



Executive Director’s Report
September 2023

CASES / VOLUNTEERS
As of July 31, 2023

	YTD	Past YTD
Volunteer Stats		
Number of Volunteers	87	90
New Volunteers	0	0
Resigned Volunteers	0	0
Volunteer Attrition	0%	0%
Number of Cases/Children	165	115
Waiting Children	0	0
Cases Closed	29	24
Cases Opened	12	8
Volunteer Hours	911	651
Volunteer Contacts	1,688	1,270
Value to Commonwealth	\$28,977	\$20,050
Supervisors	Volunteers (Max) Active	Assignments 1 Case 2 Cases 3 Cases
Jeannine (Full-time Executive Director)	(0) 1	0 1 0
Trish (Full-time Program Manager)	(10) 10	9 1 0
Lorrie (Full-time Volunteer/Training Coordinator)	(25) 18	16 2 0
Patricia (Full-time Volunteer Coordinator)	(25) 17	11 5 0
Stacy (Full-time Volunteer Coordinator)	(25) 16	7 5 4

Activities

- August 1, 2023: Program staff held a case assignment meeting.
- August 1, 2023: VA CASA Case Studies Curriculum Review was held at Henrico CASA Office.
- August 8, 2023: A CASA staff team meeting was held.
- August 8, 2023: Jeannine facilitated a statewide 'CASA Conversation' with CASA staff around the Commonwealth on Volunteer Management.
- August 14, 2023: VA CASA Case Studies Curriculum Review was held at Henrico CASA Office.
- August 14, 2023: Jeannine attended a DCJS Network Support meeting.
- August 15, 2023: Program staff held a case assignment meeting.
- August 15-16, 2023: Annual Financial Audit was completed at the Henrico CASA Office.
- August 17, 2023: Jeannine attended a State Legislative Committee meeting.
- August 18, 2023: A Henrico CASA Visitation Center Ad Hoc Committee meeting was held.
- August 18, 2023: Jeannine attended a Families First Training Committee meeting at the Henrico County Juvenile and Domestic Courthouse.
- August 22, 2023: A CASA staff team meeting was held.
- August 23, 2023: A CASA Finance Committee meeting was held at the Henrico CASA Office.
- August 24, 2023: A CASA Governance Committee meeting was held.
- August 24, 2023: Henrico CASA hosted a CASA College Advo-Chat: "Helping All Children: LGBTQ+ Youth and Child Maltreatment, and Enhancing Professional Response."
- August 24, 2023: Henrico CASA hosted the Short Pump Concert series Wine Garden.
- August 29, 2023: Program staff held a case assignment meeting.
- August 29, 2023: Henrico CASA Continuing Education Case Debrief discussion was held.
- August 29, 2023: Kristin and Jeannine held a CASA Ambassadors summer check-in meeting.

Future Events

- September 5, 2023: Program staff will hold a case assignment meeting.
- September 7, 2023: Henrico CASA Board Meeting/Social will be held at the home of Betsy Beach.
- September 8, 2023: Jeannine will attend a State Leadership Team meeting.
- September 8, 2023: Jeannine will attend a Families First Committee meeting at the Henrico County Juvenile and Domestic Courthouse.
- September 9, 2023: Fall 2023 Pre-service training begins at the Henrico CASA office.
- September 11, 2023: Jeannine will attend a DCJS Network Support meeting.
- September 12, 2023: A CASA staff team meeting will be held.
- September 14, 2023: Jeannine will have a call with The Schaberg Foundation to give an update on CASA's accomplishments.
- September 15, 2023: A Henrico CASA Visitation Center Ad Hoc Committee meeting will be held.
- September 18, 2023: VA Case Studies Review will be held at Henrico CASA Office.
- September 19, 2023: Jeannine will attend the McGuire Woods 20th Annual Nonprofit Seminar in Charlottesville.
- September 19, 2023: A CASA case assignment meeting will be held.
- September 19, 2023: Henrico CASA Continuing Education presentation on Kinship Care will be held.
- September 21-22, 2023: Jeannine will attend the Virginia Court Improvement Program for 2023 Statewide Best Practice Courts Conference in Norfolk.
- September 26, 2023: A CASA staff team meeting will be held.
- September 26, 2023: Jeannine will teach a VCU Honors class.

CASA Story

As we embark on a new fiscal year, it is important to reflect on the previous year and a reminder of what our organization does daily. When CASA receives grants for corporations or foundations, we are often asked to report back on our results. Here is a recent answer to a question on a grant report to Altria that outlines our accomplishments. Let this serve as a reminder of the needs of the children we serve, the work of our advocates, and the impact of funding we receive!

With relentless dedication, Henrico CASA ensures that the child welfare system remains determinedly focused on the safety and permanency of each child, leaving no room for any child to be lost within the protective confines of the system. Henrico CASA's mission is an unwavering commitment that shapes our daily efforts. CASA volunteers have evolved into a vital cornerstone of the child welfare initiative, working in tandem with attorneys, social workers, and service professionals to elicit vital information about a child's health, developmental milestones, and educational requirements.

Child abuse and neglect, as we have come to know, recognizes no boundaries. Regardless of income level or demographic, these harrowing experiences permeate all corners of society. Henrico CASA stands as a steadfast guardian for all children, irrespective of their circumstances, who have endured the cruel touch of abuse or neglect. These children, united by their heart-wrenching pasts, embark on a tumultuous journey through the intricate labyrinths of child welfare and juvenile court systems. Their challenges in health, education, and personal development stand unparalleled, yet their struggles are met with the unwavering support of a CASA volunteer. Our work remains crucial, as children under the care of a CASA advocate have a voice in court proceedings, gain improved access to essential services, and encounter fewer disruptions in placements and schooling.

Central to our vision, the grant generously bestowed by Altria's Give Together program fortified Henrico CASA's ability to recruit, screen, and train volunteer advocates, thus amplifying our agency's commitment to serve every abused and neglected child referred to our agency. CASA volunteers engage with all family members and case professionals, fostering collaborative relationships with social workers, attorneys, and counselors. They stand as steadfast companions, consistently visiting the child and meticulously evaluating health, mental well-being, and academic records. At critical hearings, the profound impact of a CASA volunteer's involvement resonates as they present judges with meticulously detailed reports containing historical context, factual findings, and insightful recommendations – all instrumental in guiding the court's decisions about each child's future.

In the previous fiscal year, our program embraced 27 new volunteer advocates across four rigorous training sessions. Demonstrating unwavering dedication, our volunteers admirably served every single one of the 359 children referred to our agency (a 10% increase from last year), collectively contributing more than 10,400 hours of invaluable service. Impressively, they engaged in over 22,000 interactions with children, family members, and case professionals and submitted more than 350 detailed reports, encompassing comprehensive insights into the children's lives and families. A staggering 97% of the advocates' recommendations were assimilated into court orders, attesting to the profound impact of their involvement. The ongoing success of our recruitment endeavors is also evident, with our upcoming training session scheduled for this fall (September – October 2023) already at full capacity.

A testament to the steadfast commitment of our advocates, 97% of children were accompanied by the same advocate throughout their journey, nurturing stability and trust. Perhaps most importantly, 99% of children found themselves in secure and stable homes by the time their cases were concluded. Our advocates' profound influence ensures that each child's best interests are fervently safeguarded, resulting in an uplifting conclusion to each chapter of their stories.

The impact of Altria's grant radiates through every facet of our CASA program. The increased capacity to recruit volunteers means that more children have found a steadfast ally in their corner – an advocate who listens to their stories, stands by them through court proceedings, and tirelessly works to help identify safe environments and helpful resources. This grant's support for screening and training has elevated the quality of our advocates, equipping them with the tools and knowledge needed to navigate complex situations with empathy and expertise.

In a larger context, the resilience of the nonprofit sector hinges on both sustainable programs and steadfast funding. Henrico CASA has recognized the importance of fostering collaborative partnerships within our local community, nurturing alliances that bolster our ability to serve vulnerable children. A poignant example of this collaboration is our partnership with Altria, an embodiment of shared purpose. Since 2005, Altria Give Together has consistently championed Henrico CASA, symbolizing the belief that the prevention of child abuse and neglect holds the key to forging a wholesome future for our community.

The impact of Altria's Give Together grant not only reverberates through the data but resonates profoundly in the lives of children who are finding their voices, advocates who are beacons of hope, and families who are embracing healing and transformation. Together, with Altria's support, Henrico CASA is illuminating a path toward brighter futures, one child at a time.

Governance Committee (GC) Notes

July and August 2023 Meetings

The GC has reengaged with Katherine Whitney of Warren Whitney for consultation and guidance as we move forward with progressive member and advisor recruitment and succession management.

The GC has concluded that continuing to manage Board terms, prospective members will be brought on as advisors and if elected by the current Board, will be seated and begin their term of service in alignment with the fiscal year.

In August, two additional advisors were approved by the GC for the Board to vote on as advisors (Nick Cooper and Berkeley Edmunds). They will begin as advisors immediately.

We continue to evaluate candidates based on where the matrix shows skill gaps in order to ensure a well-balanced Board. The Board will receive a form to fill out and return so the skill matrix can be updated. Once updated, the completed matrix will be sent out to all members so they can see where we have identified gaps and the recruitment efforts should be focused.

The GC encourages and expects current Board members to be proactive in seeking out quality candidates to join the Board identify potential donors. Potential Board member/advisor information should be sent to the GC for evaluation and discussion. For *donors* that a member is not comfortable soliciting themselves, their contact information and a brief background shall be sent to the Development Committee so they can assign a member to engage with them.

Bio for Berkeley Edmunds

Berkeley was born and raised in Richmond, Va. He graduated from St. Christopher's School in 1991 and Hampden-Sydney College in 1995. He started his career as an Institutional Equity Sales Trader for Wheat First Butcher Singer here in Richmond where he met his soon-to-be wife Cheney on the trading floor. Through multiple mergers, he eventually moved to Baltimore with First Union, which became Wachovia, and finally Wells Fargo.

Berkeley married Cheney in 2002 and they settled in Annapolis. Going on the boat, picking crabs, and attending as many live music shows as possible in the DC / Baltimore is where you would find them. When they decided to start a family, they didn't look back. They welcomed boys Berkeley, Jr. in 2006, Bower in 2007, and daughter, Serpell, in 2008. Having 3 kids under the age of 2.5 years was quite the story line.

Wells Fargo eventually shut the Baltimore office down in 2013 and they moved back to Richmond. Berkeley purchased his childhood home from his parents as they were moving to Westminster-Canterbury. While Berkeley was looking for a job in finance in Richmond, he ended up taking a job again as a Sale Trader with Stifel Nicolas in Baltimore. After two years of commuting, he took a job back in Richmond with BB&T Capital Markets in 2015. However, BB&T shut down their equity group a year later, and Berkeley decided to look for something outside of finance. When Covid kicked in, he pivoted and entered house flipping. He also volunteers his time with St. Stephen's Episcopal Church HANDS Ministry (Hammer And Nails in Devoted Service). Cheney has been the Editor and Owner of the The Scout Guide Richmond for almost ten years. The Scout Guide is a franchise headquartered in Charlottesville with locations in over 80 cities that produce a yearly publication promoting local businesses.

Bio for Nick Cooper

Nick is the Managing Principal and Design Director for Hanbury Architects' Richmond office who leads the design of projects and the pursuit of new work across the entire Mid-Atlantic Region. His almost 20-year career has focused on Mixed Use, Commercial, Multifamily, Adaptive Re-use, Healthcare and Civic projects emphasizing a cross-sector influence where he believes the most innovative solutions emerge.

Nick is known for his award-winning design around the world but is most proud of his community-based work through thought leadership and service to Richmond's Storefront for Community Design, and previously as the Director of Citizen HKS, the firms' public interest design and community engagement studio.

Richmond's Style Weekly honored Nick with a 40 under 40 Award in 2018 for excelling professionally and serving as an example of innovation, leadership, and service to the community. [He is just one of two architects to be awarded the honor since Style launched the program more than 35 years ago.] Nick is most passionate about mentoring and empowering the next generation of critical thinkers at Hanbury and throughout Richmond as he serves as the 2021 Chair for AIA Virginia's ELA program and has transformed AIA Richmond's YAF Committee the last three years.

Nick is a graduate of Virginia Tech and a long time Richmond resident. He is married with 2 kids. Nick is very familiar with CASA's mission – on a personal note, he was raised by his grandmother and he and his family used to participate in the CASA Superhero Run for years.

Fund Development (FD) Committee

June, July, and August Meetings

On the heels of Home for Good® (HFG) 2023, the CASA FD Team spent the majority of the summer months (June 2nd, June 20th, July 24th, and August 11th) focused primarily on our Key Partners for HFG 2024, but also on a "Thank You" party for HFG sponsors to take place this fall 2023.

- HFG "Thank You" Party – Thought this event would be a good way to bring past sponsors back to thank them for their support, remind them of the CASA mission, and let this event serve as a get to know CASA for future prospective partners. Date to be announced but looking like October 2023.
- Over the summer, the fundraising efforts were focused on identifying Key Sponsor (\$10,000+) prospects for HFG. Long-term goal is to identify a local company that will serve as our title sponsor. During these meetings, discussions were had to identify the types of companies that would make good fits for CASA, some review of what CASA can offer a title sponsor and organize our prospects in a priority fashion.
 - Ideal Prospect – A company that has some form of home or individual well-being built into their own company mission with a community focus on helping children. While this is broad, it serves to help eliminate several companies that would likely not be a fit.
 - What CASA Offers Sponsors – we have to be aware that sponsors make decisions based on their community missions, but also on what will benefit their business. Still working on this analysis.
 - Prospect Ranking – spent a lot of time discussing individual company prospects and the value of the relationship. This exercise helped us rank prospects in an appropriate manner to focus and to keep us accountable.

- Currently the FD Team is working on the Key Prospects in order to get HFG 2024 on their radar as they begin to make budgetary decision for 2024, specifically with any charitable donation dollars. **Next FD meeting in mid-October 2023 will focus on a follow up on Key Prospects.**
- Cabell Foundation: Rutherford will report out on Director's Grant to the benefit of Henrico CASA – two important observations to share!

Finance Committee Notes

August 2023 Meeting

Attending: Rutherford Ferguson (Director), Shannon Mitchell (Treasurer), Mary Jo Sissan-Vaughan (Director), Chris Durand (Chair), Jeannine Panzera (Executive Director), Paul Shively (Director), Mel Tull, (Director)

Guests: Clay Hilbert and Everett Reveley from Alpha Omega Wealth Management joined us.

1. Update from Alpha Omega (AO)
 - AO reviewed their compliance with the Henrico CASA investment policy. All is in compliance except the proportion of fixed income investments is slightly higher.
 - AO presented their outlook for stock market. They are perhaps less optimistic than other investment firms that the stock market will appreciate, hence our investment portfolio currently leans heavily toward fixed income investments and cash.
2. Revisions to the Investment Policy
 - AO had shared suggested changes to our Investment Policy with us last fall. After initial discussions, Rutherford and Mary Jo worked to harmonize comments from the committee with the AO draft.
 - In early 2023, the Finance Committee met again to consider a harmonized draft. The final unresolved issue was the level of desired granularity in describing the investment classes and their definitions. A decision was deferred until the Home for Good® campaign was over.
 - The Committee revisited this issue along with input from Clay and Everett. The Committee decided to retain the categories, minima, maxima, and targeted levels in our current policy, with the only change being to combine the fixed income and cash categories, adjusting the maximum, minimum and target levels accordingly.
 - The Committee is ready to ask the full Board to consider its new draft at the October 2023 Board meeting.
3. Level of cash reserves
 - Our auditor, Sharon Hart, CPA, suggested last year that we might want to revisit our current policy of having at least 75% of our annual operating budget kept in liquid assets. Jeannine revisited this with her this year.
 - In light of our current stable financial situation with stable sources of income, Sharon suggested that we need not keep such a high percentage of the budget in cash-equivalent assets.
 - Additionally, we are earning higher returns in the AO investment account than we are in the checking or reserve accounts, so we are losing out on higher asset returns by holding excess liquidity.
 - After robust discussion, the committee decided that it would change the 75% rule to 50%.

4. Frequency of movement of excess cash to investment accounts and approval thereof
 - The Committee discussed how often to move excess cash to the AO investment account, which has happened annually in the past few years. This year the result was that AO received a large influx of money to invest at a time when it is cautious about the stock market.
 - After discussing annual, semi-annual, and quarterly movements, the committee decided that proposals to move money into the investment accounts would be considered by the Finance Committee at any time that the Executive Director and the Treasurer recommend.
5. Final FY 2022-23 financial statements were reviewed.
 - No questions were raised.

Visitation Center (Ad Hoc Committee)

August 2023 Meeting

The Committee has identified that the next steps for the Visitation Center project is to gather information from key stakeholders such as judges, attorneys, social services, CASA (advocates/staff), and families. It was decided that looking to bring in an independent facilitator to facilitate conversation with each of these keyholder groups was the preferred approach. As a result, a Request for Proposal (RFP) was created and sent out in July 2023. The RFP timing was further discussed and due to the tight turnaround of requested responses, the RFP was reissued in August.

Revised list for RFP's

Susan Wilkes (Originally invited, and will reconsider with additional time.)

Trina Willard, Knowledge Advisory Group (Already committed.)

The IDEA Center (As marketing company, lots of previous experience in conducting focus groups.)

Joanna Bergeron (Would like to take another look with updated timeline.)

West Cary Group (Toney connected with them. Initial response came back pretty pricey.)

Pamela Redd (Leadership Consultant that Toney is trying to connect with if possible.)

Revised Timelines

RFP reissued August 21, 2023

RFP's due September 22, 2023

Committee Meet to vote on October 6, 2023

NTP issued week of October 9, 2023

Kickoff meeting week of October 23 or 30, 2023

Report of Findings due to Committee/Board on March 1, 2024

Discussions with Potential Partner Organizations

Discussion was held regarding reaching out to our collaborative partners that work with the same demographic of children/families (i.e. St. Joseph's Villa, UMFS, VHBG, Children's Home Society, etc.).

The decision was to hold off until we better understand the findings from the Focus Groups first before discussing with other nonprofit organizations.

Data

Shannon has read some research papers on Visitation Centers and reported on some findings/highlights. Work continues to gather additional data for forecasting. Laura Robinson is a May 2023 graduate of Univeristy of Richmond School of Law and was accepted into the Bridges to Practice law fellowship with a placement at CASA. She is sorting through ~1,000 closed case data for important data points.

CASA Meeting Minutes

Meeting Type: Board of Directors Meeting

Meeting Date: May 11, 2023

Time: 6:00 PM

Meeting Location: CASA Office

Present: Betsy Beach, Bryan Jenkins, Suzanne Mathias, Shannon Mitchell, Adam Winston, Paul Shively, Jeffrey Fielo, Paul Ronson, Mary Jo Sisson-Vaughan, Chris Durand

Advisors:

Toney Hall, Anne Preston Farmer

Staff: Jeannine Panzera

Absent: Jessica Coburn, Rutherford Ferguson, Mel Tull, Sarah Kursyz, Douglas Nassif, Joy Jones

Quorum: Yes

Presiding/Leading the Meeting: Chris Durand, Chair

AGENDA ITEM 1: Consent Agenda

Presenter: Chris Durand

- Executive Director and Committee Reports
- Financial Reports
- March 2023 Meeting Minutes (+Approval)

Discussion: No comment or discussion on minutes from previous meeting. March 2023 minutes were approved.

AGENDA ITEM 2: Governance/Leadership

Presenter: Paul Ronson

Jeffrey Fielo shared that he would be rolling off the Board due to family and new professional commitments. Jeannine shared that Jessica Coburn would also be rolling off the Board due to time commitment.

The Board slate was circulated to all Board members in April 2023 that listed Officers, Directors, and Advisors. A Motion to approve the FY23-24 Board Slate by Jeffrey Fielo, seconded by Paul Ronson. The FY2023-24 Board of Directors slate was approved.

Discussion:

- Reengaging Katherine Whitney to assist the Governance Committee in cultivation
- Board members were reminded of the need for ongoing member cultivation (with focus on fundraising, finance, and community connections)
- There was discussion of considering an extension of Board term limits (to discuss with Katherine Whitney)

AGENDA ITEM 3: Treasurer's Report

Presenter: Shannon Mitchell

A draft of FY23-24 budget was presented at the March 2023 Board meeting, and the draft and supporting documents were sent to the Board again in anticipation of the May 2023 meeting. There was opportunity for discussion prior to approval. Jeannine was asked to leave the room for discussion on raises and bonuses.

- Employee bonus and merit-based raises were discussed.
 - Board approved 10% raises for all employees (8% COL, 2% merit), to be reflected in the budget and begin July 1, 2023.
 - The Board approved net bonuses for three employees for FY22-23, to be paid before June 30, 2023. (TS: 5%; KB: 5%; JP: 10%)

A Motion to Approve the budget was made by Bryan Jenkins, seconded by Adam Winston. The FY23-24 Operating Budget was approved, as amended.

Additional Discussion:

- Health benefits expenses will be lower than was originally projected
- A note that there was a line-item increase to Board development/strategic planning to help with planning related to the Visitation Center
- For next year's budget, there was discussion on having Home For Good® as its own category on Profit & Loss, instead of embedded within internal events

AGENDA ITEM 4: Fund Development Report

Presenter: Jeannine Panzera

- 2023 Home For Good® Playhouse Event Wrap Up
- Short Pump Concert Series and Wine Tasting Events
- 30th Year Anniversary - 2024-2025

Discussion:

- \$121,000 raised from Home For Good®, reflecting a 45% increase in sponsorship
- 2,200 tickets sold, with average amount spent on tickets about \$15

AGENDA ITEM 5: Old + New Business

Presenter: Jeannine Panzera

- Visitation Center Ad Hoc Committee Update, with next steps of RFP for facilitator of key stakeholders/focus groups
- 2023-24 Board Meeting Calendar will be released in the summer
 - o Discussion on whether to hold one longer retreat or two shorter retreats
- Reminder for Board Court Observation, and over the summer, Jeannine would circulate new signup sheets with dates and times of hearings
- Jeannine shared that volunteer recruitment is an ongoing focus for program staff with case increases, and discussion was held on tweaking some outreach language to better explain that CASA is skilled volunteering.

MEETING ADJOURNED