



National CASA Association

Annual Local Program Survey Report

2010



This project was supported by grants #2010-CH-BX-K001 and #2010-CH-BX-K002 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 Program Snapshots	5
Trends in Key Indicators	6
Program Operations and Resources	7
<i>Program Type and Service Area</i>	7
<i>Legal Activities</i>	7
<i>Board of Directors</i>	7
<i>Program Age</i>	8
<i>Program Revenue</i>	8
<i>Costs Per Child and Volunteer</i>	11
<i>Program Evaluation</i>	11
CASA/GAL Staff	12
<i>Staff Positions</i>	12
<i>Staff-to-Volunteer Ratio</i>	12
<i>Volunteers Becoming Staff</i>	13
<i>Staff Demographics</i>	13
<i>Executive Director Position</i>	13
<i>Salaries</i>	14
<i>Volunteer Coordinator Position</i>	14
<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>Volunteer 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>Paid Staff Assigned to Cases</i>	21
<i>New Children Served and Cases Closed</i>	21
<i>Children's Demographics</i>	22
<i>Caseload Size</i>	23
<i>Case Closure</i>	23
<i>Length of Cases—Assignment to Closure</i>	24
<i>Other Types of Cases Accepted</i>	25

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 2010.	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.	15
Figure 3	Percent of programs losing at least one staff person for each reason.	16
Table 9	Ways in which programs track volunteer hours.	17
Table 10	Percentage of volunteers in each racial/ethnic group over the past 12 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 of each race/ethnicity 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 of a CASA/GAL volunteer.	23
Table 16	Reasons for case closure.	24
Table 17	Length of time children's cases were open.	24
Table 18	Length of time children were in out of home care (of cases closed in 2010).	25
Table 19	Other types of cases accepted.	25

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 or 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 2010, the CASA/GAL network consisted of 955 local and state programs. The valid response rate this year for key indicator data was 94% 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 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 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 increased 1.3% from last year, and the number of volunteers increased 5.9%:

- ◆ An estimated **240,164 children were served** by all local CASA/GAL programs in 2010.
- ◆ An estimated **75,087 volunteers** participated in all programs in 2010.

New Volunteers Trained

An estimated 21,507 new CASA/GAL volunteers were trained in 2010. A median of 13 volunteers were trained in each program.

FTE Gains and Losses

In terms of full-time equivalents (FTEs), programs had a median of 2.5 FTE. Just under one-fourth (23%) of programs gained staff positions in 2010; 65% reported no change; and 13% reported losing positions. Of the programs reporting a gain, the average increase was 1.2 FTEs. Of those experiencing a loss, the average decrease was 1.3 FTE, significantly less than last year.

Program Revenue

The median total revenue in 2010 was \$122,800—virtually unchanged from 2009. Median total revenue increased in mixed/suburban and rural programs when compared to 2009, while median revenue in urban programs declined.

Slightly fewer than half (46%) of responding programs reported an increase in revenue from 2009 to 2010. Sixteen percent reported that their revenue remained the same; and 38% reported a decrease. Decreases were fairly consistent across program types with 39% of rural programs, 36% of urban programs and 36% of suburban/mixed programs reporting decreased revenue. The percentage of programs experiencing revenue declines did not vary among public and nonprofit organizations: 37% of each type had less revenue in 2010 than 2009.

Costs Per Child and Volunteer

Median cost per volunteer decreased slightly compared to 2009 to \$2,840, and median cost per child served remained the same at \$1,040. Demographic variation in median costs per volunteer ranged from \$2,790 per volunteer in mixed/suburban programs to \$2,940 in rural programs. Median costs per child ranged from \$980 in rural programs to \$1,110 in urban programs.

Typical* Local Program Snapshots

	All programs	Urban	Rural	Mixed/ suburban
Number (Percentage)	785 (100%)	90 (12%)	367 (47%)	318 (41%)
Program age	15 years	24 years	12 years	17 years
Paid employees	3	7	2	4
Full-time employees	2	5	2	3
Part-time employees	1	2	1	2
Staff:volunteer ratio	1:21	1:28	1:17	1:25
Active volunteers	45	126	25	66
New volunteers trained	13	37	7	18
Volunteers departing	7	23	4	12
Volunteer hours/program	2,729	8,607	1,545	4,000
Children served	121	330	72	175
New children	47	105	28	62
Cases closed	42	119	25	61
Total revenue	\$122,800	\$351,280	\$79,990	\$182,880
Expenses	\$123,810	\$338,820	\$76,960	\$175,070
Costs per volunteer	\$2,840	\$2,830	\$2,940	\$2,790
Costs per child	\$1,040	\$1,100	\$980	\$1,090

* 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 Served in 2010:
Estimated 240,164 children served by all CASA/GAL programs**

**Total Number of Volunteers in 2010:
Estimated 75,087 volunteers in all programs**

In 2010, there was a 1.3% increase in the number of children served and a 5.9% increase in the number of volunteers. The estimated total number of new volunteers trained in 2010 was 21,507. Volunteers contributed an estimated total of over 5.8 million hours in 2010—a median of 2,729 hours per program. The table below shows changes over the past 11 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

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-seven percent responded that they served a primarily rural area; 41% served a suburban or mixed area; and 12% an urban area. Breakdowns by population are as follows: 46% of responding programs served populations of less than 100,000; 35% served 100,000 to 400,000; 12% served 400,000 to 800,000; and 7% more than 800,000.

The total number of children served reported by geographic area are as follows: 56,926 children were served by programs in urban areas; 40,301 by programs in rural areas; and 96,319 children by programs in mixed or suburban areas.

The majority (62%) of programs served one county; 14% served two; and 24% served more than two. Overall, local programs served an estimated 1,895 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 83% of cases, the program served the entire court district or jurisdiction in which it was located. Eighteen percent operated at least one remote or satellite office in other counties or courts within the jurisdiction. In most cases, one (66%) or two (20%) 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 tribal children.

Three-fourths (75%) of programs were nonprofits and 25% were public agencies.

Legal Activities

This year, optional questions were asked on the survey about the ability of programs to participate in certain legal activities. The percentages given represent only the 74% of programs that responded in the affirmative. A majority (74%) of responding programs are able to receive copies of all pleadings; 26% are able to file motions; and 16% are able to file an appeal. Eighteen 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 full party to the case and can participate in all parts of the process.

Programs employed various model types with regard to the role that CASA/GAL volunteers play in the courts: 59% of the programs followed a friend of the court model, while 34% used a guardian ad litem model and 7% used a friend of the court/GAL attorney team.

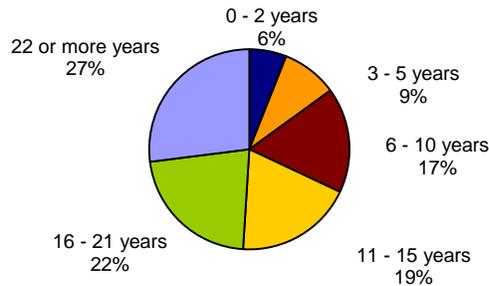
Board of Directors

Eighty-one 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=7,529 board members)

Program Age

The average age of responding programs was 15.4 years, ranging from less than one year old to 34 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, 2010, median total revenue remained virtually unchanged from 2009. Median program revenue for 2010 was \$122,800 compared to \$122,880 in 2009. One-fourth of programs reported revenue at \$63,340 or less, and 25% reported over \$257,520 in revenue.

Median total revenue increased in mixed/suburban and rural programs when compared to 2009, while median revenue in urban programs declined. Rural programs had a median total revenue of \$79,990. Urban programs had a median total revenue of \$351,280. Suburban and mixed area programs were in between at \$182,880.

Slightly fewer than half (46%) of responding programs reported an increase in revenue from 2009 to 2010. Sixteen percent reported that their revenue remained the same; and 38% reported a decrease. Decreases were fairly consistent across program types with 39% of rural programs, 36% of urban programs and 36% of suburban/mixed programs reporting decreased revenue.

The percentage of programs experiencing revenue declines did not vary among public and nonprofit organizations: 37% of each type had less revenue in 2010 than 2009. However, nonprofit programs were somewhat more likely to experience revenue increases (48%) than publicly administered programs (35%).

Figure 2 shows median total revenue based on program age. Since the average age of programs has been increasing over time, this year the age groupings have been adjusted to better reflect the balance of programs. This also shows the higher level of revenues among the 190 oldest programs.

Figure 2. Median Total Revenue by Age of Program

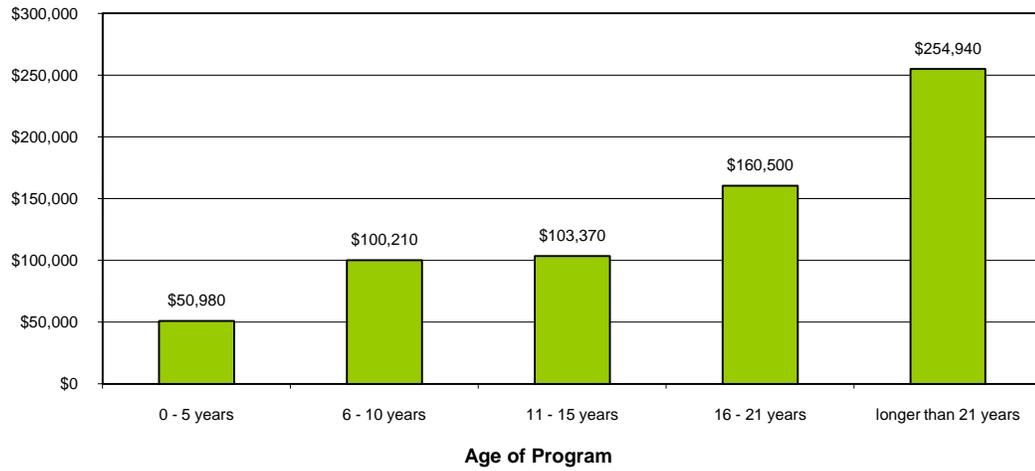


Table 1 (on the following page) shows the range of sources from which funding was received. The most frequently reported sources of revenue were states (either directly from the state or via the state CASA/GAL organization), individual donors, fundraising events, foundation grants, in-kind contributions, 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 median funding amount, courts, in-kind contributions, fundraising events, counties, foundations 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 descending order of median funding amount: Temporary Assistance to Needy Families (TANF)—although available to only 3% of programs; courts; funding directly from states; funding from states via state organizations; Victims of Crime Act (VOCA); other federal funding; counties; and foundation grants.

Public funding sources accessed by a large number of programs are states, courts, VOCA and National CASA grants. Private support for CASA programs is balanced among individuals, foundations, corporations, community organizations and fundraising events.

Table 1. Revenue data for 2010.

Funding source	Percentage of programs receiving in 2010	2010 median funding amount	Total 2010 contributions for responding programs
Public			
Court	24%	\$37,730	\$26,816,517
State—direct from state	37%	\$35,270	\$27,134,406
State—via state CASA org	46%	\$32,370	\$44,612,900
County	43%	\$20,250	\$25,373,597
City	11%	\$6,000	\$1,111,673
Court Improvement Prog. (CIP)	5%	\$6,100	\$344,302
National CASA grant	33%	\$21,400	\$6,947,710
Victims of Crime Act (VOCA)	33%	\$32,290	\$10,544,694
Children’s Justice Act (CJA)	3%	\$7,000	\$647,351
Community Development Block Grant (CDBG)	5%	\$13,200	\$975,997
Temporary Assistance to Needy Families (TANF)	3%	\$190,000	\$4,964,906
Title IV-E	5%	\$6,480	\$536,917
Other federal	10%	\$26,450	\$4,892,650
Private			
Corporate contributions	40%	\$5,000	\$4,629,413
Individual donors	60%	\$7,240	\$12,484,985
Membership dues	3%	\$1,260	\$857,180
United Way	43%	\$13,000	\$6,862,568
Foundation grants	47%	\$16,500	\$16,515,487
Kappa Alpha Theta	10%	\$2,500	\$360,607
Interest on Lawyers’ Trust Acct. (IOLTA)	10%	\$4,900	\$706,591
Church donations	23%	\$1,250	\$467,439
Community service orgs./clubs	30%	\$1,740	\$1,105,294
In-kind contributions	47%	\$11,580	\$22,694,599
Fundraising			
Fundraising events	60%	\$16,500	\$20,781,462
Product sales	10%	\$940	\$242,880
Other sources	45%	\$4,110	\$8,618,057
Total Revenue		\$122,800	\$251,230,182

Costs Per Child and Volunteer

Costs per child and volunteer were based on expenses (Table 2). Median cost per volunteer decreased slightly compared to 2009 to \$2,840, and median cost per child served remained the same at \$1,040.

Demographic variation in median costs per volunteer ranged from \$2,790 per volunteer in mixed/suburban programs to \$2,940 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	\$76,960	\$2,940	\$980
Mixed/suburban	\$175,070	\$2,790	\$1,090
Urban	\$338,820	\$2,830	\$1,100
Age of program			
0–5 years	\$57,580	\$2,690	\$1,050
6–10 years	\$95,400	\$2,900	\$1,140
11–15 years	\$107,990	\$2,810	\$1,030
16–21 years	\$159,190	\$2,980	\$1,010
Over 21 years	\$245,880	\$2,830	\$990
All programs	\$123,810	\$2,840	\$1,040

Program Evaluation

Nearly half (43%) of programs responding to the question (n=658) 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 2006. 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 and quarterly or annual tracking of data related to outcome measurements or goals.

CASA/GAL Staff

Staff Positions

Of the 3,911 staff working in local CASA/GAL program offices in 2010, 72% were full-time and 28% 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 FTEs, programs had a median of 2.5 FTE. Just under one-fourth (23%) of programs gained staff positions in 2010; 65% reported no change; and 13% reported losing positions. Of the programs reporting a gain, the *average* increase was 1.2 FTEs. Of those experiencing a loss, the average decrease was 1.3 FTE, significantly less than last year.

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, attorneys and volunteer coordinators had the highest average number of positions per program. As in past years, 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, grants managers and data-related staff.

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

Staff Position	Percentage of programs with staff position*	Average FTE
Director	84%	0.9
Volunteer coordinators/supervisors	65%	2.5
Administrative assistants	37%	1.1
Program managers	31%	1.1
Recruiting/training coordinators	23%	0.9
Development directors	9%	0.9
Accountants	6%	0.6
Attorneys	5%	4.3
Other	16%	1.9
Total for all staff		5.0

* Having the staff position is determined by a program reporting 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%.

Staff-to-Volunteer Ratio

The median supervisory staff-to-volunteer ratio was 1:21, meaning there was one paid supervisory staff position for every 21 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. Two-thirds (66%) of programs had at least one staff person who had previously been a CASA/GAL volunteer. Eighteen 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 1,175 staff who had previously been volunteers.

Staff Demographics

As shown in Table 4, the majority (78.2%) of staff were Caucasian; 11.2% were African American; and 6.5% were Hispanic/Latino. Eighty-nine percent of all staff were female. Over one-fourth (28%) of staff completed post-graduate education; an additional 47% of staff had a college degree; 17% had at least some college education; and 7% had a high school diploma. (N=4,080)

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

Percentage in each racial/ethnic group					
Race/ethnicity	All staff	All volunteers	New volunteers	All children	New children
African American	11.2%	12.2%	13.6%	26.4%	26.0%
Asian American	1.4%	1.4%	1.8%	0.8%	0.7%
Caucasian	78.2%	79.3%	75.4%	52.3%	53.8%
Hispanic/Latino	6.5%	4.6%	6.7%	11.7%	10.7%
Native American/Alaska Native	1.1%	0.7%	0.6%	2.4%	1.8%
Multiracial/Other	1.6%	1.9%	2.2%	6.6%	7.0%
<i>Total Number</i>	<i>4,181</i>	<i>67,637</i>	<i>17,771</i>	<i>187,648</i>	<i>72,429</i>

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

Executive Director Position

Seventy-six percent of executive directors (*also known as EDs, program directors or program coordinators*) worked full time and 24% part time. Full-time directors reported working an average of 40.5 hours/week and part-time directors an average of 21.4 hours/week.

Fifteen percent of programs had at least one executive director leave his or her position during 2010. Eleven percent of programs had more than one person serve as executive director in 2010. The average length of time current EDs have spent in their positions was 6.6 years. One-fourth of all EDs had been in their positions less than three years, 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	7.6 years
Suburban/mixed	7.0 years
Rural	6.1 years
Age of program	
0 to 5 years old	2.4 years
6 to 10 years old	4.9 years
11 to 15 years old	6.6 years
16 to 21 years old	8.1 years
Over 21 years old	10.0 years
All programs	6.6 years

Salaries

The median salary for *full-time* executive directors for all programs was \$44,000 per year and \$19,570 for *part-time* directors. Median full-time salaries ranged from \$37,000 in rural programs to \$59,000 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	\$ 59,000	\$ 36,000
Suburban/Mixed	\$ 49,400	\$ 25,000
Rural	\$ 37,000	\$ 16,420
Program Age		
0 to 5 years	\$ 36,000	\$ 19,480
6 to 10 years	\$ 40,310	\$ 18,250
11 to 15 years	\$ 39,720	\$ 19,740
16 to 21 years	\$ 44,050	\$ 19,630
22 or more years	\$ 53,000	\$ 25,200
All Programs	\$ 44,000	\$ 19,570

N = 550 for full-time directors; 161 for part-time directors.

Volunteer Coordinator Position

Three-fourths of programs reported having a volunteer coordinator (*also known as volunteer managers, case managers or supervisors*); 71% of these staff were full time and 29% part time. Part-time volunteer coordinators worked a median of 24 hours/week. The median salary for *full-time* volunteer coordinators was \$31,710 per year (n=404) and \$15,600 for *part-time* volunteer coordinators (n=166). Median salaries for full-time volunteer coordinators showed less disparity than executive directors' salaries varying by type of area the program served: urban program

coordinators earned \$35,750 compared to \$29,520 in rural programs and \$32,000 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 over one-third of programs. More than 20% also offered additional benefits, most commonly life insurance, vision plans, AD&D or disability insurance and reimbursement of insurance costs. 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	50%	51%
Dental insurance	37%	38%
Retirement	38%	38%
Other	22%	23%

* Percentages are of all responding programs.

** Percentages are only of those programs indicating they had at least one volunteer coordinator on staff (N=595).

Staff Turnover

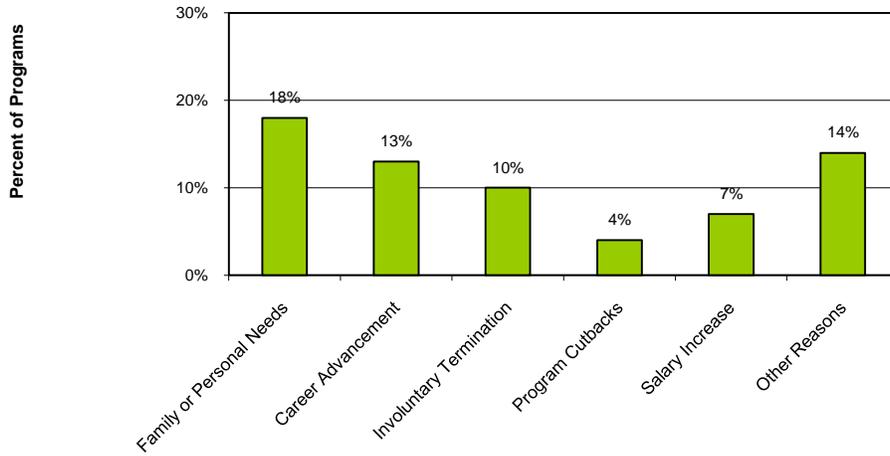
Table 8 shows the total number of staff persons leaving for each of the five most common reasons. In 2010, the number of staff leaving due to program cutbacks decreased by 70% from 170 to 48. There were small increases this year in staff leaving for career advancement and salary increases. Figure 3 shows 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 and resigning in lieu of termination.

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

Staff departing due to...	Number of staff
Family or personal needs	180
Program cutbacks	48
Involuntary termination	94
Career advancement	134
Salary increase	62
Other	124

N=642

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



CASA/GAL Volunteers

Number of Volunteers

An estimated 75,087 volunteers participated in all programs in 2010, a 5.9% increase over 2009. Responding programs reported a median of 45 CASA/GAL volunteers who were active on cases, ranging from 25 volunteers in rural programs to 66 in mixed/suburban programs and 126 in urban programs. Approximately 81 hours were contributed by each volunteer during the year.

New Volunteers Trained

An estimated 21,507 new CASA/GAL volunteers were trained in 2010. 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: 37 in urban programs, 18 in suburban/mixed and 7 in rural. Among those trained, higher percentages were African American and Hispanic/Latino than in the total volunteer pool (Table 4, page 13). Racial/ethnic representation was as follows: 13.6% of new volunteers were African American, 1.8% Asian/Pacific Islander, 75.3% Caucasian, 6.7% Hispanic/Latino, 0.6% Native American/Alaska Native and 2.2% multiracial/other. Eighty-two percent of new volunteers were women.

Volunteer Hours Contributed

Volunteers contributed over 5.8 million hours in 2010—a median of 2,729 hours per program. As in past years, volunteer hours were most frequently tracked (53%) 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, 87% did so monthly, 13% quarterly, 1% annually, 2% only at case closure and 6% 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	53%
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 (82%) of volunteers were women. The majority (79.3%) were Caucasian, followed by African American (12.2%) and Hispanic/Latino (4.6%) (Table 10). Race/ethnicity percentages in 2010 were based on a total of 67,637 volunteers.

Table 10. Percentage of volunteers in each racial/ethnic group over the past 12 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

* 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 (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; 19% their 40s; 24% their 50s; and 31% were 60 and older (N=66,257).

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 15% had a high school diploma (N=57,448).

More than half of volunteers worked at least part time in addition to being a CASA/GAL volunteer. In 2010, 46% were employed full time and 13% part time. Retirees constituted 24% of volunteers, while students were 5%. The remaining 13% were not employed (N=49,502). 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	2,771	4.8%
Other educational	1,858	3.2%
Medical professional	1,690	2.9%
Government/military	1,197	2.1%
Other legal	839	1.4%
Attorney	832	1.4%
Other profession	17,580	30.3%
Unknown	31,305	53.9%

* Percentages based on a total of 58,072 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 2010. Most common were campaigns focusing on increasing the number of male volunteers and increasing racial/ethnic diversity among volunteers. “Other” types of targeted campaigns included recruitment within faith-based communities, civic groups, colleges and other student organizations as well as campaigns targeting retirees, prior volunteers who had become inactive, bilingual persons, couples 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	47%
Race/ethnicity	43%
Specific geographic area	28%
Age diversity	16%
Other	5%

Nearly half (43%) of programs reported undertaking a targeted recruitment campaign aimed at increasing the racial/ethnic diversity of their pool of volunteers. Of the 341 programs doing so, new volunteers were slightly more diverse, with higher percentages of African American, Hispanic/Latino, Asian American/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.

Percentage in each racial/ethnic group		
Race/ethnicity	All volunteers	New volunteers
African American	11.1%	13.3%
Asian Am./Pac. Is.	1.7%	2.3%
Caucasian	78.8%	73.5%
Hispanic/Latino	5.8%	7.7%
Native American/Alaska Native	0.6%	0.6%
Multiracial/Other	2.0%	2.5%
<i>Number</i>	<i>36,242</i>	<i>10,591</i>

N=341 programs.

Volunteer Departure

The average length of time served by volunteers was 2.8 years (34.1 months), a decrease of 1 month since last year. Respondents reported 14,427 volunteers either resigning or being asked to leave in 2010. A median of seven volunteers departed from each program.

The most commonly cited reasons for volunteers leaving a CASA/GAL program are listed in Table 14. For the first time in years, “employment situation” was the most frequently noted reason for departure, but “family needs” continued to receive the most #1 rankings as in past years. 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	Percentage mentioning in top 3	Percentage ranking #1
Employment situation	44%	17%
Family needs	42%	20%
Move from area	38%	14%
Health issues	31%	11%
Time commitment	23%	12%
Frustration with system	20%	8%
Case satisfactorily completed	18%	7%
Asked to leave	16%	8%
Not a good volunteer position match	13%	6%
Burnout/stress	12%	5%
Other reason	12%	7%

Children and Cases Served

Children Served

CASA/GAL programs served an estimated 240,164 children in 2010, a 1.3% increase from 2009. A median of 121 children per program, representing a median of 73 *cases*, were served by CASA programs in 2010. One-fourth of programs served 60 or fewer children, while one-fourth served more than 246 children. Medians differed by type of area served: 72 children were served in rural areas; 175 in mixed/suburban areas; and 330 in urban areas.

Paid Staff Assigned to Cases

Sixty-one percent of programs reported that paid staff are assigned to children’s cases. Of the 415 programs reporting that paid staff provided advocacy to at least one child, a median of 10 children were served by staff compared to 120 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 (24 children), followed by mixed/suburban (12) and rural (8) (Table 15). Similar differences existed between nonprofit programs (median of 9 children served by paid staff) and those that are part of a government agency (27 children).

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

Type of program	Median number of children served	
	By volunteers	By paid staff
Urban	328	24
Mixed/suburban	187	12
Rural	72	8
All programs	120	10
<i>Number of children</i>	<i>101,223</i>	<i>37,332</i>

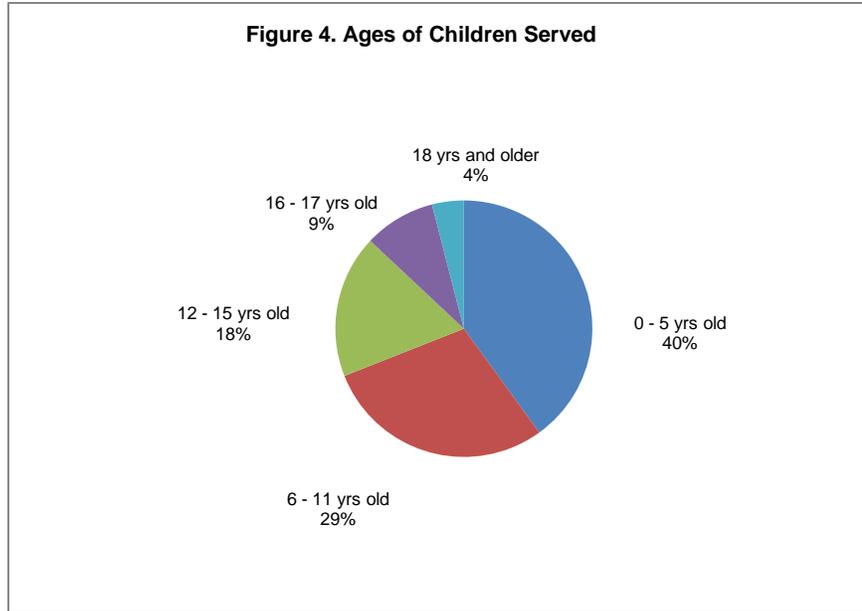
* Only programs with one or more children served by staff were included in computing these medians (n=415 for all programs, 53 urban, 167 mixed/suburban and 194 rural).

New Children Served and Cases Closed

Respondents reported a total of 85,403 *new* children assigned to a volunteer in 2010. Programs reported assigning a median of 47 new children to a CASA/GAL volunteer and closing the cases of 42 children. Compared to 2009, the number and median of new children increased significantly, while the number of cases closed remained stable. Medians for new children served ranged from 127 in urban programs to 62 in mixed/suburban to 28 in rural. Programs closed nearly the same median number of cases they opened: 119 closed in urban programs, 61 in mixed/ suburban and 25 in rural programs.

Children's Demographics

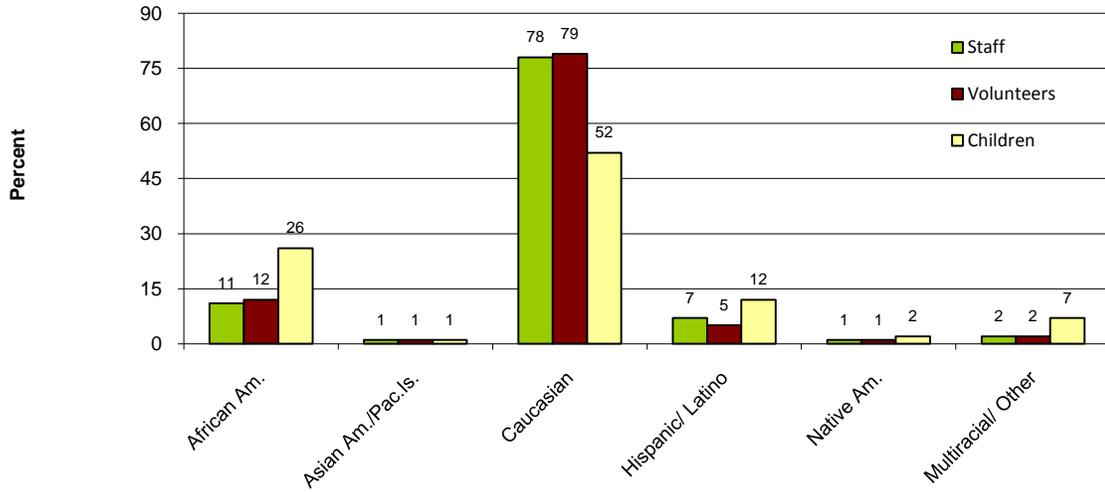
Children for whom gender was reported were nearly evenly split between boys (50.3%) and girls (49.7%). Figure 4 shows the age breakdown of children served.



Nearly half (47.7%) of the children served by CASA/GAL programs whose race was known were children of color, predominantly African American (26.4%) and Hispanic/Latino (11.7%) (see Table 4, page 13). 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 187,648 children.

Among children *newly* served in 2010, the racial/ethnic distribution was 53.8% Caucasian, 26.0% African American, 10.7% Hispanic/Latino, 7.0% multiracial/other, 1.8% Native American/Alaska Native and 0.7% Asian/Pacific Islander (N=72,429) (see Table 4, page 13). Genders were nearly equally divided: girls (50.7%) and boys (49.3%).

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



Caseload Size

Overall, a median of 73 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 85,831 children’s cases closing in 2010—a median of 42 cases per program. The number ranged from 119 in urban programs to 61 in mixed/suburban to 25 in rural. Projecting to all programs, an estimated 93,801 children’s cases were closed compared to an estimated 85,403 new cases opened. Overall, programs closed a median of 37% of their caseloads; this proportion was consistent across types of areas served.

More than one-third (38%) 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, removal or dismissal from a case; volunteer no longer needed; custody change; no out-of-home placement occurred; and insufficient resources.

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)	38%	29,174	40
Adopted	17%	12,673	18
Placed with legal guardians	14%	11,044	16
Case removed from docket	6%	4,916	13
Child aged out of system	6%	4,646	8
Long-term kinship care	3%	2,363	9
Case transferred to another jurisdiction	3%	2,182	6
Child ran away	1%	531	2
Family moved	1%	526	3
Transferred to delinquency court	<1%	183	1
Long-term foster care	1%	993	4
Death of child	<1%	98	<1
Other	10%	7,482	19

N= 76,811

Length of Cases from Assignment to Closure

As in past years, the majority (86%) of closed cases had been open more than 6 months since assignment to the program—and 48% were open more than one year since assignment (Table 17). In a typical program, an *average* of 16 children’s cases closed in 0 to 3 months; 16 cases closed between 4 and 6 months; 24 cases closed between 7 and 12 months; 29 cases closed between 1 and 2 years; 12 cases closed between two and three years; 7 cases closed between 3 and 4 years; and 7 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	14%
4–6 months	13%
7–12 months	25%
1–2 years	29%
2–3 years	10%
3–4 years	5%
Longer than 4 years	4%

N=66,045

Table 18 shows the lengths of time children were in out-of-home care overall and since assignment to a volunteer. More than half (62%) of children had been in out-of-home care for one year or longer; fewer (53%) had been in placement at least one year since assignment to a volunteer, though 53% is an increase over 45% in 2009. The counter to this shift occurs in the children in care less than six months since assignment: 25% in 2010 compared to 34% in 2009.

Table 18. Length of time children were in out of home care (of those whose cases closed in 2010).

	In out-of-home care*	Since assignment to a volunteer**
Less than one month	3%	9%
1–5 months	14%	16%
6–11 months	22%	23%
12–17 months	20%	19%
18–23 months	13%	12%
24–29 months	9%	8%
30–35 months	5%	4%
3 to 4 years	7%	5%
Over 4 years	8%	5%

* N=20,936 ** N=17,979

Other Types of Cases Accepted

In addition to child abuse and neglect cases, 15% of 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 Child in Need of Services (CHINS), guardianships, paternity cases, dependencies, protection orders, criminal cases, courtesy cases, termination of parental rights and three-year judicial reviews.

Table 19. Other types of cases accepted.

	Percentage of programs accepting	Average number of children*	Total number of children
Divorce custody	10%	23	1,651
Delinquency	12%	8	763
Private petition	3%	14	304
Supervised visitation	3%	57	1,076
Probate	1%	55	384
Mediation	1%	18	142
Other type	7%	29	2,060

* If such cases were accepted.