optional)		5
<i>answered question</i>		<b>45</b>
<i>skipped question</i>		<b>79</b>

**Comment (Optional)**

After I have more experience I hope to have more confidence and knowledge.

cannot say that I am confident..

training only takes you so far; you have to be immersed in the process

No comment

I have not taken the training in the last 12 months, so I did not

believe the question required an answer.

**Q61. I have a basic understanding of family dynamnics where actual CASA cases were used as examples.**

Answer Options	Response Percent	Response Count
Strongly Agree	42.2%	19
Agree	51.1%	23
Neutral	6.7%	3

Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		2
<i>answered question</i>		<b>45</b>
<i>skipped question</i>		<b>79</b>

**Comment (Optional)**

It was surprising to learn how many extensions of the core family unit exist in many cases. I never realized how complicated life could be. I also never realized that we can give people a second chance, too.

Not sure what you mean by family dynamics.

Q62. I have a basic understanding of the family dynamics when domestic CONFLICT is present.		
Answer Options	Response Percent	Response Count
Strongly Agree	28.9%	13
Agree	55.6%	25
Neutral	15.6%	7
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		3
<i>answered question</i>		<b>45</b>
<i>skipped question</i>		<b>79</b>

**Comment (Optional)**

Basic at best.

not sure what you mean by domestic conflict

Domestic violence vs. domestic conflict? I'm not sure where you are drawing the line.

Q63. Provide any recommendations you may have for improving the CASA Advocacy Training curriculum and format. If you have nothing to add, type NO COMMENT in the response box.	
Answer Options	Response Count
	45
<i>answered question</i>	<b>45</b>
<i>skipped question</i>	<b>79</b>

**Response Text**

Stress the advantages of observing in court - wish I had done more than the required

Suggestions on how to appropriately intervene in family relationships to assist the kids.

One more day added to training, so sessions could take advance of a little extra time.

Maybe they could touch on the sexual abuse issue. I was hesitant to initially take that kind of case, but it was because I know nothing about that area. I think if they explained that there are many different kinds of abuse and gave a little bit of insight, it might not make people so afraid to have to deal with that kind of case.

The best part of the training was the examples. Giving lots of examples is very helpful.

have more casa volunteers share their experiences

Spend more time on court report. I also didn't realize there would be so meetings/staffings each month during the training.

Spend additional time on court report writing. Should have actual time doing sample writing.

the best training comes from the PC

More time watching court caseReviewing court documents

No comment. Great course

I felt that there was so much information that is was impossible to retain a lot of it. You have to get out and work in the CASA field to get a better grasp on some of the material.

Q64. Do you plan to continue as a CASA Volunteer?		
Answer Options	Response Percent	Response Count
Definitely Will	62.2%	28
Probably Will	31.1%	14
Undecided	6.7%	3
Probably Will Not	0.0%	0
Definitely Will Not	0.0%	0
Comment (Optional)		3
answered question		45
skipped question		79

Comment (Optional)

I strongly support CASA's mission and role in the community. I also feel that the work I have done has had value, and that I have been an effective advocate for the children in my cases. I have experienced a great deal of frustration and disappointment with the support, and lack thereof, I have received from CASA staff. While I like working with my PC and Case Supervisor, I feel that their autonomy and ability to provide support to advocates without checking in with their management is noticeably limited. I have the impression that some members of staff seem more concerned with hitting target metrics and bureaucratic objectives than with supporting advocates and their cases. I am hopeful that new leadership at CASA will start to introduce some positive changes in this regard, and I am working to give that a fair chance before making any long-term decisions.

The only reason I would not is an increasingly disabled husband.

Since my last case (3rd) closed, and since I have not been offered a new case yet, I have been wrestling with whether to take on another new one. I enjoy CASA, enjoy the people at CASA and enjoy the work of a CASA advocate. However, I soon will be 78 years old and I think that this type of work belongs to younger people. I wonder if the families of the children think that people my age might be out of touch with what the dynamics of a family is in today's culture. I will keep thinking and praying about it.

Q65. If you have indicated you probably or definitely WILL NOT continue as a CASA volunteer, what can we do to encourage you to stay? If you have nothing to add, type NO COMMENT in the response box.	
Answer Options	Response Count
	45
answered question	45
skipped question	79

Response Text

The only reason I would not is an increasingly disabled husband so the decsion separate from CASA itself.

Have support in the court to create f/u reports for CASA. We write a lot of reports between court, f/u, and monthly and quarterly CASA reports.

Q66. 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	97.8%	44
No	2.2%	1
Comment (Optional)		6
answered question		45
skipped question		79

Number	Response Date	Comment (Optional)
Mittie and Karen and the staff are so supportive and wonderful!		

I wasn't sure what to expect. I did not realize how difficult it would be.  
No comment  
The time spent on the case is way more than what I was lead to believe. Working FT and this is very difficult.  
See above  
no comment

Q67. If you have indicated that you probably or definitely WILL continue as a CASA volunteer, how may we improve to enhance your volunteer experience? If you have nothing to add, type NO COMMENT in the response box.		
Answer Options	Response Count	
	45	
answered question	45	
skipped question	79	

**Response Text**

It would be good to know some laws regarding hear say and other elements that may or may not be presented in court before the Judge. More training on court procedures, what is appropriate to say and what's not, what can and can't be said in the court room.

Too much paperworkNot enough offerings of classes that are in the evenings.

It takes an emotional toll. It is helpful when people at the office are welcoming and friendly. Also it helps to feel part of a team.

just the time commitment is difficult

court reports seem to be a burden...any less than can get the job done?

More evening and weekend continuing education opportunities

My one suggestion is to make more checklists for new D&N volunteers. Specifically, create a "these are the 10 questions you will need to ask your children's guardians in the next 30 days" and "these are the 10 tasks you will need to complete in the next 30 days" and "here are ALL of the electronic spreadsheets you will need to use to track your activities." I found myself feeling very overwhelmed in the beginning of my case, and part of that was that I was presented with items piece by piece, and when I realized how much it was to do, I panicked.

See Question #12. Even though you told us that it would be 6-10 hours per week, especially in the beginning, when I got on my first case and was presented with the 10 very important things that I must do in the next 30 days, I really panicked. Having these things already written down, and having a consolidated set of resources in terms of tracking spreadsheets (instead of 5 different ones emailed 5 different times) I think would have mitigated my panic somewhat. I felt completely overwhelmed and almost quit.

It would be great if we got more respect from the "professionals"

Would like more opportunities to connect with other volunteers (outside of training/in-service classes)

Continue to improve dynamics between team members DHS etc

Q68. Do you feel this survey has addressed each topic to your satisfaction? If no, please explain.		
Answer Options	Response Percent	Response Count
Yes	100.0%	45
No	0.0%	0
Comment (Optional)		2
answered question		45
skipped question		79

Comment (Optional)	Categories
No comment	
Need more access to continued education credits	

Q69. I currently also volunteer for other programs within CASA. (Pick one of the following answers)		
Answer Options	Response Percent	Response Count

Supervised Exchange Parenting Time (SEPT)	0.0%	0
CFIT	4.8%	2
Life Long Links	0.0%	0
The Hanger	2.4%	1
None of the above	92.9%	39
Comment (Optional)		5
<i>answered question</i>		<b>42</b>
<i>skipped question</i>		<b>82</b>

Comment (Optional)	Categories
Have helped out filling in at the CASA office front desk.	
I would love to do more but I am new and pretty busy so far. I hope to do more down the road.	
No comment	
I would love to volunteer with the SEPT program in the future.	
I was volunteering at The Hanger but have not had any notifications of Hanger activity for several months.	

Q70. 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	33.3%	4
Agree	41.7%	5
Neutral	33.3%	4
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		4
<i>answered question</i>		<b>12</b>
<i>skipped question</i>		<b>112</b>

Comment (Optional)
I am not involved with SEPT program
Notices in the visitor sheet are not always relevant to the current situation. Simply better thought on what goes in the sheet is indicated - across the board. Notices such as 'food ok but do not have to bring food are unnecessary' and 'pictures only on every other visit' not useful if we do not know when the last visit was.
My "agree" is predicated on one knows in advance if what is meant that you read the information on the sheet prior to visits the same night. However, there was one case it would have been very good had we known the behavior of the child prior to the night of the visit. As a result no one knew how to deal with the situation other than dealing with the case by "the seat of our pants". This proved frustrating.
IF 'advance' means the visitor sheet we are given which is not always up to date on the situation.

Q71. Necessary supplies are provided at the SEPT locations.		
Answer Options	Response Percent	Response Count
Strongly Agree	50.0%	6
Agree	41.7%	5
Neutral	25.0%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		2

<i>answered question</i>	<b>12</b>
<i>skipped question</i>	<b>112</b>

Comment (Optional)	Categories
I am not involved with SEPT	
Only if I check and inform the captain or email Michael.	

Q72. 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	25.0%	3
Agree	8.3%	1
Neutral	66.7%	8
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		3
<i>answered question</i>		<b>12</b>
<i>skipped question</i>		<b>112</b>

Comment (Optional)	Categories
I am not involved with SEPT	
This is sort of a yes and no situation.	
I rarely get any feedback about my comments.	

Q73. The SEPT staff responds to my calls and/or emails within 24 hours.		
Answer Options	Response Percent	Response Count
Strongly Agree	75.0%	9
Agree	8.3%	1
Neutral	25.0%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		1
<i>answered question</i>		<b>12</b>
<i>skipped question</i>		<b>112</b>

Comment (Optional)	Categories
I am not involved with SEPT	

Q74. The SEPT staff is respectful of my personal culture and diversity.		
Answer Options	Response Percent	Response Count
Strongly Agree	66.7%	8
Agree	8.3%	1
Neutral	33.3%	4
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		1
<i>answered question</i>		<b>12</b>
<i>skipped question</i>		<b>112</b>

Comment (Optional)	Categories
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What kind of a question is this? One should be respectful just because they are dealing with another human.

<b>Q75. The SEPT staff encourages all facilitators to be respectful of clients.</b>		
Answer Options	Response Percent	Response Count
Strongly Agree	75.0%	9
Agree	8.3%	1
Neutral	25.0%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		0
<i>answered question</i>		<b>12</b>
<i>skipped question</i>		<b>112</b>

<b>Q76. I understand the culture and diversity of poverty.</b>		
Answer Options	Response Percent	Response Count
Strongly Agree	41.7%	5
Agree	33.3%	4
Neutral	33.3%	4
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		1
<i>answered question</i>		<b>12</b>
<i>skipped question</i>		<b>112</b>

Comment (Optional)	Categories
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I have no idea what is meant by this statement.

<b>Q77. The CASA SEPT Training prepared me for facilitating clients in the program.</b>		
Answer Options	Response Percent	Response Count
Strongly Agree	58.3%	7
Agree	25.0%	3
Neutral	25.0%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		1
<i>answered question</i>		<b>12</b>
<i>skipped question</i>		<b>112</b>

Comment (Optional)	Categories
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They can only prepare so much. After going into live fire then you realize there are some things that dealing with people can only give you experience in. There is a learning curve to go through when actually doing what you have learned.

<b>Q78. The CASA SEPT Training provided the basic understanding of family dynamics when domestic VIOLENCE is present.</b>		
Answer Options	Response Percent	Response Count
Strongly Agree	58.3%	7
Agree	25.0%	3

Neutral	25.0%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		0
<i>answered question</i>		<b>12</b>
<i>skipped question</i>		<b>112</b>

**Q79. The CASA SEPT Training provided the basic understanding of family dynamics when domestic CONFLICT is present.**

Answer Options	Response Percent	Response Count
Strongly Agree	58.3%	7
Agree	25.0%	3
Neutral	25.0%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		0
<i>answered question</i>		<b>12</b>
<i>skipped question</i>		<b>112</b>

**Q80. 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	50.0%	6
Agree	33.3%	4
Neutral	25.0%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		0
<i>answered question</i>		<b>12</b>
<i>skipped question</i>		<b>112</b>

**Provide any recommendations you may have for improving the CASA SEPT Training curriculum and format. If you have nothing to add, type NO COMMENT in the response box.**

Answer Options	Response Count
	12
<i>answered question</i>	<b>12</b>
<i>skipped question</i>	<b>112</b>

**Response Text**

I felt that the training was as thorough, if not more so, than the advocate program. Maybe because there's just so much more to cover for advocacy with the judicial aspect added in.

I feel that more observations would be helpful. Discussion of dynamics of families observed with the staff member on duty might be good

Perhaps some of the basic training could be done on line at home to be more convenient. It's been 4 years since I trained, so perhaps you're already doing that.

**Q81. Do you plan to continue as a CASA Volunteer?**

Answer Options	Response Percent	Response Count
Definitely Will	83.3%	10
Probably Will	0.0%	0
Undecided	16.7%	2
Probably Will Not	0.0%	0

Definitely Will Not	0.0%	0
Comment (Optional)		2
<i>answered question</i>		<b>12</b>
<i>skipped question</i>		<b>112</b>

**Q82. If you have indicated you probably or definitely WILL NOT continue as a CASA volunteer, what can we do to encourage you to stay? If you have nothing to add, type NO COMMENT in the response box.**

Answer Options	Response Count
	12
<i>answered question</i>	<b>12</b>
<i>skipped question</i>	<b>112</b>

**Response Text**

I'm undecided as I haven't been actively volunteering for a while after having my first baby and going to school. I still receive the emails which I really appreciate and I will decide if I still want to volunteer in the future.

The question is self eliminating -- why does it require an answer? See comments in block 18 below.

**Q83. If you have indicated you probably or definitely WILL NOT continue as a CASA volunteer, what could we have done differently to have enhanced your volunteer experience? If you have nothing to add, type NO COMMENT in the response box.**

Answer Options	Response Count
	12
<i>answered question</i>	<b>12</b>
<i>skipped question</i>	<b>112</b>

**Q84. 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	100.0%	12
No	8.3%	1
Comment (Optional)		3
<i>answered question</i>		<b>12</b>
<i>skipped question</i>		<b>112</b>

**Comment (Optional)** **Categories**

Not knowing what to expect, I would have to say Yes.

This survey.

No comment

**Q85. If you have indicated that you probably or definitely WILL continue as a CASA volunteer, how may we improve to enhance your volunteer experience? If you have nothing to add, type NO COMMENT in the response box.**

Answer Options	Response Count
	12
<i>answered question</i>	<b>12</b>
<i>skipped question</i>	<b>112</b>

**Response Text**

I would love to see shifts that are no longer than 3 hrs. Main reason I volunteer on Sunday's. Also, would appreciate more updated info about families instead of seeing the same concerns for multiple weeks in a row.

Please don't 'scold" the facilitators for minor things.

Q86. Do you feel this survey has addressed each topic to your satisfaction? If no, please explain.		
Answer Options	Response Percent	Response Count
Yes	83.3%	10
No	16.7%	2
Comment (Optional)		2
answered question		12
skipped question		112

Comment (Optional)	Categories
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No survey addresses each topic to everyones satisfaction.

A survey is based on what the surveyor thinks and questions are put in such context. For instance a simple yes or no on this question tends to force people to say yes if they think the program is generally good (which I do think) without giving an opportunity to answer in a manner of degree - such as 0 to 10 which would give a better idea of what is thought generally.

NO SURVEY DOES as a survey is written from the standpoint of what the surveyor perceives and only allows comments on what the surveyor desires comments on - either deliberately (not intended to mean anything specific here) or unconsciously.

Q87. I currently also volunteer for other programs within CASA. (Pick one of the following answers)		
Answer Options	Response Percent	Response Count
Advocacy	0.0%	0
CFIT	8.3%	1
Life Long Links	16.7%	2
The Hanger	0.0%	0
None of the above	75.0%	9
Comment (Optional)		0
answered question		12
skipped question		112

Q88. The LLL team provides the support and guidance I need to accomplish my assignment.		
Answer Options	Response Percent	Response Count
Strongly Agree	71.4%	5
Agree	14.3%	1
Neutral	14.3%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
answered question		7
skipped question		117

Q89. The Life Long Links staff provides feedback in a professional and respectful manner.		
Answer Options	Response Percent	Response Count
Strongly Agree	71.4%	5
Agree	14.3%	1
Neutral	14.3%	1
Disagree	0.0%	0

Strongly Disagree	0.0%	0
Comment (Optional)		1
<i>answered question</i>		<b>7</b>
<i>skipped question</i>		<b>117</b>

**Q90. The Life Long Links staff has clearly defined my role and responsibilities.**

Answer Options	Response Percent	Response Count
Strongly Agree	42.9%	3
Agree	42.9%	3
Neutral	14.3%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		0
<i>answered question</i>		<b>7</b>
<i>skipped question</i>		<b>117</b>

**Q91. The Life Long Links staff are respectful of my personal culture and diversity.**

Answer Options	Response Percent	Response Count
Strongly Agree	85.7%	6
Agree	14.3%	1
Neutral	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		0
<i>answered question</i>		<b>7</b>
<i>skipped question</i>		<b>117</b>

**Q92. The Life Long Links responds to my calls and/or emails within 24 hours.**

Answer Options	Response Percent	Response Count
Strongly Agree	71.4%	5
Agree	28.6%	2
Neutral	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Not Applicable	0.0%	0
Comment (Optional)		0
<i>answered question</i>		<b>7</b>
<i>skipped question</i>		<b>117</b>

**Q93. Overall, I am satisfied with the LLL staff and my experience volunteering with the program.**

Answer Options	Response Percent	Response Count
Strongly Agree	42.9%	3
Agree	42.9%	3
Neutral	14.3%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		0
<i>answered question</i>		<b>7</b>

<i>skipped question</i>		117
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**Q94. The LLL training prepared me for working on a LLL case.**

Answer Options	Response Percent	Response Count
Strongly Agree	42.9%	3
Agree	42.9%	3
Neutral	14.3%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		1
<i>answered question</i>		7
<i>skipped question</i>		117

**Comment (Optional)** **Categories**

The monthly meetings also provide help and tips from the other volunteers

**Q95. The LLL training prepared me to utilize the tools needed for researching and organizing information.**

Answer Options	Response Percent	Response Count
Strongly Agree	71.4%	5
Agree	28.6%	2
Neutral	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		0
<i>answered question</i>		7
<i>skipped question</i>		117

**Q96. The LLL training helped me understand the principles of family engagement and permanency.**

Answer Options	Response Percent	Response Count
Strongly Agree	71.4%	5
Agree	28.6%	2
Neutral	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		0
<i>answered question</i>		7
<i>skipped question</i>		117

**Q97. The support I receive from the LLL staff sufficiently prepares me to engage with and adequately communicate with the treatment team.**

Answer Options	Response Percent	Response Count
Strongly Agree	57.1%	4
Agree	28.6%	2
Neutral	14.3%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comment (Optional)		0
<i>answered question</i>		7
<i>skipped question</i>		117

Q98. I feel the CASA Advocacy team (CASA advocate, Peer Coordinators, and Supervisors) supported the completion of my LLL work.		
Answer Options	Response Percent	Response Count
Strongly Agree	14.3%	1
Agree	28.6%	2
Neutral	42.9%	3
Disagree	14.3%	1
Strongly Disagree	0.0%	0
Comment (Optional)		1
answered question		7
skipped question		117

Comment (Optional)	Categories
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We're working to improve communication with DHS as some of the employees aren't familiar or appreciative with LLLwork or benefits.

Provide any recommendations you may have for improving the LLL Specialist Training curriculum and format. If you have nothing to add, type NO COMMENT in the response box.		
Answer Options	Response Count	
	7	
answered question		7
skipped question		117

Q99. Do you plan to continue as a CASA Volunteer?		
Answer Options	Response Percent	Response Count
Definitely Will	100.0%	7
Probably Will	0.0%	0
Undecided	0.0%	0
Probably Will Not	0.0%	0
Definitely Will Not	0.0%	0
Comment (Optional)		0
answered question		7
skipped question		117

Q100. Do you feel this survey has addressed each topic to your satisfaction? If no, please explain.		
Answer Options	Response Percent	Response Count
Yes	71.4%	5
No	28.6%	2
Comment (Optional)		2
answered question		7
skipped question		117

Comment (Optional)	Categories
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See Query 18 under SEPT - same applies.  
This was already asked - see previous block

Q101. Do you have any questions, comments or concerns?
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Answer Options	Response Count
	37
<i>answered question</i>	<b>37</b>
<i>skipped question</i>	<b>87</b>

**Response Text**

I think more could be done to promote volunteer opportunities and further engage the community. Maybe have volunteer speak at different community events or churches? Overall, CASA is the most organized non-profit I've ever volunteered for. Every person who works for CASA is engaged and working toward what is best for the children of the region. There is a high level of professionalism and the support for volunteers is unprecedented. I'm proud to be a part of the organization.

There have been problems concerning the use of the meeting room - days I was to have the room and another program being given the room. I was also given an assistant who would not follow the art program although I had emailed her the instructions. I would have been better off working alone. I love art and have a good background. I was thinking about an art show since there are some exceptional artists in the group. I do need corporation with the room and only help that is beneficial.

When will we meet the new head person?

No survey questions about CFIT???

Keep doing what you do at CASA...

None. Best, Steve Lente

The training room needs to be improved. Specifically, lighting and projection need to be updated so that the lights don't have to be turned off to see what is being projected. We can't take notes or make eye contact with a presenter in the dark.

I have never volunteered any where that were more kind, generous and helpful to their volunteers. It takes great leadership to have this kind of culture. Thank you.

No...thanks for all the support and for the work that Casa does to empower the children of our community.

Not other than already noted, too much paperwork.