



National CASA Association

Annual Local Program Survey Report

2009



This project was supported by grants #2009-CH-BX-K006 and #2009-MU-MU-K003 from the Office of Juvenile Justice and Delinquency Prevention, Office of Justice Programs, US Department of Justice. Points of view or opinions in this document are those of the authors and do not necessarily represent the official position or policies of the US Department of Justice.

Table of Contents

List of Figures and Tables	2
Introduction	3
Finding Highlights	4
Typical Local Program Snapshots	5
Trends in Key Indicators	6
Program Operations and Resources	7
<i>Service Area</i>	7
<i>Board of Directors</i>	7
<i>Program Age</i>	7
<i>Program Revenue</i>	8
<i>Costs Per Child and Volunteer</i>	11
<i>Theta Chapter Involvement</i>	11
CASA/GAL Staff	12
<i>Staff Positions</i>	12
<i>Paid Staff Assigned to Cases</i>	12
<i>Staff-to-Volunteer Ration</i>	13
<i>Volunteers Become Staff</i>	13
<i>Demographics</i>	13
<i>Executive Director Position</i>	13
<i>Salaries</i>	14
<i>Volunteer Coordinator Position</i>	15
<i>Benefits</i>	15
<i>Staff Turnover</i>	15
CASA/GAL Volunteers	17
<i>Number of Volunteers</i>	17
<i>New Volunteers Trained</i>	17
<i>Volunteer Hours Contributed</i>	17
<i>Demographics</i>	18
<i>Targeted Recruitment Campaigns</i>	19
<i>Volunteer Departure</i>	20
Children and Cases Served	21
<i>Children Served</i>	21
<i>Children's Demographics</i>	22
<i>Caseload Size</i>	23
<i>Case Closure</i>	23
<i>Case Characteristics</i>	24
<i>Other Types of Cases Accepted</i>	26

List of Figures and Tables

Figure 1	Age of CASA/GAL programs	8
Figure 2	Median total revenue by age of program	9
Table 1	Revenue data for 2009	10
Table 2	Median dollar amounts for total expenses and costs per child and volunteer	11
Table 3	Average full-time equivalents by staff position	12
Table 4	Percentage of staff, volunteers and children in each racial/ethnic group	13
Table 5	Average length of time executive director has held position by type and age of program	14
Table 6	Annual executive director salary by type and age of program	14
Table 7	Benefit offerings	15
Table 8	Total numbers of staff leaving for each reason	16
Figure 3	Percentage of programs losing at least one staff person for each reason	16
Table 9	Ways in which programs track volunteer hours	18
Table 10	Percentage of volunteers in each racial/ethnic group over the past 10 years	18
Table 11	Selected career types for volunteers (employed or retired)	19
Table 12	Targeted recruitment campaigns	19
Table 13	Percentages of total and new volunteers in programs with targeted recruitment campaigns	20
Table 14	Primary reasons CASA/GAL volunteers leave the program	20
Table 15	Median number of children served by volunteers and paid staff in programs	21
Figure 4	Ages of children served	22
Figure 5	Comparison of race/ethnicity among staff, volunteers and children served	23
Table 16	Reasons for case closure	24
Table 17	Length of time children's cases were open	25
Table 18	Length of time children were in out-of-home care (of cases closed in 2009)	25
Table 19	Other types of cases accepted	26

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 for abused and neglected children so that they can thrive in safe, permanent homes. 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.

For twelve years, the National CASA Association has conducted surveys of both state organizations and local programs to get an accurate reflection of the structure and operation of programs across the country. In 2009, the CASA/GAL network consisted of 1,055 program offices, including state, local and remote program offices, of which 904 were local programs and 46 were statewide organizations. The balance consists of remote offices of state or local programs. The valid response rate this year for key children and volunteer indicator data was 93%.

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, helping National CASA to better serve state and local organizations. The numbers are only as accurate as the information provided by each organization. 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 categorized and 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 declined 1.6% from last year, and the number of volunteers increased 3%:

- ◆ An estimated **237,095 children were served** by all local CASA/GAL programs in 2009.
- ◆ An estimated **70,919 volunteers** participated in all programs in 2009.

Over 23,000 new volunteers trained in 2009

An estimated 23,753 new CASA/GAL volunteers were trained in 2009. This is a median of 14 volunteers trained per program.

Staff gains and losses

Of the 3,788 staff working in local CASA/GAL program offices in 2009, 71% were full-time and 29% were part-time. Just under one-fourth of programs gained staff positions in 2009, and nearly one in five reported losing positions. Of the programs reporting a gain, the average increase was 1.3 full-time equivalents (FTE). Of those experiencing a loss, the average decrease was 2.1 FTE.

Median revenue

Overall, the median total revenue in 2009 increased. Median program revenue for 2009 was \$122,880 compared to \$116,190 in 2008. Median total revenue increased in rural and mixed/suburban programs when compared to 2008, while median revenue in urban programs declined.

Slightly less than half (48%) of responding programs reported an increase in revenue from 2008 to 2009; this is a decline from last year, when 63% of programs reported an increase. Thirteen percent reported that their revenue remained the same; and 40% reported a decrease—nearly twice the percentage as last year.

Costs per child and volunteer

Costs per child and volunteer served both decreased slightly compared to 2008. The median cost per volunteer was \$2,910, and per child served was \$1,040.

Typical* Local Program Snapshots

	All programs	Urban	Rural	Mixed/ suburban
Number (Percentage)	780 (100%)	88 (11%)	364 (47%)	322 (42%)
Program age	15 years	23 years	12 years	16 years
Paid employees	3	6	2	3
Full-time employees	2	5	2	3
Part-time employees	1	2	1	1
Staff: volunteer ratio	1:20	1:28	1:17	1:24
Active volunteers	43	132	25	61
New volunteers trained	14	46	8	20
Volunteers departing	7	27	3	11
Volunteer hours/program	2,670	8,650	1,710	3,810
Children served	120	367	74	168
New children	43	127	27	60
Cases closed	42	124	25	59
Total revenue	\$122,880	\$379,500	\$78,220	\$163,770
Expenses	\$121,680	\$362,960	\$77,000	\$164,900
Costs per volunteer	\$2,910	\$2,940	\$3,060	\$2,850
Costs per child	\$1,040	\$1,100	\$980	\$1,070

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

Trends in Key Indicators

Total Number of Children Served in 2009:
Estimated 237,095 children served by all CASA/GAL programs

Total Number of Volunteers in 2009:
Estimated 70,919 volunteers in all programs

In 2009, there was a 1.6% decrease in the number of children served, and a 3% increase in the number of volunteers. The estimated total number of new volunteers trained in 2009 was 23,753. Volunteers contributed an estimated total of over 6.0 million hours in 2009—a median of 2,715 hours per program. The table below shows changes over the past ten 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

Program Operations and Resources

Service Area

Programs were asked to identify themselves as serving a primarily rural, suburban or mixed, or urban geographic area. Forty-seven percent responded that they served a primarily rural area; 42% served a suburban or mixed area; and 11% an urban area. Breakdowns by population are as follows: 48% of responding programs served populations of less than 100,000; 34% served 100,000 to 400,000; 11% served 400,000 to 800,000; and 7% more than 800,000.

The majority (62%) of programs served one county, 14% served two, and 24% served more than two. Overall, local programs served an estimated 1,872 counties nationwide. More than three-fourths (81%) of responding programs served a single court district, 9% served two, and 9% served more than two. In 82% of cases, the program served the entire court district or jurisdiction in which it was located. Nineteen percent operated at least one satellite office in other counties or courts within the jurisdiction. In most cases for this subset of programs, one (63%) or two (21%) satellites were operated. In addition, 2.6% of programs served in a tribal court, a court operated by an American Indian/Alaska Native tribe for its children.

Over half (57%) of programs were independent nonprofits; 19% were part of a nonprofit umbrella agency; 23% were part of a state or county agency; and 1% had some other administrative structure such as an independent agency or a combination of administrative structures.

Programs employed various model types with regard to the role that CASA/GAL volunteers play in the courts: 52% of the programs followed a Friend of the Court model, while 27% used a Guardian Ad Litem model, and 17% used a CASA/GAL attorney team. The remaining 4% used another type of program model.

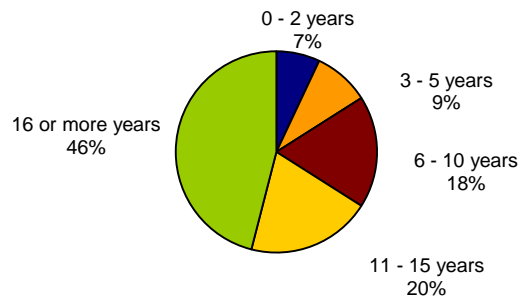
Board of Directors

Eighty-one percent of programs reported having a board of directors. The majority of board members were female (59%) and Caucasian (85%). Other racial/ethnic groups were represented as follows: 8% African American, 4% Hispanic/Latino; 1% American Indian/Alaska Native, 1% Asian/Pacific Islander and 1% multiracial or “other.” (N=7,532 board members)

Program Age

The average age of responding programs was 14.7 years, ranging from less than one year old to 36 years old. Figure 1 shows the distribution of program ages.

Figure 1. Age of CASA/GAL Programs



Program Revenue (for FY ending no later than 12/31/09)

Overall, the median total revenue in 2009 increased. Median program revenue for 2009 was \$122,880 compared to \$116,190 in 2008. One-fourth of programs reported revenue at \$63,080 or less, and 25% reported over \$249,520 in revenue.

Median total revenue increased in rural and mixed/suburban programs when compared to 2008, while median revenue in urban programs declined. Rural programs had a median total revenue of \$78,220. Urban programs had a median total revenue of \$379,500, the only median to decline from 2008 to 2009. Suburban and mixed area programs were in between at \$163,770.

Slightly less than half (48%) of responding programs reported an increase in revenue from 2008 to 2009; this is a decline from last year in which 63% of programs reported an increase. Thirteen percent reported that their revenue remained the same; and 40% reported a decrease—nearly twice the percentage as last year. Decreases were fairly consistent across program type, with rural programs having the lowest percentage (34%) of programs with decreased revenue; 44% of urban programs and 45% of suburban/mixed programs experienced decreases in revenue.

Decreases were also consistent across type of administrative structure in 2009: 41% of nonprofit programs experienced revenue decreases as did 36% of agencies under umbrella organizations and 39% of publicly administered programs.

Sixteen percent of programs reported having a fundraising arm, “Friends of CASA” organization, separate from the CASA program.

Figure 2 shows median total revenue based on program age. While there appears to be a significant jump in revenue between 11-15 years and 16 or more years, it must be noted that the latter category accounts for 46% of all reporting programs, and thus many are significantly older than 16 years and have much higher revenues.

Figure 2. Median Total Revenue by Age of Program

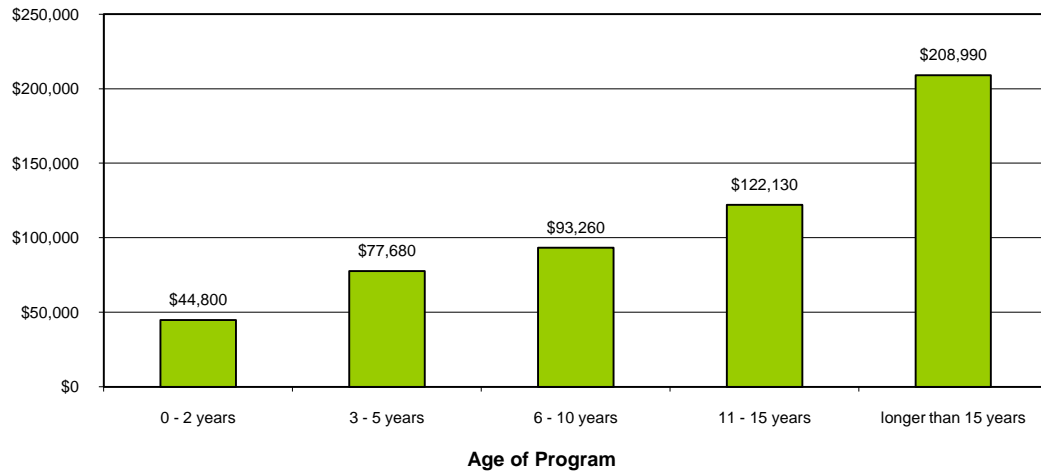


Table 1 (on the following page) shows the range of sources from which funding was received. The most frequently reported sources of revenue were states (either directly from the state or via the state CASA/GAL organization), individual donors, fundraising events, foundation grants, United Way, in-kind contributions, counties 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.

The largest *overall* funding sources based on total reported contributions were states, fundraising, counties, in-kind contributions, courts, foundations, Temporary Assistance for Needy Families (TANF), Victims of Crime Act (VOCA) and individual donors—each contributing a total of more than \$12 million. Median revenue amounts increased in most categories. The funding sources providing median revenue of at least \$16,000 per program were, in order of median funding amount: TANF, courts, funding directly from states, VOCA, funding from states via state organizations, counties, Title IV-E, National CASA grants, fundraising events and foundation grants.

Table 1. Revenue data for 2009

Funding Source	Percentage of programs receiving in 2009	2009 median funding amount	Total 2009 contributions for responding programs
Public			
Court	26%	\$40,890	\$17,524,709
State—direct from state	34%	\$35,000	\$24,997,969
State—via state CASA org.	46%	\$29,800	\$32,094,716
County	42%	\$23,550	\$22,993,071
City	11%	\$6,000	\$1,183,214
Court Improvement Prog. (CIP)	3%	\$9,680	\$558,317
National CASA grant	29%	\$19,800	\$5,112,203
VOCA (Victims of Crime Act)	32%	\$31,000	\$12,731,802
Children’s Justice Act (CJA)	3%	\$5,000	\$639,909
CDBG (Community Development. Block Grant)	5%	\$14,420	\$1,043,851
TANF	3%	\$198,870	\$16,396,558
Title IV-E	1%	\$22,170	\$366,924
Other federal	10%	\$8,620	\$1,827,862
Private			
Corporate contributions	42%	\$5,000	\$4,843,269
Individual donors	62%	\$7,490	\$12,446,345
Membership dues	2%	\$1,230	\$113,323
United Way	45%	\$12,600	\$7,319,210
Foundation grants	48%	\$16,990	\$17,483,329
Kappa Alpha Theta	9%	\$2,680	\$431,884
IOLTA (Interest on Lawyers’ Trust Acct)	9%	\$5,000	\$952,864
Church donations	23%	\$1,220	\$492,051
Community service orgs./clubs	31%	\$2,000	\$1,278,494
In-kind contributions	43%	\$9,790	\$20,036,086
Fundraising			
Fundraising events	60%	\$17,110	\$23,436,049
Product sales	11%	\$970	\$253,420
Other sources	46%	\$5,180	\$6,500,508
Total Revenue		\$122,880	\$233,257,937

Costs Per Child and Volunteer

Costs per child and volunteer were based on expenses (Table 2). Costs per child and volunteer served both decreased slightly compared to 2008. The median cost per volunteer was \$2,910, and per child served was \$1,040.

Demographic variation in median costs per volunteer ranged from \$2,850 per volunteer in mixed/suburban programs to \$3,060 in rural programs. Median costs per child ranged from \$980 in rural programs to \$1,110 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	\$77,000	\$3,060	\$980
Mixed/suburban	\$164,900	\$2,850	\$1,070
Urban	\$362,960	\$2,940	\$1,100
Age of program			
0–2 years	\$36,750	\$2,230	\$1,190
3–5 years	\$77,500	\$2,840	\$1,160
6–10 years	\$94,100	\$2,870	\$1,130
11–15 years	\$120,520	\$3,120	\$990
Over 15 years	\$204,150	\$2,920	\$980
All programs	\$121,680	\$2,910	\$1,040

Theta Chapter Involvement

Alumnae and collegiate Theta chapters were involved in many local programs in a variety of ways. They held Theta-organized fundraisers (13%); acted as special event volunteers for program-managed fundraising or awareness events (10%); volunteered as advocates (alumnae only—6%); held Theta-organized awareness activities (5%); or participated as office volunteers or interns who were not advocates (4%). Six percent were involved in other ways, most often by participating as board members or making a modest donation of money, goods or food.

CASA/GAL Staff

Staff Positions

Of the 3,788 staff working in local CASA/GAL program offices in 2009, 71% were full-time and 29% were part-time. There were a median of 3 staff persons per program: 2 full-time positions and 1 part-time position. In terms of full-time equivalents (FTE), programs had a median of 2.4 FTE. Just under one-fourth (23%) of programs gained staff positions in 2009; 60% reported no change; and 17% reported losing positions. Of the programs reporting a gain, the average increase was 1.3 FTE. Of those experiencing a loss, the average decrease was 2.1 FTE.

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

Table 3. Average Full-Time Equivalents (FTE) by staff position

Staff position	Percentage of programs reporting FTE > 0*	Average FTE
Director	82%	0.9
Volunteer coordinator/supervisor	67%	3.1
Administrative assistant	38%	1.1
Program manager	29%	1.0
Recruiting/training coordinator	23%	0.9
Development director	10%	0.8
Accountant	6%	0.6
Attorney	5%	4.1
Other	18%	1.9
Total for all staff		4.7

* FTE 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%.

Paid Staff Assigned to Cases

Nearly two-thirds of programs (63%) had one or more paid staff assigned to children’s cases. Of these programs, the majority (61%) had one or two staff assigned to cases, while at the upper end, 5% had more than 10 staff who were assigned to cases. Overall, a median of 2 staff were assigned to children’s cases.

Staff-to-Volunteer Ratio

The median supervisory staff-to-volunteer ratio was 1:20, meaning there was 1 paid supervisory staff position for every 20 volunteers. Ratios varied from 1:28 in urban programs to 1:24 in mixed/suburban programs and 1:17 in rural programs.

Volunteers Become Staff

Many volunteers go on to become staff at CASA/GAL programs. Two-thirds (65%) of programs had at least one staff person who had previously been a CASA/GAL volunteer. Nineteen percent of programs had 3 or more staff who had previously been volunteers. Among programs with such staff, an average of 1.5 staff per program had been volunteers. Programs reported a total of 1,162 staff who had been volunteers.

Demographics

As shown in Table 4, the majority (78.1%) of staff were Caucasian; 10.5% were African American, and 7.1% were Hispanic/Latino. Eighty-nine percent of all staff were female. One-fourth (27%) of staff completed post-graduate education; an additional 48% of staff had a college degree; 18% had at least some college education; and 7% had a high school degree. (N=3,727)

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

Race/ethnicity	Percentage in each racial/ethnic group				
	All staff	All volunteers	New volunteers	All children	New children
African American	10.5%	11.9%	13.9%	26.6%	26.6%
Asian American	1.5%	1.9%	1.9%	0.7%	0.8%
Caucasian	78.1%	79.2%	75.4%	51.3%	51.4%
Hispanic/Latino	7.1%	4.5%	6.1%	11.9%	12.2%
American Indian/ Alaska Native	1.4%	0.8%	0.8%	2.4%	1.7%
Multiracial/ Other	1.4%	1.7%	1.8%	7.1%	7.2%
<i>Number</i>	<i>3,807</i>	<i>63,199</i>	<i>21,166</i>	<i>178,823</i>	<i>69,164</i>

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

Executive Director Position

Seventy-eight percent of executive directors (*also known as program directors or program coordinators*) worked full-time, and 22% worked part-time. Full-time directors reported working an average of 40.25 hours per week, and part-time directors worked an average of 21 hours per week.

Sixteen percent of programs had at least one executive director leave his or her position during 2009. Thirteen percent of programs had more than one person serve as executive director (ED) in 2009. The average length of time current EDs have spent in their positions was 6.7 years, an

increase of eight months compared to 2008. Directors are remaining in their positions longer: One-fourth of all EDs had been in their positions three years or less, and another one-fourth had been in their positions 10 or more 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	7.9 years
Suburban/mixed	6.7 years
Rural	6.3 years
Age of program	
0 to 2 years old	1.5 years
3 to 5 years old	2.8 years
6 to 10 years old	4.9 years
11 to 15 years old	6.5 years
Over 15 years old	8.8 years
All programs	6.7 years

Salaries

The median salary for *full-time* executive directors for all programs was \$43,000 per year and for *part-time* directors \$20,800. Median full-time salaries ranged from \$36,340 in rural programs to \$60,000 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	\$ 60,000	\$ 43,500
Suburban/mixed	\$ 48,500	\$ 23,000
Rural	\$ 36,340	\$ 18,520
Age of program		
0 to 2 years	\$ 35,000	\$ 21,380
3 to 5 years	\$ 36,700	\$ 19,790
6 to 10 years	\$ 40,000	\$ 17,250
11 to 15 years	\$ 40,000	\$ 20,470
15 or more years	\$ 49,210	\$ 22,640
All programs	\$ 43,000	\$ 20,800

N = 553 for full-time staff; 147 for part-time staff

Volunteer Coordinator Position

The median salary for *full-time* volunteer coordinators (*also known as volunteer managers, case managers or supervisors*) was \$31,000 per year (n=413) and \$15,170 for part-time volunteer coordinators (n=156). Median salaries for full-time volunteer coordinators showed less disparity than executive directors' salaries depending on type of area the program served: Urban volunteer coordinators earned \$36,000 compared to \$30,000 in rural programs and \$31,500 in mixed/suburban programs.

Benefits

Health insurance was the most frequently offered employment benefit, with over half of programs offering health benefits to directors and volunteer coordinators (Table 7). Dental insurance and retirement benefits were offered in 36% and 39% of programs, respectively. Over 20% offered other benefits, such as life insurance, vision plans and disability insurance. In all cases, slightly fewer programs offered benefits this year compared to last year. The percentages of volunteer coordinators receiving benefits are higher in some cases than those for the directors because the programs not offering benefits to the executive director were not as likely to have a volunteer coordinator position. In all cases, when coordinators were offered benefits, directors received them as well.

Table 7. Benefit offerings

Benefits offered to...	Executive director*	Volunteer coordinator**
Health insurance	51%	52%
Dental insurance	36%	38%
Retirement	39%	38%
Other	22%	21%

* Percentages are of all responding programs.

** Percentages are only of those programs indicating they had at least one volunteer coordinator on staff (N=598).

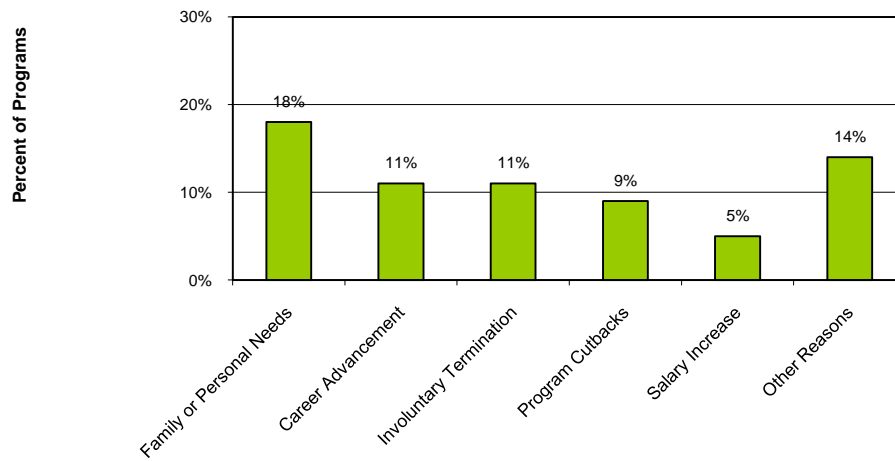
Staff Turnover

Table 8 shows the total number of staff persons leaving for each of the five most common reasons. Far fewer staff left for career advancement or salary increases this year compared to last, but 70% more left due to program cutbacks. 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, a return to education, moving or relocating and resigning in lieu of termination.

Table 8. Total numbers of staff leaving for each reason

Staff departing due to...	Number of staff
Family or personal needs	187
Program cutbacks	170
Involuntary termination	108
Career advancement	106
Salary increase	45
Other	136
N=752	

Figure 3. Percent of Programs with at Least One Staff Departing for Each Reason



CASA/GAL Volunteers

Number of Volunteers

An estimated 70,919 volunteers participated in all programs in 2009, a 3% increase over 2008. Responding programs reported a median of 43 CASA/GAL volunteers who were active on cases, ranging from 25 volunteers in rural programs to 61 in mixed/suburban programs and 132 in urban programs—higher than last year in each case. Approximately 89 hours were contributed by each volunteer during the year.

New Volunteers Trained

An estimated 23,753 new CASA/GAL volunteers were trained in 2009. This is a median of 14 new volunteers trained per program. The median numbers trained ranged by program type: 46 in urban programs, 20 in suburban/mixed and 8 in rural. Among those trained, higher percentages were African American and Hispanic/Latino than in the total volunteer pool (Table 4, page 14). Racial/ethnic representation was as follows: 13.9% of new volunteers were African American, 1.9% Asian/Pacific Islander, 75.4% Caucasian, 6.1% Hispanic/Latino, 0.8% American Indian/Alaska Native and 1.8% multiracial/other. Eighty-three percent of new volunteers were women.

National CASA standards for local CASA/GAL programs require that a program complete a national criminal record check on all volunteer applicants as part of the volunteer screening process. This can be an FBI fingerprint check or a check through a national criminal database. Sources used by programs to meet this standard were as follows: local or state law enforcement access to a national criminal database (49%), Volunteer Select or ChoicePoint (26%), SafetyNet through Mentoring.org (3%) or other source (20%). Among many “Other” sources identified were American Checked, central registry check, FBI sources and VeriFYI.

Volunteer Hours Contributed

Volunteers contributed a total of over 6.0 million hours in 2009—a median of 2,715 hours per program. Respondents could select more than one of the following options. As was true last year, 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, an increase compared to 2008. Fifteen percent of programs reported only an estimate of hours, and 6% did not track or report hours at all.

Among programs that tracked and reported volunteer hours, 83% did so monthly, 14% quarterly, 1% annually and 2% only at case closure.

Table 9. Ways in which programs track volunteer hours

	Percentage of programs*
Timesheets from volunteers input to a computer program	55%
Timesheets from volunteers and hours tracked manually	33%
Hours are estimated only, based on previous reporting	15%
Volunteer time is not tracked	6%
Other	12%

* Respondents could select more than one option.

Demographics

Where gender was reported, the majority (82%) of volunteers were women. The majority (79.2%) were Caucasian, followed by African American (11.9%) and Hispanic/Latino (4.5%) (Table 10). Race/ethnicity percentages in 2009 were based on a total of 63,199 volunteers.

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

Year	African American	Asian Am./ Pac. Is.	Caucasian	Hispanic/ Latino	Amer. Ind./ AK 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

* Percentages 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 (55%) were over 50 years old. Age breakdowns were as follows: less than 1% were younger than 21; 11% were in their 20s; 14% were in their 30s; 19% were in their 40s; 24% were in their 50s; and 31% were 60 and older (N=62,999).

More than half of the volunteers worked at least part-time in addition to being a CASA/GAL volunteer. In 2009, 47% were employed full-time and 12% part-time. Retirees constituted 24% of

volunteers, while students were 5%. The remaining 12% were not employed (N=45,986). 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	2,651	4.7%
Other educational	1,792	3.2%
Medical professional	1,571	2.8%
Government/military	1,092	2.0%
Attorney	680	1.2%
Other legal	692	1.2%
Other profession	16,638	29.8%
Unknown	30,743	55.0%

* Percentages based on a total of 55,859 volunteers

The majority of CASA/GAL volunteers were college educated—40% were college graduates, and an additional 24% had completed post-graduate education. Another 22% had some college education, and 15% had a high school diploma (N=53,861).

Targeted Recruitment Campaigns

Several types of targeted recruitment campaigns were undertaken by programs to diversify their volunteer pool in one way or another. Table 12 shows the types of campaigns and the percentage of programs undertaking them in 2009. Nearly half had campaigns focusing on increasing racial/ethnic diversity or increasing the number of male volunteers. “Other” types of campaigns included faith-based communities, retirees, retired teachers, LGBT communities, law school students as well as other student groups, and bilingual persons.

Table 12. Targeted recruitment campaigns

Type of campaign	Percentage of programs
Male volunteers	46%
Race/ethnicity	45%
Specific geographic area	28%
Age diversity	17%
Other	5%

Nearly half (45%) of programs reported undertaking a targeted recruitment campaign aimed at increasing the racial/ethnic diversity in their pool of volunteers. Of the 351 programs doing so, new volunteers were slightly more diverse, with higher percentages of African American and Hispanic/Latino volunteers than those respective programs’ overall pool of volunteers (Table 13).

Table 13. Percentages of total and new volunteers in programs with targeted recruitment campaigns

Race/ethnicity	Percentage in each racial/ethnic group	
	All volunteers	New volunteers
African American	11.3%	13.1%
Asian Am./Pac. Is.	2.7%	2.2%
Caucasian	78.2%	74.9%
Hispanic/Latino	5.1%	6.6%
American Indian/ Alaska Native	0.8%	0.8%
Multiracial/Other	2.0%	2.2%
<i>Number</i>	34,280	11,767

N=351 programs

Volunteer Departure

The average length of time served by volunteers was 2.9 years (35.2 months), an increase of 2 months over last year. Respondents reported 12,712 volunteers either resigning or being asked to leave in 2009. This is a median of seven volunteers per program.

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

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

Reason for leaving	Percentage mentioning in top 3	Percentage ranking #1
Family needs	48%	25%
Employment situation	40%	16%
Move from area	39%	17%
Health issues	31%	11%
Time commitment	28%	11%
Frustration with system	16%	8%
Case satisfactorily completed	15%	6%
Burnout/stress	14%	5%
Asked to leave	14%	6%
Not a good volunteer position match	12%	6%
Other reason	11%	6%

Children and Cases Served

Children Served

An estimated 237,095 children were served by all local CASA/GAL programs in 2009, a less than 2% decrease from 2008. A median of 117 children per program, representing a median of 75 cases, were served by CASA/GAL programs in 2009. One-fourth of programs served 60 or fewer children while 25% of programs served more than 245 children. Medians differed by type of area served: 74 children were served in rural areas; 168 in mixed/suburban areas; and 367 in urban areas.

Sixty-two percent of programs, an increase over last year, reported that paid staff directly served at least one child whereas all programs had volunteers who served at least one child. Of the 488 programs with at least one paid staff person providing advocacy to children, a median of 10 children were served by staff compared to 114 served by volunteers in those same programs. There was a large range in the median numbers of children served by paid staff among program types: urban programs had the highest (17 children), followed by mixed/suburban (13) and rural (7) (Table 15). Similar differences existed between nonprofit programs (median of 11 children served by paid staff), those that are part of a government agency (24 children) and those operating under an umbrella agency (5 children). Despite the fact that more programs reported having staff who served children in 2009, nearly 8,000 fewer children were reported to be served by staff in 2009 compared to 2008.

Table 15. Median number of children served by volunteers and paid staff*

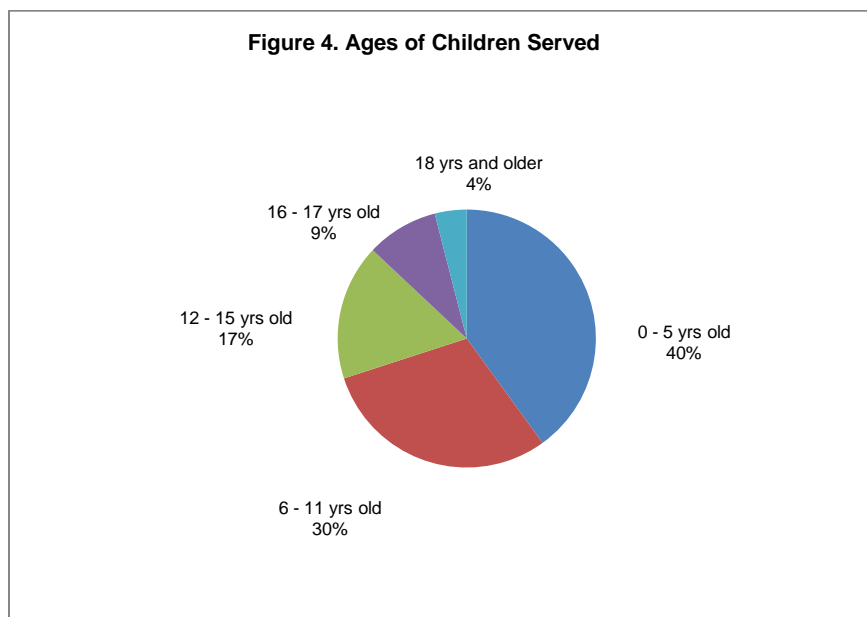
Type of program	Median # of children served by	
	Volunteers	Paid staff
Urban	320	17
Mixed/suburban	174	13
Rural	69	7
All programs	114	10
<i>Number of children</i>	<i>94,082</i>	<i>35,747</i>

* Only programs with one or more children served by staff were included in computing these medians (n=488 for all programs, 55 urban, 164 mixed/suburban and 187 rural).

Respondents reported an actual total of 78,748 new children assigned to a volunteer in 2009. Programs reported assigning a median of 43 new children per program to a CASA/GAL volunteer and closing the cases of 42 children. Medians for new children served ranged from 127 in urban programs to 60 in mixed/suburban to 27 in rural. The median for new children served declined most precipitously for urban programs. Programs closed nearly the same median number of cases they opened: 124 closed in urban programs, 59 in mixed/ suburban and 25 in rural.

Children's Demographics

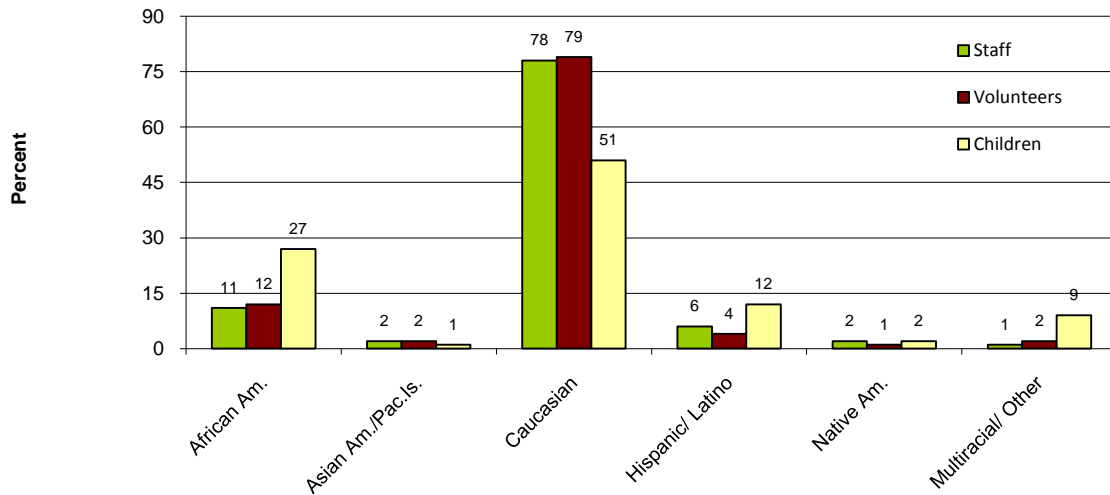
Children for whom gender was reported were nearly evenly divided between boys (49.5%) and girls (50.5%). Figure 4 shows the age breakdown of children served.



Nearly half (48.7%) of the children served by CASA/GAL programs whose race was known were children of color, predominantly African American (26.6%) and Hispanic/Latino (11.9%) (see Table 4, page 14). Figure 5 shows how children in various racial/ethnic groups compared to the percentages of staff and volunteers of color representing them. Race data was reported for 178,823 children, nearly 15,000 fewer children than last year. This may have an impact on the accuracy of comparisons between this year's and last year's percentages.

Among children newly served in 2009, the racial/ethnic distribution was 51.4% Caucasian, 26.6% African American, 12.2% Hispanic/Latino, 7.2% multiracial/other, 1.7% American Indian/Alaska Native and 0.8% Asian/Pacific Islander (N=69,164) (To compare to *all* children served, see Table 4, page 13). Genders were nearly equally divided: girls (50.1%) and boys (49.9%).

Figure 5. Comparison of Race/Ethnicity among Staff, Volunteers and Children



Caseload Size

Overall, a median of 75 cases were served per program. Volunteers were assigned an average of 1.2 cases, representing an average of 2.2 children at one time.

Case Closure

Programs reported 85,222 children’s cases closing in 2009—a median of 42 cases per program, one more than in 2008. The number ranged from 124 in urban programs to 59 in mixed/suburban to 25 in rural. Projecting to all programs, an estimated 94,566 children’s cases were closed compared to an estimated 87,277 new cases opened.

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 (16%) and 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’s resignation, removal, dismissal or withdrawal from a case, CASA/GAL no longer needed and independent living/emancipation.

Table 16. Reasons for case closure

Reason for case closure	Percentage 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%	27,301	39
Adopted	16%	11,847	19
Placed with legal guardians	14%	9,960	17
Case removed from docket	8%	5,909	15
Child aged out of system	5%	3,552	7
Long-term kinship care	4%	2,592	10
Case transferred to another jurisdiction	3%	1,898	6
Child ran away	1%	363	2
Family moved	<1%	297	2
Transferred to delinquency court	<1%	165	1
Long-term foster care	<1%	103	4
Death of child	<1%	86	< 1
Other	13%	9,146	27

N= 73,219

Case Characteristics

As in past years, the majority (87%) of cases were open more than 6 months—and 49% were open more than one year (Table 17). There was a slight decrease in cases open more than one year than in 2008. In a typical program, an *average* of 16 children’s cases closed in 0 to 3 months; 14 cases closed between 4 and 6 months; 23 cases closed between 7 and 12 months; 30 cases closed between 1 and 2 years; 12 cases closed between two and three years; 7 cases closed between 3 and 4 years; and 6 cases after 4 years.

Table 17. Length of time children's cases were open

	% of cases
0–3 months	13%
4–6 months	13%
7–12 months	24%
1–2 years	31%
2–3 years	10%
3–4 years	4%
Longer than 4 years	4%

N=56,815

Table 18 shows both the lengths of time children were in out-of-home care overall and since assignment to a volunteer. More than half (63%) of children had been in out-of-home care for one year or longer; fewer than half (45%) 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 2009)

	In out-of-home care*	Since assignment to a volunteer**
Less than one month	5%	16%
1–5 months	13%	18%
6–11 months	20%	21%
12–17 months	20%	17%
18–23 months	13%	10%
24–29 months	10%	7%
30–35 months	5%	4%
3–4 years	7%	4%
Over 4 years	8%	3%

* N=19,531 ** N=18,996

Other Types of Cases Accepted

In addition to child abuse and neglect cases, some programs accepted at least one other type of case, such as divorce custody and delinquency cases, as shown in Table 19. “Other” types of cases not specified in the table that were most frequently mentioned include: CHINS (Child in Need of Services), guardianships, educational neglect, protection orders, family treatment court, criminal cases and courtesy cases.

Table 19. Other types of cases accepted

	Percentage of programs accepting	Average number of children*
Divorce custody	10%	25
Delinquency	12%	8
Private petition	3%	23
Supervised visitation	2%	94
Probate	1%	47
Mediation	1%	20
Other type	6%	18

* If such cases were accepted

Half of survey respondents (53%) responded to the new question about dual-jacketed cases—that is, dependency cases that are also involved with the delinquency system. Of those respondents, half reported that their programs served one or more children with such cases in 2009. Among programs serving at least one dual-jacketed case, the median number of dual-jacketed children served was 3, which represented a median of 2.6% of the children in those programs.