

**Q1 Please check the CASA role in which you spend more than 50% of your time. I am a(n)\_\_\_\_\_**

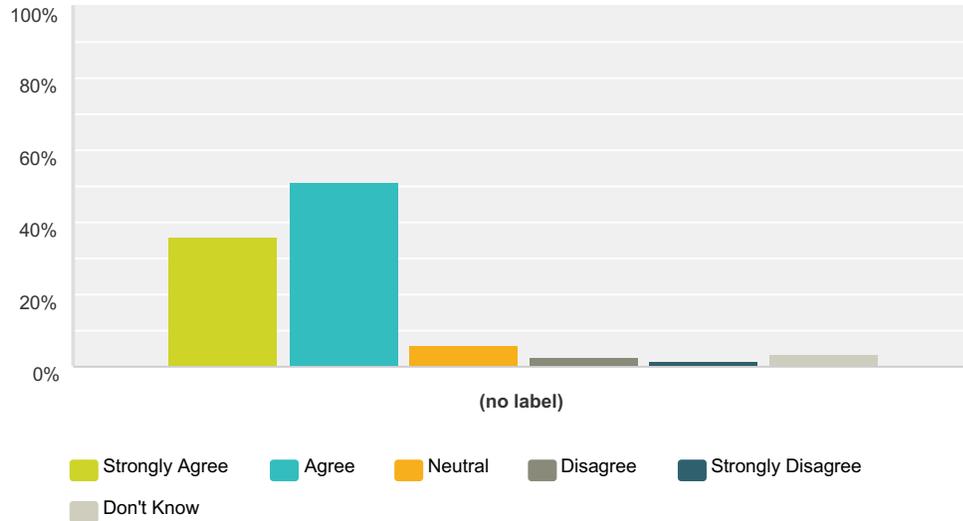
Answered: 118 Skipped: 2



Answer Choices	Responses
Advocate	60.17% 71
Peer Coordinator	7.63% 9
Board Member	5.08% 6
SEPT Facilitator	3.39% 4
Staff Member	15.25% 18
Life Long Links Specialist	5.08% 6
Office Support, CFIT, The Hanger	3.39% 4
<b>Total</b>	<b>118</b>

**Q2 TLC’s mission statement is “To promote discussion and responsible action within the organization in order to understand people and cultures with an emphasis on the people we serve.” Do you think the mission statement reflects a commitment to serve clients of different cultures?**

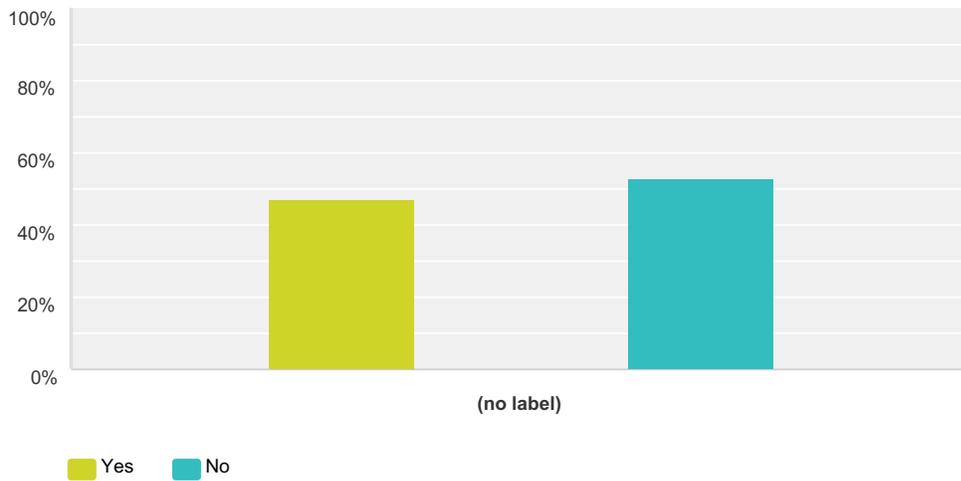
Answered: 120 Skipped: 0



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know	Total	Weighted Average
(no label)	35.83% 43	50.83% 61	5.83% 7	2.50% 3	1.67% 2	3.33% 4	120	1.93

### Q3 Have you attended any of the in-services TLC has offered in the past 24 months?

Answered: 119 Skipped: 1



	Yes	No	Total	Weighted Average
(no label)	47.06% 56	52.94% 63	119	5.47

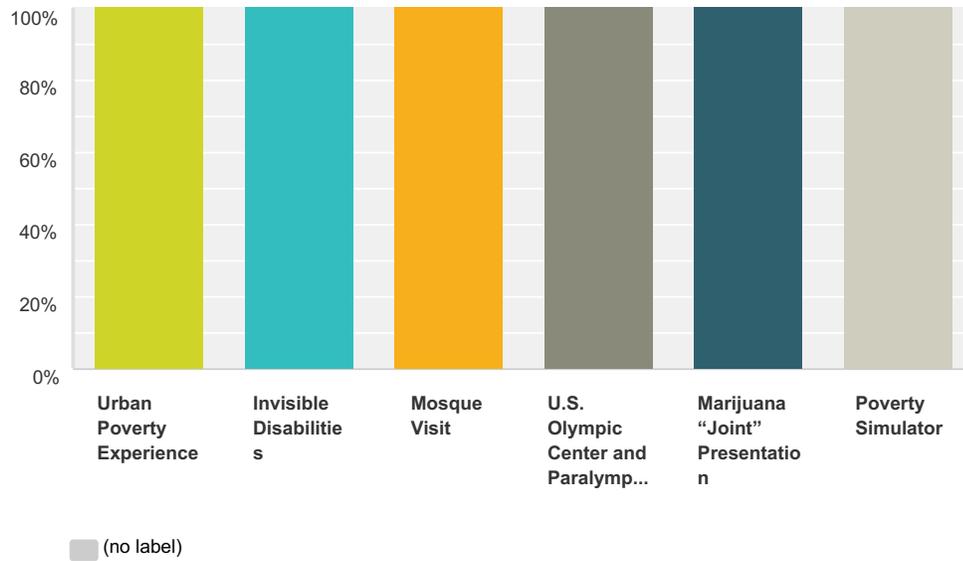
#	If "No" please tell us why you have not attended any TLC in-services.	Date
1		12/15/2015 12:47 PM
2	Times conflicted with work schedule, or I was out of town.	12/15/2015 10:02 AM
3	Have not been available to attend when offered	12/14/2015 9:56 PM
4	I'm not sure of the dates that were offered, but I am out of town over 50% of every month, so I was probably out of town when those particular in-services were offered.	12/14/2015 9:27 PM
5	Scheduling	12/14/2015 5:17 PM
6	don't have time	12/14/2015 4:58 PM
7	Scheduling	12/14/2015 3:44 PM
8	I am a new advocate that just started first case mid-November	12/14/2015 2:36 PM
9	Prior commitments	12/14/2015 2:23 PM
10	I have not had time/Been aware of one yet	12/14/2015 1:45 PM
11	Prior commitments	12/14/2015 1:40 PM
12	recent CASA graduate - since October	12/13/2015 1:44 PM
13	Not worked with my schedule.	12/12/2015 10:53 AM
14	Do not believe any were held since I joined CASA.	12/11/2015 8:34 AM
15	I was unavailable at the times those of interest to me were offered. Also, I have mobility problems and could not do the sessions that involved a lot of walking.	12/10/2015 7:45 PM
16	scheduling conflicts, not always aware of presentations	12/8/2015 2:20 PM
17	either not a good time or not sure they were available for me (non-CASA) to do	12/8/2015 10:33 AM
18	I don't think I get the invitations - most of those listed below are not familiar to me.	12/7/2015 2:30 PM
19	Not aware	12/6/2015 8:07 AM

## TLC Cultural Survey 2015

20	So not feel it is needed	12/4/2015 9:47 PM
21	I have only been with CASA for 9 months, and I work 2 jobs during the day, so if in services are not at night, I can't.	12/4/2015 8:05 AM
22	I am a brand new volunteer.	12/3/2015 4:41 PM
23	Haven't had the time in my schedule	12/3/2015 4:20 PM
24	New Advocate	12/3/2015 12:11 PM
25	Only aware of Marijuana presentation.	12/3/2015 8:24 AM
26	I have only been sworn in for a few months	12/2/2015 7:40 PM
27	Time ... and I'm not culturally clueless. I can learn from it, but my personal background, education, peer groups, and work experience give me cultural literacy.	12/2/2015 5:46 PM
28	Other in-service topics were of greater interest to me	12/2/2015 5:29 PM
29	Time	12/2/2015 4:29 PM
30	Office support volunteer	12/2/2015 12:58 PM
31	None offered since I started	12/2/2015 12:44 PM
32	I have not seen info about most of the presentations in your list, below	12/2/2015 12:11 PM
33	Im new to Casa, havent had the chance yet	12/2/2015 10:44 AM
34	I don't know why.	12/2/2015 10:21 AM
35	Conflicts with schedule	12/2/2015 8:57 AM
36	Unless its at All Staff I don't attend.	12/2/2015 8:48 AM
37	New to the CASA family	12/2/2015 8:25 AM
38	Timing or subject	12/2/2015 8:00 AM
39	Was working	12/2/2015 7:40 AM
40	Did not know about them?	12/2/2015 7:15 AM
41	could not fit into my current schedule	12/1/2015 10:24 PM
42	Work schedule. I work full time, often evenings.	12/1/2015 9:50 PM
43	Not aware of them, plus, time is limited.	12/1/2015 9:41 PM
44	timing/scheduling	12/1/2015 9:37 PM
45	Did not have scheduled that matched.	12/1/2015 8:10 PM
46	Not at a time and date that could work for me.	12/1/2015 7:53 PM
47	Times of in services have conflicted with work schedule	12/1/2015 7:24 PM
48	Not a high enough priority for me	12/1/2015 6:39 PM
49	My past experiences focused cultural issues, civil rights, etc.	12/1/2015 6:25 PM
50	In 40 years in government and private industry, I have attended 100 hours or more of diversity training; I think I get it.	12/1/2015 5:49 PM
51	New to CASA	12/1/2015 5:46 PM
52	time	12/1/2015 5:32 PM

**Q4 If you have attended our TLC presentation then please check the ones you have attended.**

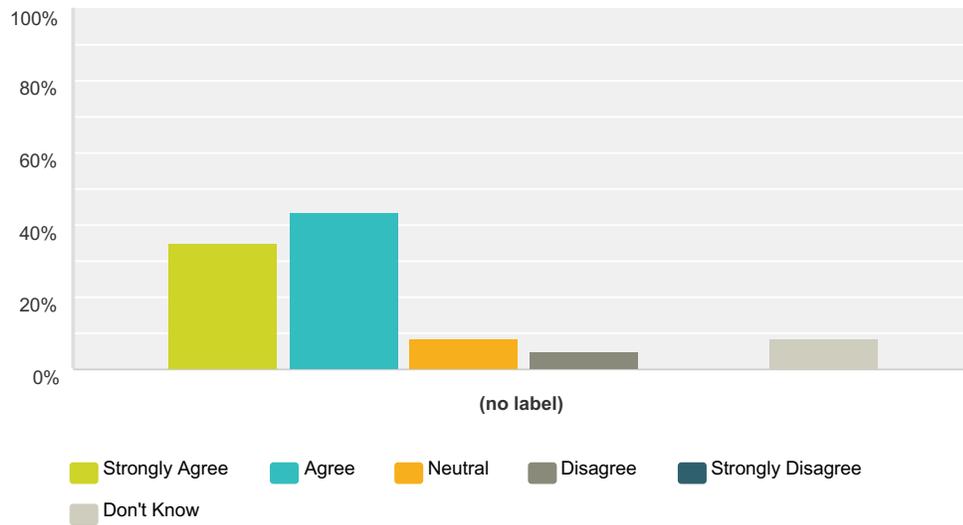
Answered: 53 Skipped: 67



	(no label)	Total Respondents
Urban Poverty Experience	100.00% 8	8
Invisible Disabilities	100.00% 12	12
Mosque Visit	100.00% 7	7
U.S. Olympic Center and Paralympians	100.00% 5	5
Marijuana "Joint" Presentation	100.00% 27	27
Poverty Simulator	100.00% 19	19

### Q5 If “Yes” – Did the in-service uphold the TLC Mission Statement?

Answered: 60 Skipped: 60



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know	Total	Weighted Average
(no label)	35.00%	43.33%	8.33%	5.00%	0.00%	8.33%	60	2.17
	21	26	5	3	0	5		

**Q6 What cultural learning experience could TLC offer that would help you in your CASA role? i.e. Native American Inter-Tribal Pow Wow**

Answered: 54 Skipped: 66

#	Responses	Date
1	Cultural Night - a variety of Race/Ethnicity & their cultures	12/15/2015 4:24 PM
2	Im still to new to know	12/15/2015 2:53 PM
3	African American Cultures	12/15/2015 2:14 PM
4	I need to attend the Urban Poverty Exp and Poverty Simular classes	12/15/2015 12:47 PM
5	Gang recruitment of young men. I don't understand how to combat the attraction.	12/15/2015 9:47 AM
6	Multicultural dance performance	12/14/2015 9:56 PM
7	Urban poverty	12/14/2015 9:27 PM
8	not sure	12/14/2015 8:28 PM
9	All are useful	12/14/2015 4:49 PM
10	something re the Native American culture would be great.	12/14/2015 3:19 PM
11	Mexican family culture	12/14/2015 3:13 PM
12	Gay and lesbian issues	12/14/2015 2:52 PM
13	Not sure, feel those needs are being met	12/14/2015 2:36 PM
14	Rural poverty	12/14/2015 2:23 PM
15	Attending different cultural events such as Cinco de Mayo or a Pow Wow.	12/14/2015 2:00 PM
16	Pow Wow	12/14/2015 1:45 PM
17	poverty	12/14/2015 1:41 PM
18	I would like to see the Mosque visit, and the poverty experience repeated. Any experience/training to help me better understand the family structure/dynamics /culture/upbringing in the African American/Hispanic /Latino/American Indian cultures.	12/13/2015 2:17 PM
19	Not really sure yet - just got assigned my first case.	12/13/2015 1:44 PM
20	Mexican Celebrations, Mexican Family Concerns	12/12/2015 4:11 AM
21	Panel discussions by people of different ethnic/cultural groups, especially Muslims, in which they make presentations and answer questions from attendees. The presentations might include family dynamics, their abilities to reach out and accept help from the court, CASA, TESSA, etc.	12/10/2015 7:45 PM
22	Resources for Families in Poverty	12/8/2015 10:18 PM
23	Assisting people with disabilities	12/8/2015 4:36 PM
24	NA	12/8/2015 10:33 AM
25	Churches of the various cultural groups	12/8/2015 3:24 AM
26	Understanding the demographic breakout of our children across the community and learning about key cultural sensitivities we should be aware of (that we may not know).	12/7/2015 2:30 PM
27	Native American Inter-Tribal Pow Wow	12/4/2015 2:05 PM
28	Based on the Census figures below, perhaps more emphsis on helping white volunteers serve the Hispanic/Latino culture.	12/4/2015 11:49 AM
29	I am open to any and all.	12/4/2015 9:56 AM

## TLC Cultural Survey 2015

30	Meth drug culture & impact on kids	12/3/2015 3:12 PM
31	I think anything to help us understand what it is like to live in poverty	12/3/2015 9:46 AM
32	How to reflect acceptance and a non biased opinion through one's actions.	12/3/2015 8:24 AM
33	Any related to poverty or cultures we work with on our community that explain what we should understand about their beliefs, values and ways of doing things	12/3/2015 7:11 AM
34	do not need a specific thing.	12/2/2015 9:14 PM
35	I would like to hear from youth who aged-out in the foster care system.	12/2/2015 5:46 PM
36	More information about the Hispanic/Latin American culture	12/2/2015 5:29 PM
37	I have heard many volunteers ask for a training regarding Hispanic culture. Because they make up 22% of the people we serve, I think this would be a great opportunity to learn.	12/2/2015 3:44 PM
38	Trip to Inside Out Youth Services	12/2/2015 12:44 PM
39	Not sure	12/2/2015 12:11 PM
40	anything related to young families and their economic / spiritual challenges	12/2/2015 12:05 PM
41	Purpose in targeting more minority participants	12/2/2015 9:41 AM
42	None that I can suggest.	12/2/2015 8:51 AM
43	Can't think of anything.	12/2/2015 8:48 AM
44	Hispanic/Chicano/Latino Culture	12/2/2015 8:34 AM
45	Basic Sign Language Class	12/2/2015 8:25 AM
46	Native American	12/2/2015 7:40 AM
47	None I could think of	12/2/2015 7:09 AM
48	how to work with parents- who need parenting skills, low income, mildly motivated, etc	12/1/2015 10:24 PM
49	None	12/1/2015 8:30 PM
50	Real vs perceived biases	12/1/2015 8:10 PM
51	There should be training on working with LGBTQ people.	12/1/2015 7:53 PM
52	Native American information	12/1/2015 6:25 PM
53	Understand the whole DHS system better	12/1/2015 5:19 PM
54	Meeting with a Tribal council.	12/1/2015 5:00 PM

**Q7 What suggestion do you have for CASA to recruit in diverse areas to better reflect the percentages of the community we serve? Below figures are from the last Census Bureau (2012) please review before answering this question.**

Answered: 56 Skipped: 64

#	Responses	Date
1	Increase use of bilingual staff for recruitment and training.	12/15/2015 6:36 PM
2	-talk to parents in these areas at their children's schools	12/15/2015 4:24 PM
3	I believe the information about CASA is getting out to the public. I believe it is ones desire to volunteer or get involved.	12/15/2015 2:53 PM
4	None	12/15/2015 2:14 PM
5	Presentations to organizations whose membership reflects under-represented race/ethnicities. i.e. churches, social clubs	12/15/2015 9:47 AM
6	use zip codes where children are removed to target those communities - churches probably are a great way to recruit.	12/15/2015 9:31 AM
7	churches in communities that are not predominantly white	12/15/2015 7:46 AM
8	Meet with and gain the confidence of a few people who have a strong voice in the area of the community in which you want to target. Then solicit input from them on how to attract more recruits from that specific group.	12/14/2015 9:27 PM
9	Advertise for volunteers in Spanish language local newspapers	12/14/2015 8:28 PM
10	More African American and Hispanic / Latino volunteers are needed so that CASA can meet those communities where they are at.	12/14/2015 8:14 PM
11	None	12/14/2015 4:49 PM
12	Perhaps CASA could do a presentation to a local lodge group or with the members of the NAACP. Talk to members of fraternity groups.	12/14/2015 4:49 PM
13	Perhaps some events where African American leaders of our community are invited as guests to discuss immobilizing forces to recruit more advocates from the African American communities.	12/14/2015 4:19 PM
14	Maybe just asking some of our vols who represent diverse backgrds for their ideas would be worthwhile.	12/14/2015 3:19 PM
15	Solicit advocates by speaking at the churches and organizations	12/14/2015 2:52 PM
16	From your chart it looks like CASA could recruit more African American and Hispanic volunteers and board members. Perhaps work through those that we do have to recruit more.	12/14/2015 2:36 PM
17	Having CASA speak at various cultural/diversity events to inform organizations about what CASA does and CASA's need to recruit advocates of diversity.	12/14/2015 2:00 PM
18	Target neighborhoods that are known to have more diversity when getting the word out about CASA	12/14/2015 1:45 PM
19	Do some presentations about CASA in the places of worship of these minorities.	12/14/2015 1:41 PM
20	Do not have any suggestions at this time.	12/13/2015 1:44 PM
21	I think CASA recruiting needs to expand into the very areas it wants to expand it's representation. If you want cultural diversity perhaps holding introductions in area religious and cultural institutions would be better than at the CASA office. That would also give people a chance to get to know what CASA is about.	12/12/2015 10:53 AM
22	Men	12/12/2015 4:11 AM

## TLC Cultural Survey 2015

23	Possibly attempt to recruit through churches, temples, mosques, etc., in various parts of the community, as well as community centers in unreached areas. Discussions with directors/leaders of the various organizations could be held, emphasizing the importance of having representatives of different populations included in the CASA system. Wider group representation would make it more possible to reach a wider variety of people who would benefit from the services CASA provides.	12/10/2015 7:45 PM
24	no suggestions, looks like all are diverse	12/8/2015 10:33 AM
25	Go to the churches in town of the all the cultural groups	12/8/2015 3:24 AM
26	The Governance Committee for the Board is responsible for tracking Board diversity and overall Board training - I recommend TLC coordinate with that committee to ensure diversity is consistent with other parts of the organization and inject diversity topics into Board training.	12/7/2015 2:30 PM
27	Target churches that have a predominantly minority base. Speak to any ministry that may be appropriate.	12/4/2015 3:20 PM
28	N/A	12/4/2015 2:05 PM
29	I have no suggestions for recruitment, but as I said above, perhaps emphasize cultural learning to cover the gaps.	12/4/2015 11:49 AM
30	Not sure.	12/4/2015 9:56 AM
31	Get involved with organizations that typically have these populations. Get more involved with the universities to promote this and what effect it is having in our community.	12/3/2015 4:20 PM
32	Don't know	12/3/2015 3:12 PM
33	Continue to communicate with groups/activities representing those cultures to publicize volunteer opportunities	12/3/2015 7:11 AM
34	A rather obtuse question. Fort Carson and Peterson AFB are likely good areas to recruit across the ethnicity range.	12/2/2015 9:14 PM
35	I can't comment, without knowing the scope of current efforts.	12/2/2015 5:46 PM
36	??	12/2/2015 5:29 PM
37	So busy being politically correct and culturally sensitive that you make "real" people feel less important	12/2/2015 4:29 PM
38	Speak to Hispanic cultural organizations about b coming CASAs	12/2/2015 12:11 PM
39	I am not aware of all your current efforts but is anything being done with large private sector employers in the area? Know that some promote their employees to volunteer.	12/2/2015 12:05 PM
40	Continue to identify representatives from these populations and invite them directly to either serve and or participate in CASA activities.	12/2/2015 9:41 AM
41	None at this time.	12/2/2015 8:51 AM
42	I have no ideas.	12/2/2015 8:48 AM
43	Reach out to local ethnic groups through Meet-Up groups and other social groups.	12/2/2015 8:34 AM
44	Presentations to diverse groups or organizations within local colleges?	12/2/2015 8:25 AM
45	Cannot make a recommendation when I don't know how CASA is recruiting now	12/2/2015 8:00 AM
46	Set up ads to attract Spanish speaking volunteers.	12/2/2015 7:40 AM
47	None I could think of.	12/2/2015 7:09 AM
48	Start with leadership...the board make up	12/1/2015 9:45 PM
49	People should be recruited based on their character and talents, not on the color of their skin.	12/1/2015 9:41 PM
50	I do not recommend that CASA recruits by targeting specific people groups or areas. A person who becomes a CASA will feel "called" to do so and should not be convinced to do so in order to meet a diversity quota established under some sort of politically correct banner. Targeting potential volunteers based on their skin color or ancestry is taking a prejudicial approach. Are you going to start turning down white people because you have too many white volunteers?? It is poor form to attempt to purposefully shape something that is not meant to be so. I am very disappointed in CASA for taking this approach.	12/1/2015 8:30 PM
51	Focus on best qualified, not on best color/ethnicity.	12/1/2015 8:10 PM
52	Target African American churches in regards to advertising for volunteers. Continue to show racial diversity in all advertising for CASA.	12/1/2015 7:53 PM

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53	I think the percentages I'd like to see as consideration include: % of each of those groups that are between 18-65 (common to our volunteers). I'd also like to know percentages of each ethnic group in the Military; those who will probably be transferring so don't make the same commitments. What percentage of each group have criminal records so wouldn't qualify for being a CASA? In the end what percentage of each racial group are really available for a CASA volunteer position?	12/1/2015 6:25 PM
54	Black Chamber of Commerce? And I think there is a Hispanic Chamber of Commerce as well.	12/1/2015 5:49 PM
55	Probably search for more Hispanic speaking volunteers - both white and Hispanic. Do more recruiting with presentations at Library 21 location to draw on that affluent population area	12/1/2015 5:19 PM
56	Involve more volunteers in recruitment efforts.	12/1/2015 5:00 PM

**Q8 Please share with us your observations regarding diversity and inclusion in your work with CASA.**

Answered: 53 Skipped: 67

#	Responses	Date
1	1st - would like to attend class on Invisable Disabilities, then would like to better approach the clients' educational background, literacy and learning.	12/15/2015 6:36 PM
2	CASA training on diversity and inclusion was excellent. I'm more concious and accepting of peoples differences.	12/15/2015 4:24 PM
3	None	12/15/2015 2:53 PM
4	None	12/15/2015 2:14 PM
5	1. I am working on a case where the individuals are working poor with very limited expectations for themselves and their children. How can CASA help raise up the ambitions of the children without being critical of their families and neighbors? 2. I find that races and nationalities and religions blend without prejudice in the group of people I am working with.	12/15/2015 12:47 PM
6	Diversity is addressed well within CASA, enabling focus on more pressing issues.	12/15/2015 9:47 AM
7	I have worked two cases so far, and both families involved lower income/poverty level Caucasian families.	12/14/2015 9:27 PM
8	I have generally found a high level of cultural sensitivity among CASA staff, and many of the volunteers I have had contact with	12/14/2015 8:28 PM
9	Actually I do not see an issue regarding diversity, I just think it would be nice for a child of color to be sometime be. paired with someone who understands their culture.	12/14/2015 8:14 PM
10	None	12/14/2015 4:49 PM
11	I have only attended training sessions for CASA but, from what I have observed it seems like there is diversity within the organization .	12/14/2015 4:49 PM
12	I have only experienced the subject in the training portion of my advocacy to date. This survey shows a desire on the part of CASA to create an objective approach to diversity and inclusion in the minds of CASA volunteers as did the training.	12/14/2015 4:19 PM
13	I am white, I work with a mixed black/white boy; best experience that I have had to learn what matters and what does not matter	12/14/2015 2:52 PM
14	I think CASA does an excellent job of representing diverse cultures.	12/14/2015 2:36 PM
15	I worked with as a CASA with a child of a mixed race. It was important to respect both cultures.	12/14/2015 2:00 PM
16	more diversity could be beneficial as many CASA children are of minority groups	12/14/2015 1:45 PM
17	CASA seems to take diversity and inclusion very seriously and teaches how important it is for everyone to do the same.	12/14/2015 1:45 PM
18	i think the office personnel at CASA are pretty diverse group. I have just started my first case so I am pretty new to CASA.	12/13/2015 1:44 PM
19	I think CASA is very inclusive and the people who work there are focused on the CASA goals which is exactly as it should be.	12/12/2015 10:53 AM
20	lack of interpreters	12/12/2015 4:11 AM
21	I personally haven't seen this as an issue, but as the population of our community becomes more diverse, so should our staff and body of volunteers become more diverse.	12/10/2015 7:45 PM
22	Be respectful and kind to everyone, do not be judgmental, be willing to learn, and work on your own biases.	12/8/2015 10:18 PM
23	Volunteers should better reflect the children cultural groups	12/8/2015 3:24 AM

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24	CASA (as a whole) is good at understanding the community's diversity. I think the challenge is to find volunteers (advocates) to match children's diversity profile. I also assuming TLC looks at other types of diversity (instead of just ethnicity listed above). What about gender? Sexual orientation? It was not clear from this survey if we are meeting diversity goals in these other areas of diversity.	12/7/2015 2:30 PM
25	The Board does a great job of bringing diversity into the overall make up.	12/6/2015 8:07 AM
26	CASA is very diversified when they issue cases.	12/4/2015 2:05 PM
27	I think the gap is more with poverty and drugs than racial/ethnic.	12/4/2015 11:49 AM
28	Efforts to serve diverse populations and provide opportunities for inclusion are very apparent.	12/4/2015 9:56 AM
29	I've learned a lot	12/3/2015 3:12 PM
30	CASA is very receptive and open to promoting diversity; it is challenging for a variety of cultural and demographic reasons	12/3/2015 7:11 AM
31	I see no problems.	12/2/2015 9:14 PM
32	We are given a training on cultural diversity and it helps.	12/2/2015 7:40 PM
33	Where is gender in the chart of diversity?	12/2/2015 5:46 PM
34	I have had no concerns working with diverse cultures as an advocate	12/2/2015 5:29 PM
35	No clear observations at this time	12/2/2015 12:11 PM
36	That it is a priority within the organization and generally accepted by members	12/2/2015 12:05 PM
37	I think the staff is a nicely diverse group	12/2/2015 10:15 AM
38	Great professional development opportunity	12/2/2015 9:41 AM
39	I think "diversity" also includes poverty levels, gender, and religion as the TLC presentations show. But the chart only measures race/ethnicity. The chart could show a whole lot more if these other areas were included. Steve Lente	12/2/2015 8:51 AM
40	I think we try, but most volunteers are caucasian women between 35-65.	12/2/2015 8:48 AM
41	I think we try to be diverse but don't always recognize when something is an issue. Soemtimes I hear a person of a minority say "x is a racial issue" while a white staff member will say, "no, it has nothing to do with race." I think we need help in fully listening and taking in what people are saying. We have to not just listen but see from another perspective.	12/2/2015 8:34 AM
42	I feel CASA provides a welcoming and open environment as far as my area of work at CASA.	12/2/2015 8:25 AM
43	I've seen a good bit of diversity in the volunteers and staff	12/2/2015 7:15 AM
44	It's politically motivated most of the time.	12/2/2015 7:09 AM
45	Have heard several volunteers complain about their kids...limited sense that each is doing the best they can with the skills they have	12/1/2015 9:45 PM
46	I observe that CASA is too focused on it.	12/1/2015 8:30 PM
47	I have found CASA exceptionally inclusive in all respects. Child first, other stuff later.	12/1/2015 8:10 PM
48	It seems that CASA staff is very aware and sensitive to diversity and inclusion.	12/1/2015 7:53 PM
49	Continue teaching culturally relevant issues to all volunteers so that any can be sensitive even if not in same racial or cultural group.	12/1/2015 6:25 PM
50	My experience with CASA volunteers is that they are very conscientious in recognizing the impact of diverse cultures on our work.	12/1/2015 5:49 PM
51	Don't feel I've had sufficient experience to share anything.	12/1/2015 5:46 PM
52	Good cross section of diversity in BOD	12/1/2015 5:19 PM
53	Minorities are scarce among volunteers, board & staff.	12/1/2015 5:00 PM