SFCASA COVID-19 ADVOCATE SURVEY RESULTS AND NEXT STEPS

The survey was sent to 191 advocates who were assigned to a case as of March 19th, a few days after Governor Newsom issued the Stay at Home Order. We received 86 responses – a 45% response rate.

Responses have been grouped and actions to address these challenges follow:

1. “Communication between CASA and youth”: 65% responded with either no issue (30%) or minor issue (35%). One respondent indicated a major issue with the need for critical support. Over half of the optional comments indicated a challenge in communicating with youth.
   - SFCASA is pleased to announce a virtual CE opportunity on July 14th hosted by the CASA Community Network Committee. We will meet with CASA Pushpa Samuel and Program Director Erika Dirkse to discuss challenges and share ideas for connecting with youth during the pandemic.
   - Take a look at this list of virtual activities created by volunteers and CASA staff. And, please help us to grow this resource by sharing activities you and your youth have enjoyed by emailing Christina Lee at christina@sfcasa.org.
   - Exploring the possibility of resuming in-person visits with your youth? Please review the guidelines we ask you to follow. Please also reach out to your Case Supervisor to strategize.
   - Over 65% of San Francisco’s foster youth are placed out-of-county. Stay tuned for our out-of-county resources guide set to drop in mid-July.

2. “Communication between CASA and youth’s care team”: 80% indicated no issue or minor issue. Nearly one-third of the optional comments highlighted difficulty to connect specifically with the PSW. The remaining commenters represented good or adequate communication with team members.
   - SFCASA will share your feedback with HSA-FCS and attorney panel leadership.
   - If you are unable to reach team members, please call your Case Supervisor to create an action plan for next steps.

3. “Communication between CASA and SFCASA”: Over 90% indicated satisfaction with the level of communication with SFCASA staff; 92% said they had been in communication with their Case Supervisor at least once in the last month; 41% indicated they consulted the COVID-19 Resource Guide on the website; over 75% indicated they find the monthly newsletter helpful, however several commented they do not read it regularly. Nearly 15% were not aware of SFCASA’s internal fund for urgent youth and family needs and over 80% shared they had not accessed continuing education opportunities.
   - Monthly newsletter buried in your email? Stay up to date and in the know with 2020 and 2019 newsletters now available on the website.
• Send a care package, help meet urgent grocery needs, or secure distance learning hardware and accessories by accessing SFCASA’s internal COVID-19 emergency fund—connect with your Case Supervisor to submit a request and meet that need quickly!

• Consult the [COVID-19 Resource Guide](#) on our website, which includes out-of-county COVID-19 supports.

• Advocates who do not receive a timely response from SFCASA staff should contact Erika (415-398-8001 x 106), erika@sfcasa.org; or Renée (415-398-8001 x110), renee@sfcasa.org, to share their experience.

• Explore the expanded collection of [virtual Continuing Education opportunities](#) and check off a few annual CE credits. All CASAs must complete 12 hours of continuing education annually to maintain national and Judicial Council standards.

• We’re always looking for ways to improve your Advocate Link (AL) experience. In response to your feedback, Janey has just added a court report due date field to the AL homepage for your convenience.

Thanks again to all of you who completed the survey. SFCASA could not exist without you and the important work you do for San Francisco foster youth. We welcome your feedback and invite you to share any questions, concerns or thoughts with your case supervisor, Renee or Erika.