

**Program Evaluation Hill Country CASA
February-March 2022**

Emailed evaluation link to 103 individuals & received 51 replies (50% response).

Questions Asked of Judiciary (4 surveys sent, 4 respondents):

1. HCCASA volunteers seem to understand the core issues of child abuse and neglect, and their role as Guardian Ad Litem as described in the Texas Family Code.
2. HCCASA volunteers stay in consistent contact with the children they're appointed to serve, understand the issues in their cases, and are knowledgeable of facts related to children involved.
3. HCCASA volunteers advocate for necessary services (psychological, educational, medical) and stability in placement for the children they serve.
4. In my dealings with HCCASA staff, my messages and requests for information are received and acknowledged in a timely and accurate manner.
5. HCCASA's written reports to the court provide factual, current information and give best interest recommendations for children.
6. I wish HCCASA staff and/or volunteers would (provide 1-3 areas for improvement, please):

Judiciary Responses

- #5 "Strongly Agree" – 95%
- #4 "Agree" – 0
- #3 "Neither Agree nor Disagree" – 5% (1 respondent, 1 response, Q4)
- #2 "Disagree" – 0
- #1 "Strongly Disagree" – 0

Judiciary's Narrative Responses:

2. *"consistent contact given the obstacles in any given case"*
4. *"n/A"*
5. *"Excellent!"*
5. *"A great Casa program. Well trained advocates (& staff) who always are protecting the kids best interests. A pleasure to work with this group!!"*
6. *"Remember that they cannot ask questions in court. Very rarely happens, but I've noticed it now and then."*
6. *"Keep hosting the ad Litem training (& less community based care stuff, more general topics applicable to all regions). Guess whose answering this survey!!! Bet it's not anonymous!!"*
6. *"Not an area for an improvement – just a suggestion – don't be afraid to disagree with other parties."*
6. *"Move the training to the spring so I can enjoy the beautiful river & scenery"*
6. *"Have training in person to provide networking & fellowship."*

Questions Asked of Attorneys Ad Litem (39 surveys sent, 8 respondents):

1. HCCASA volunteers seem to understand the core issues of child abuse and neglect, and their role as Guardian Ad Litem as described in the Texas Family Code.
2. HCCASA volunteers stay in consistent contact with the children they're appointed to serve, understand the issues in their cases, and are knowledgeable of facts related to children involved.
3. HCCASA volunteers advocate for necessary services (psychological, educational, medical) and stability in placement for the children they serve.
4. HCCASA staff and volunteers share information appropriately with the child's AAL, and seem to be straightforward and courteous in their dealings with participants in cases.
5. HCCASA's written reports to the court provide factual, current information and give best interest recommendations for children.
6. I wish HCCASA staff and/or volunteers would (provide 1-3 areas for improvement, please):

AAL Responses

- #5 "Strongly Agree" – 53%
- #4 "Agree" – 38%
- #3 "Neither Agree nor Disagree" – 5%
- #2 "Disagree" – 2.5% (1 respondent, 1 response, Q5)
- #1 "Strongly Disagree" – 2.5% (1 respondent, 1 response, Q5)

AAL's Narrative Responses:

- 6. *"Insist with the court that CASA be included in discussions about the case"*
- 6. *"That CPS be instructed by the court to send information to CASA when they send it to attorneys in the case"*
- 6. *"That the court required CPS to include CASA in any matters concerning the best interest of the children"*
- 6. *"Learn to communicate with parents' attorneys"*
- 6. *"I think more checking on backgrounds of collaterals / Also for parties"*

Questions Asked of Volunteers (60 surveys sent, 39 respondents):

1. The HCCASA staff is professional, courteous, timely, and responsive to my needs.
2. My Case Supervisor supports me as I conduct my investigation, write my court reports, and prepare for meetings / mediation / court for my case.
3. HCCASA staff inform me timely of events occurring in my case.
4. The training HCCASA provides (Brown Bags, Ad Litem seminar, training videos and links to outside sources) fits my needs, and addresses issues facing the children I serve.
5. I would like to receive training on _____ (provide 1-3 topics, please):
6. I wish HCCASA staff and/or volunteers would (provide 1-3 areas for improvement, please):

Volunteer Responses

- #5 "Strongly Agree" – 86%
- #4 "Agree" – 13%
- #3 "Neither Agree nor Disagree" – 1%
- #2 "Disagree" – 1%
- #1 "Strongly Disagree" – 0

Volunteers' Narrative Responses:

1. *Highly courteous, timely, professional and helpful. ... Every time I need assistance, I get it right away. ... Greatly appreciate the time, the wisdom/guidance, and inspiration of the Staff. ... Have been a good source of information when I have a question ... Very supportive ... HCCASA staff are so experienced and knowledgeable, willing to share their expertise. ... staff gets back to me within a couple of hours via email or text when I have a question ... always helpful, professional and compassionate ... Occasionally, a supervisor forgets who is the CASA and who is the supervisor*
2. *Goldy is always there for me and if she is unavailable Amy Colleen or Raquel will help me. ... They are always very supportive. ... I couldn't ask for better support. ... My case manager is simply AMAZING!!!!!!! ... Always on top of the particulars of my case – as if it were their only case! ... My supervisor is supportive, gives great suggestions, and assist in every aspect*
3. *It is sometimes difficult to connect with me by email ... The communication is awesome. ... Always ... Staff helps me feel ready and able for every aspect of my case. ... Amy is great ... Great support. ... there have been times when there is something I should know about on the case in OPTIMA but my supervisor hasn't alerted me ... And they send me the links to attend zoom meetings and support me while in the meetings*

4. Need seminar and training on social services available to bio-parents. ... I am not able to use all technology due to data volume limits ... sometimes more advance notice of these upcoming dates would be appreciated ... Not always fits my needs but you can't have a class that fits everyone. ... Top notch training. ... The on-going training is so helpful in expanding my knowledge which allows me to be the best advocate I can be. ... As long as brown bags and videos aren't primarily a slide show. Engagement in dialogues are very helpful. ... Good information, would like to have some meetings from 4 to 5pm so I can attend ...

FOR QUESTIONS 5 AND 6, please see the attached lists from Survey Monkey, which detail each response.

In Conclusion:

The results of the February-March 2022 program evaluation were very favorable among all categories of respondents.

We are grateful for the positive feedback from the judiciary, and will continue to informally check in with each Judge throughout the upcoming year to ensure we continue to meet their expectations.

We are pleased with the higher level of engagement from attorneys this year (double the number of respondents from last year), and their positive responses.

We will utilize the volunteers' feedback to inform our training curricula for 2023. Based on this feedback, we will continue the practice of finding and providing individual study and at-your-own pace options, and will plan our Seminar to be in-person for 2023. We are also considering options for volunteers to engage with CASA in different ways (through the resource space we're building and a hamburger lunch community awareness / fundraiser event).

Q5 I would like to receive training on _____ topic (provide 1-3 topics, please):

Answered: 30 Skipped: 9

ANSWER CHOICES	RESPONSES	
Response 1:	100.00%	30
Response 2:	63.33%	19
Response 3:	46.67%	14

#	RESPONSE 1:	DATE
1	The availability and use of meth-amphetamines in Bandera Co.	3/10/2022 10:29 AM
2	Mental health	3/9/2022 5:19 PM
3	State support for older teenagers who are not adopted	3/9/2022 3:21 PM
4	psychotropic drugs for children	3/9/2022 2:46 PM
5	Na	3/9/2022 12:20 PM
6	Resources	2/27/2022 11:03 AM
7	Trauma Informed Care	2/25/2022 12:28 PM
8	More information on what foster families rules are	2/21/2022 4:42 PM
9	anticipating communication issues between foster parent(s) and biological parents	2/21/2022 3:29 PM
10	h	2/20/2022 1:24 PM
11	Texas law pertaining to what CASA can and cannot do	2/18/2022 8:15 AM
12	Face-to-face communication on difficult topics with foster parents	2/18/2022 7:05 AM
13	Handling attitude from the kiddos.	2/17/2022 11:43 PM
14	Communicating with parents	2/17/2022 6:06 PM
15	Benefits children aging out of foster care are entitled to	2/17/2022 5:34 PM
16	Mediation proceedings and preparation	2/17/2022 4:41 PM
17	Direct interaction with the Juvenile Judge/Judges. My precious CASA program offered several different sessions throughout the course of the year to have direct interaction with the Juvenile Judges serving the district. The time together provided very valuable insight on both sides into the mission we are all trying to accomplish.	2/17/2022 3:26 PM
18	----	2/17/2022 2:45 PM
19	court processes	2/17/2022 2:19 PM
20	Emotional support	2/17/2022 2:18 PM
21	Ways to effectively help children get matched with foster families	2/17/2022 12:05 PM
22	The role CASA plays in communications with ad litem, judge, school personnel, physicians, etc. What are the expectations and boundaries with the other players?	2/17/2022 12:04 PM
23	Due to this being my first case, HCCASA is already proving me with great training topics.	2/17/2022 11:39 AM
24	How we can help kinship placement more	2/17/2022 11:25 AM
25	how a mediation is conducted	2/17/2022 11:15 AM

HCCASA Volunteer Program Evaluation, 2022

26	Adoption process	2/17/2022 11:13 AM
27	handling suicide tendencies	2/17/2022 11:08 AM
28	New Case Laws	2/17/2022 11:05 AM
29	Pharmacology updates	2/17/2022 11:04 AM
30	options for kids aging out of care	2/17/2022 10:59 AM
#	RESPONSE 2:	DATE
1	The social services available to bio-parents.	3/10/2022 10:29 AM
2	Working with CPS under new rules	3/9/2022 2:46 PM
3	Age Out options	2/27/2022 11:03 AM
4	Holley-Adams Ruling	2/25/2022 12:28 PM
5	Dealing with difficult biological families	2/21/2022 4:42 PM
6	Longterm effects on the child from child abuse	2/18/2022 8:15 AM
7	Setting limits with cell phone usage while not stifling their freedom to properly and safely engage online.	2/17/2022 11:43 PM
8	Responsibilities for all parties involved	2/17/2022 6:06 PM
9	Human trafficking	2/17/2022 5:34 PM
10	Special education	2/17/2022 4:41 PM
11	training regarding CPS procedures	2/17/2022 2:19 PM
12	Report writing	2/17/2022 2:18 PM
13	Revisit the progression of court hearings -- removal, permanency trial, etc	2/17/2022 12:05 PM
14	How do we weave a concurrent criminal case into the mix	2/17/2022 11:25 AM
15	ARDs and 504s	2/17/2022 11:15 AM
16	adoption	2/17/2022 11:08 AM
17	Family Reunification	2/17/2022 11:05 AM
18	Illegal drug activity update	2/17/2022 11:04 AM
19	talking to rebellious teens	2/17/2022 10:59 AM
#	RESPONSE 3:	DATE
1	Drug counseling and psychological counseling available to parents whose children are removed.	3/10/2022 10:29 AM
2	Aging out teenagers	3/9/2022 2:46 PM
3	Pros of pushing family reunification	2/27/2022 11:03 AM
4	Transition processes of children aging out	2/25/2022 12:28 PM
5	More instruction on the new system	2/21/2022 4:42 PM
6	Resources for parents and children	2/17/2022 4:41 PM
7	How to relate better to the child	2/17/2022 2:19 PM
8	Medical follow up	2/17/2022 2:18 PM
9	Acronyms: LPC, MDW, LCCA, etc	2/17/2022 12:05 PM
10	Ideas and opportunities to engage more with quiet and reserved kids	2/17/2022 11:25 AM
11	resources from the child service boards	2/17/2022 11:15 AM

HCCASA Volunteer Program Evaluation, 2022

12	new laws	2/17/2022 11:08 AM
13	What to do when aging out of the system	2/17/2022 11:05 AM
14	Update on CPS removal policies	2/17/2022 11:04 AM

Q6 I wish HCCASA would (provide 1-3 areas for improvement, please):

Answered: 22 Skipped: 17

ANSWER CHOICES	RESPONSES	
Response 1:	100.00%	22
Response 2:	27.27%	6
Response 3:	22.73%	5

#	RESPONSE 1:	DATE
1	Clarify the guidelines for COVID protection of children, foster parents and CASA.	3/10/2022 10:29 AM
2	None	3/9/2022 5:19 PM
3	Try to understand the challenges for older volunteers	3/9/2022 3:21 PM
4	Na	3/9/2022 12:20 PM
5	guidance in writing quality court reports	2/25/2022 12:28 PM
6	No areas for improvement that I have found.	2/21/2022 4:42 PM
7	improve coordination of reports and communication for all parties involved to anticipate potential conflict of opinions on case matters	2/21/2022 3:29 PM
8	intevene less when not requested by the volunteer GAL. This puts less credibility for the GAL from the child, family and the court	2/20/2022 1:24 PM
9	If you need a fund raiser, host a skeet contest with groups for an entry fee.	2/18/2022 8:15 AM
10	Have supervisors provide annual feedback on volunteers skills	2/18/2022 7:05 AM
11	Provide feedback to volunteers as to how we can improve our performance as a CASA.	2/17/2022 11:43 PM
12	Can't think of anything!! Everyone is great!!	2/17/2022 6:06 PM
13	Can't think of anything	2/17/2022 5:34 PM
14	Notification when the case has new data uploaded to Optima	2/17/2022 4:41 PM
15	None I can think of	2/17/2022 2:45 PM
16	face to face meetings	2/17/2022 2:18 PM
17	.	2/17/2022 12:05 PM
18	None	2/17/2022 11:39 AM
19	allow CASAs to receive emails about our cases from CPS	2/17/2022 11:15 AM
20	A way for volunteers to get to meet each other	2/17/2022 11:13 AM
21	Classes in late afternoons	2/17/2022 11:05 AM
22	hold events so CASA's can meet each other	2/17/2022 10:59 AM
#	RESPONSE 2:	DATE
1	Clarify and train on assessments used to evaluate foster children.	3/10/2022 10:29 AM
2	None	2/17/2022 4:41 PM
3	face to face training	2/17/2022 2:18 PM
4	.	2/17/2022 12:05 PM

HCCASA Volunteer Program Evaluation, 2022

5	give us a list of the supervisor's expertise- who to go to for help	2/17/2022 11:15 AM
6	Classes in preparing court reports	2/17/2022 11:05 AM
#	RESPONSE 3:	DATE
1	None	2/17/2022 4:41 PM
2	Social gatherings	2/17/2022 2:18 PM
3	.	2/17/2022 12:05 PM
4	help CASAs deal with therapists and getting their therapy notes	2/17/2022 11:15 AM
5	Better understanding of acronyms used with CPS and courts	2/17/2022 11:05 AM