

Volunteers Topic A: Challenges

1. What resources or services have been difficult to find or access for your CASA children/families?
2. What are some challenges you've experienced, related to working cases and/or to the child welfare system?
3. What do you wish your supervisors, executive director, or board of directors better understood?

Volunteers Topic B: Management & Training

1. How do you feel supported in your volunteer role?
2. What do you wish you would have learned before taking your first case?
3. How do you balance your volunteer work with your other responsibilities? What improvements in communication or scheduling would help?

Volunteers Topic C: Recruitment/Retention

1. What motivated you to become a CASA volunteer, and what keeps you engaged?
2. Do you know someone who would be a good volunteer but there's a barrier to them taking that step - what is that barrier and do you have an idea of how that could be addressed?
3. Where would you go (or what would you do) to recruit volunteers that you don't feel your program is currently doing?

Staff Topic A: Recruitment/Retention

1. What are some strategies you have used to recruit volunteers in your “primary” or most populated county(ies)? What are some strategies for recruitment in your “outlying” or lesser populated county(ies)?
2. What are some of the biggest challenges your program faces related to recruiting volunteers?
3. What have been some of the most successful methods your program has used for recruiting volunteers?

Staff Topic B: Volunteer Management

1. How do you handle difficult or disengaged volunteers? What about volunteers who are “over the top” (volunteers who may step outside their role, push boundaries, etc.)?
2. How have you incorporated DEI into your everyday work with volunteers?
3. How do you balance making yourself available to volunteers with setting boundaries and having some work/life balance, especially when volunteer schedules and availability may vary?

Staff Topic C: Training & Continuing Education

1. What methods/topics of ongoing education have been most effective for your volunteers?
2. What challenges have you had to get volunteers to complete continuing education hours and how do you address this?
3. Are there training topics that you feel your volunteers need/want that you feel unprepared to take the lead on? How do you resolve that to ensure that the training is provided for them?

ED Topic A: Recruitment/Retention

1. How do you engage current volunteers in recruitment efforts?
2. How do you divide the responsibility of recruiting volunteers among staff in your organization? How do you ensure staff are equipped to be well rounded volunteer recruiters (have the tools in their toolbox)?
3. How do you view pre-service training as a recruitment/screening/retention tool?

ED Topic B: Staff Management/Hiring

1. What qualities do you look for in staff when hiring for the VC position?
2. How have you incorporated DEI into your hiring and staff management processes?
3. What are some strategies you have tried to help with staff retention? Are there other strategies you are considering but haven't tried yet?

ED Topic C: Community Engagement

1. What does “community engagement” look like for you as the ED? How is this different for staff? In an ideal world, what role would your board play in community engagement efforts?
2. What are some organizations you have wanted to connect with or partnerships that you have wanted to develop but have not been able to? What do you think those barriers are?
3. What are you looking to get out of relationships with the community/partner organizations? What are you offering to them when starting to establish those relationships?

Board Topic A: Volunteer Recruitment

1. How do you personally support and contribute to the volunteer recruitment efforts of your CASA program?
2. What are some ways/ideas board members can actively engage with recruitment and retention efforts and help expand the volunteer base?
3. What do you need to better understand about the CASA role in order to support the program's volunteer recruitment efforts?

Board Topic B: Governance

1. How do you see the board's role in supporting overall CASA program governance?
2. What strategies has your board used to help guide decisions of your CASA program, especially around volunteer management and recruitment?
3. What else do you wish you knew about your program's operations to better support and guide the program?

Board Topic C: Board Recruitment/Orientation

1. How do you recruit other board members? Do you review your Board Skills Matrix and/or focus on diversity of the board?
2. What tips/advice would you give a brand-new board member to make their transition onto the board successful?
3. What recommended improvements would you make to the orientation process for new board members? Are there things that are missing or topics that should receive more time and attention?