



# CASA of Pinal County

*Positive Action, Powerful Results*

Winter/Spring 2020

## Results are in! CASA Advocates Share Feedback!

Thank you advocates! WOW! 68% of you recently participated in our annual survey. The purpose of the survey is you an opportunity to help this program grow. You gave us feedback on the successes and challenges you have faced this past year as a valued advocate. Make no mistake about it, we are listening. This information is being shared with our staff, judges, department directors and the state office.

*We are listening.* Being an advocate is not easy. It can be defeating, disappointing and tireless. But you let us know your successes too. Please know we are working diligently on your behalf to bring attention to issues surrounding your role as a CASA advocate.

While this assessment is a requirement for our state and federal funding, it means a great deal to us. My promise to you is that we are reading EVERY comment and having dialog during our upcoming staff retreat to find ways to serve YOU better! *Again, thank you!*

*Donna McBride, CASA Supervisor*

### Summary:

- **98%** were very satisfied or satisfied with your coordinator's ability to provide support during difficult situations, ability to provide alternative assistance in their absence and communication skills
- **100%** of all advocates were able to complete their mandatory 12 hours of training before the end of the year.
- **98%** were very satisfied or satisfied with Support Staff's communication skills (timely and helpful responses)
- **86%** were very satisfied or satisfied with In-Service Trainings that we offered
- **98%** were satisfied with our newsletters and weekly updates.

### What you shared about staff:

- I love working with all the staff: Wonderful caring people.
- They are caring and kind. They are all invested in the best interest for each child we serve.
- If there is anything that I ever need they respond quickly with either what I need or letting me know where to find it. All are extremely good

communicators.

- After working with CASA in another state, I can truly say the staff I have worked with are hands above the rest. I always felt supported and informed.
- Staff and coordinators rock it daily!

### What you also shared about your positive experience as a CASA

- Getting to know the children. Love it when they are reunited with their family.
- Loved seeing my first case being adopted! Enjoyed volunteering at Adoption Day which was so rewarding.
- Getting to know the children in the case and understand their needs vs. wants—making a recommendation about services needed which the court actually considers.
- A supportive environment for volunteers and fulfilling experience interacting with the children.

### Reality Check!

- I had only one challenge that I really struggled with: a foster grandmother who didn't respond to attempts to contact her.
- DCS: Not responding in a timely manner, lack of connection, getting reports, poor communication, etc.. (*Had many similar comments*)
- Attending trainings was hard due to work schedule.
- Hard to log in to system to do logs, reports, etc.
- Time needed to contact people at the start of case.
- One of my CASA kids was reluctant to accept any assistance or guidance. Challenging to find purpose that CASA can do or assist the kids.



## CASA In-Service Spring Training is Friday, March 6th

Each advocate must obtain 12 hours of training every year. You will have an opportunity to get 7 hours of training. Come join the fun! Be sure to RSVP with Jodi at [JWheeler@courts.az.gov](mailto:JWheeler@courts.az.gov).

## Training Champions for 2019!



**Beth Chism**  
**88.5 Hours!**



**Sande Hamberg**  
**78 hours!**



**Aisha Malone**  
**69.5 hours!**

## Peer Support Meetings

### Queen Creek area

**Tuesday January 14, 2020 – 5:30pm – 7:00pm**

8635 E. Pecos Rd. #203 - Mesa, AZ 85212 / Redemption Church

### City of Maricopa area

**January 15<sup>th</sup>, 2020 - 5:30pm – 7:00pm**

Copper Sky Substation – 17985 N. Greythorn Drive

## ACTIVITIES KEEP STAFF AND ADVOCATES BUSY!

CASA participated in a vast range of events throughout Pinal County during the last half of 2019! During the warm summer months, we took advantage of our time and attended a few networking meetings and resource fairs along with a presentation in *Coolidge*.

The City of *Maricopa* hosted its Annual Kids Day Event which brought in a few thousand local families. CASA participated in the *Casa Grande* Silent Witness Anti-Crime night which is geared toward educating children and their families about public safety.

The CASA unit shared some sprinkles at the Ice-Cream social in Casa Grande to wrap up the month of September. As we approached October, we were able to host an all-day Fall In-Service Training for our CASAs. CASA enjoyed hosting a booth at the *Annual Central Arizona College Fall Festival* and educated the locals about our wonderful program.

CASA joined Pinal County Sheriff's Office at the *C.O.R.E. Event at Johnson Ranch* which brought together several resource agencies and encouraged families and their children to participate in the fun costume contest. We had a great time promoting CASA at *Eloy's GAIN night* with our other public safety resource partners.

Pinal County Superior Court successfully held its *Annual Adoption Day* event in November with the help of many of our CASAs and Partners. There are 45 children that are now with their forever families and it was a special day to celebrate the success of our County and Volunteers to make this happen.



To top of our activities for the year, CASA was a 1st time participant in the Casa Grande 2019 Electric Light Parade with over 25,000 spectators who cheered on the work we do!

*Here's to 2020 and all the exciting plans we have. Stay tuned!*



**Advocate Dana Johanson** put in some notes about her most recent visit with her two CASA children. I wanted to share what she did with them at the end of their visit.

These two are with their guardianship placement and very excited to be staying in Arizona even though they are still adjusting overall.



*"Afterward we talked about Arizona becoming their home and that we need to give ourselves both time and space to adjust to changes. When we returned to their home I asked if they could do a short exercise at the table. I asked them to clasp their hands together and then switch their thumbs. I asked them how it feels and they said uncomfortable - awkward. I explained that even good changes will feel strange but in time their new life will become comfortable and their old life will seem foreign and fade into the past."*

*Provided by Coordinator Roseanna Jacobson*

## We love messages like this!

CASA Staff,

Happy New Year to you! You are a joy to work with. If we don't tell you enough, we DO appreciate all you do for us and the clients.



*Rowena Harting, CASA*

## Mark Your Calendars!

### CASA Information Night

**February 26th (4:30pm-6:30pm)**

**Apache Junction Chamber of Commerce**  
**(See Roseanna for details!)**

### Mental Health First Aid Training

**March 16th (8am—4:30pm (Florence))**  
**(First come/First Serve. RSVP early!)**