



National CASA Association

2011 Local Program Survey Report



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Introduction

The mission of the National Court Appointed Special Advocate (CASA) Association, together with its state and local members, is to support and promote court-appointed volunteer advocacy so that every abused and neglected child can be safe, establish permanence and have the opportunity to thrive.

National CASA, headquartered in Seattle, WA, functions as a resource to support and increase the capacities of state organizations and local programs so that they can serve more abused and neglected children and serve them better. National CASA provides state and local program representatives with training and technical assistance in a variety of areas including: program development, volunteer recruitment and training, quality assurance, program best practices, public awareness, evaluation and resource development. National CASA also provides grant funds to local and state programs to promote growth and quality.

Every year the National CASA Association surveys both state organizations and local programs to get an accurate reflection of the structure and operation of programs across the country. In 2011, the CASA/GAL network consisted of 946 local and state programs. The valid response rate this year for key indicator data was 96% for children and for volunteers.

The findings illustrated by these survey results are critically important to tracking growth and development among state organizations and local programs, securing funding from diverse sources, and helping National CASA to better serve state and local organizations. Thank you to all organizations that responded to the survey this year.

In addition to the data presented in this report, respondents were asked to provide ways in which National CASA can provide further assistance to local programs. The responses to this question have been passed on to the appropriate teams at National CASA for review.

Notes

- 1) Median values are used frequently in this report because of the wide range of responses resulting from dramatically different CASA/GAL program sizes. Reporting the average of this wide range would result in a number that is less reflective of the whole because even a small number of high values can skew the mean. A median means that half of the programs had more than the median amount and half had less.
- 2) Due to rounding, some percentages may total 99% or 101% rather than exactly 100%.

Finding Highlights

Numbers of Children Served and Volunteers

The number of children served decreased 2.5% from last year, and the number of volunteers increased 2.6%. Most of the decrease in total children can be attributed to a change in the questions about children served. This year, programs were asked to report the number of children receiving advocacy services by paid staff separately from those children monitored by the program. Only the former were included in the total number of children served numbers.

- ◆ An estimated **234,238 children** received advocacy services by all local CASA/GAL programs in 2011.
- ◆ An estimated **77,021 volunteers** participated in all programs in 2011.
- ◆ An estimated 19,402 children's cases were monitored by CASA/GAL programs in 2011.

New Volunteers Trained in 2011

An estimated 21,024 new CASA/GAL volunteers were trained in 2011. A median of 13 volunteers were trained in each program.

FTE Gains and Losses

Just under one-fourth (23%) of programs gained staff positions in 2011; 63% reported no change; and 14% reported losing positions. Of the programs reporting a gain, the *average* increase was 1.1 FTEs. Of those experiencing a loss, the average decrease was 1.0 FTE. Overall, 189 FTE were reported to be added in programs, and 98 FTE were lost.

Program Revenue and Costs per Child and Volunteer

For the fiscal year ending no later than December 31, 2011, median total revenue increased compared to 2010. Median program revenue for 2011 was \$132,950 compared to \$122,800 in 2010. Median total revenue increased in programs of all types of geographic areas. Rural programs had a median total revenue of \$87,570, and urban programs had revenue of \$369,600. Suburban and mixed area programs were in between at \$193,690.

Median cost per volunteer increased slightly compared to 2010 to \$2,990, and median cost per child served remained the same at \$1,040 for the third year in a row.

Diversity and Inclusion Efforts

Programs continue to make headway in increasing the diversity of volunteers. A majority of programs reported undertaking targeted recruitment efforts in 2011, with 48% of programs targeting recruitment of male volunteers, and 42% seeking to increase the racial and ethnic diversity of volunteers. Programs that sought to increase racial and ethnic diversity reported 2.5% more African American volunteers, 1.4% more Asian/Pacific Islander, 2.3% more Hispanic/Latino, .1% Native American/Alaska Native, and .6% more multiracial/other than the overall total number of new volunteers recruited in 2011.

Typical* Local Program Snapshots

	All programs	Urban	Rural	Mixed/ suburban
Number (percentage)	785 (100%)	89 (12%)	377 (49%)	309 (40%)
Program age	16 years	25 years	13 years	18 years
Paid employees	3	6	2	4
Full-time employees	2	5	2	3
Part-time employees	1	2	1	2
Active volunteers	44	124	26	68
New volunteers trained	13	40	7	20
Volunteers departing	8	26	4	13
Volunteer hours/program	2,979	11,190	1,880	4,440
Children served (total)	125	324	76	190
New children	46	119	32	63
Cases closed	48	126	28	67
Children provided advocacy by paid staff (if one or more)	8	15	6	10
Children monitored by program (if one or more)	27	36	18	72
Children unserved	51	702	20	98
Total revenue	\$132,950	\$369,600	\$87,570	\$193,690
Expenses	\$131,910	\$371,900	\$85,560	\$195,140
Costs per volunteer	\$2,990	\$3,150	\$3,190	\$2,750
Costs per child	\$1,040	\$1,120	\$1,030	\$1,040

* These numbers are based on the median values, meaning that half of the programs had more than the median and half had less. The programs self-identified as serving a primarily urban, rural or suburban/mixed area.

Trends in Key Indicators

Total Number of Children Advocated for in 2011:

Estimated 234,238 children received advocacy services by all CASA/GAL programs

Total Number of Volunteers in 2011:

Estimated 77,012 volunteers in all programs

In 2011, there was a 2.5% decrease in the number of children served, and a 2.6% increase in the number of volunteers. Most of the decrease in total children can be attributed to a change in the questions about children served. There was an increase of 4% in new children served and a 3% increase in closed cases.

This year, programs were asked to report the number of children receiving advocacy services by paid staff separately from those children monitored by the program. Only the former were included in the total number of children served, unlike past years in which both groups were included. The estimated total number of new volunteers trained in 2011 was 21,024, and the new volunteers were more diverse than existing volunteers. Volunteers contributed an estimated total of over 6.3 million hours in 2011, a 12% increase over 2010 and a median of 2,979 hours per program. The table below shows changes over the past 12 years in the estimated total numbers of volunteers and children served.

Year	CASA/GAL Volunteers	Children Served
2000	47,062	174,137
2001	51,266	200,652
2002	48,578	182,869
2003	50,580	176,821
2004	50,801	188,620
2005	53,847	226,204
2006	57,938	220,129
2007	59,717	243,295
2008	68,842	240,894
2009	70,919	237,095
2010	75,087	240,164
2011	77,012	234,238*

* Change in question.

Program Operations and Resources

Program Type and Service Area

Programs were asked to identify themselves as serving a primarily rural, suburban/mixed or urban geographic area. Forty-nine percent responded that they served a primarily rural area; 40% served a suburban or mixed area; and 11% an urban area. Breakdowns by population are as follows: 47% of responding programs served populations of less than 100,000; 35% served 100,000 to 400,000; 10% served 400,000 to 800,000; and 8% more than 800,000.

The total number of children served reported by geographic area are as follows: 54,071 children were served by programs in urban areas; 41,602 by programs in rural areas; and 94,384 children by programs in mixed or suburban areas.

The majority (60%) of programs served one county; 15% served two, and 25% served more than two. Overall, local programs served an estimated 1,870 counties nationwide. More than three-fourths (80%) of responding programs served a single court district, 10% served two, and 10% served more than two. In 84% of cases, the program served the entire court district or jurisdiction in which it was located. Nineteen percent operated at least one remote or satellite office in other counties or courts within the jurisdiction. In most cases, one (66%) or two (23%) satellites were operated. In addition, 1.5% of programs served in a tribal court, a court operated by an American Indian/Alaska Native tribe for tribal members.

Fifty-nine percent of programs were independent nonprofits, with an additional 19% as part of a nonprofit umbrella organization or other type of administrative structure. Twenty-two percent were part of a government agency.

Legal Activities

Programs vary in their abilities to participate in certain legal activities, depending on statutes, court rules and access to legal counsel. A majority (75%) of responding programs were able to submit reports (84%), make recommendations (83%), and receive copies of all pleadings (75%); 24% were able to file motions; and 13% were able to file appeals. Fifteen percent reported other types of activities, many of which relate to requesting hearings, reviews or motions and submitting orders to the judge. Some respondents also noted that they are a full party to the case and can participate in all parts of the process, including speaking in court and having subpoena powers.

Programs employed various model types with regard to the role that CASA/GAL volunteers play in the courts: 48% of the programs followed a friend of the court model, while 30% used a guardian ad litem model, and 17% used a friend of the court/GAL attorney team.

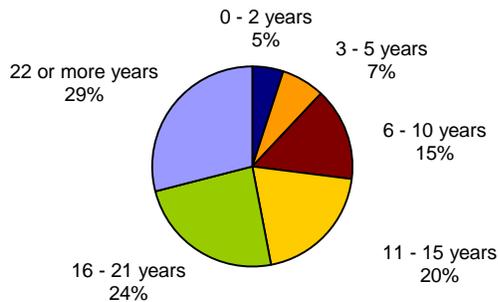
Board of Directors

Eighty-two percent of programs reported having a board of directors. The majority of board members were female (58%) and Caucasian (85%). Other racial/ethnic groups were represented as follows: 8% African American, 4% Hispanic/Latino; 1% Native American/Alaska Native, 1% Asian/Pacific Islander, and 1% multiracial or “other.” (N=7,485 board members)

Program Age

The average age of responding programs was 16.3 years, ranging from less than one year old to 35 years old. Figure 1 shows the distribution of program ages.

Figure 1. Age of CASA/GAL programs



Program Revenue

For the fiscal year ending no later than December 31, 2011, median total revenue increased compared to 2010. Median program revenue for 2011 was \$132,950 compared to \$122,800 in 2010. One-fourth of programs reported revenue at \$68,130 or less, and 25% reported over \$268,800 in revenue.

Median total revenue increased in programs of all types of geographic areas. Rural programs had a median total revenue of \$87,570, and urban programs had revenue of \$369,600. Suburban and mixed area programs were in between at \$193,690.

Slightly fewer than half (46%) of responding programs reported an increase in revenue from 2010 to 2011. Sixteen percent reported that their revenue remained the same; and 38% reported a decrease. Changes were fairly consistent across geographic types.

However, the percentage of programs experiencing revenue change varied depending on administrative structure: 86% of nonprofit programs had revenue changes, with 51% increasing revenue and 36% decreasing. A lower percentage (75%) of publicly administered programs had revenue changes, and only 30% experienced increased revenue and 44% experienced declines.

Figure 2 shows median total revenue based on program age. Revenues increased in all age categories except 6 – 10 years, which remained the same, and the oldest programs, which declined slightly.

Figure 2. Median total revenue by age of program

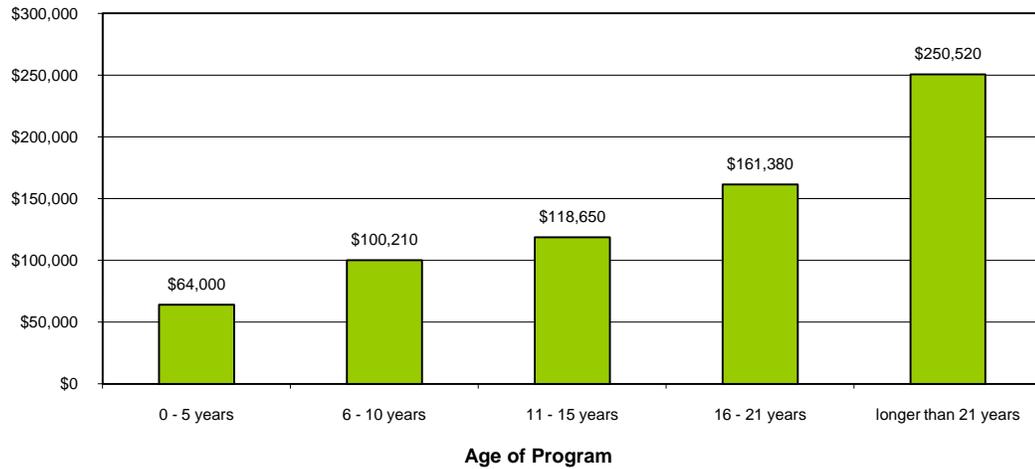


Table 1 (on the following page) shows the range of sources from which funding was received. The most frequently reported sources of revenue were states (either directly from the state or via the state CASA/GAL organization), fundraising events, individual donors, foundation grants, in-kind contributions, counties, United Way, and corporate contributions—all received by at least 40% of responding programs. These major sources of funding have remained consistent when compared with previous years.

State funding was the largest funding source overall, either directly or via the state CASA organization. Other funding sources include, in descending order of total reported funding amount, courts, in-kind contributions, fundraising events, counties, foundations, and individual donors—each contributing a total of more than \$12 million. The funding sources providing median revenue of at least \$18,000 per program were, in descending order of median funding amount: Temporary Assistance to Needy Families (TANF)—although available to only 2% of programs; Victims of Crime Act (VOCA); funding directly from states; courts; other federal funding; funding from states via state organizations; National CASA grants; counties; fundraising events; and foundation grants.

Public funding sources accessed by at least 30% of programs are states, counties, VOCA and National CASA grants. Private support for at least 30% of CASA programs comes from fundraising events, individual donors, foundations, United Way, corporations and community organizations.

Table 1. Revenue data for 2011*

Funding Source	Percentage of programs receiving in 2011	2011 Median funding amount	Total 2011 contributions for responding programs
Public Categories and Subtotal			\$140,985,393
Court	23%	\$35,040	\$14,862,739
State – direct from state	35%	\$35,250	\$34,816,369
State – via state CASA org	46%	\$30,830	\$41,038,633
County	46%	\$20,000	\$25,858,943
City	10%	\$7,470	\$1,062,987
Court Improvement Prog. (CIP)	4%	\$8,330	\$518,545
NCASA grant	30%	\$26,500	\$1,000,127
VOCA (Victims of Crime Act)	34%	\$36,890	\$11,351,103
Children’s Justice Act (CJA)	3%	\$3,230	\$229,315
CDBG (Community Dvlpmnt. Block Grant)	5%	\$13,590	\$796,036
TANF	2%	\$218,310	\$4,834,644
Title IV-E	8%	\$7,530	\$1,155,700
Other federal	10%	\$31,500	\$3,460,252
Private Categories and Subtotal			\$64,138,701
Corporate contributions	40%	\$5,780	\$5,498,239
Individual donors	63%	\$8,000	\$14,009,519
Membership dues	2%	\$1,070	\$72,372
United Way	44%	\$12,450	\$7,263,456
Foundation grants	50%	\$18,090	\$18,714,385
Kappa Alpha Theta	10%	\$2,500	\$458,999
IOLTA (Interest on Lawyers’ Trust Acct)	10%	\$3,000	\$600,721
Church donations	24%	\$1,250	\$461,711
Community service orgs/clubs	32%	\$2,000	\$1,296,892
In-kind contributions	46%	\$10,200	\$15,762,407
Fundraising Categories and Subtotal			\$33,525,927
Fundraising events	64%	\$20,000	\$25,121,771
Product sales	9%	\$840	\$944,967
Other sources	44%	\$5,190	\$7,459,189
Total Revenue		\$132,950	\$223,107,259

* Data reflects actual numbers submitted by respondents. Not all programs were able to provide categorical breakdowns.

Costs per Child and Volunteer

Costs per child and volunteer were based on expenses (Table 2). Median cost per volunteer increased slightly compared to 2010 to \$2,990, and median cost per child served remained the same at \$1,040 for the third year in a row.

Demographic variation in median costs per volunteer ranged from \$2,750 per volunteer in mixed/suburban programs to \$3,190 in rural programs. Median costs per child narrowly ranged from \$1,030 in rural programs to \$1,120 in urban programs.

Table 2. Median dollar amounts for total expenses and costs per child and volunteer.

Primary type of area served	Total expenses	Median cost per volunteer	Median cost per child served
Rural	\$85,560	\$3,190	\$1,030
Mixed/suburban	\$195,140	\$2,750	\$1,040
Urban	\$371,900	\$3,150	\$1,120
Age of Program			
0 – 5 years	\$56,520	\$2,650	\$880
6 – 10 years	\$99,130	\$2,940	\$1,140
11 – 15 years	\$119,020	\$3,060	\$1,060
16 – 21 years	\$155,490	\$3,180	\$1,120
Over 21 years	\$266,430	\$2,990	\$970
All programs	\$131,910	\$2,990	\$1,040

Program Evaluation

Over one-third (39%) of programs responding to the question (n=655) reported that their programs were currently engaged in conducting an outcomes evaluation or were planning to do one within the next 12 months. Thirty-one percent reported completing an outcomes evaluation since 2007. Based on the comments to these questions, there seemed to be quite a bit of variability in the interpretation of “outcomes evaluation” so these numbers should be taken in a broad sense of assessment of child or volunteer outcomes, overall program performance, or quarterly or annual tracking of data related to outcome measurements or goals.

CASA/GAL Staff

Staff Positions

Of the 4,024 staff working in local CASA/GAL program offices in 2011, 71% were full-time and 29% were part-time. There were a median of three staff persons per program: two full-time positions and one part-time position. In terms of FTEs, programs had a median of 2.5 FTE. Just under one-fourth (23%) of programs gained staff positions in 2011; 63% reported no change; and 14% reported losing positions. Of the programs reporting a gain, the *average* increase was 1.1 FTEs. Of those experiencing a loss, the average decrease was 1.0 FTE. Overall, 189 FTE were reported to be added in programs, and 98 FTE were lost.

Respondents were asked to report the FTEs of all staff positions within each program (Table 3). Directors and volunteer coordinators were the most common positions, though when present, volunteer coordinators and attorneys had the highest average number of positions per program. A wide range of “other” staff positions were identified by respondents; examples included assistant or associate directors, social workers, case managers or supervisors, staff GALs, community liaisons or community relations staff, office and operations managers, development staff, grants managers, data-related staff, and Americorps or Vista volunteers.

Table 3. Average full-time equivalents (FTE) by staff position.

Staff Position	Percentage of programs with staff position*	Average FTE
Director	82%	0.9
Volunteer coordinator/supervisor	69%	2.7
Administrative assistant	38%	1.0
Program manager	32%	1.0
Recruiting/training coordinator	27%	0.8
Development director	11%	0.6
Accountant	6%	0.3
Attorney	5%	2.2
Other	17%	1.6
Total for all staff		4.6

* Having the staff position is determined by a program reporting an FTE greater than 0 for each respective position. FTEs are as reported by respondents. Skips were counted as zeroes so the actual percentages would likely be different if the response rate for the question were 100%.

Advocacy Services and Cases Monitored by Paid Staff

Sixty-two percent of programs reported that at least one paid staff provided advocacy services to children. Of the 404 programs providing advocacy to at least one child, a median of eight children were served by staff. An estimated 35,162 children received advocacy services from paid staff, a substantial decrease in staff advocacy from what was reported in the previous year. Additionally, this year the survey asked about children whose cases were monitored by programs separately from those who were provided traditional CASA advocacy services; 170 programs (26%)

reported monitoring at least one case; the median monitored was 27 cases. An estimated 19,402 children's cases were monitored.

Staff-to-Volunteer Ratio

The median supervisory staff-to-volunteer ratio was 1:22, meaning there was one paid supervisory staff position for every 22 volunteers. Ratios varied from 1:28 in urban programs to 1:25 in mixed/suburban programs and 1:17 in rural programs.

Volunteers Becoming Staff

Many volunteers go on to become paid staff in CASA/GAL programs. Over two-thirds (70%) of programs had at least one staff person who had previously been a CASA/GAL volunteer. Twenty percent of programs had three or more staff who had previously been volunteers. Among programs with such staff, an average of 2.3 staff per program had been volunteers. Programs reported a total of 1,205 staff who had previously been volunteers.

Staff Demographics

As shown in Table 4, the majority (78.0%) of staff were Caucasian; 10.6% were African American and 7.1% were Hispanic/Latino. Eighty-nine percent of all staff were female. Over one-fourth (27%) of staff completed post-graduate education; an additional 49% of staff had a college degree; 17% had at least some college education; and 7% had a high school diploma. (N=3,869)

Table 4. Percentage of staff, volunteers and children in each racial/ethnic group.*

Race/ethnicity	Percent in each racial/ethnic group				
	All staff	All volunteers	New volunteers	All children	New children
African American	10.6%	12.1%	13.5%	25.7%	25.3%
Asian American	1.9%	1.3%	2.1%	0.8%	0.7%
Caucasian	78.0%	79.0%	74.5%	53.0%	54.0%
Hispanic/ Latino	7.1%	5.3%	7.1%	11.1%	10.8%
Native American/ Alaska Native	1.1%	0.7%	0.7%	2.1%	1.8%
Multiracial/ Other	1.3%	1.6%	2.1%	7.2%	7.4%
<i>Number</i>	<i>4,012</i>	<i>68,937</i>	<i>18,748</i>	<i>183,889</i>	<i>74,029</i>

* Percentages are based on the numbers for whom race has been reported (unknown and missing data has been excluded).

Executive Director Position

Seventy-nine percent of executive directors (*also known as EDs, program directors or program coordinators*) worked full-time, and 22% part-time. Full-time directors reported working an average of 40 hours per week, and part-time directors an average of 22 hours/week.

Fifteen percent of programs had at least one executive director leave his or her position during 2011. Twelve percent of programs had more than one person serve as executive director in 2011.

The average length of time current EDs have spent in their positions was 4.7 years. Length of tenure based on type and age of program is shown in Table 5.

Table 5. Average length of time ED has held position by type and age of program.

Type of program	Average number of years
Urban	5.5 years
Suburban/mixed	4.7 years
Rural	4.5 years
Age of program	
0 to 5 years old	2.0 years
6 to 10 years old	3.6 years
11 to 15 years old	4.6 years
16 to 21 years old	5.3 years
Over 21 years old	6.2 years
All programs	4.7 years

Salaries

The median salary for *full-time* executive directors for all programs was \$45,000 per year, and \$21,610 for *part-time* directors. Median full-time salaries ranged from \$37,340 in rural programs to \$57,340 in urban programs (Table 6).

Table 6. Annual executive director salary by type and age of program.

Type of Area	Full-time directors median salary	Part-time directors median salary
Urban	\$ 57,340	\$ 51,880
Suburban/Mixed	\$ 50,000	\$ 25,000
Rural	\$ 37,340	\$ 18,930
Program Age		
0 to 2 years	\$ 36,000	\$ 19,660
6 to 10 years	\$ 42,000	\$ 20,400
11 to 15 years	\$ 40,000	\$ 20,240
16 to 21 years	\$ 45,130	\$ 23,150
22 or more years	\$ 52,000	\$ 25,870
All Programs	\$ 45,000	\$ 21,610

N = 569 for full-time directors; 148 for part-time directors.

Volunteer Coordinator Position

Just over three-fourths (78%) of programs reported having a volunteer coordinator (*also known as volunteer managers, case managers or supervisors*); 70% of these staff were full-time and 30% were part-time. Part-time volunteer coordinators worked a median of 23 hours/week. The median salary for *full-time* volunteer coordinators was \$32,000 per year (n=402), and \$16,495 for

part-time volunteer coordinators (n=176). Median salaries for full-time volunteer coordinators showed less disparity than executive directors' salaries varying by type of geographic area the program served: urban program coordinators earned \$36,050 compared to \$30,000 in rural programs, and \$32,860 in mixed/suburban programs.

Benefits

Health insurance was the most frequently offered employment benefit with approximately half of programs offering health benefits to directors and volunteer coordinators (Table 7). Dental insurance and retirement benefits were offered in over one-third of programs. Twenty percent also offered additional benefits, most commonly life insurance, vision plans, AD&D or disability insurance, or reimbursement of insurance costs.

Table 7. Benefit offerings.

Benefits offered to...	Executive director*	Volunteer coordinator**
Health insurance	52%	51%
Dental insurance	36%	37%
Retirement	38%	38%
Other	20%	20%

* Percentages are of all responding programs.

** Percentages are only of those programs indicating they had at least one volunteer coordinator on staff (N=541).

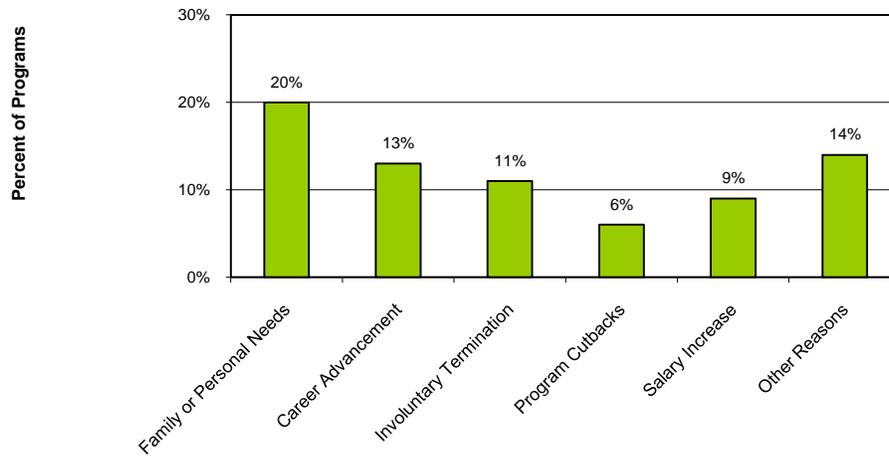
Staff Turnover

Table 8 shows the total number of staff persons leaving for each of the five most common reasons. Figure 3 shows the percentage of programs that had at least one staff person leave for each reason indicated. The most commonly cited "other" reasons for staff leaving their positions were retirement, moving out of the area, a return to education, position was not a good fit, and career change.

Table 8. Total numbers of staff leaving for each reason.

Staff departing due to...	Number of staff
Family or personal needs	204
Career advancement	129
Involuntary termination	98
Salary increase	84
Program cutbacks	59
Other	138

Figure 3. Percent of programs with at least one staff departing for each reason



CASA/GAL Volunteers

Number of Volunteers

An estimated 77,012 volunteers participated in all programs in 2011, a 2.6% increase over 2010. Responding programs reported a median of 44 CASA/GAL volunteers who were active on cases, ranging from 26 volunteers in rural programs to 68 in mixed/suburban programs and 124 in urban programs.

New Volunteers Trained

An estimated 21,024 new CASA/GAL volunteers were trained in 2011. A median of 13 new volunteers were trained in each program. The median numbers trained ranged by program type and declined in each case compared to last year: 40 in urban programs, 20 in suburban/mixed, and 7 in rural. Among those trained, higher percentages were African American, Hispanic/Latino, and Asian/Pacific Islander than in the total volunteer pool (Table 4, page 13). Racial/ethnic representation was as follows: 13.5% of new volunteers were African American, 2.1% Asian/Pacific Islander, 74.5% Caucasian, 7.1% Hispanic/Latino, 0.7% Native American/Alaska Native and 2.1% multiracial/other. Eighty-two percent of new volunteers were women.

Volunteer Hours Contributed

Volunteers contributed over 6.3 million hours in 2011—a median of 2,979 hours per program. As in past years, volunteer hours were most frequently (55%) tracked by entering hours into the computer from timesheets provided by volunteers (Table 9). One-third of programs manually tracked hours reported on timesheets. Sixteen percent of programs reported only an estimate of hours, and 5% did not track or report hours at all.

Among programs that tracked and reported volunteer hours, 85% did so monthly, 13% quarterly, 1% annually, 2% only at case closure, and 5% on some other schedule (respondents could check more than one option).

Table 9. Ways in which programs track volunteer hours.

	Percentage of programs*
Timesheets from volunteers, input into a computer program	55%
Timesheets from volunteers and hours tracked manually	33%
Hours are estimate only, based on previous reporting	16%
Volunteer time is not tracked	5%
Other	11%

* Respondents could select more than one option.

Volunteer Demographics

Where gender was reported, the majority (81%) of volunteers were women. The majority (79.0%) were Caucasian, followed by African American (12.1%) and Hispanic/ Latino (5.3%) (Table 10). Race/ethnicity percentages in 2011 were based on a total of 67,581 volunteers.

Table 10. Percentage of volunteers in each racial/ethnic group over the past 13 years.*

Year	African American	Asian Am./ Pac. Is.	Caucasian	Hispanic/ Latino	Native American/ Alaska Native	Multiracial/ Other
1999	9.5	1.6	82.2	3.8	1.3	1.5
2000	11.6	1.2	80.1	4.7	1.0	1.4
2001	10.6	1.5	82.1	3.2	0.9	0.6
2002	9.9	1.4	82.9	3.5	1.0	1.3
2003	9.6	1.4	82.5	4.2	0.9	1.3
2004	11.7	1.5	80.7	3.8	0.8	1.5
2005	11.6	1.7	80.1	4.1	0.8	1.6
2006	10.5	1.8	80.2	5.0	0.7	1.9
2007	11.6	1.3	79.9	4.4	1.1	1.7
2008	11.9	1.7	79.6	4.1	0.9	2.0
2009	11.9	1.9	79.2	4.5	0.8	1.7
2010	12.2	1.4	79.3	4.6	0.7	1.9
2011	12.1	1.3	79.0	5.3	0.7	1.6

* Percents are based on the numbers for whom race has been reported (unknown and missing data has been excluded).

Of volunteers for whom age was known, over half (56%) were over 50 years old. Age breakdowns were as follows: less than 1% were younger than 21; 11% were in their 20s; 14% in their 30s; 18% their 40s; 24% their 50s; and 32% were 60 and older (N=67,581).

The majority of CASA/GAL volunteers were college educated—41% had earned a bachelor’s level degree, and an additional 24% had completed post-graduate education. Another 21% had some college education, and 14% had a high school diploma (N=59,344).

More than half of volunteers worked at least part-time in addition to being a CASA/GAL volunteer. In 2011, 44% were employed full-time and 13% part-time. Retirees constituted 25% of volunteers, while students were 5%. The remaining 13% were not employed (N=51,328). A count of volunteers employed in specific fields is shown in Table 11.

Table 11. Selected career types for volunteers (employed or retired).

	Number reported	Percentage of all volunteers*
Teacher	3,063	4.9%
Government/military	1,983	3.2%
Other educational	1,789	2.9%
Other legal	1,628	2.6%
Attorney	943	1.5%
Medical professional	829	1.3%
Other profession	20,809	33.4%
Unknown	31,204	50.1%

* Percents based on a total of 62,248 volunteers.

Targeted Recruitment Campaigns

Several types of targeted recruitment campaigns were undertaken by programs in order to diversify their volunteer pool in certain aspects. Table 12 shows the types of campaigns and the percentage of programs undertaking them in 2011. Most common were campaigns focusing on increasing the number of male volunteers and increasing racial/ethnic diversity among volunteers. Fewer types of “other” targeted campaigns were noted this year. Those that were described were most often recruitment of bilingual persons, college students, and campaigns targeting and professionals in various fields such as law, government and the military.

Table 12. Targeted recruitment campaigns.

Type of campaign	Percentage of programs
Male volunteers	48%
Racial/ethnic diversity	42%
Specific geographic area	30%
Age diversity	18%
Other	7%

Nearly half (42%) of programs reported undertaking a targeted recruitment campaign aimed at increasing the racial/ethnic diversity in their pool of volunteers. Of the 327 programs doing so, new volunteers were slightly more diverse, with higher percentages of African American, Hispanic/Latino, Asian /Pacific Islander, and multiracial volunteers than those programs’ overall pool of volunteers (Table 13).

Table 13. Percentages of total and new volunteers of each race/ethnicity in programs with targeted recruitment campaigns.

Race/ethnicity	Percentage in each racial/ethnic group	
	All volunteers	New volunteers
African American	11.0%	12.5%
Asian/Pacific Is.	1.7%	3.1%
Caucasian	77.8%	72.3%
Hispanic/Latino	6.9%	8.6%
Native American/ Alaska Native	0.7%	0.8%
Multiracial/ Other	1.9%	2.7%
<i>Number</i>	<i>34,647</i>	<i>9,674</i>

N=327 programs.

Volunteer Departure

The average length of time served by volunteers was 2.8 years (33.0 months), a decrease of 1 month since last year. Respondents reported 14,957 volunteers either resigning or being asked to leave in 2011. A median of eight volunteers departed from each program.

The most commonly cited reasons for volunteers leaving a CASA/GAL program are listed in Table 14. “Family needs” were the most frequently noted reason for departure and received the most #1 rankings. Among the “other” reasons frequently mentioned were inactivity or lack of involvement in the program, death and undefined personal reasons.

Table 14. Primary reasons CASA/GAL volunteers leave the program.

Reason for leaving	Percent mentioning in top 3	Percent ranking it #1
Family needs	48%	21%
Employment situation	45%	18%
Move from area	37%	17%
Health issues	31%	12%
Time commitment	23%	11%
Frustration with system	19%	9%
Case satisfactorily completed	19%	9%
Asked to leave	17%	8%
Burnout/stress	14%	5%
Not a good volunteer position match	12%	7%
Other reason	11%	6%

Children and Cases Served

Children Served

CASA/GAL programs served an estimated 234,238 children in 2011, a 2.5% decrease from 2010. Most of the decrease in total children can be attributed to a change in the questions about children served. This year, programs were asked to report the number of children receiving advocacy services by paid staff separately from those children monitored by the program. Only the former were included in the total number of children served numbers. A median of 125 children per program, representing a median of 78 cases, were served by CASA programs in 2011. One-fourth of programs served 65 or fewer children while one-fourth served more than 249 children. Medians differed by type of geographic area served: 76 children were served in rural areas; 190 in mixed/suburban areas; and 324 in urban areas.

Advocacy Services and Cases Monitored by Paid Staff

Sixty-two percent of programs reported that at least one paid staff provided advocacy services to children. Of the 404 programs providing advocacy to at least one child, a median of 8 children were served by staff. An estimated 35,162 children received advocacy services by paid staff. Additionally this year the survey asked about children whose cases were monitored by programs separately from those who were provided services; 170 programs (26%) reported monitoring at least one case; the median monitored was 27 cases. An estimated 19,402 children's cases were monitored. (Table 15)

Table 15. Median number of children receiving advocacy services or having their cases monitored by paid staff.*

Type of Program	Received advocacy services	Monitored
Urban	15	36
Mixed/suburban	10	72
Rural	6	18
All programs	8	27
<i>Number of children</i>	<i>32,113</i>	<i>16,846</i>

* Only programs with one or more children served and/or monitored by staff were included in computing these medians (N=404 for served, N=170 for monitored).

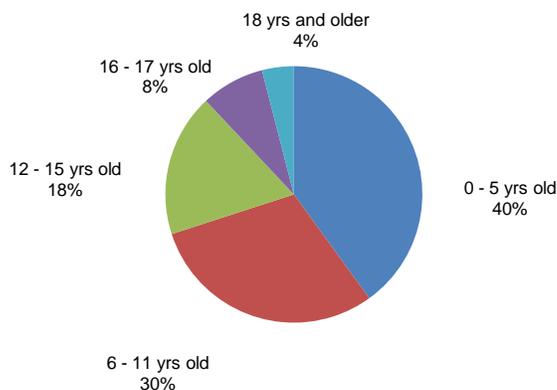
New Children Served and Cases Closed

Respondents reported a total of 89,063 new children assigned to a volunteer in 2011. Programs reported assigning a median of 46 new children to a CASA/GAL volunteer and closing the cases of 46 children. Medians for new children served ranged from 119 in urban programs to 63 in mixed/suburban to 32 in rural. Urban and mixed/suburban programs closed more cases than they opened while rural programs closed fewer: a median of 126 closed in urban programs, 67 in mixed/ suburban, and 28 in rural programs.

Children's Demographics

Children for whom gender was reported were nearly evenly split between boys (50.1%) and girls (49.9%). Figure 4 shows the age breakdown of children served.

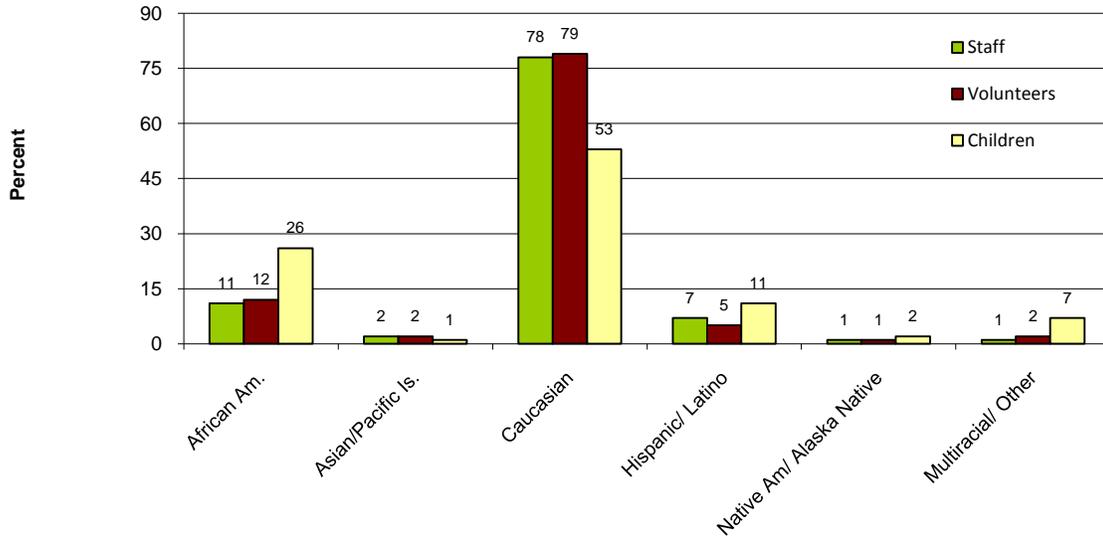
Figure 4. Ages of Children Served



Nearly half (47.0%) of the children served by CASA/GAL programs whose race was known were children of color, predominantly African American (25.7%) and Hispanic/ Latino (11.1%) (see Table 4, page13). Figure 5 shows how children in different racial/ethnic groups compared to the percentages of staff and volunteers of color representing them. Race data was reported for 183,889 children.

Among children *newly* served in 2011, the racial/ethnic distribution was 54.0% Caucasian, 25.3% African American, 10.8% Hispanic/Latino, 7.4% multiracial/other, 1.8% Native American/Alaska Native, and 0.7% Asian/Pacific Islander (N=74,029) (see Table 4, page 13). New children were slightly more likely to be girls (51.1%) than boys (48.9%).

Figure 5. Comparison of race/ethnicity among staff, volunteers and children



Caseload Size

Overall, a median of 78 cases were served per program. Volunteers were assigned an average of 1.5 cases and an average of 2.6 children at one time.

Case Closure

Programs reported 89,063 children’s cases closing in 2011—a median of 46 cases per program. The number ranged from 126 in urban programs to 67 in mixed/suburban to 28 in rural. Projecting to all programs, an estimated 96,937 children’s cases were closed compared to an estimated 89,029 new cases assigned to a volunteer. Overall, programs closed a median of 38% of their caseloads; this proportion was consistent across types of areas served.

More than one-third (37%) of closed cases were closed because the child was returned to his or her family. The next most common reasons for closure were achievement of permanency through adoption (17%) or placement with legal guardians (14%). Table 16 shows the total number of children whose cases were closed for each reason and the average number of children per program.

“Other” reasons for case closure included a CASA/GAL volunteer’s resignation, withdrawal, removal, or dismissal from a case; CASA/GAL no longer needed; custody or placement change; youth emancipation or independent living; no out-of-home placement occurred, and no volunteer available.

Table 16. Reasons for case closure.

Reason for case closure	Percent of cases closed for each reason	Total number of children whose cases closed for this reason	Average number of children per program
Returned to home of origin (reunification)	37%	30,140	39
Adopted	17%	13,434	18
Placed with legal guardians	14%	10,786	16
Case removed from docket	6%	4,603	13
Child aged out of system	5%	4,045	6
Long-term kinship care	3%	2,328	9
Case transferred to another jurisdiction	3%	2,258	6
Long-term foster care	2%	1,314	6
Child ran away	1%	470	2
Family moved	1%	434	3
Transferred to delinquency court	<1%	135	1
Death of child	<1%	79	<1
Other	13%	10,783	30

N= 80,809

Length of Cases from Assignment to Closure

More cases were open longer than one year from assignment than in past years. The majority (89%) of closed cases had been open more than 3 months since assignment to the program—and 57% were open more than one year since assignment (Table 17). In a typical program, an *average* of 18 children’s cases closed in 0 to 3 months; 16 cases closed between 4 and 6 months; 26 cases closed between 7 and 12 months; 36 cases closed between 1 and 2 years; 19 cases closed between two and three years; 16 cases closed between 3 and 4 years; and 22 cases after 4 years.

Table 17. Length of time closed children’s cases were open from assignment of children to the program.

	% of cases
0 – 3 months	11%
4 – 6 months	11%
7 – 12 months	21%
1 – 2 years	27%
2 – 3 years	12%
3 – 4 years	8%
Longer than 4 years	10%

N=86,124

Table 18 shows the lengths of time children with closed cases were in out-of-home care overall and since assignment to a volunteer. More than half (60%) of children had been in out-of-home care for one year or longer; fewer (51%) had been in placement at least one year since assignment to a volunteer.

Table 18. Length of time children were in out of home care (of those whose cases closed in 2011).

	In out-of-home care*	Since assignment to a volunteer**
Less than one month	4%	9%
1 – 5 months	14%	16%
6 – 11 months	22%	24%
12 – 17 months	20%	20%
18 – 23 months	14%	12%
24 – 29 months	9%	7%
30 – 35 months	5%	4%
3 to 4 years	5%	4%
Over 4 years	7%	4%

Of children whose cases closed in 2010. * N=25,537 ** N=23,584

Other Types of Cases Accepted

In addition to child abuse and neglect cases, 15% of programs accepted at least one other type of case, most often divorce custody and delinquency cases, as shown in Table 19. “Other” types of cases not specified in the table that were most frequently mentioned included Child in Need of Services (CHINS), guardianships, adoptions, paternity cases, dependencies, custody cases, protection orders, criminal cases, courtesy cases, family preservation cases, educational advocacy, termination of parental rights and truancy.

Table 19. Other types of cases accepted.

	Percent of programs accepting	Average number of children*	Total number of children
Delinquency	15%	6	674
Divorce custody	11%	28	2,303
Private petition	4%	19	500
Supervised visitation	3%	54	1,028
Mediation	2%	74	739
Probate	1%	18	142
Other type	11%	41	3,454

* If such cases were accepted.

Case Management Systems

A new question on the survey this year asked what programs use for case management. The most common responses, not necessarily in order, were Efforts to Outcomes (ETO), COMET, CASA Manager, CASA Tracker, Excel spreadsheets, ACCESS databases, Dependent Children Automated Tracking System (DCATS), and some combination of these software systems. Numerous programs also indicated that they track case management manually or on paper only, or that they were in transition to a new system.