

ALASKA CASA

Stakeholder Communications Survey Results

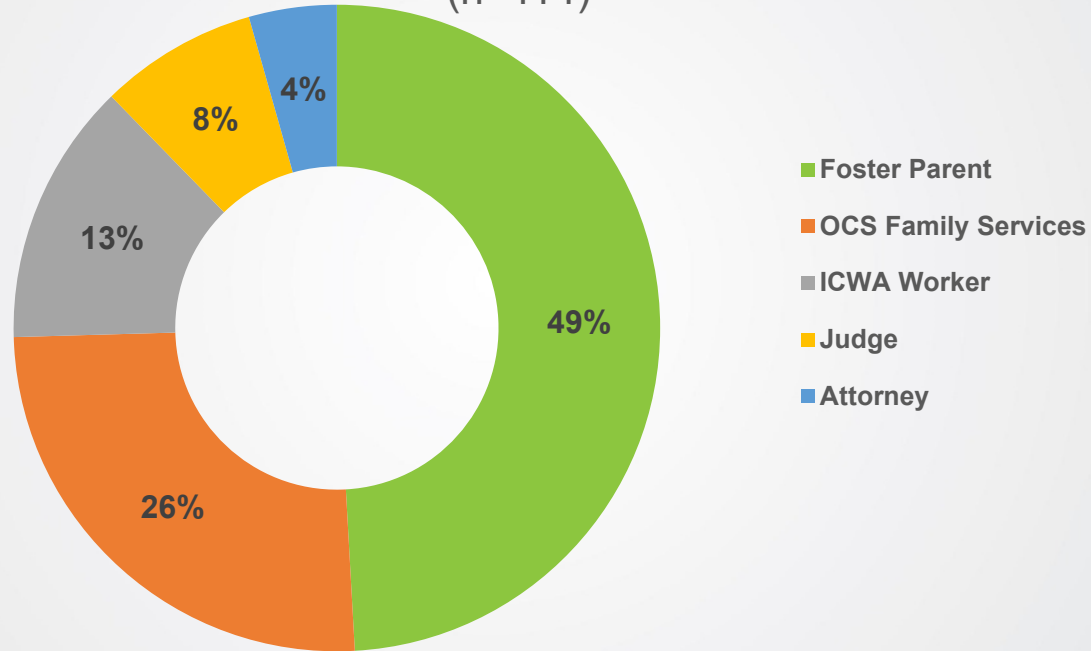


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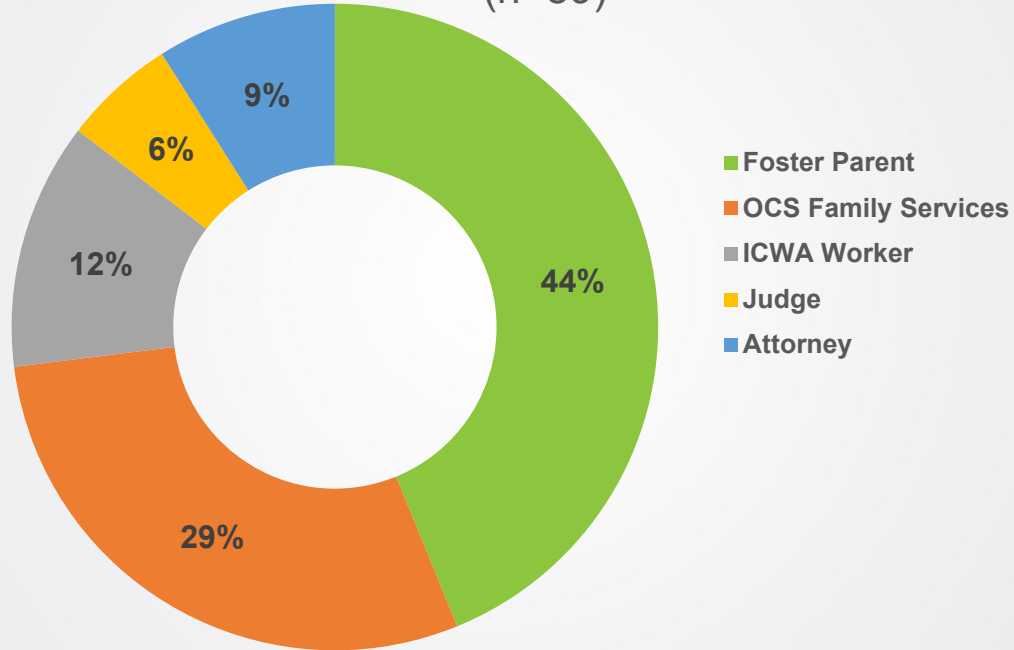
Participant Demographics



Respondents Initiating Survey by Position/Role within the Child Welfare System (n=114)

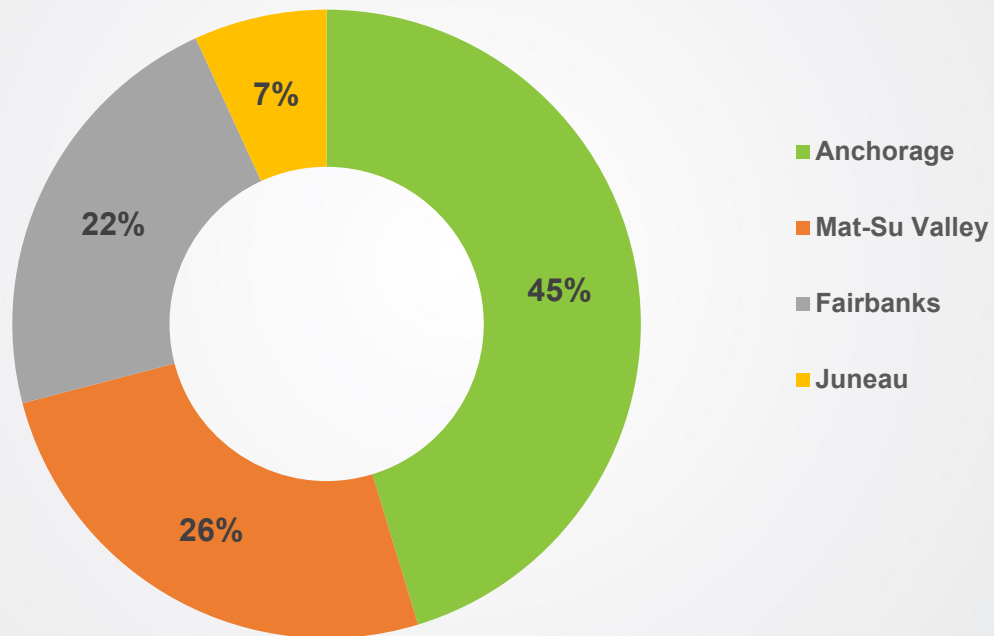


Respondents Completing Survey by Position/Role within the Child Welfare System (n=89)

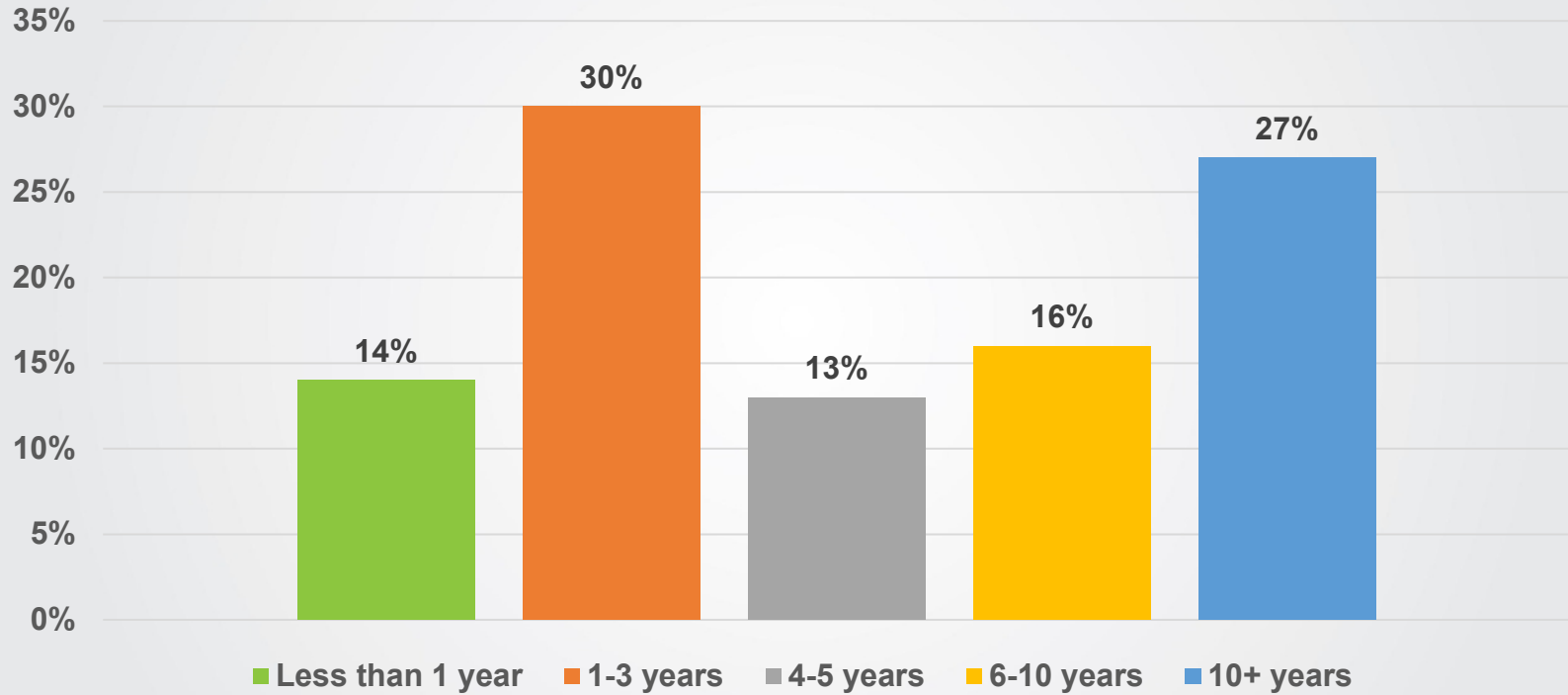




Region of Cases/Supported Child in Care (n=114)

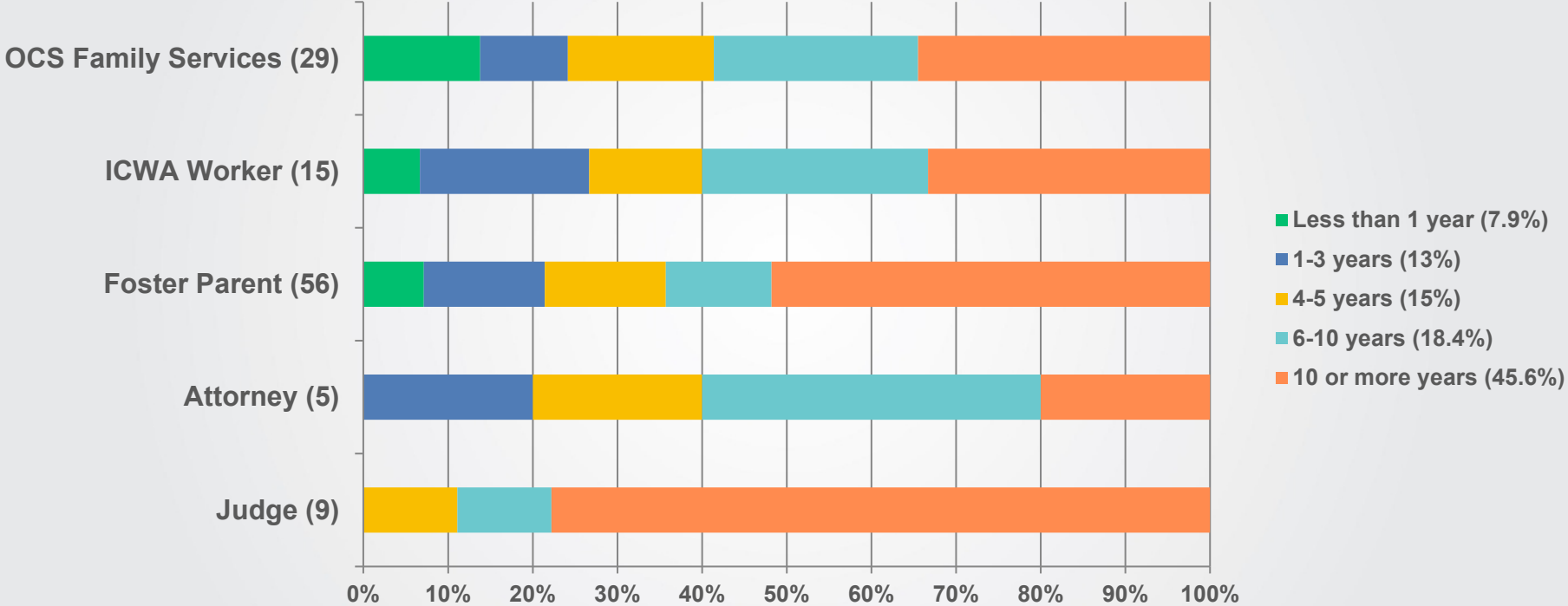


Duration Working in Current Position (n=114)



How long have you been working in your current field?

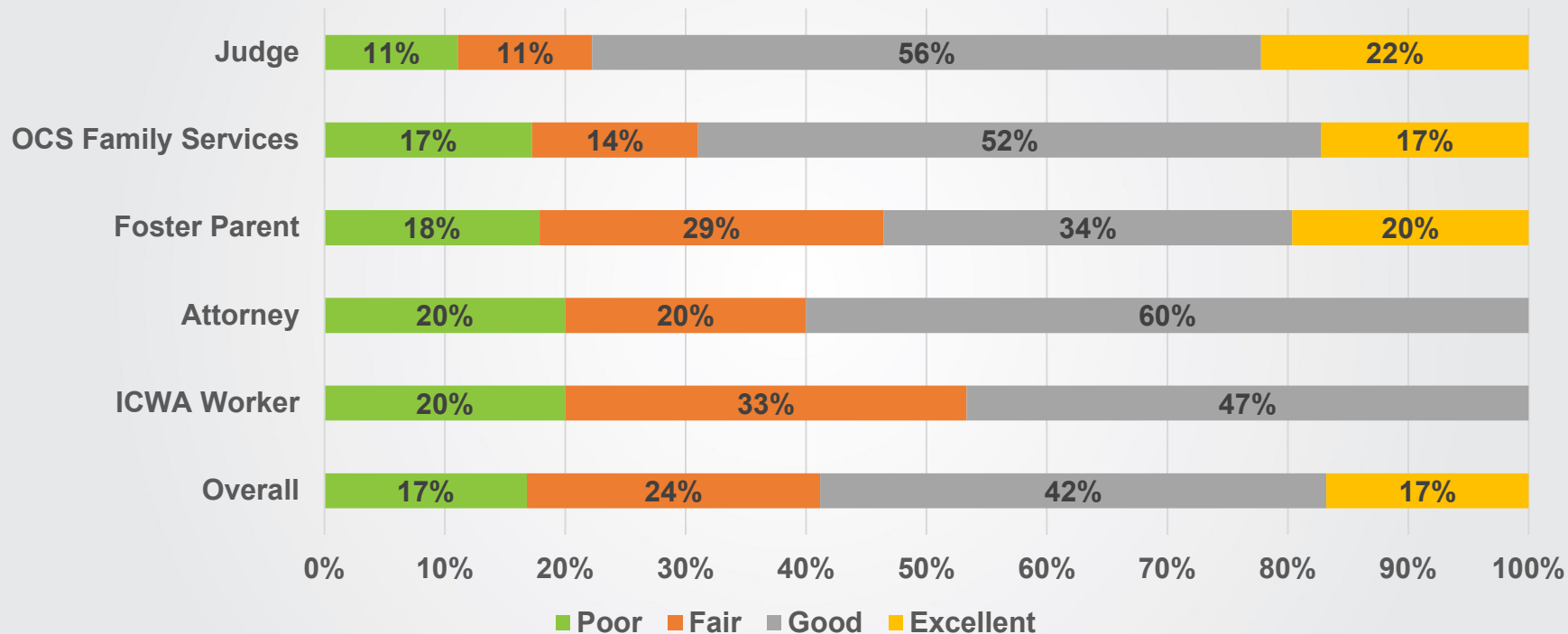
(n=114)



Knowledge and Understanding of CASA Volunteer Roles and Responsibilities



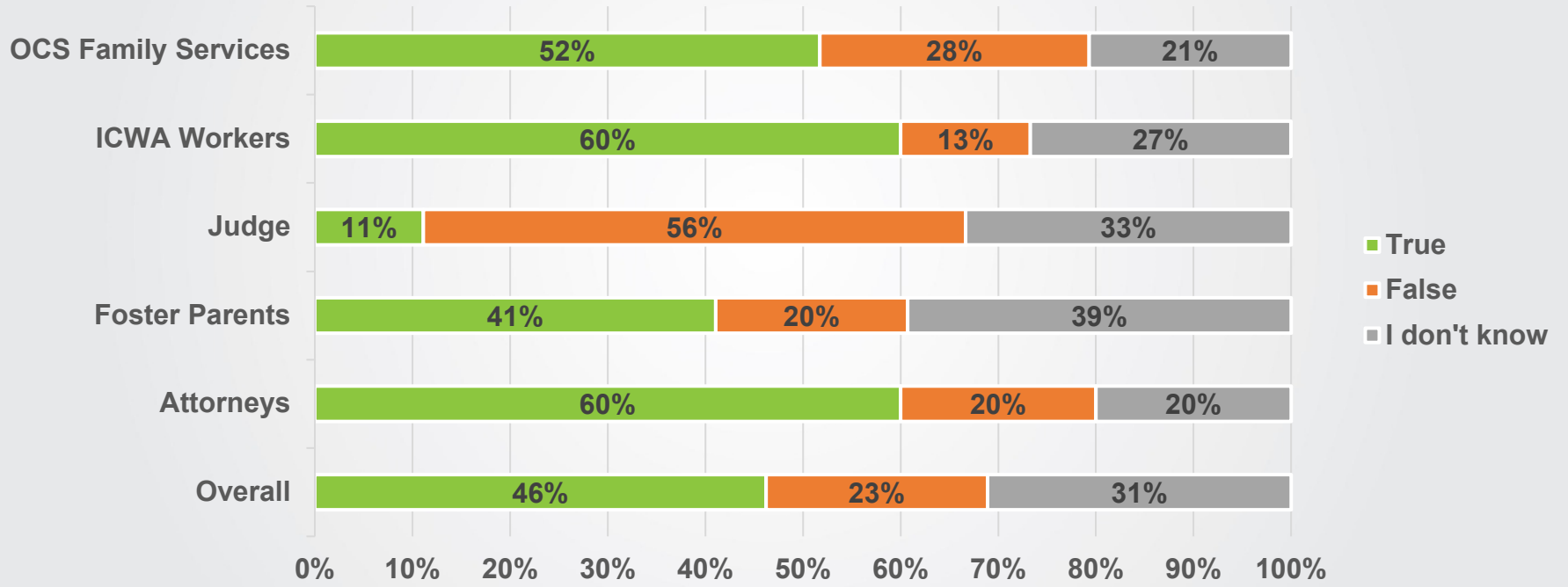
Understanding of the CASA Volunteer's Roles and Responsibilities (n=119)



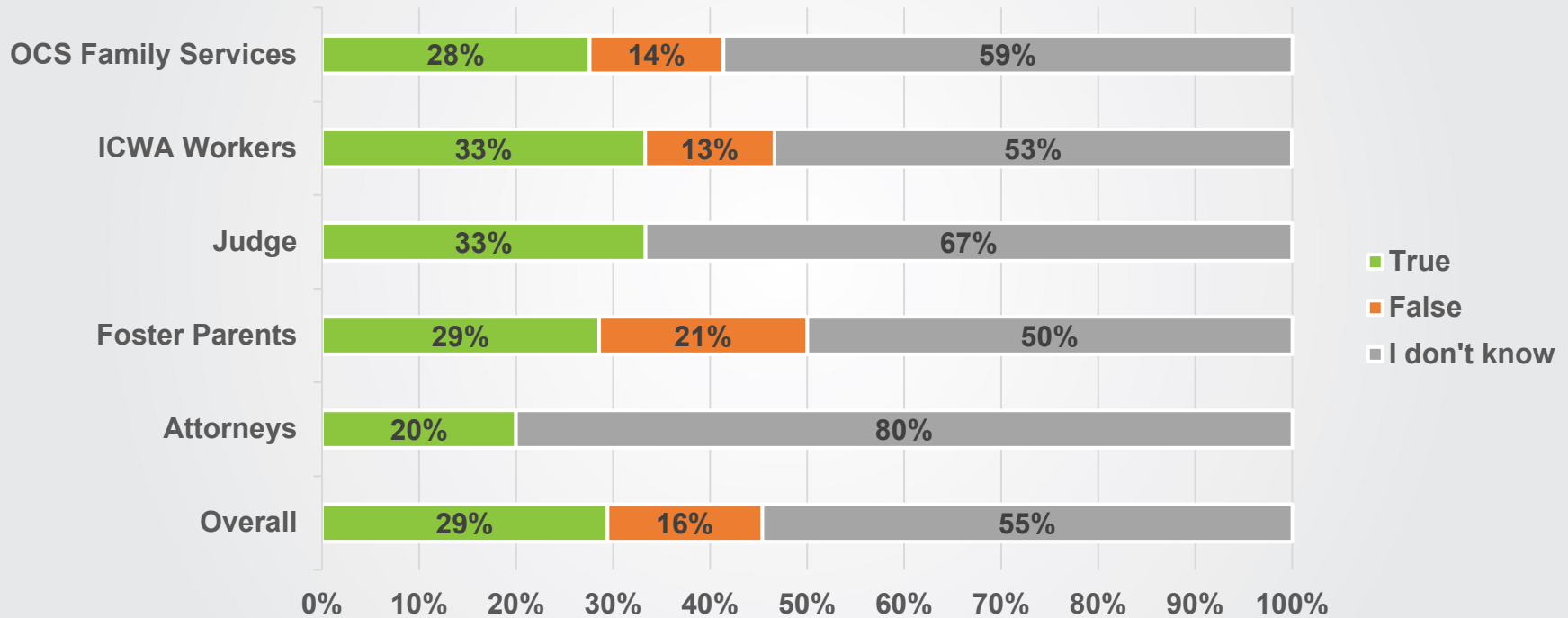
Factors Informing Level of Understanding of CASA Volunteer's Role 5=Most Impactful (n=119)

	Direct experience with CASA Volunteers	Observation of CASA Volunteers	Word of mouth (e.g., other professionals in the child welfare system)	Written communications (e.g., email, flyers)	Conferences or educational events	Alaska CASA website	Alaska CASA social media
5	29%	23%	15%	16%	14%	11%	11%
4	18%	21%	15%	10%	8%	12%	7%
3	24%	18%	27%	27%	25%	18%	15%
2	6%	13%	22%	13%	17%	18%	18%
1	24%	25%	21%	34%	36%	41%	50%
Weighted Average	3.24	3.03	2.82	2.61	2.47	2.33	2.12

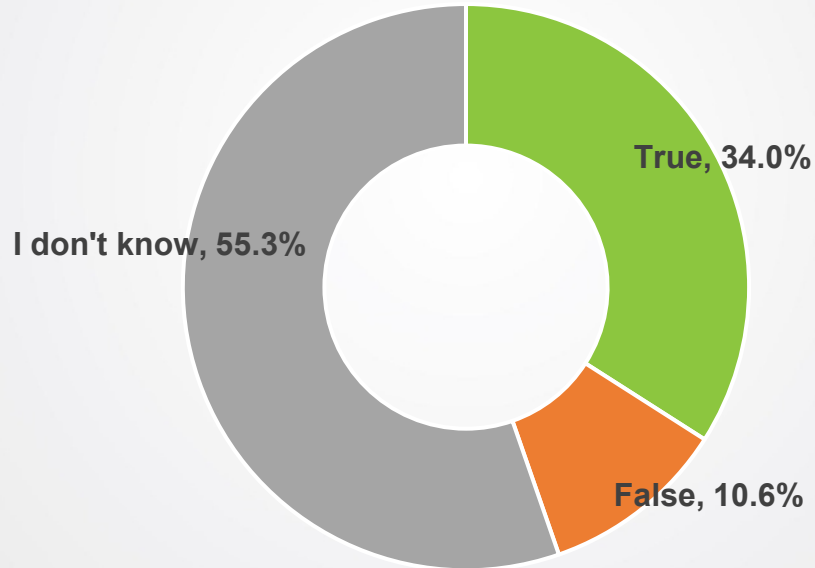
GALs and CASA Volunteers are both legal parties to a child/youth Child's Need of Aid case and have the same access to confidential information about the child/youth. (n=119)



CASA Volunteers are expected to see their assigned children/youth at least twice per month except under special circumstances.
(n=119)

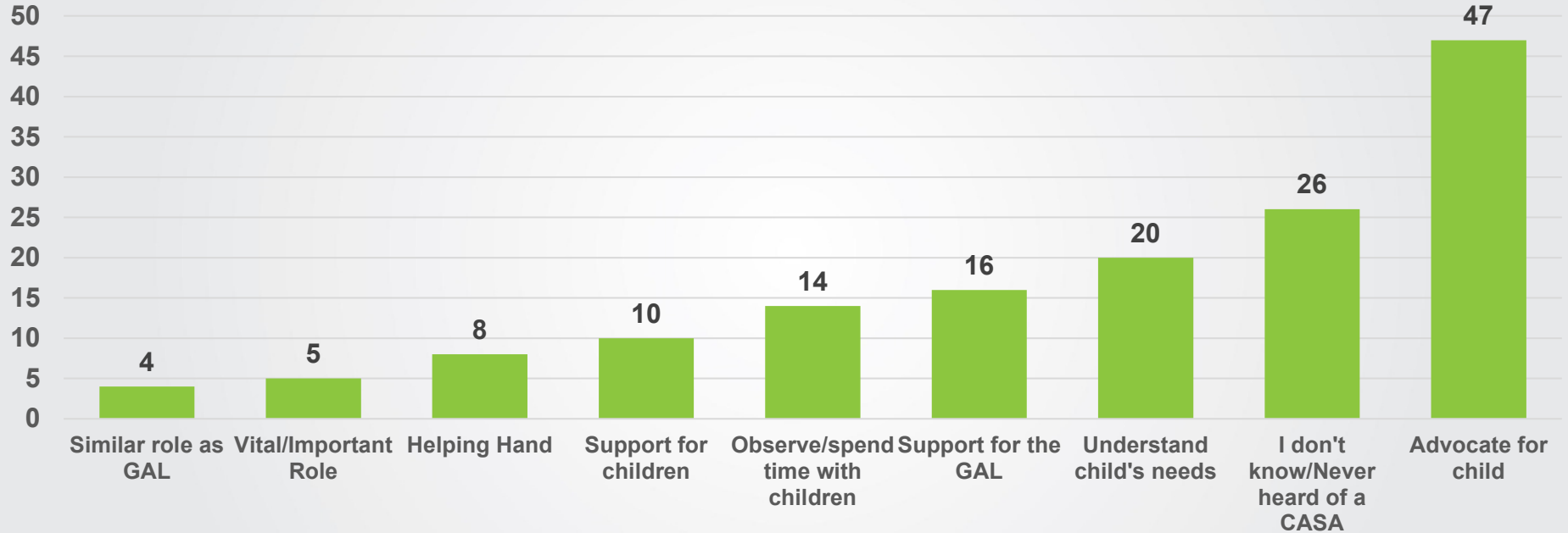


True or False: As a foster parent, I am required to provide
CASA Volunteers with access to visit with their assigned
youth at least twice per month.
(n=47)



How would you describe the role of a CASA volunteer? (n=119)

■ Number of Mentions



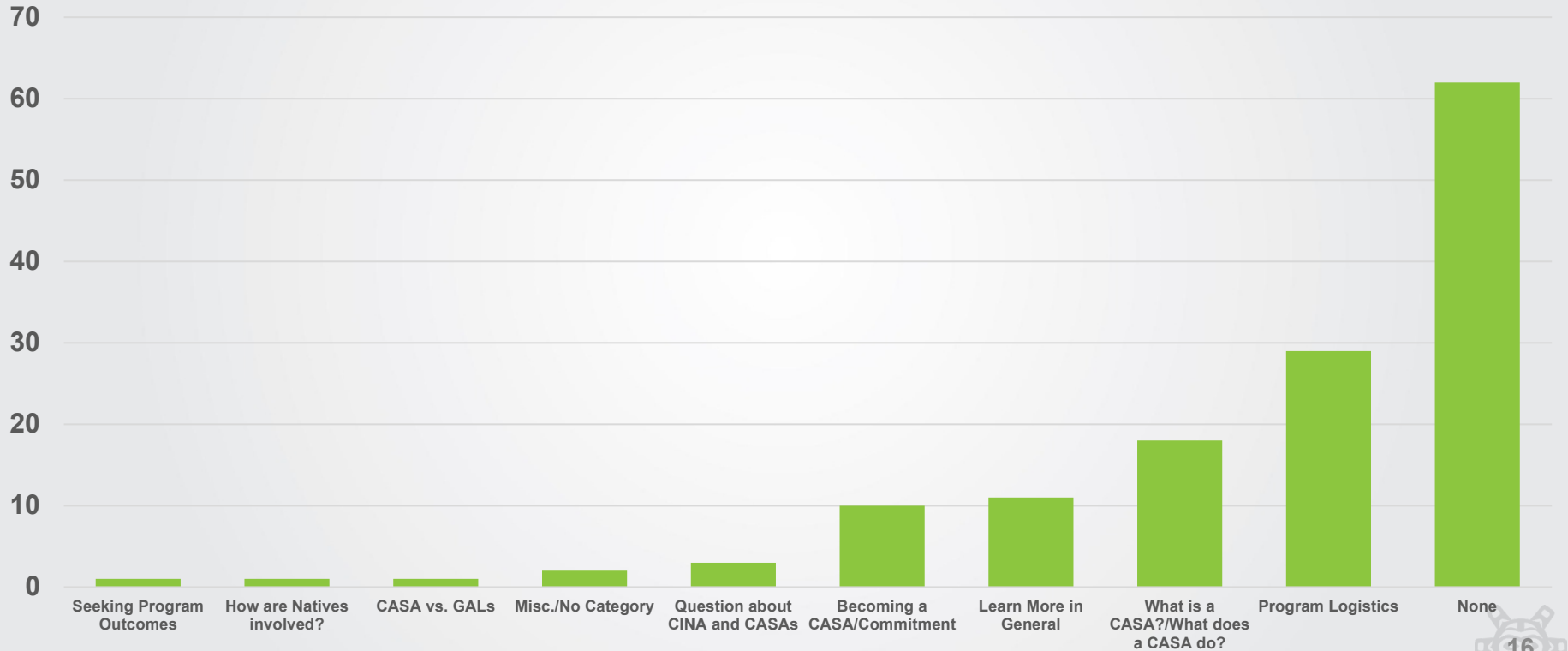
Opportunities for Engagement and Partnership



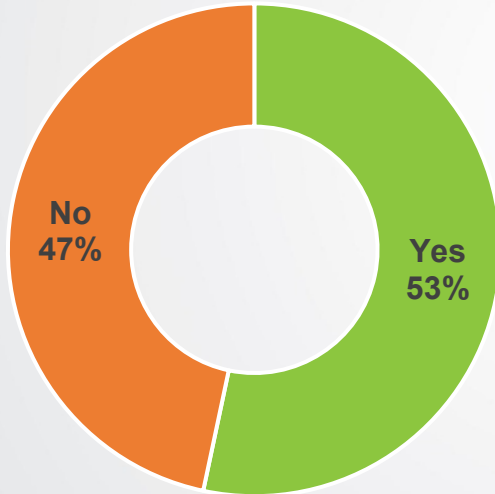
Questions About the CASA Program and/or Roles and Responsibilities of a CASA Volunteer

(n=119)

■ Number of Questions in this theme



ICWA Workers Interested in Receiving
Information/Speaking With Alaska
CASA About Having A Tribal Court
CASA Program
(n=15)



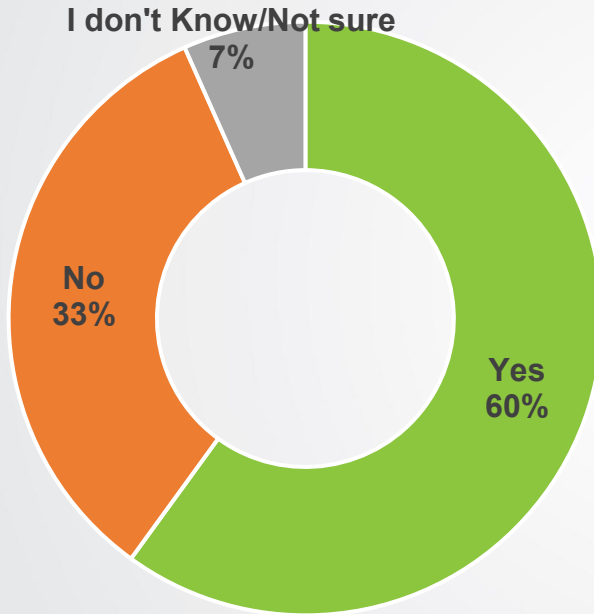
- Iliamna Village Council
- Tanana Chiefs Conference Tribal Social Service
- Tanana Chiefs Conference Tribal Government & Justice Division
- Kokhanok Village Council
- BBNA
- Gakona Projects
- Recommendation to contact regional non-profit ICWA departments

ICWA Workers

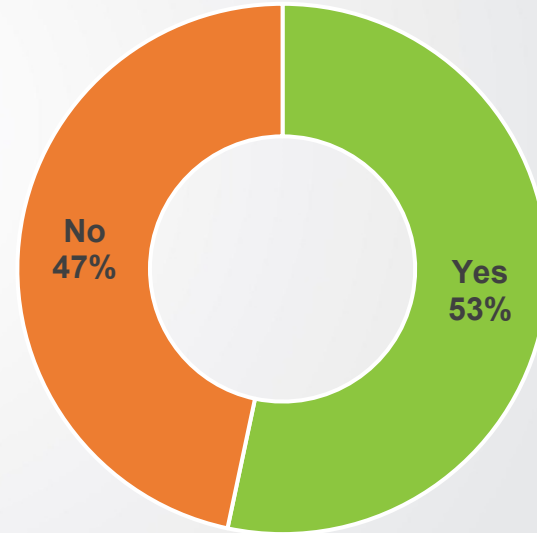




Tribal Court



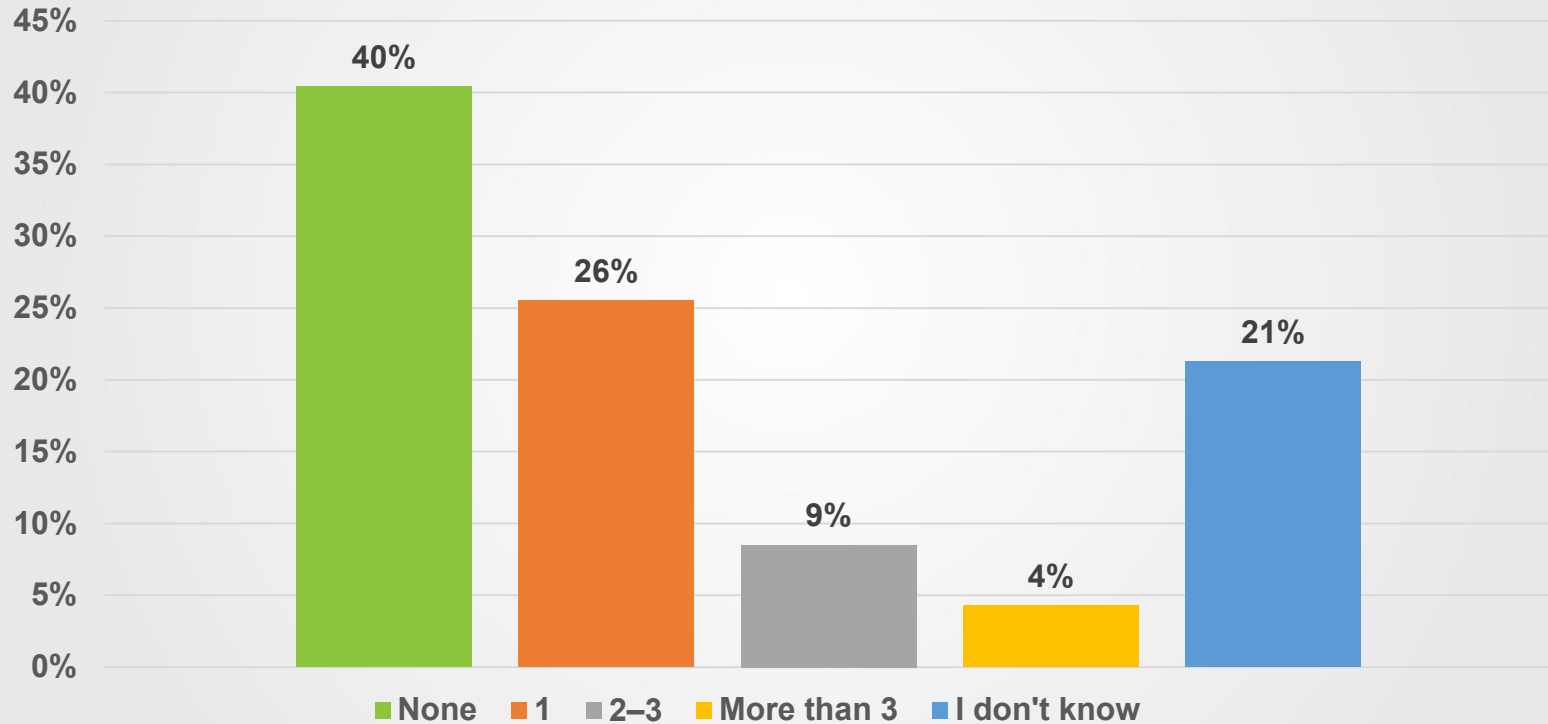
Interested in Receiving Information/Speaking With Alaska CASA About Having A Tribal Court CASA Program



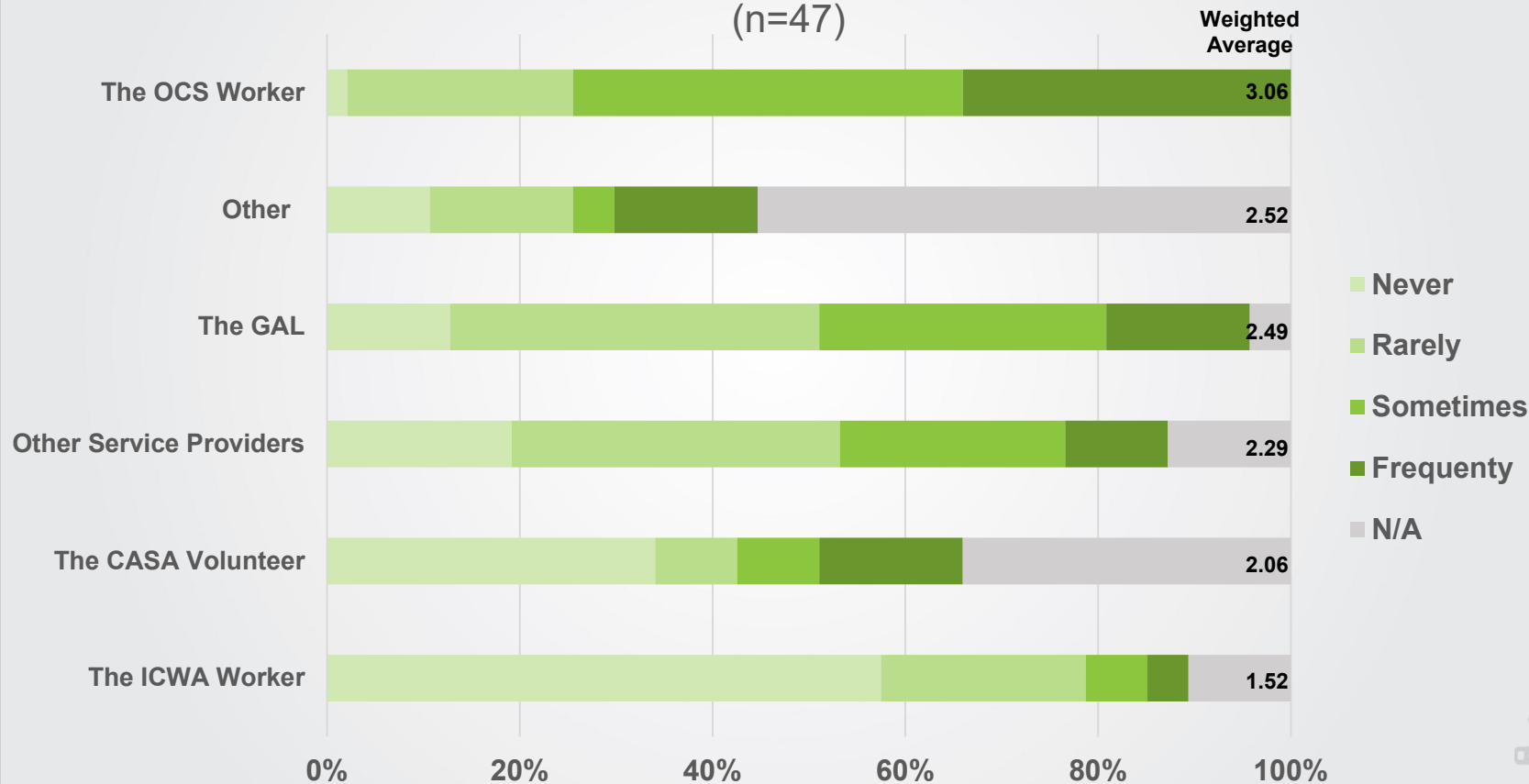
Foster Parents



How many CASA Volunteers have you had assigned to children you were caregiver for?
(n=47)

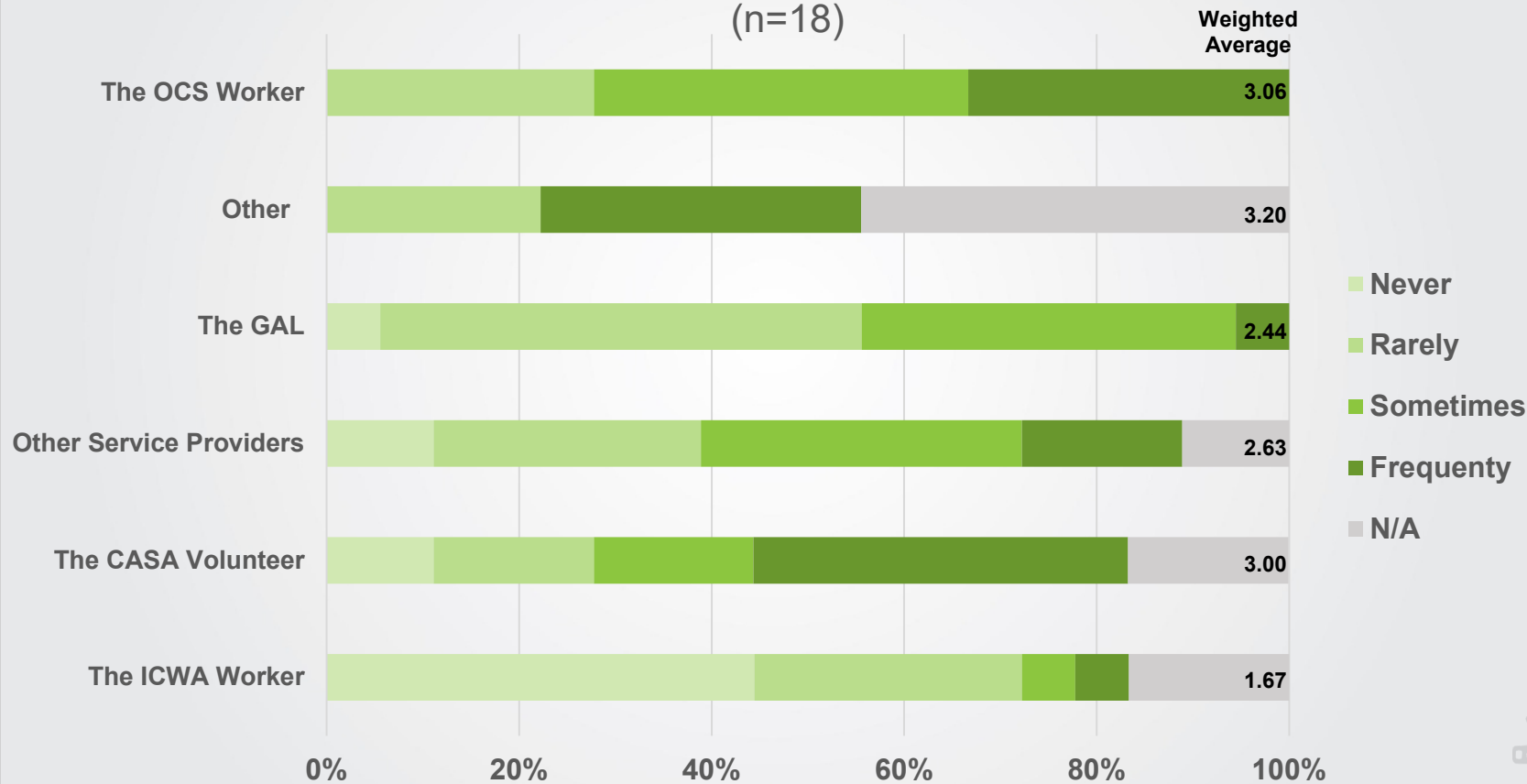


Which of the following professionals contact you about the youth in your care?
(n=47)



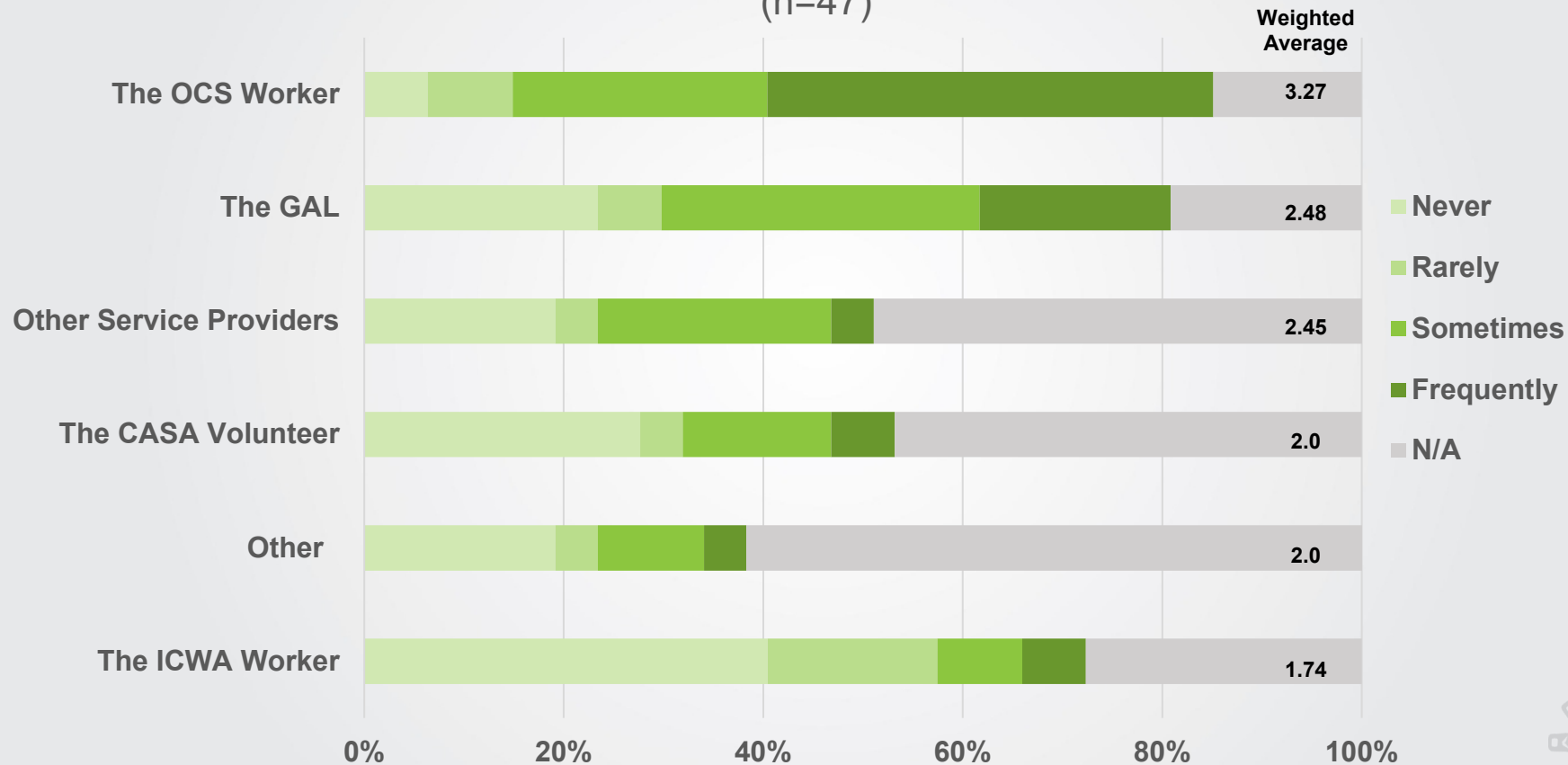
Which of the following professionals contact you about the youth in your care? (removed N/A and None)

(n=18)



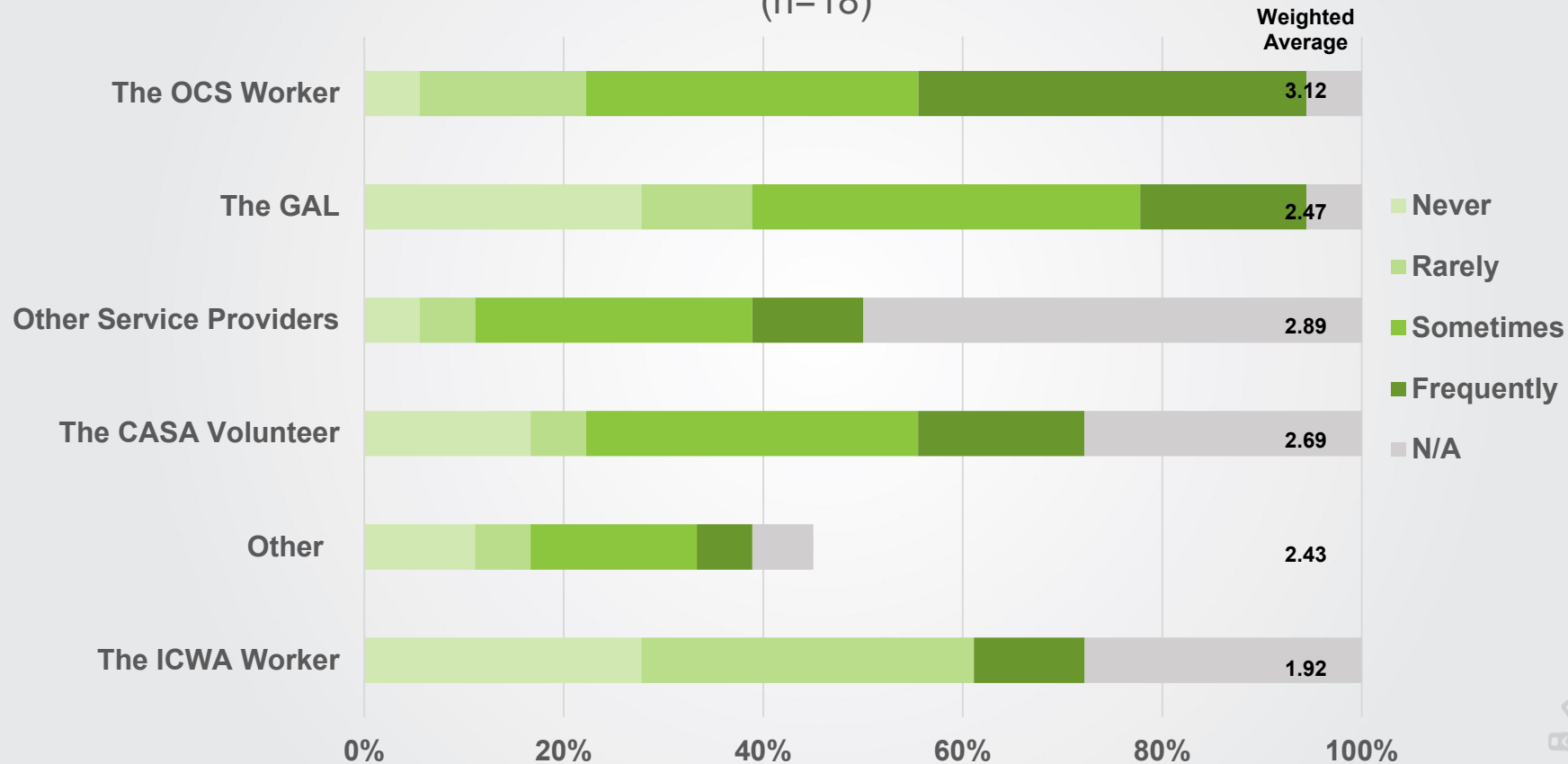
When a child/youth in your care needs to reach out to someone about their needs or their case, who do they contact?

(n=47)



When a child/youth in your care needs to reach out to someone about their needs or their case, who do they contact? (removed N/A and None)

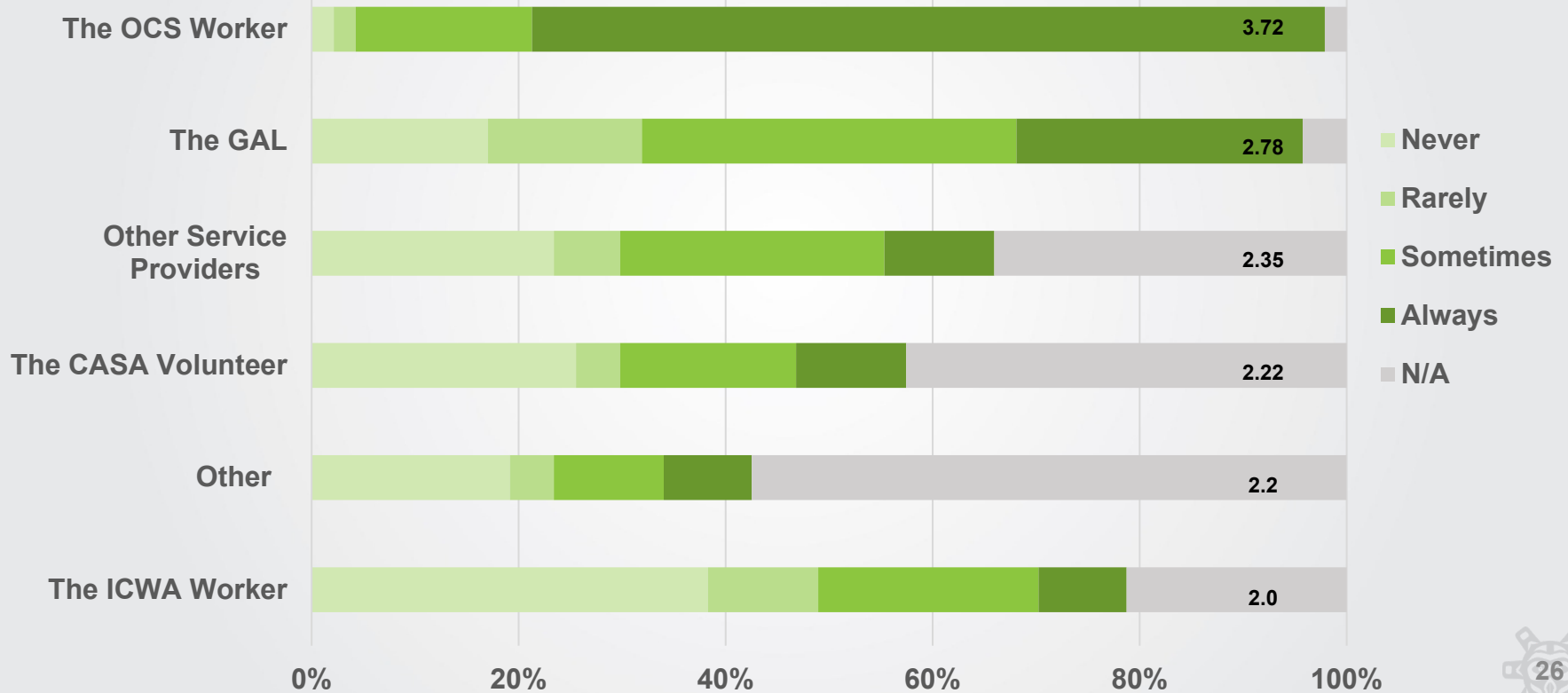
(n=18)



When you have a concern about a child/youth in your care, who do you get in touch with?

(n=47)

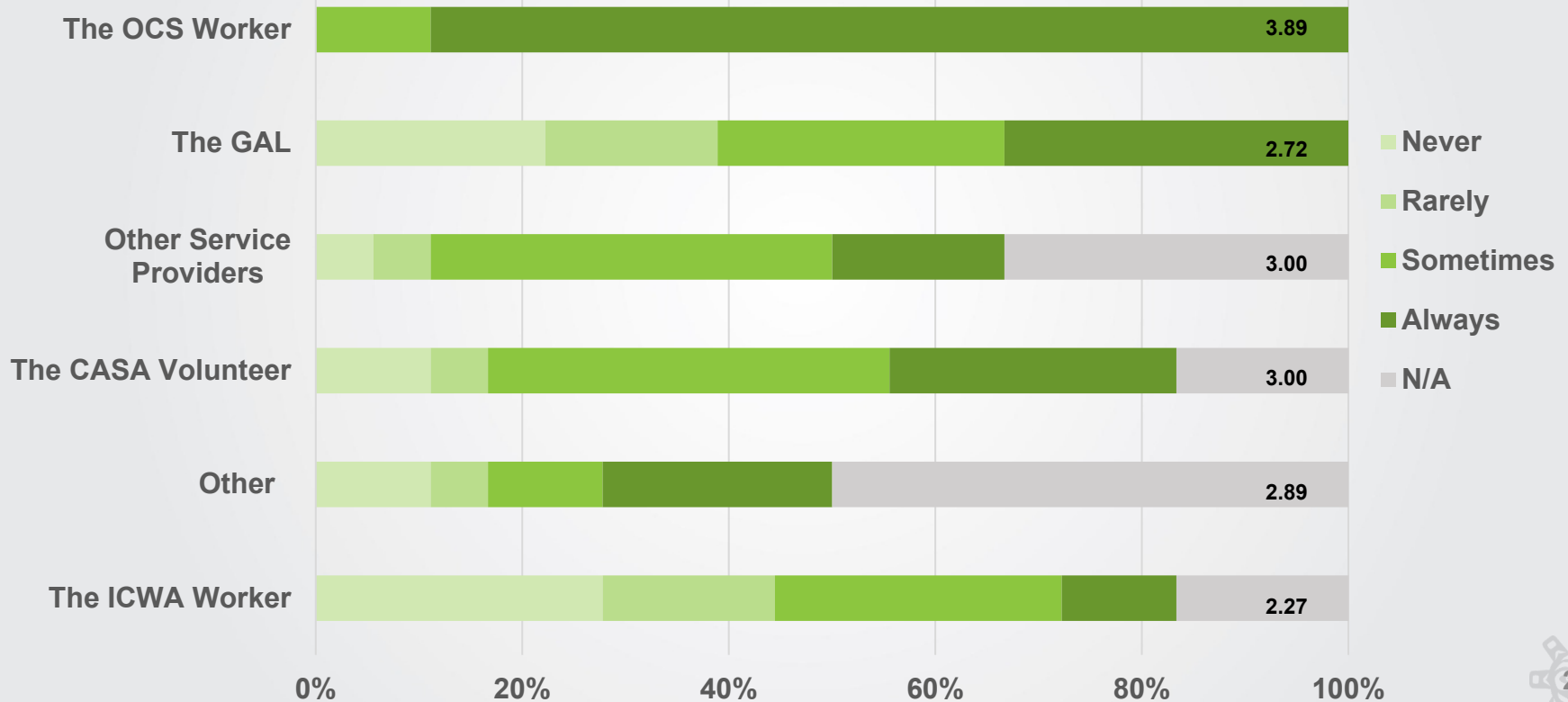
Weighted Average



When you have a concern about a child/youth in your care, who do you get in touch with? (removed N/A and None)

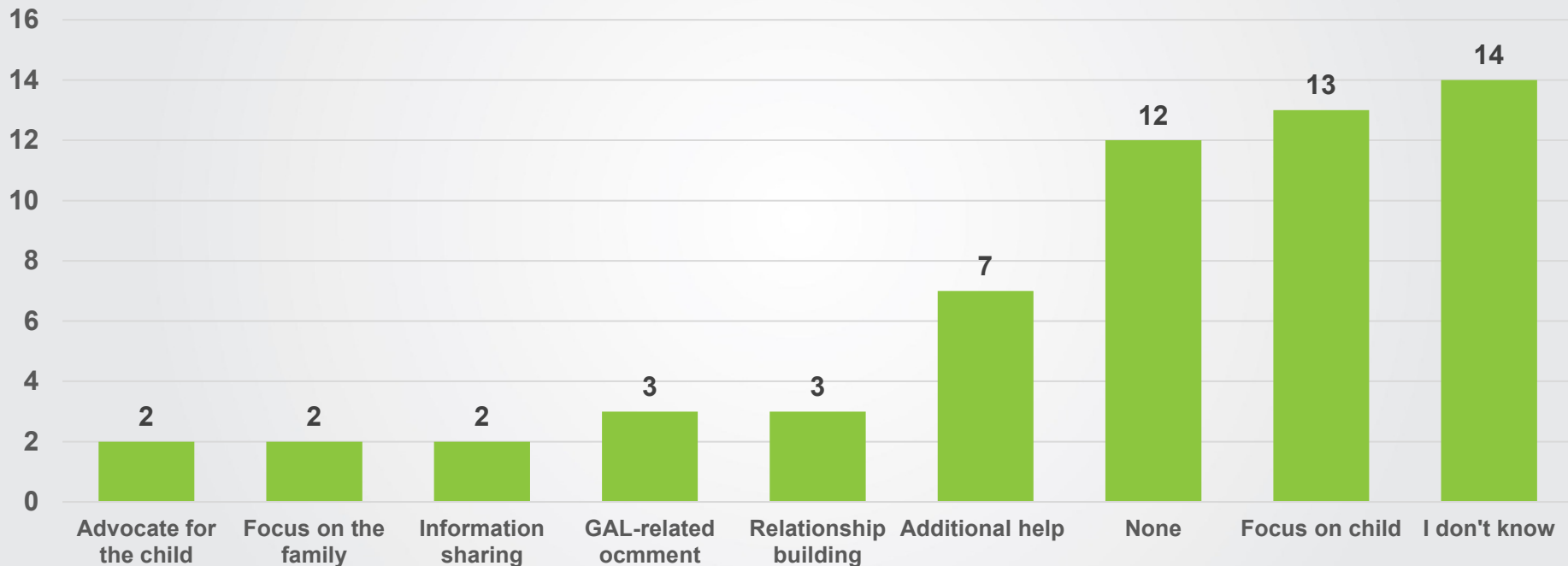
(n=18)

Weighted Average

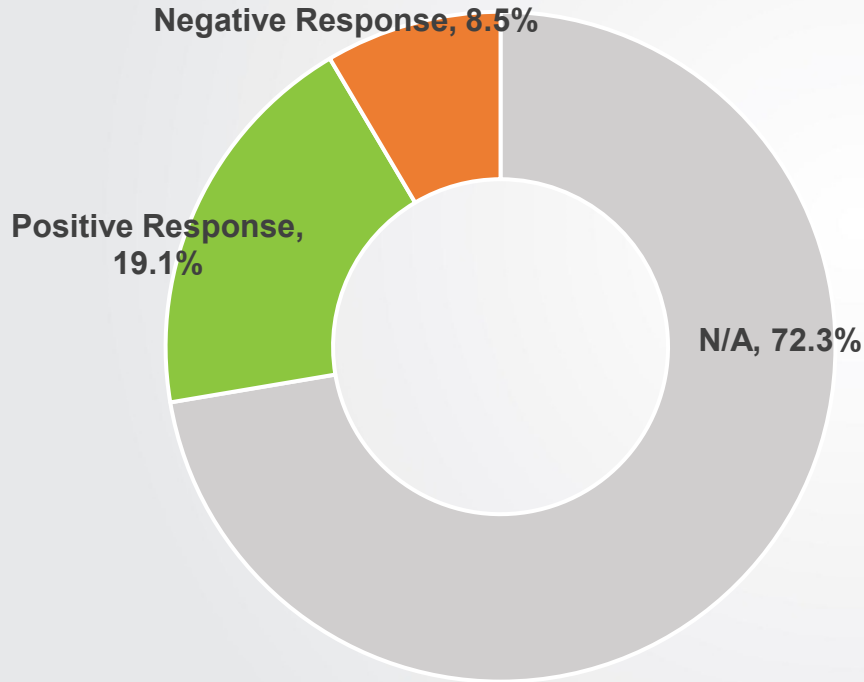


What do you see as the most valuable aspect of having a CASA volunteer assigned to a youth/child in your care? (n=47)

■ Number of Mentions



Foster Parent's Relationships with Their Child/Youth's CASA Volunteer(s) (n=47)



Positive Responses

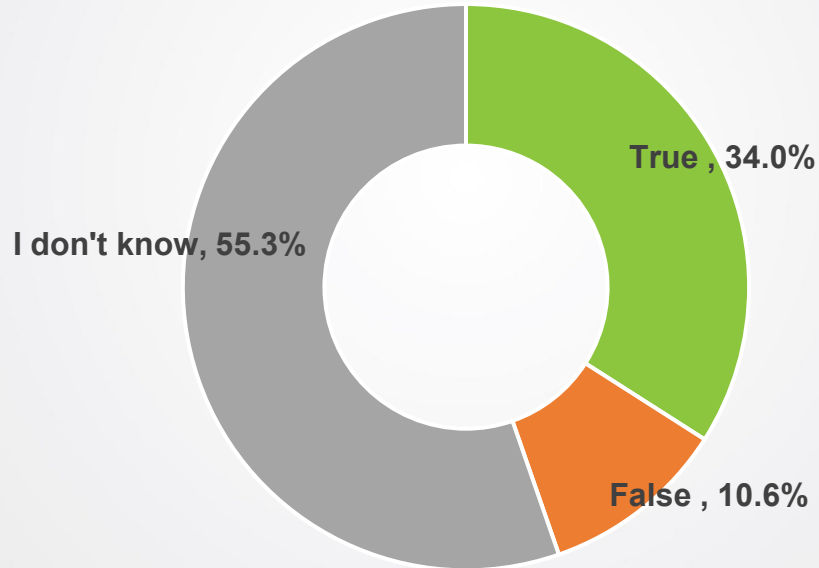
Collaborative; Excellent; Great; Invaluable; Positive; Respectful; Transparent

Negative Responses

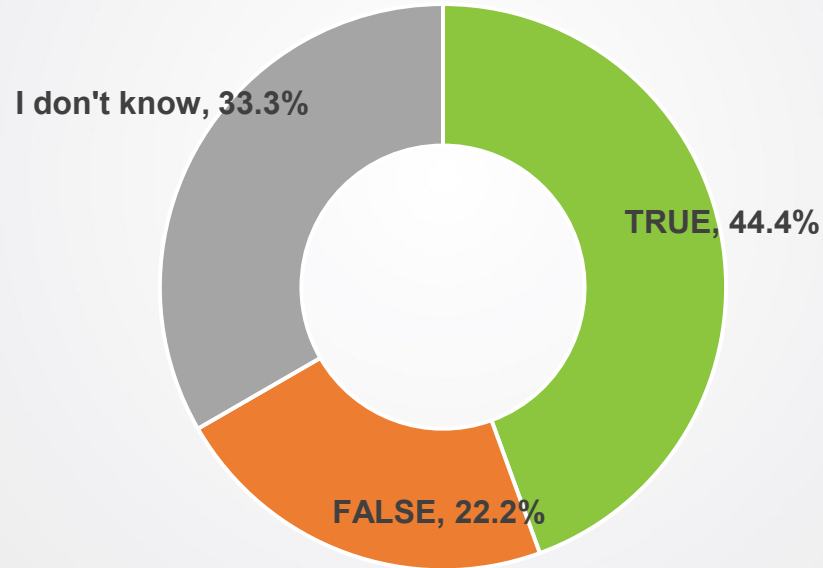
Rude; Non-Existent; Never hear from CASA Volunteer; Cranky; Added Stress

*Note: there was at least one comment providing positive feedback of their GAL worker

True or False: As a foster parent, I am required to provide
CASA Volunteers with access to visit with their assigned
youth at least twice per month.
(n=47)



True or False: As a foster parent, I am required to provide
CASA Volunteers with access to visit with their assigned
youth at least twice per month.
(n=18)

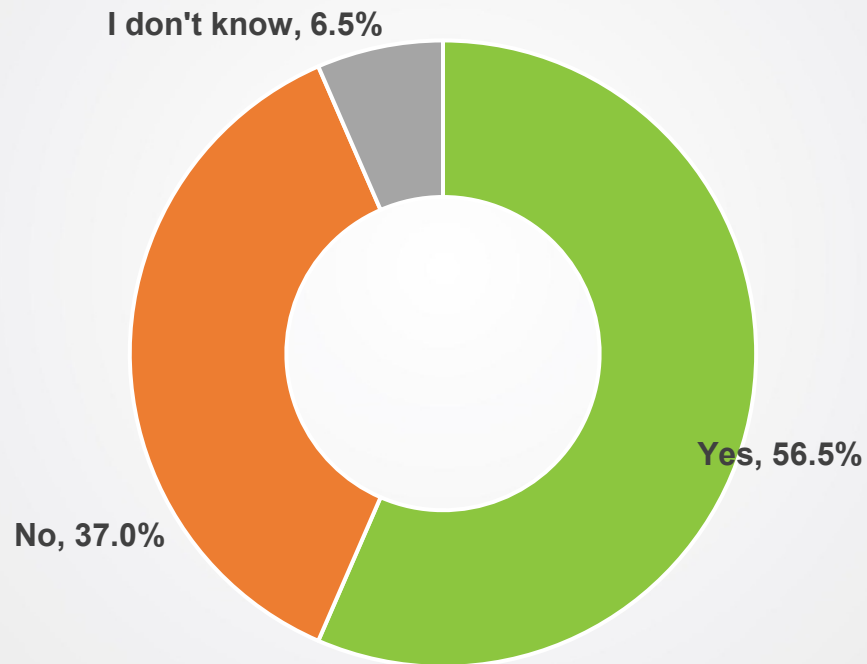


Legal Parties

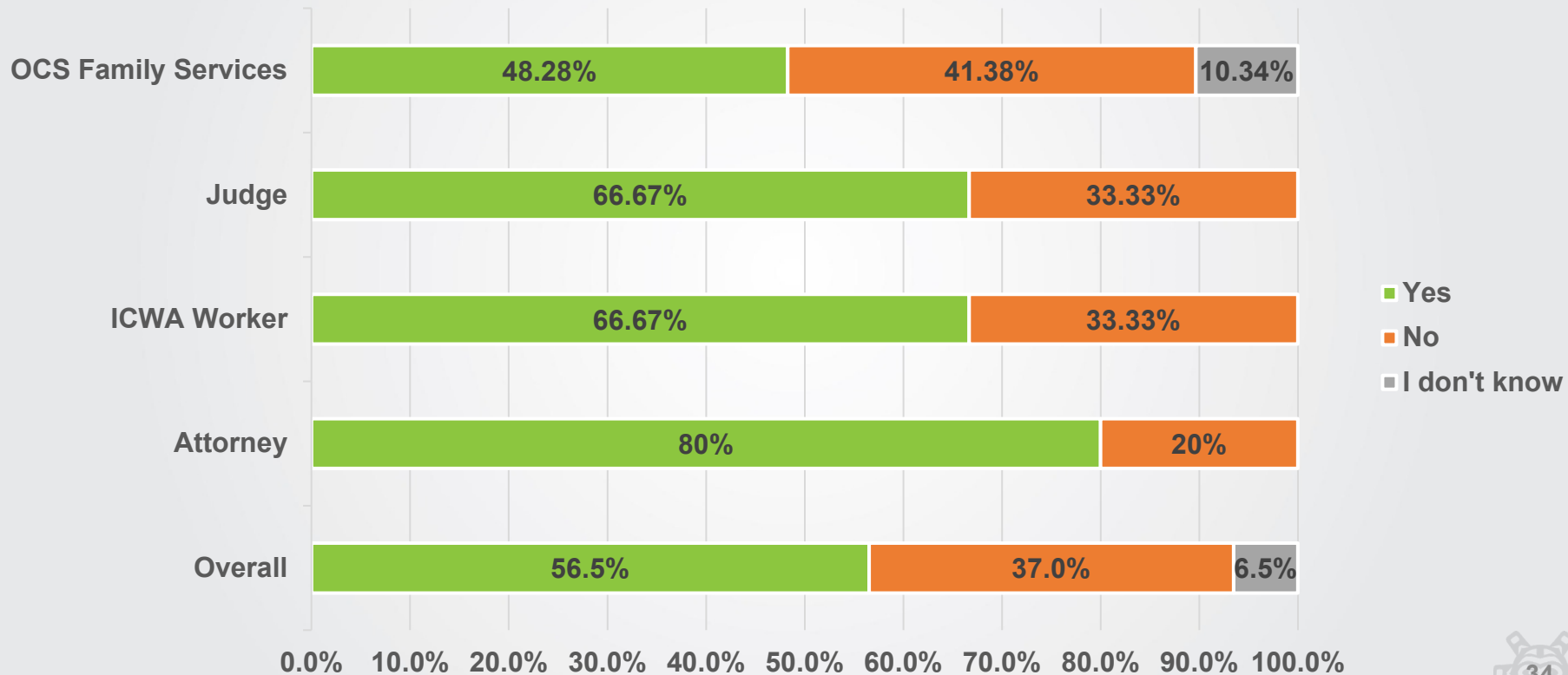
Attorneys, Judges, OCS Workers, ICWA Workers



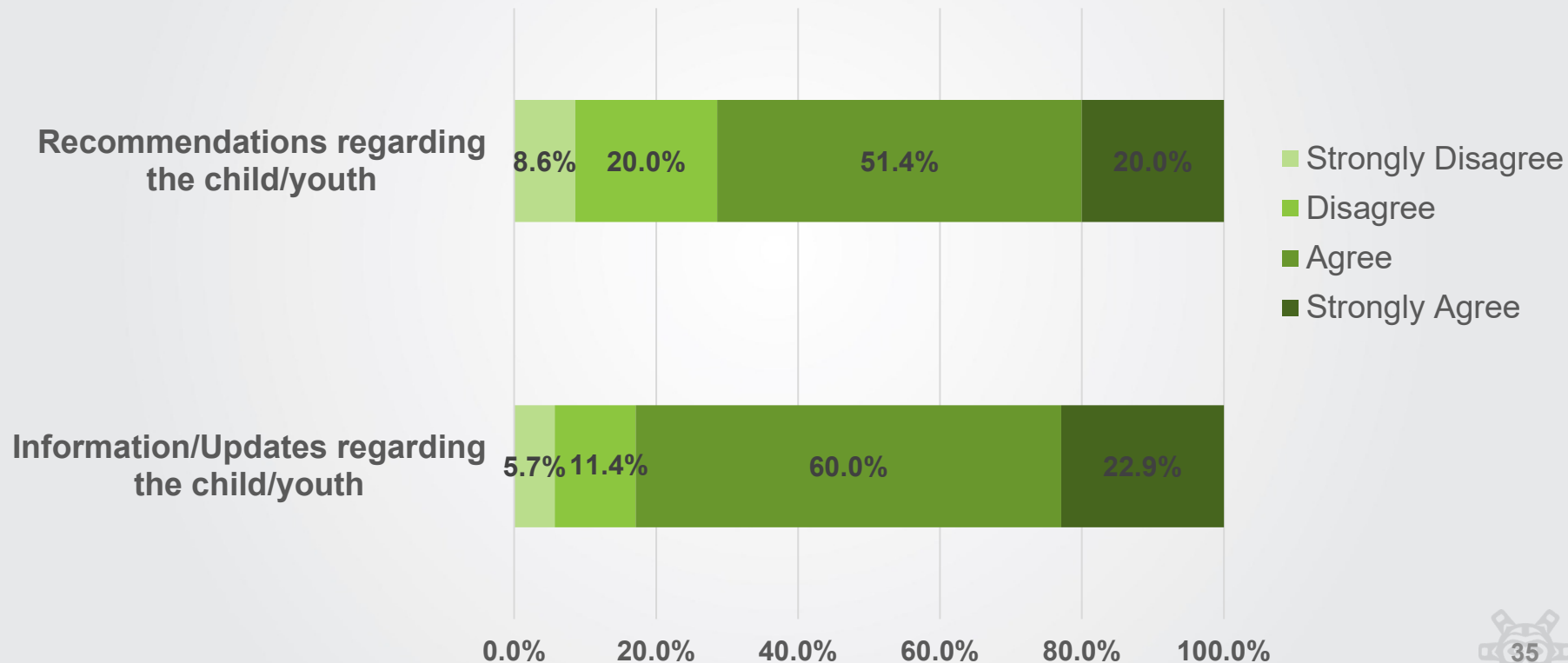
Have you ever been appointed to/presided over a CINA case where child(ren) had a CASA Volunteer?
(n=46)



Have you ever been appointed to/presided over a CINA case where child(ren) had a
CASA volunteer?
(n=46)



I look to CASA volunteers for:
(n=35)





I look to CASA Volunteers for:

Attorneys

— I have only had one case where there was a CASA involved and I did not interact with them at all. I worked with the GAL instead.

— I am suspect of a CASA's recommendations. I usually think they are too inexperienced to give their opinion much weight.

ICWA Workers

— I have had more contact with GAL than CASA

— I feel I cannot comment on the above because, I haven't really worked with a CASA until recently but so far it's been helpful.

— Usually they know the youth/child more than we do.

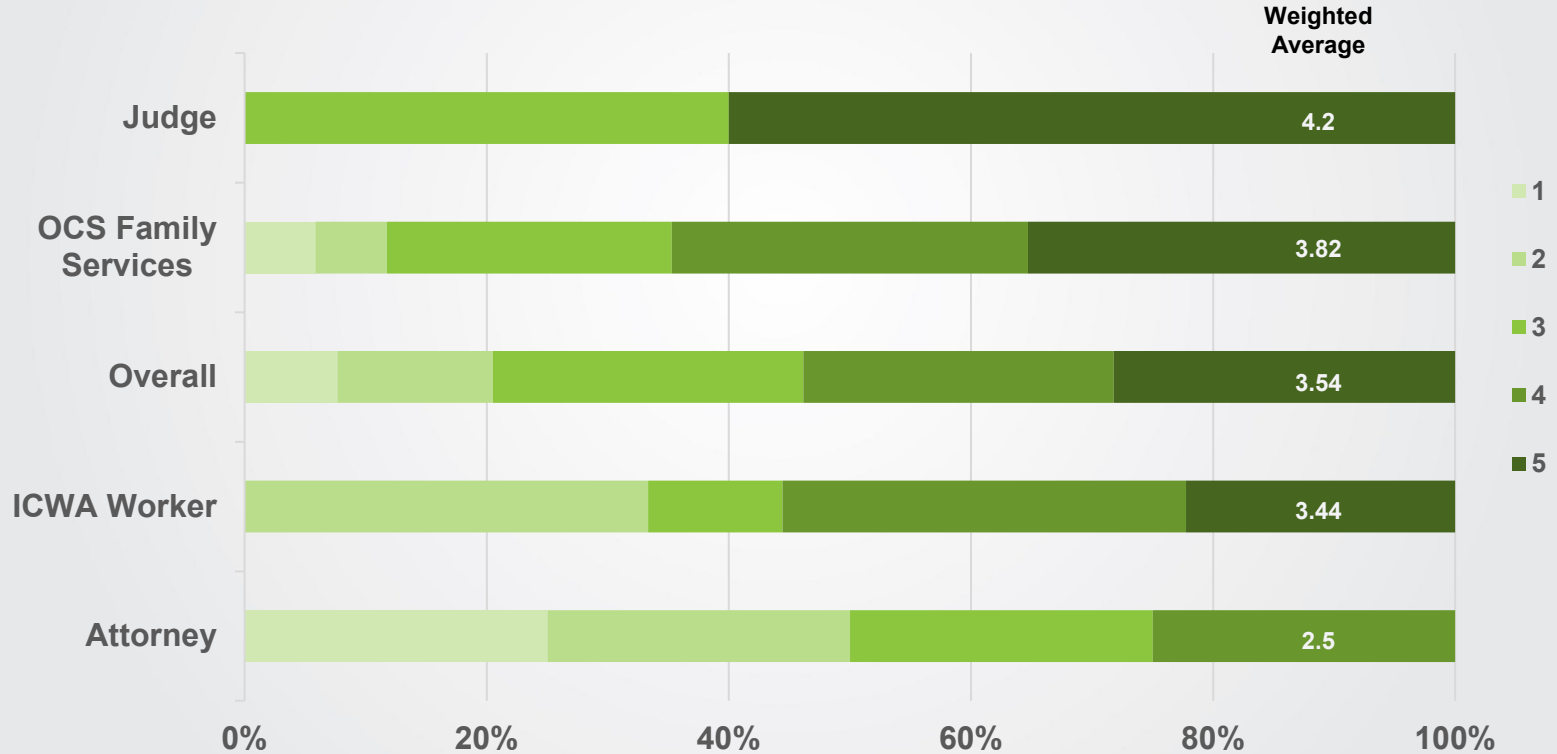
OCS Family Services

— I look at the CASA volunteers as part of the team to help our children. I value their input/recommendation regarding children in custody.

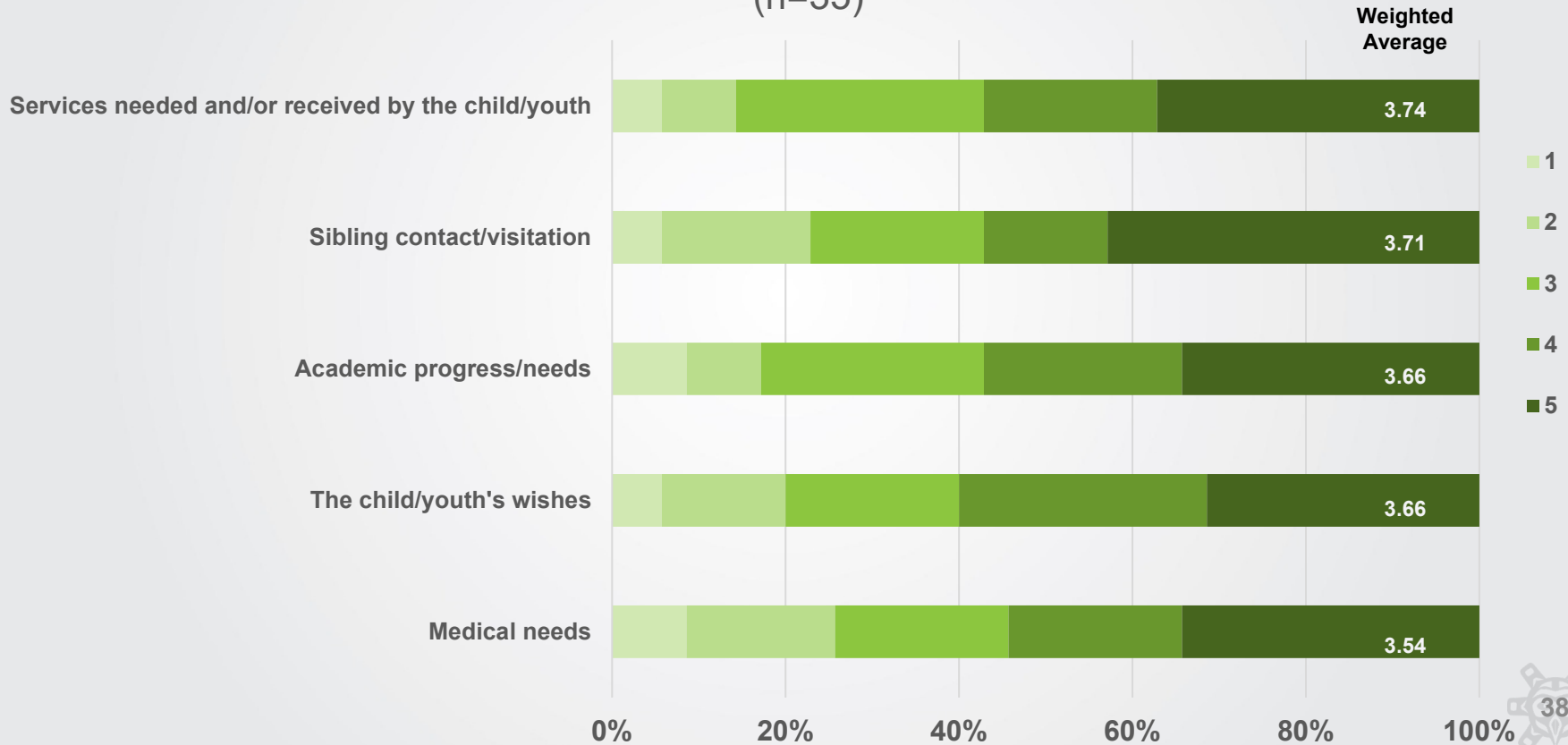
— I would look to them for info and recommendations but oftentimes I still had more contact with the youth than they did.

— I look to the GAL for that. I see the CASA as more of a GAL assistant.

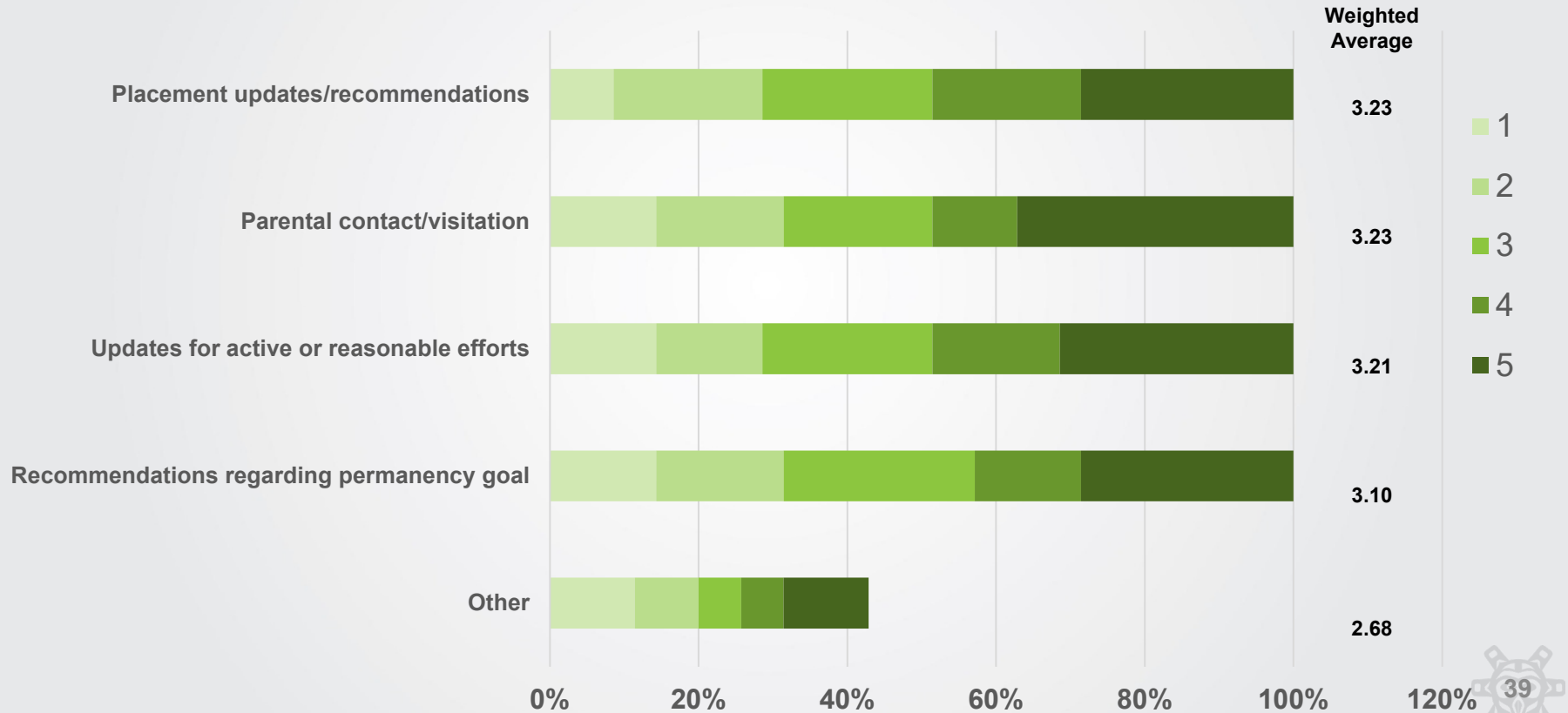
Overall value of the information provided to the court/legal parties by
 CASA volunteers
 1=not at all, 5=extremely
 (n=35)



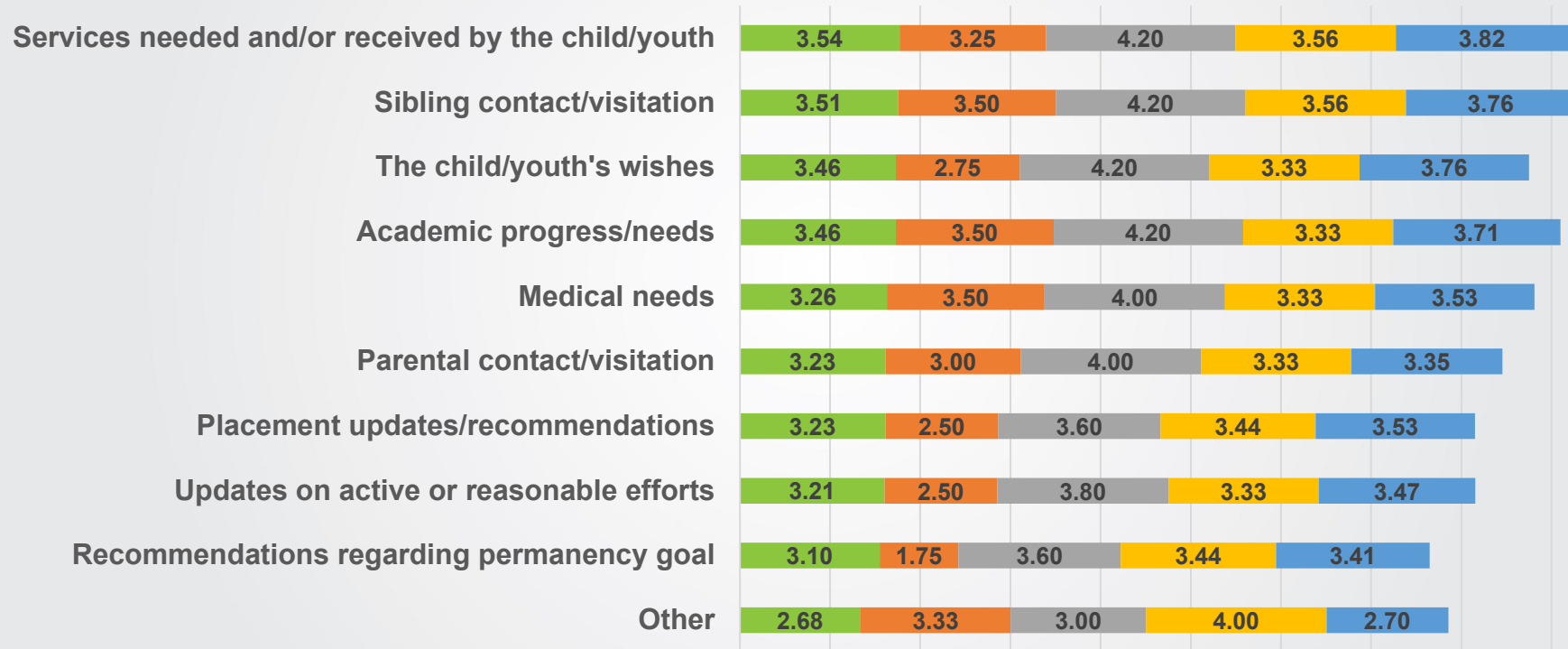
Value of the following kinds of information provided by the CASA volunteer
1=not at all, 5=extremely
(n=35)



Value of the following kinds of information provided by the CASA volunteer
 1=not at all, 5=extremely
 n=35



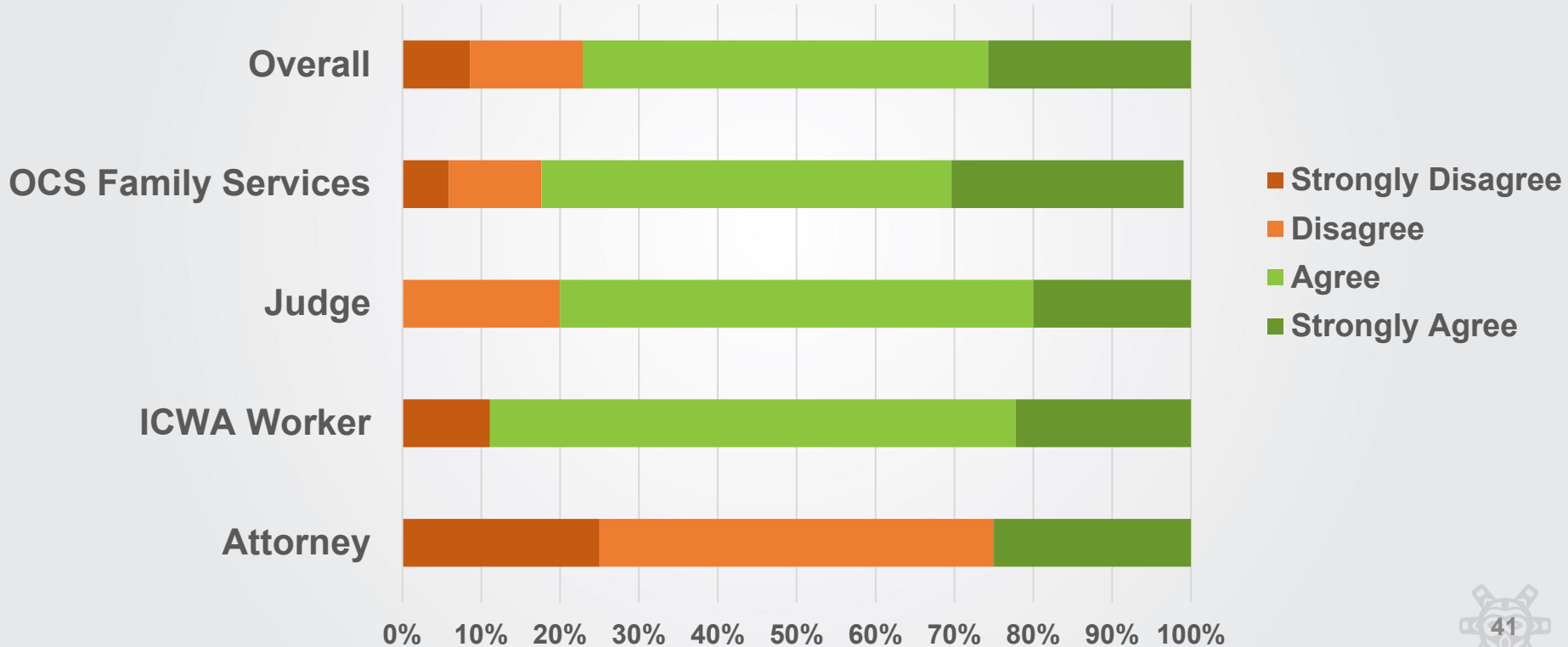
Value of the following kinds of information provided by the CASA volunteer
 1=not at all, 5=extremely
 (n=35)



■ Overall
 ■ Attorney
 ■ Judge
 ■ ICWA Worker
 ■ OCS Family Services

CASA Volunteers add to the content and quality of information provided to the court by the GAL

n=35; weighted average=2.94 (out of 4)



CASA Volunteers add to the content and quality of information provided to the court by the GAL.

Attorneys

- It depends on the CASA. Some CASAs have very relevant past experience to be effective. Others who have little life experience or experience in the field but want to just help or save children don't add much to a case.
- The CASA volunteers I have worked with have a narrow view of the proceedings and have unrealistic expectations.

ICWA Workers

- From my experience the CASAs provide what the GAL, OCS, AG, want to hear as opposed to an unbiased perspective. They are easily pressured to change their opinions based on other people's influence.
- I've only seen the CASA be an assistant to the GAL???

CASA Volunteers add to the content and quality of information provided to the court by the GAL.

Judge

— When a CASA is involved, it seems that the GAL doesn't know anything about the case, deferring to the CASA.

— Varies widely from case to case.

OCS Family Services

— Sometimes CASAs may have more information than the GAL. CASA's information can only add to the information that a GAL would have access to on the case.

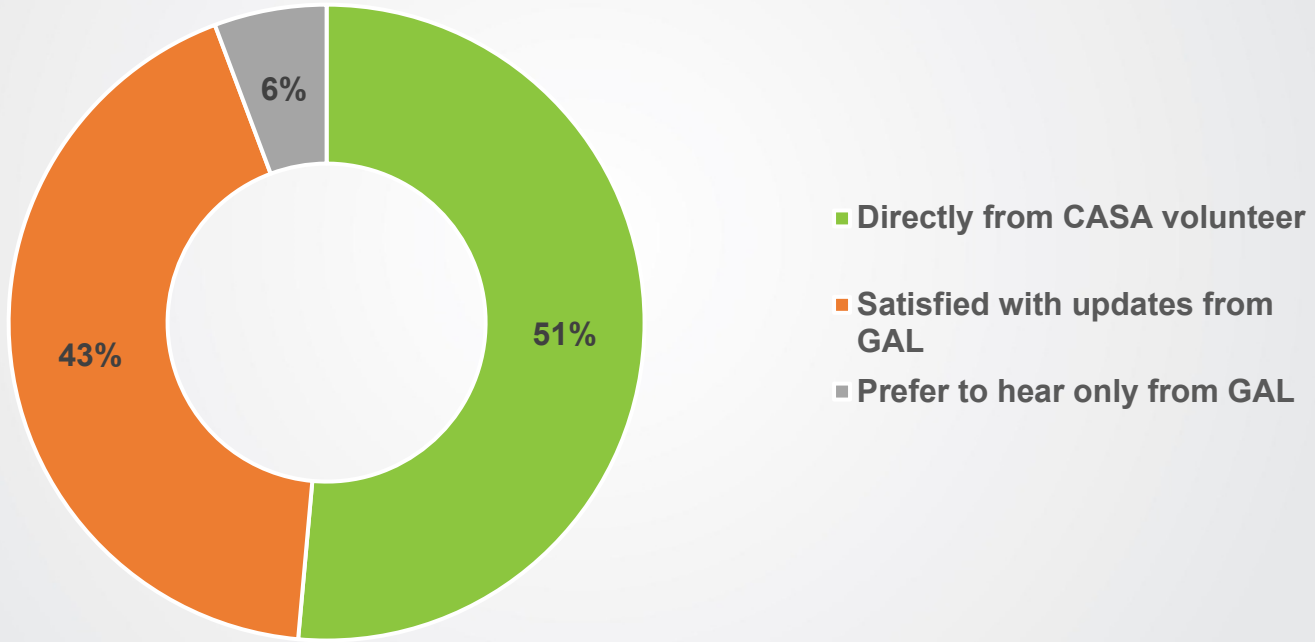
— In my experience the GAL and CASAs have definitely complimented each other and it's been really helpful to have a third voice for the court to consider when we are all aligned.

— If the GAL speaks first, the CASA usually does not have much to add.

— I honestly don't know what information the CASA volunteers provide.

— In the past I have seen this.

Preferences for communication with CASA and GAL during hearings...
n=35



During hearings...open ended responses (n=14)

Attorneys

- In my experience, the info was the same.
- You can really tell the difference between a CASA who has spent a lot of time with the family to one who has not.
- The GALs have more experience with the legal proceedings.

*4/4 attorneys (that answered) selected “I am satisfied with the GAL providing updates on behalf of the CASA volunteer,” OR “I prefer to hear only from the GAL.”

ICWA Workers

- First hand information is better than second hand
- I feel the GAL has more accountability and ethics requirements for being biased than a CASA therefore prefer to hear from a GAL.
- I feel that the CASA has a little more direct interactions with the child.
- Sometimes they have more updated information.

*8/13 ICWA workers (that answered) selected “It is important for me to hear directly from the CASA Volunteer.”



During hearings...open ended responses (n=14)

Judge

No additional comments.

*3/5 Judges (that answered) selected “It is important for me to hear directly from the CASA Volunteer.”

*2/5 selected “I am satisfied with the GAL providing updates on behalf of the CASA Volunteer.”

OCS Family Services

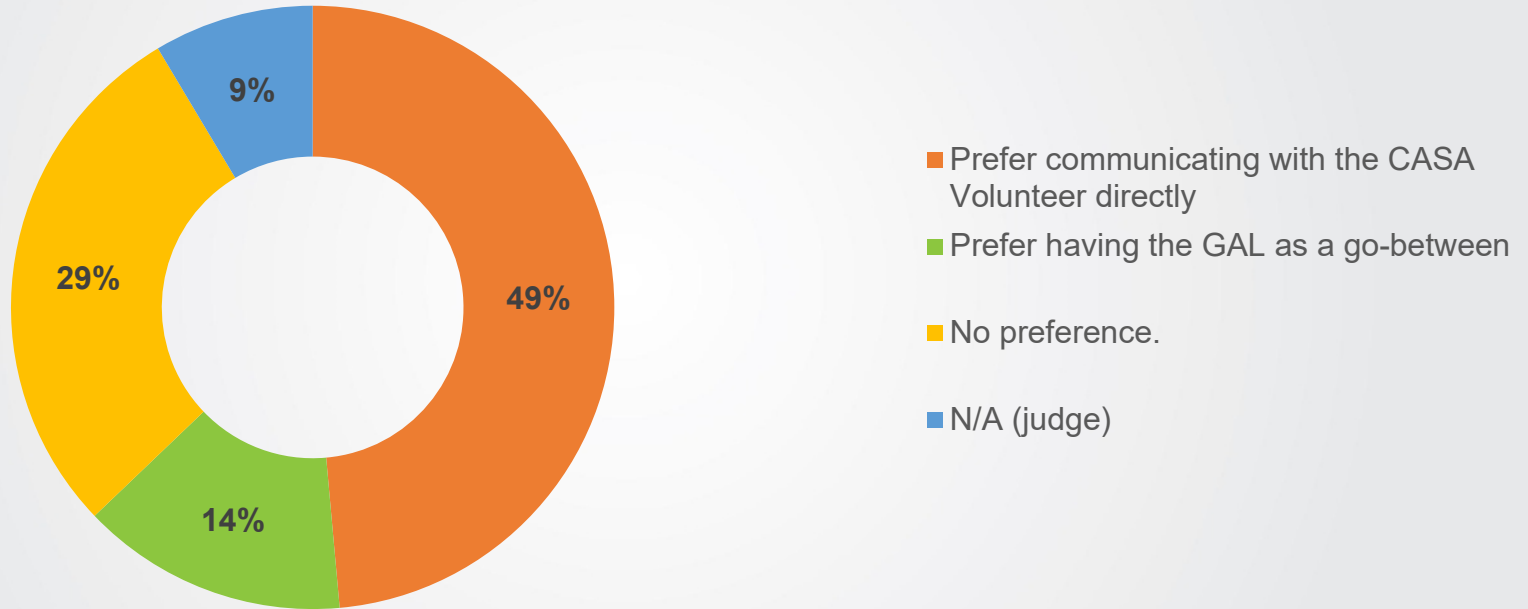
— I prefer hearing updates from the individual doing the work, in case some has to be explained or elaborated.

— This is case dependent, sometimes the GAL knows much less than a CASA and I'd prefer to hear updates straight from the source. However, the opposite is sometimes true as well.

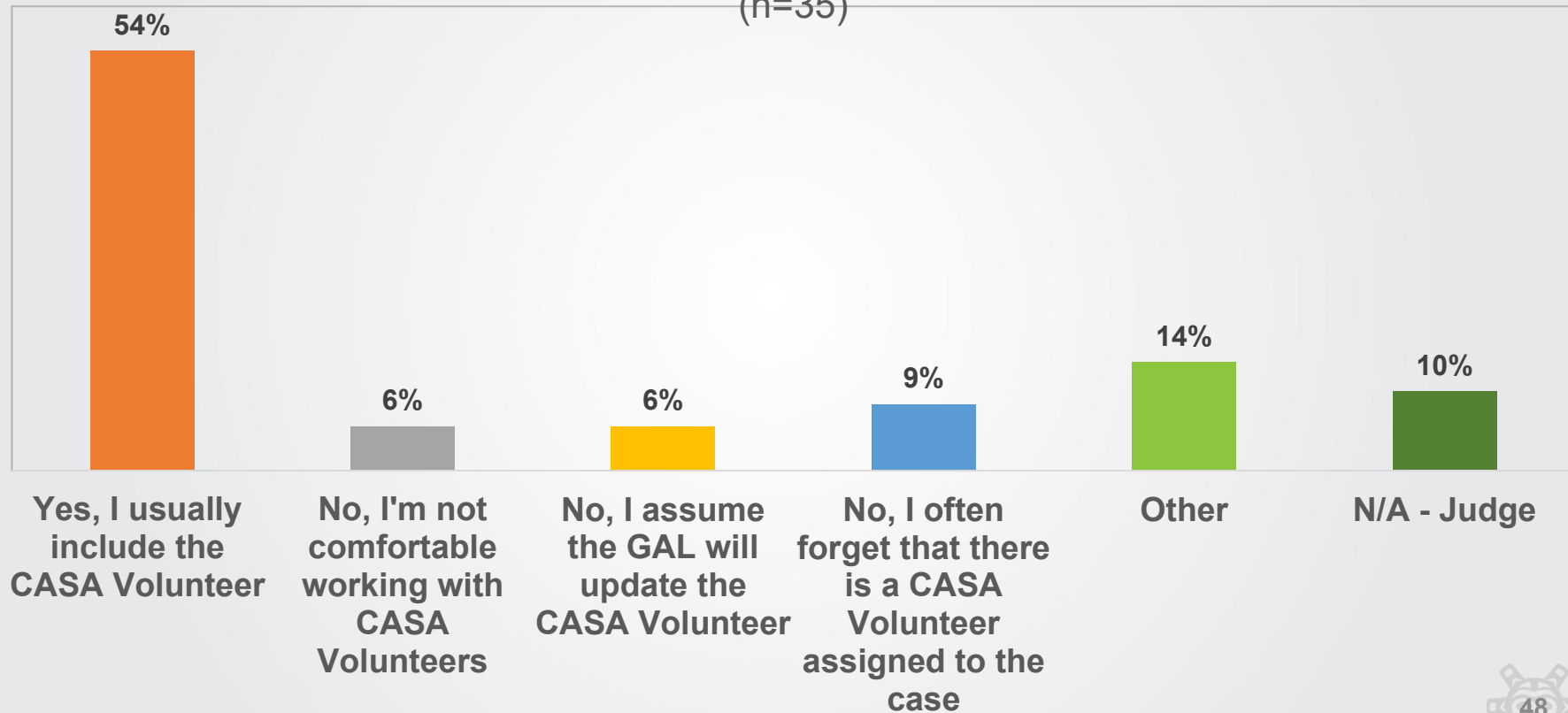
— The wording for this statement is off-putting in a way. Whether or not this is important "for me" is neither here nor there. My professional view is that in any hearing all parties, including the CASA, should be speaking from our/their own perspectives, directly to the court.

*10/17 OCS respondents (that answered) selected “It is important for me to hear directly from the CASA Volunteer.” The remaining 7 selected “I am satisfied with the GAL providing updates on behalf of the CASA Volunteer.”

Preference for communication in between hearings (n=35)



When communicating with the legal parties in a CINA case in between court hearings (via email or phone calls), do you include the CASA Volunteer?
(n=35)



If you answered “Other” in question 28, please specify:

- NEVER heard of one available on my cases
- Not all cases have a CASA Volunteer
- I would include them if assigned
- Sometimes we are not told
- Honestly, I had forgotten about the CASA until this poll. So, I have not included them on email, phone calls. I’m not opposed to it, I just hadn’t thought about them. My interaction with them is so rare I forget about them. No offense intended at all. I’m just kind of new (4 months) and forgot.

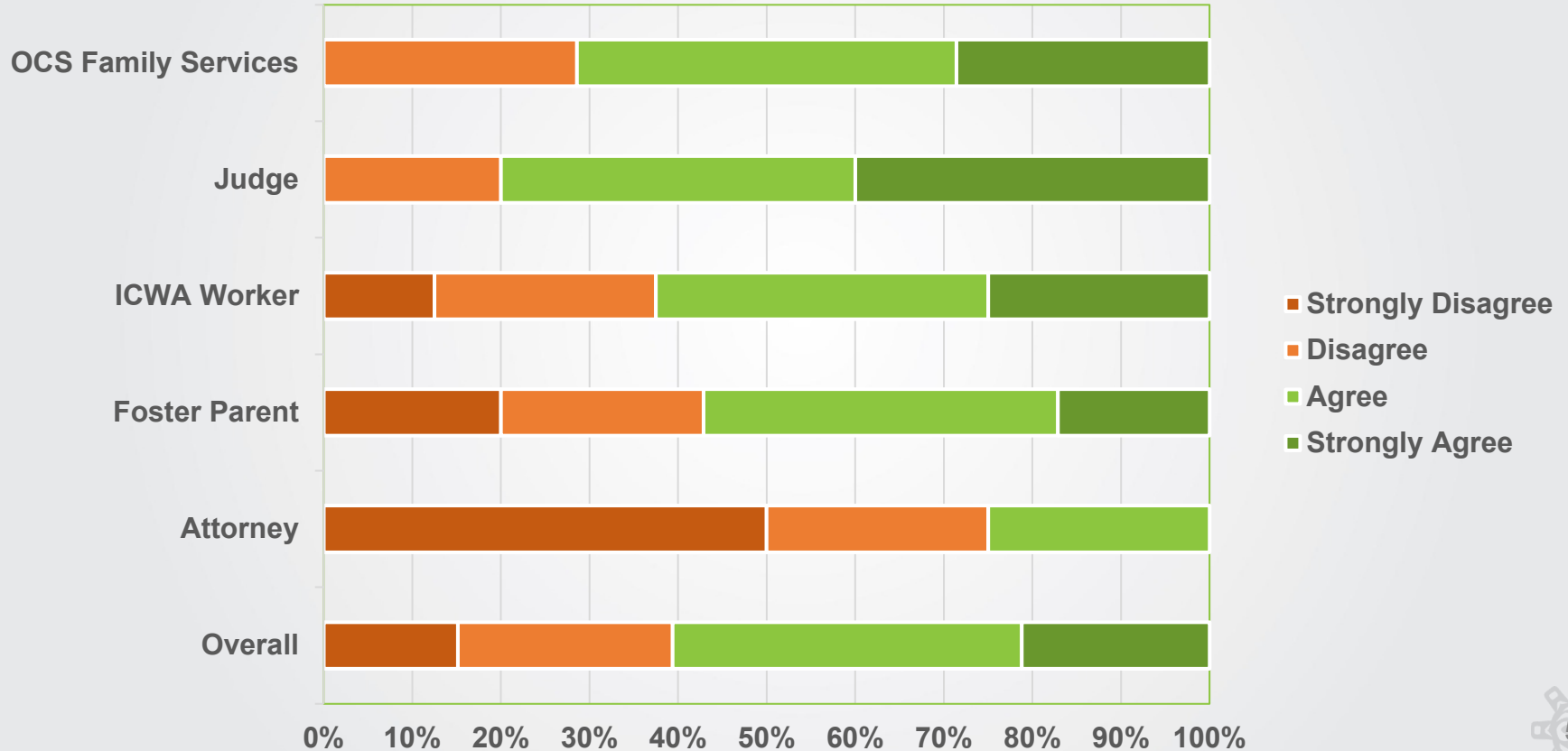
Why *aren’t* you comfortable working with CASA Volunteers? (n=2)

- They provide their opinion, which is easily biased, discriminatory, prejudiced, influenced, and divergent to a child’s and families cultural needs. (ICWA Worker)
- Because they act like they have no idea what it is like to be a FS worker. They assume that each worker has all the time in the world to work on one case. This is why I asked if they could somehow shadow workers. I have also had a few CASA workers in the past that flat out lied to parties, and once on the stand. (OCS Worker)

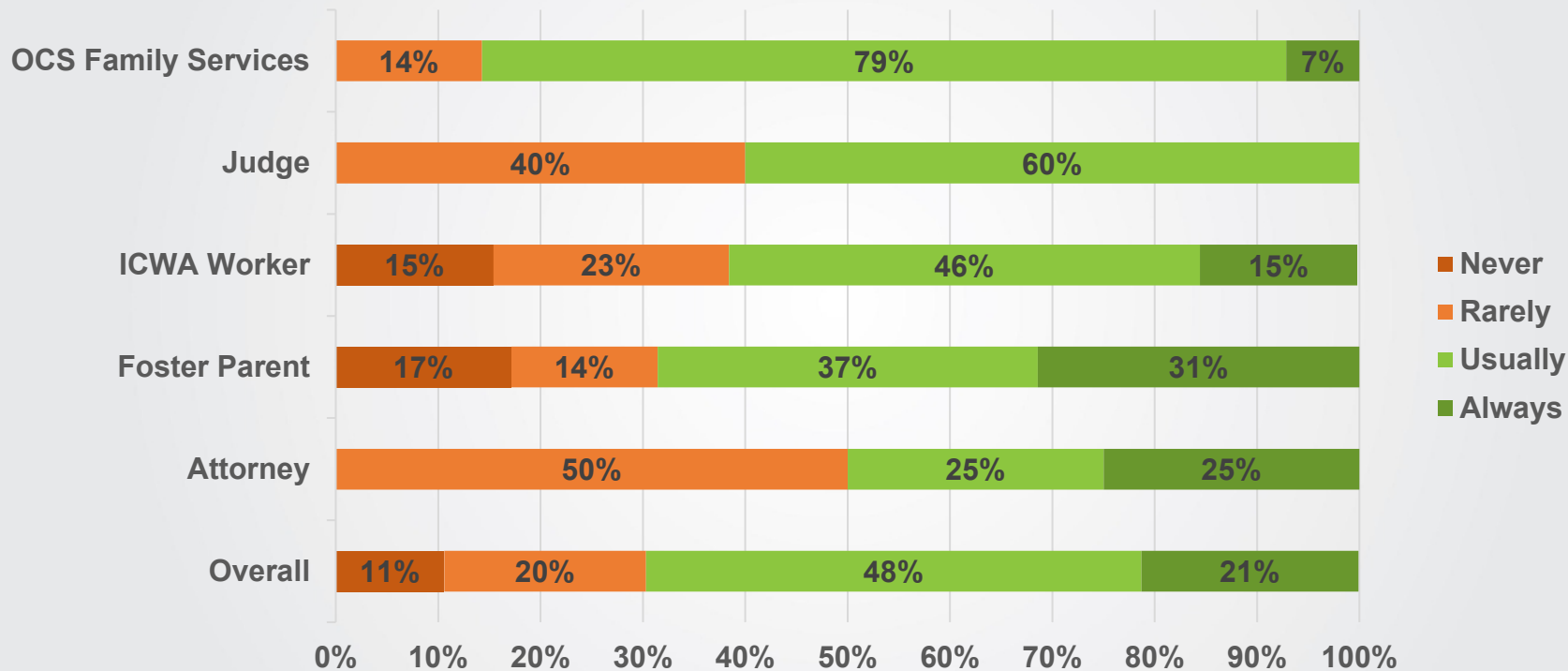
Perceptions of CASA Volunteers



CASA Volunteers bring important information to my attention (n=66); weighted average=2.67/4

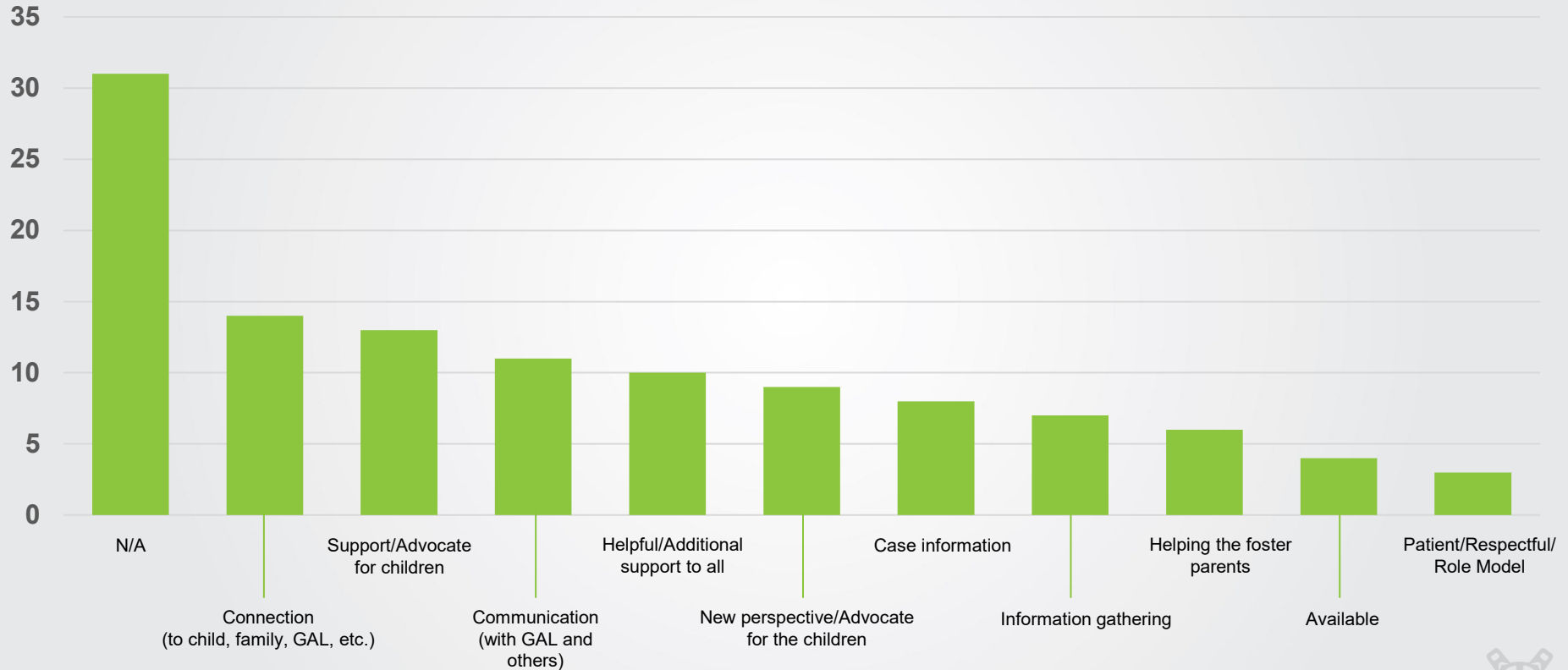


Importance of having a CASA volunteer appointed to a child/youth even if there is already a GAL (n=66); weighted average=2.80

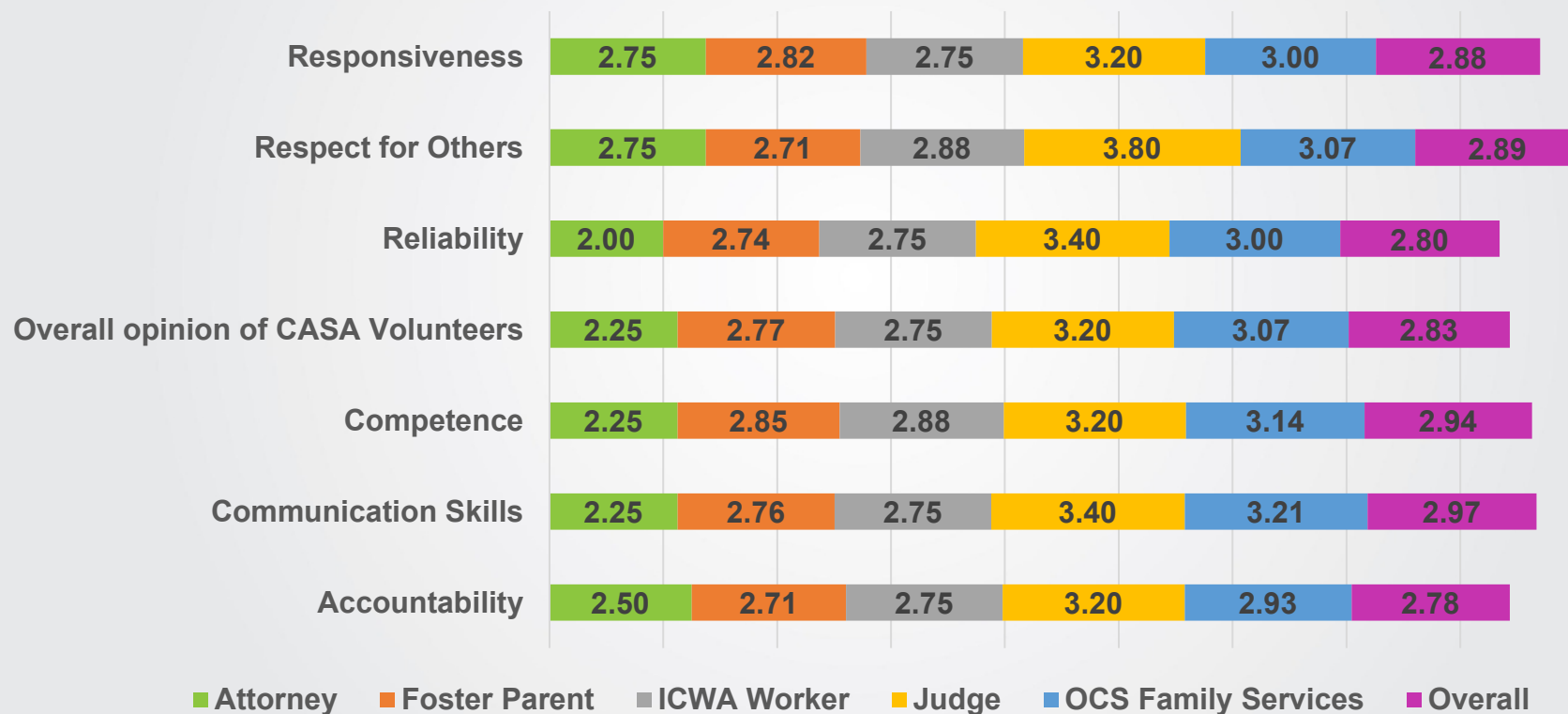


Strengths of CASA Program and/or CASA volunteers (n=66)

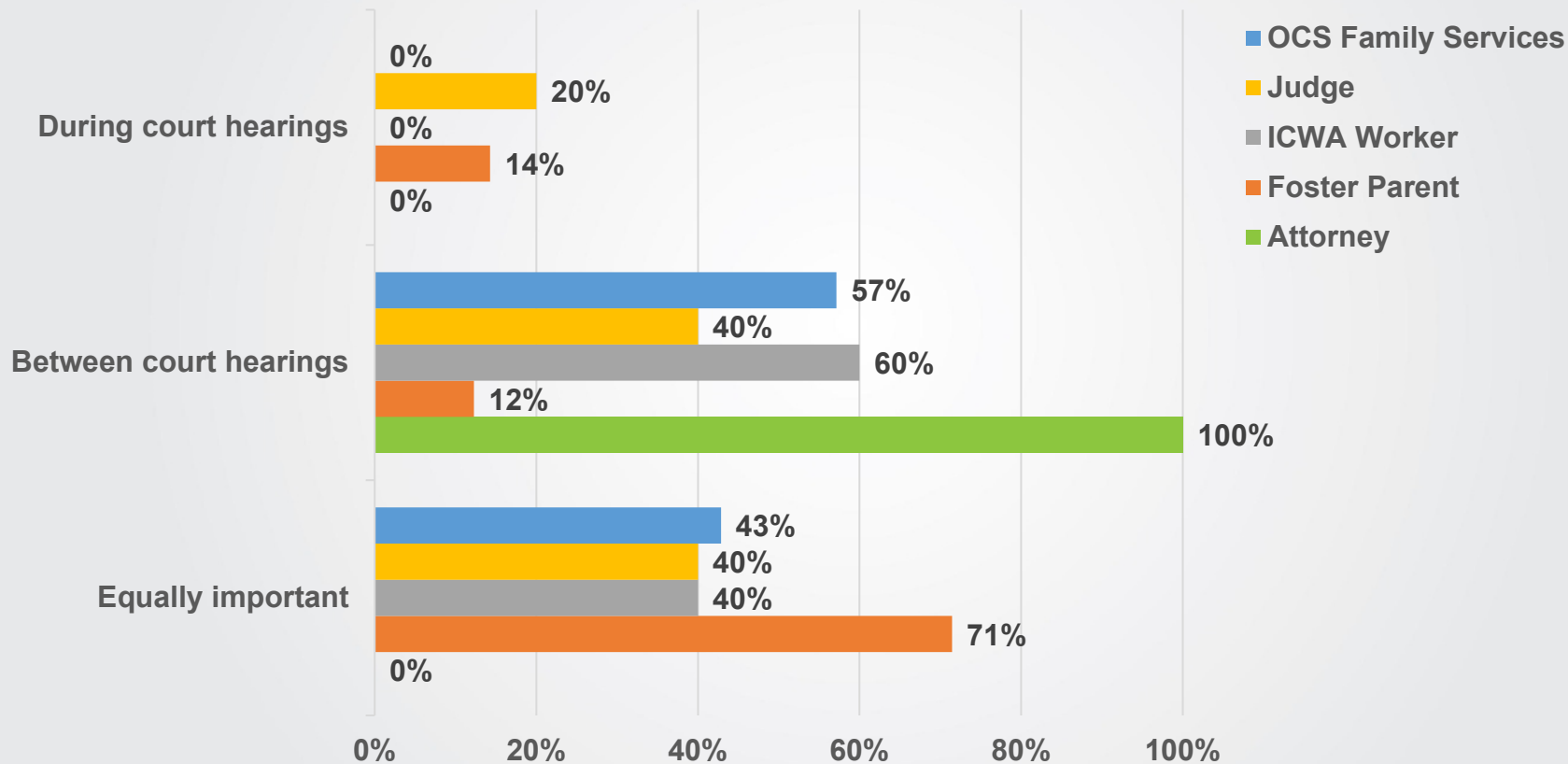
■ Number of Mentions



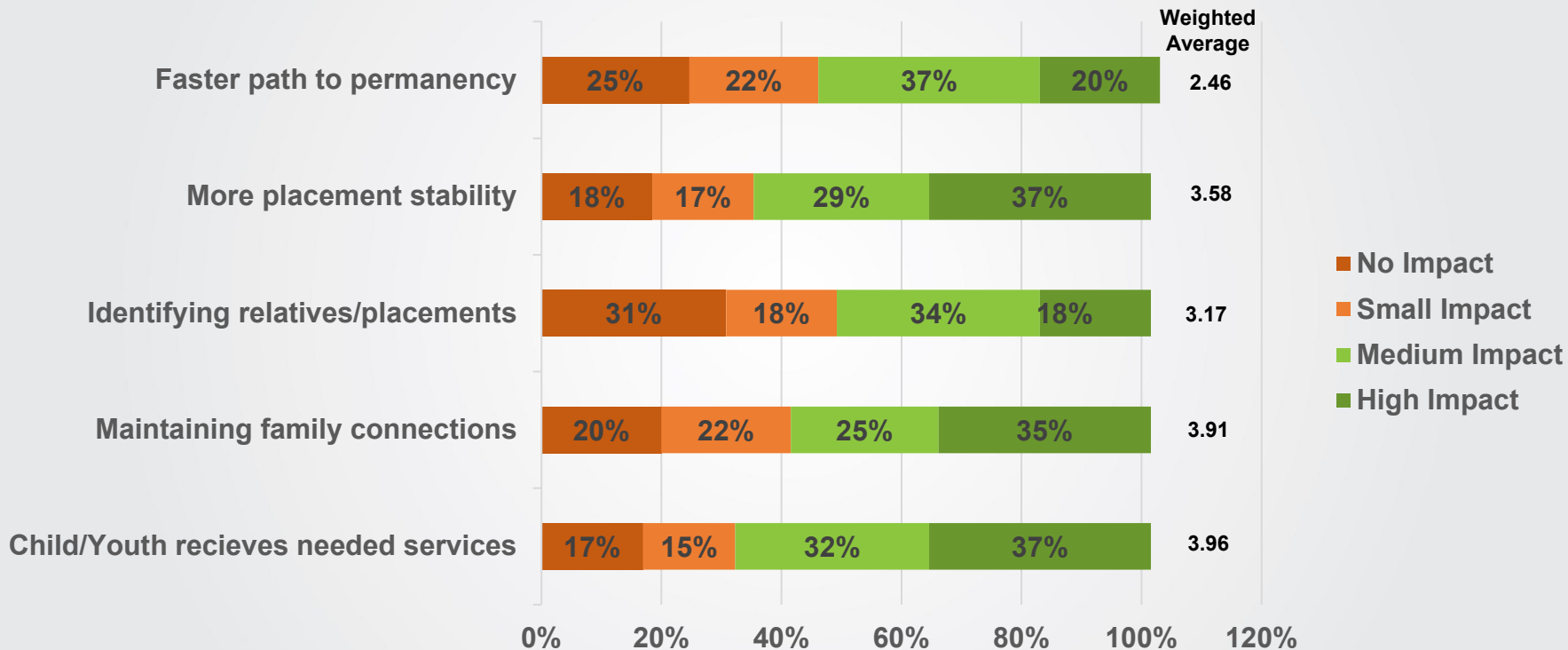
Opinion of the Work Performed by CASA Volunteers (n=66)



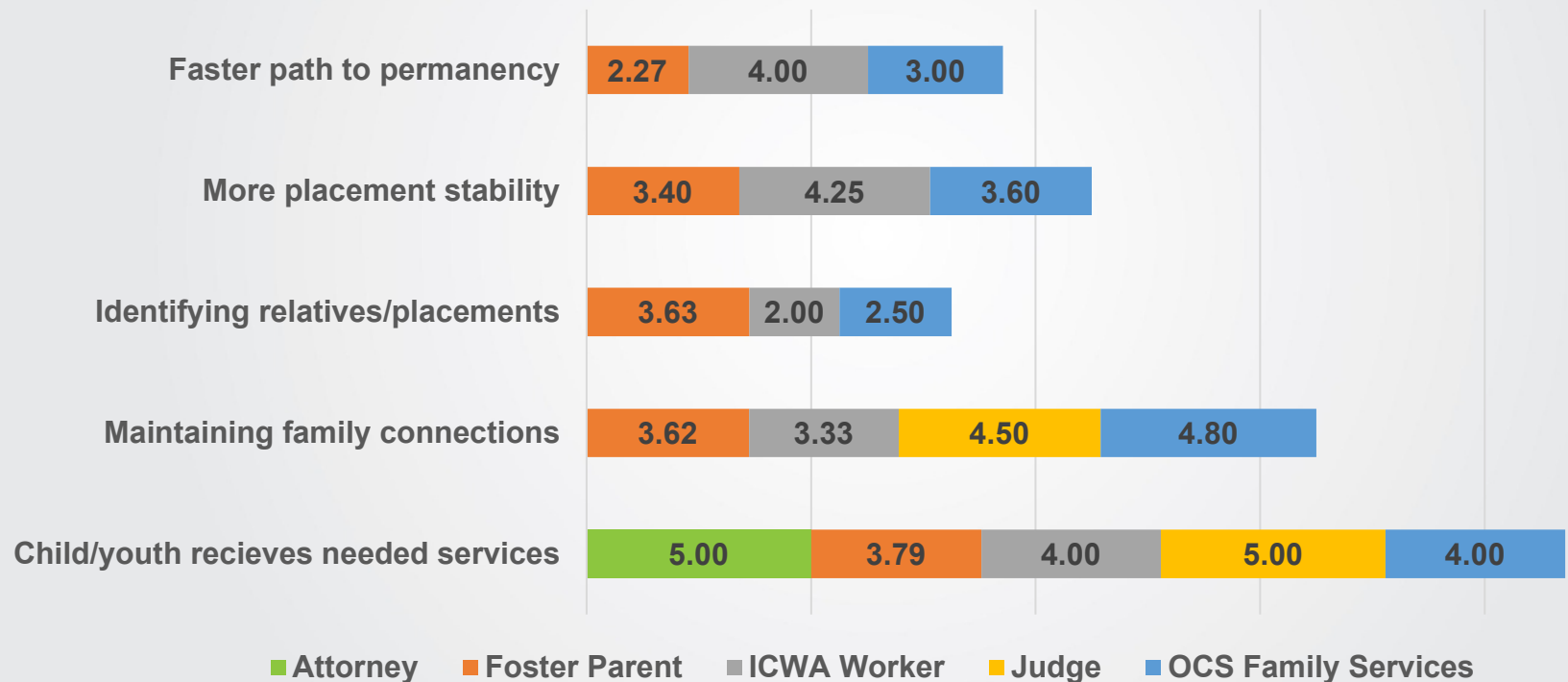
When do CASA Volunteers play the most crucial role? (n=66)



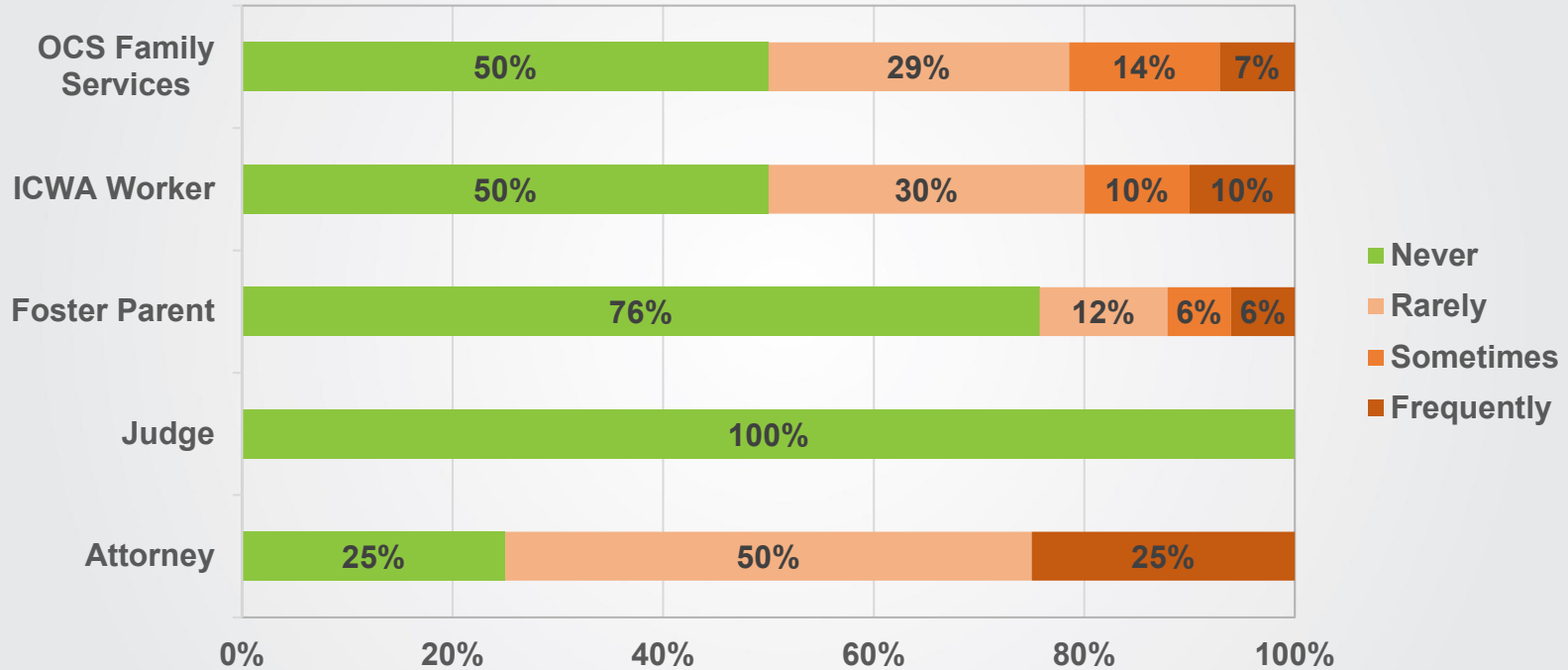
Degree to which CASA Volunteers impact the following outcomes for their assigned child/youth (n=66)



For those who indicated “high impact” on previous question... the degree to which CASA volunteers impact the outcomes for their assigned child/youth (n=31)

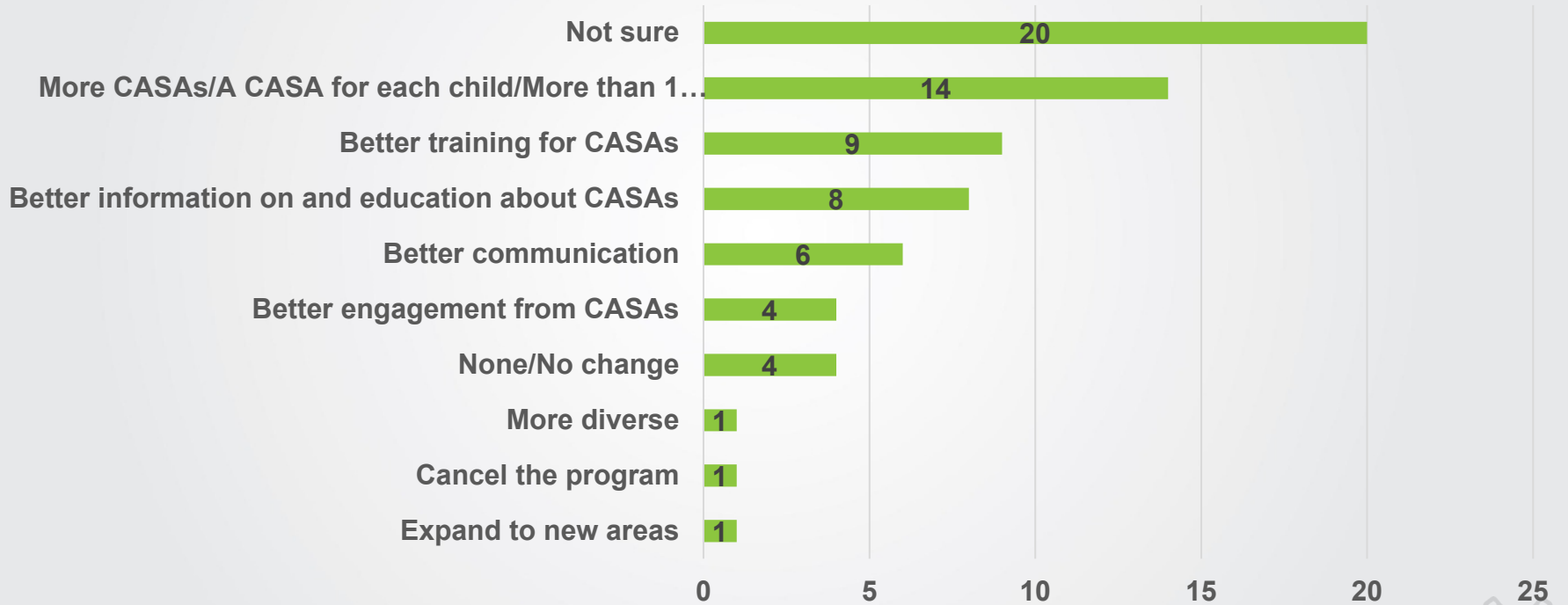


Have you experienced any problems working with CASA Volunteers and/or the CASA program? (n=66)

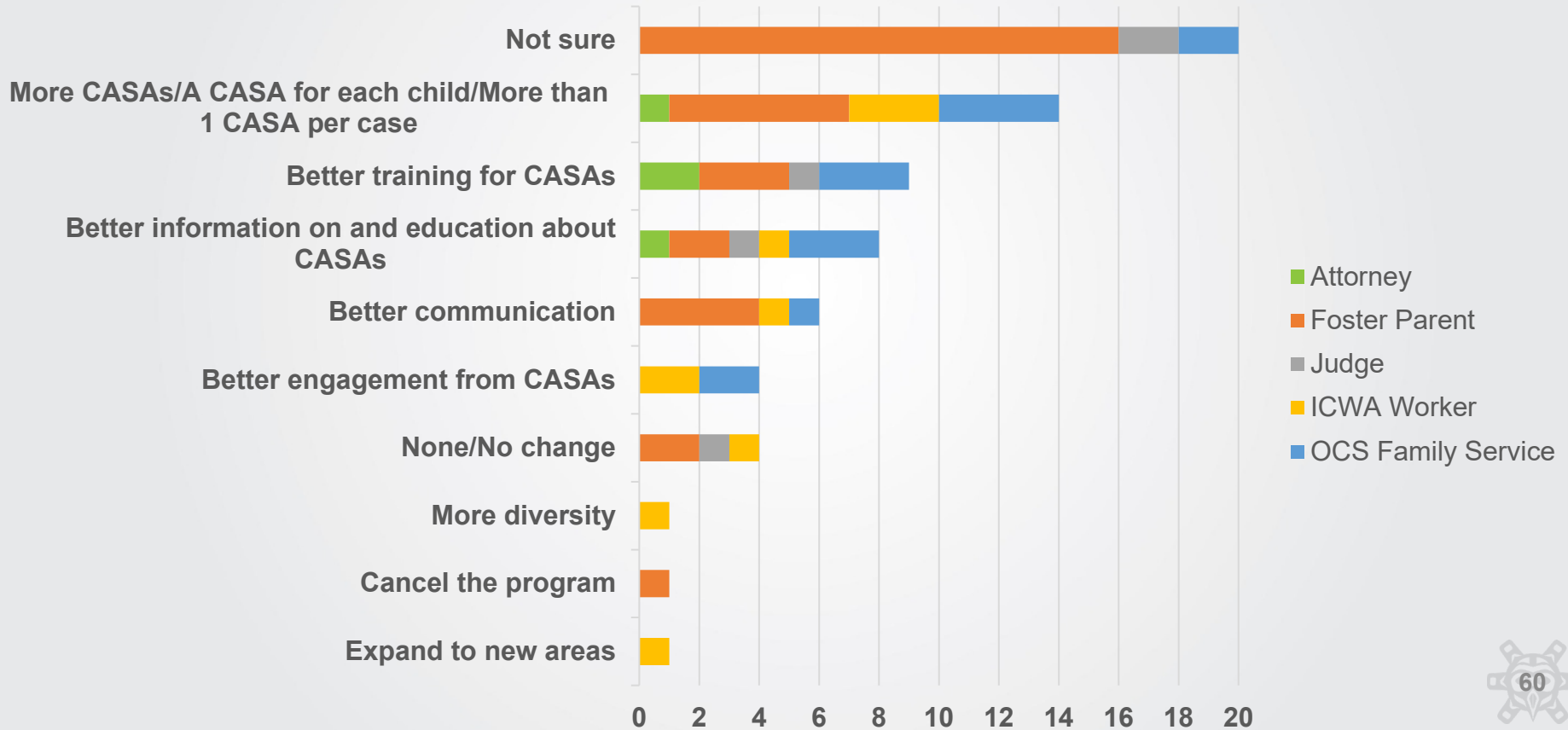


What changes do you think could enhance the CASA program or the work of volunteers? (n=67)

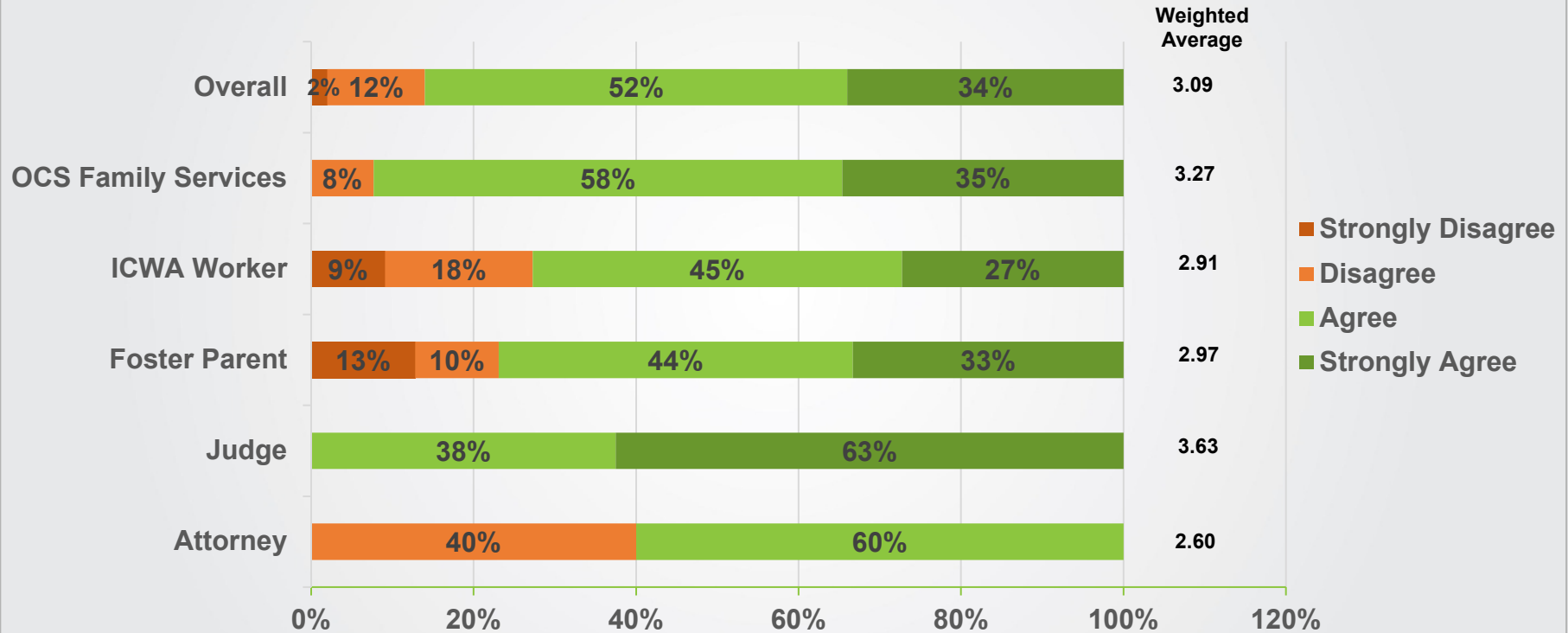
■ Total # Mentions



What changes do you think could enhance the CASA program or the work of volunteers? (n=67)



CASA Volunteers make a positive difference in the lives of their assigned child/youth (n=89)



Thank you!



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