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## Henrico CASA, Inc.



### General Information

#### Contact Information

<b>Nonprofit</b>	Henrico CASA, Inc.
<b>Address</b>	3001 Hungary Spring Road Suite A Henrico, VA 23228
<b>Phone</b>	804 501-1670
<b>Fax</b>	804 501-2574
<b>Web Site</b>	<a href="http://www.henricocasa.org">www.henricocasa.org</a>
<b>Facebook</b>	<a href="https://facebook.com/HenricoCASA">facebook.com/HenricoCASA</a>
<b>Twitter</b>	@CASASuperhero

#### At A Glance

<b>Year of Incorporation</b>	1994
<b>Organization's type of tax exempt status</b>	Public Supported Charity

# Statements & Search Criteria

## **Mission**

Henrico CASA is a nonprofit organization committed to advocating for the best interests of children involved in the Juvenile and Domestic Relations District Court process. The CASA program recruits, screens, trains, and supervises competent volunteers dedicated to representing the needs of abused and neglected children, as well as other children in juvenile dependency proceedings. CASA promotes safe, permanent homes for all children and seeks to educate the community concerning the needs of abused and neglected children.

## **Background**

Henrico CASA is a local, nonprofit organization that is affiliated with a national program to improve the courts' response to the needs of abused or neglected children. The program grew out of efforts by Henrico County's Juvenile and Domestic Relations Court judges and a group of concerned citizens in the early 1990s. Since its founding in 1994, Henrico CASA volunteers and staff have advocated for the county's abused and neglected children to ensure that they have their stories told, have safe and permanent homes, and do not suffer repeated abuse or neglect. The judges continue to strongly support the program and participate in the training of the volunteers.

Whenever the Court refers a child to Henrico CASA, the case manager will evaluate the suitability and priority of the case and assign a volunteer coordinator to supervise the case. The Volunteer Coordinators will assign an appropriate volunteer and oversee the entire case process. The volunteer advocate conducts an independent evaluation of the child's circumstances, focusing on the safety and well-being of the child. To do so, the volunteer speaks to all family members and case professionals, visits regularly with the child, and reviews the child's health, mental health, and school records. The evaluation is then submitted to the Court, complete with a case history, documented factual findings, and recommendations for family stabilization services (such as parenting classes, individual and family counseling, school services, support groups, and anger management). As long as the child is under the protection of the Court, the CASA volunteer will monitor the child's situation to ensure that the services are implemented and completed in a timely manner. One of Henrico CASA's goals is to assist the child and the child's family so that the child does not experience any new founded complaints of abuse. Any violations or suspected abuse will be reported to the Court and child protection authorities for immediate intervention. From January 1, 2004 to date, only two families have experienced a newly founded CPS complaint while CASA was assigned.

Currently, CASA provides advocacy and case monitoring services to up to 400 children each year with the assistance of up to 118 community volunteers.

## **Impact**

Henrico CASA's recent strategic plan supports the agency's overriding goal of reducing abuse and neglect in Henrico County. To accomplish our goal, Henrico CASA is committed to serving all children who are referred to us for court advocacy. This goal has been met with the assistance of up to 118 CASA volunteers who have served up to 400 children and 6 talented and passionate staff who are all supported by a 12-member board of directors. CASA uses highly trained volunteers to consistently accomplish its secondary goals. These goals include:

1. To provide the Court with independent factual information on which to base decisions in cases of child abuse/neglect;
2. To assist the Court and social services in assuring court orders are followed;
3. To provide advocacy for abused/neglected children who are the subject of judicial hearings;
4. To monitor cases involving abused/neglected children until the terms of a court order have been completely fulfilled;
5. To reduce the recurrence of abuse/neglect and to assist the Court and social services in attempting to break the cycle of child abuse; and
6. To educate the community about the problems of child abuse/neglect and to encourage community involvement in preventing abuse/neglect.

## **Needs**

Henrico CASA's most pressing needs include...

Individually packaged snacks for our volunteers when they attend training

Toner cartridges and computer paper for our CASA reports and training materials

### **ONGOING NEEDS:**

1. Community volunteers willing to complete training and advocate for abused and neglected children;
2. General operating support to ensure that the program maintains the staff-to-volunteer ratio (30 to 1) established by the Department of Criminal Justice Services (approx. \$368,000 per year);
3. Funding and general office supplies to support volunteer recruitment, screening and training (approx. \$35,000 per year);
4. IT support for the program staff and the henricocasa.org website;
5. Highly qualified volunteer board members to support the agency's fundraising efforts

### **CEO/Executive Director Statement**

I have found that the community is very excited about the advocacy being provided by Henrico CASA volunteers. In 2013, our program was awarded the Governor's Outstanding Community Service Agency Award representing the best of Virginia's volunteer driven organizations. I am positive that once you know more about our program you too will realize that your support will make a difference, not only to Henrico County's abused and neglected children, but to the greater Richmond community as a whole.

Henrico's CASA program is a nonprofit organization committed to advocating for the best interests of children involved in the Juvenile and Domestic Relations District Court process. Henrico CASA recruits, trains, and supervises competent volunteers dedicated to representing the needs of these abused and neglected children. The program promotes safe, permanent homes for all children by providing factual, objective information to the Court and making recommendations as to what outcomes are in the children's best interests. The services we provide are not performed or duplicated by any other agency. Without Henrico CASA, these children would not have a voice in the court system.

The need for our services continues to increase. Last fiscal year, 118 volunteer advocates served 367 children. Our goal is to advocate for 100% of these children, making it critical that our capabilities expand as demand for services has consistently risen. We rely on community support to help ensure our continued financial ability to support the framework of our mission. It is my hope that one day our most vulnerable citizen will be a priority for all!

Henrico CASA consistently receives positive comments on yearly case evaluation forms. Here is a small sample of recent evaluation comments. A full report is available at [www.henricocasa.org](http://www.henricocasa.org)

Thank you for the whole program and those involved. My daughter now has her head on straight and is headed to college. CASA is a blessing. (Mother)

I know that I can rely on CASA if I need help because they have given me excellent CASA workers. It does not bother me talking to someone I know I can trust. I think CASA is perfect. They are there for me and watch out for me and help me if I need help. (Child - 11)

## **Board Chair Statement**

Although Henrico CASA's board and staff total less than twenty people total, these two groups are vital in providing the resources to support our mission on a daily basis. Together they assist in administering the volunteer program, which is the lifeblood of Henrico CASA.

Our professional staff provides excellent program services, and assesses needs to ensure the program addresses current and future community needs. Our volunteer CASA advocates provide unparalleled services through the court system, ensuring that each child does not get lost in an overburdened legal system or languish in an inappropriate foster or group home setting.

The volunteer Board of Directors and Advisory Members are comprised of community leaders who serve in governance roles and assist in raising needed funds. By identifying and cultivating partnerships with foundations, individuals and corporations willing to fund this valuable service, the board facilitates financial stability for Henrico CASA. Each gift remains in Henrico County working for the children who most need CASA's help, specifically, the children of our community who have experienced severe neglect, abuse and those children who find themselves in juvenile dependency proceedings in Juvenile and Domestic Relations District Court.

Our greatest challenge on the Board of Directors is to recruit new donors and leaders who are passionate about the Henrico CASA mission. We seek people who will not only be a voice for the children who cannot speak for themselves, but who will introduce others to our missions. I'm excited to lead the Board as they focus on building lasting relationships for CASA, which will ultimately lead to an increase in our individual donor base.

YOU have the power to make a difference and know that a child's life will be enriched. We invite you to join Henrico CASA in changing a child's life with your leadership and support.

Mario Chambers, Board Chair

## **Areas Of Service**

### **Areas Served**

#### **Areas**

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Henrico County

Henrico CASA serves the children of Henrico County, Virginia's fourth largest county, located in central Virginia. Henrico is a diverse county, encompassing the West End, North Side, and East End of greater Richmond. The county's demographics are diverse, with a suburban community to the west and an urban community to the east. The program receives assignments from all five juvenile court judges in Henrico County.

## **Service Categories**

Child Abuse Prevention

Victims' Services

Children's and Youth Services

# Programs

## Programs

### Court Appointed Special Advocates

**Description**

Henrico County Court Appointed Special Advocates, Inc. is a 501(c)3 nonprofit child advocacy organization implemented through training and development of community volunteers, for the sole purpose of providing comprehensive advocacy services for every child victim in Henrico County. The final goal is to improve the quality of life of these children and ensure that they are eventually placed in safe, permanent homes. A CASA volunteer provides a judge with a carefully researched background of the child to help the court make a sound decision about that child's future. Each case is as unique as the child involved. The CASA evaluates if it is in the child's best interest to stay with his or her parents or guardians, be placed in foster care, or be freed for adoption. The CASA makes recommendations to the judge and follows through on the case until it is permanently resolved. CASA volunteers offer children trust and advocacy during complex legal proceedings. They explain to the child the events that are happening, the reasons they are in court, and the roles the judge, lawyers, and social workers play. CASA volunteers also encourage the child to express his or her own opinions and hopes, while remaining objective observers. CASA has been endorsed by the American Bar Association, the National Council of Juvenile and Family Court Judges, the Office of Juvenile Justice and Delinquency Prevention of the U.S. Department of Justice.

**Budget**

\$276,495.00

**Long term Success**

Henrico CASA primarily uses volunteer resources to make an independent assessment of abused and neglected children who are referred to the court. CASA volunteers typically spend more time with the child and collaterals than any other entity serving the family. This time is the most important element required to ensure a proper assessment of the child's situation. The strengths and weaknesses of a family can only be ascertained through observation. Volunteers also assess the child's and family's responses to services provided by the system. CASA volunteers commit to following the child's case from beginning to end and are often involved for up to two years or more. This long term commitment helps to ensure that the best permanency situation is achieved. The holistic approach of the CASA volunteer has been proven to be one of the most successful strategies in a successful outcome for neglected and abused children. Positive outcomes for the community and the child are: shorter length of time spent in foster care which allows the child a continued parental bond, less repeated abuse to the child, less school disruptions, and better service provision to the child and caregivers all of which save the Commonwealth financial resources now and in the future.

## Short Term Success

- 98% of children served by Henrico CASA will not experience a new founded complaint as measured by Child Protective Services statistics.
- At each court hearing, the CASA volunteer will file a report with the Court containing the results of their investigation into the child's situation and recommendation for services to benefit the child and family.
- 100% of scheduled court hearings will be attended by CASA.
- 85% of CASA recommendations will be incorporated into the judges' court orders.
- 95% of children will participate in court ordered services.
- 80% of children in foster care will be placed, by 18 months of the dispositional hearing, in one of the following types of permanent placements as measured by court orders: own home, relative placement, adoptive home, permanent foster care, Another Planned Permanent Living Arrangement (APPLA), and independent living.
- CASA staff will be trained on when to refer child victims to the local victim-witness program for assistance in applying for victim compensation benefits.
- CASA staff will provide a written referral document or brochure to victims who are eligible to apply for compensation benefits.

# Board & Governance

## Board Chair

<b>Board Chair</b>	Mr. Mario N. Chambers
<b>Company Affiliation</b>	Consultant, Global One Holdings
<b>Term</b>	July 2015 to June 2018
<b>Email</b>	mchambers@GOHLLC.com

## Board Members

<b>Name</b>	<b>Affiliation</b>	<b>Status</b>
Mr. Pierce Acuff Esq.	Attorney Generals Office	NonVoting
Ms. Katie Barta	Community Volunteer	Voting
Mr. G. Allen Broaddus	Union First Market Bank - Banker	Voting
Mr. Kevin Bruny	Chesterfield County Director and Chief Learning Officer	NonVoting
Mr. Mario N. Chambers	Global One Holdings - Consultant	Voting
Ms. Anne Preston Farmer	Community Volunteer	Voting
Mr. Jon Ganues	McKesson	Voting
Ms. Jill Gaynor	Hamilton Beach Brands - VP, Marketing	NonVoting
Ms. Pat Hackler Ed.D.	Retired - Educator/Trainer	NonVoting
Mr. Chas Heng	Capital One	Voting
Ms. Fannie Mallonee	Community Volunteer	Voting
Ms. Jessica S. Smith Esq.	BrownGreer PLC	Voting
Ms. Cindy Spangler	Marketing and Promotion Manager	Voting

## Board Demographics - Ethnicity

<b>African American/Black</b>	2
<b>Asian American/Pacific Islander</b>	1
<b>Caucasian</b>	10
<b>Hispanic/Latino</b>	0
<b>Native American/American Indian</b>	0

## Board Demographics - Gender

<b>Male</b>	6
<b>Female</b>	7
<b>Unspecified</b>	0

## Governance

<b>Board Term Lengths</b>	2
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<b>Board Term Limits</b>	3
<b>Board Meeting Attendance %</b>	89
<b>Written Board Selection Criteria?</b>	Yes
<b>Written Conflict of Interest Policy?</b>	Yes
<b>Percentage Making Monetary Contributions</b>	100
<b>Percentage Making In-Kind Contributions</b>	100
<b>Number of Full Board Meetings Annually</b>	10

## Risk Management Provisions

Workers Compensation and Employers' Liability

## Standing Committees

Board Development / Board Orientation

Board Governance

Development / Fund Development / Fund Raising / Grant Writing / Major Gifts

Finance

Advisory Board / Advisory Council

Strategic Planning / Strategic Direction

Special Events (Golf Tournament, Walk / Run, Silent Auction, Dinner / Gala)

Executive

## Comments

Henrico CASA is currently governed by a 13-member volunteer Board of Directors and Advisory Council from a variety of communities in the metro-Richmond area who represent diverse backgrounds, interests, and talents. The board's goal is to have its membership reflect the demographics of the community served. Since 1994, the CASA Board of Directors has provided the stability, oversight and financial support essential to the achievement of the organization's mission and responsible growth. During the last year, the Board renewed a commitment to the organization's mission and developed a plan to support and expand that mission in the following ways: (a) to maximize the program's ability to serve all abused and neglected children referred by the Court by securing adequate financial resources to support staff and volunteer activities; (b) to support and maintain the integrity of the organization and the CASA program by adhering to established program policies and providing consistent quality oversight of the organization and the program; (c) to increase the knowledge of CASA's mission in the community and to educate the community about the problems of abused, neglected and endangered children through community education and outreach efforts such as public speaking engagements and a newsletter; and (d) to develop an action plan from their newly developed 2014 Strategic Plan ensuring that they are ready to better support current fund development efforts.

The Board updated the agency's Strategic Plan during their FY14 retreat. The Board identified guiding goals and objectives for Henrico CASA for the next five years. For accountability, each objective and/or each activity will be assigned to a specific committee or to staff. The Annual Action Plan will be derived from the strategic plan goals and objectives during the coming year.



# Management

## Executive Director/CEO

<b>Executive Director</b>	Mrs. Barbara Herzog
<b>Term Start</b>	Jan 2001
<b>Email</b>	her11@henrico.us

### Experience

Barbara Herzog became the Executive Director of Henrico CASA in 2008. She was promoted from Volunteer Coordinator to Program Director in 2004. Prior to joining staff, Barbara served as a volunteer Court Appointed Special Advocate with Henrico CASA for seven years. Barbara has been active in child related issues for her entire adult life. She has worked with high-risk children as a daycare provider for low-income parents, peer counselor, parenting mentor, respite provider, and foster parent. Barbara has also been involved in direct fundraising and Department of Social Services grant reviews and was a member of the Governor's Advisory Board on Abuse and Neglect. She is currently a member of the Children First Committee created by the Virginia Supreme Court Improvement process and trains new judges on CASA in Virginia. Barbara joined the Virginia Department of Social Services team in 2014 to help develop guidance for their diversion practice in cases of abuse and neglect. She was a member of the inaugural class of the Emerging Nonprofit Leadership program in 2008. Barbara graduated with a BFA from Parsons School of Design, New York.

## Former CEOs

<b>Name</b>	<b>Term</b>
Ms. Wilhelmina Bourne	Oct 1994 - Oct 2004
Mrs. Marie Bradt	Jan 2005 - Aug 2005

## Staff

<b>Full Time Staff</b>	6
<b>Part Time Staff</b>	0
<b>Volunteers</b>	125
<b>Contractors</b>	0
<b>Retention Rate</b>	100

## Plans

<b>Organization has a Fundraising Plan?</b>	Yes
<b>Organization has a Strategic Plan?</b>	Yes
<b>Years Strategic Plan Considers</b>	5
<b>Date Strategic Plan Adopted</b>	Feb 2014
<b>Management Succession Plan?</b>	Yes
<b>Organization Policy and Procedures</b>	Yes
<b>Nondiscrimination Policy</b>	Yes
<b>Whistleblower Policy</b>	Yes
<b>Document Destruction Policy</b>	Yes

## Collaborations

Henrico CASA recognizes that partnerships between those serving abused and neglected children are vital to providing the best service possible especially in these challenging economic times. Through a layering of community partnerships, Henrico CASA continues to collaborate with a large percentage of our colleagues for volunteer training and our court kiosk and resource guide projects. Based on the newly forged relationships and ongoing relationships with our colleagues, several of our community partners completed continuing education opportunities for our volunteers during the last year. These seminars included....

- Statewide CASA Partnership Conference, Department of Criminal Justice Services (DCJS)
- What Happens After Parental Rights Are Terminated? Jim Carey, Supervisor, Henrico Department of Social Services
- Understanding Community Resources for Families and Children, Henrico Department of Social Services
- K.L Randis, author of *Spilled Milk*, the best-selling novel of the author's true story of child abuse
- State of Poverty in Greater Richmond, Christie Marra, Esquire, Virginia Poverty Law Center
- Understanding Child Advocacy Centers, Ian Danielsen, LCSW, Greater Richmond SCAN
- Domestic Violence and Its Effects of Children, Carolina Velez-Rendon, Consultant
- Understanding Opiate Addiction and Its Effects on Families, Charles Adcock, LCSW, Program Director with Family Center for Counseling and Recovery
- Poverty Simulation: A Day In Their Shoes, Chesterfield, Goochland, Hanover, and City of Richmond CASA Programs

Kiosk and Program Partner Organizations: The Commonwealth Mediation Group, SCAN/FAM, Commonwealth Parenting, ChildSavers, Safe Harbor, St. Joseph's Villa, Commonwealth Catholic Charities, Clinical Alternatives, Moore Academy, Adoptions from the Heart, The Fatherhood Support Group, Lutheran Family Services, Institute for Family Centered Services, Prevent Child Abuse Virginia, Fan Free Clinic, Salvation Army, Back 2 Basics. The Henrico Department of Social Services, Victim Witness, Not With These Hands.org, Henrico's Domestic Violence Task Force, Family Lifeline, United Methodist Family Services, Metropolitan Richmond Women's Bar Association, U. S. Department of Health & Human Services, VA State Bar, National Institutes of Health, Office of National Drug Control Policy, and United Way of Greater Richmond & Petersburg

## Awards

### Awards

<b>Award/Recognition</b>	<b>Organization</b>	<b>Year</b>
Volunteer of the Year	Family and Children's Trust	2008
Best Program Collaboration	Family and Children's Trust	2008
Governor's Award for Outstanding Community Organization	VA Office of Volunteerism and Community Service	2013
Volunteer of the Year	Association of Fundraising Professionals	2016

# Financials

## Fiscal Year

	July
<b>Fiscal Year</b>	2017
<b>Projected Revenue</b>	\$405,049.00
<b>Projected Expenses</b>	\$405,049.00
<b>Endowment Value</b>	0
<b>Spending Policy</b>	N/A
<b>Percentage (if selected)</b>	0%

## Form 990s

[Form 990](#)  
[Form 990](#)  
[Form 990](#)  
[Form 990](#)  
[Form 990](#)  
[Form 990](#)  
[Form 990](#)

## Detailed Financials

### Revenue and Expenses

Fiscal Year	2016	2015	2014
<b>Total Revenue</b>	\$371,593	\$414,955	\$380,503
<b>Total Expenses</b>	\$353,318	\$350,529	\$316,131

### Revenue Sources

Fiscal Year	2016	2015	2014
<b>Foundation and Corporation Contributions</b>	\$118,125	\$136,426	\$126,039
<b>Government Contributions</b>	\$107,518	\$120,504	\$117,284
<b>Federal</b>	--	--	--
<b>State</b>	\$107,518	--	\$117,284
<b>Local</b>	--	--	--
<b>Unspecified</b>	--	\$120,504	--
<b>Individual Contributions</b>	\$58,984	\$72,072	\$59,941
<b>Indirect Public Support</b>	--	\$4,454	--
<b>Earned Revenue</b>	--	--	--
<b>Investment Income, Net of Losses</b>	\$2,801	\$4,501	\$14,803
<b>Membership Dues</b>	--	--	--
<b>Special Events</b>	\$54,262	\$53,679	\$35,242
<b>Revenue In-Kind</b>	\$22,250	\$22,250	\$22,250
<b>Other</b>	\$2,648	\$1,069	\$4,944

### Expense Allocation

Fiscal Year	2016	2015	2014
Program Expense	\$266,658	\$257,143	\$257,422
Administration Expense	\$46,323	\$42,050	\$32,649
Fundraising Expense	\$40,337	\$51,336	\$26,060
Payments to Affiliates	--	--	--
Total Revenue/Total Expenses	1.05	1.18	1.20
Program Expense/Total Expenses	75%	73%	81%
Fundraising Expense/Contributed Revenue	12%	13%	8%

### Assets and Liabilities

Fiscal Year	2016	2015	2014
Total Assets	\$515,318	\$497,443	\$432,469
Current Assets	\$371,480	\$493,268	\$429,086
Long-Term Liabilities	\$0	--	--
Current Liabilities	\$4,050	\$4,450	\$3,900
Total Net Assets	\$511,268	\$492,993	\$428,569

### Short Term Solvency

Fiscal Year	2016	2015	2014
Current Ratio: Current Assets/Current Liabilities	91.72	110.85	110.02

### Long Term Solvency

Fiscal Year	2016	2015	2014
Long-Term Liabilities/Total Assets	0%	0%	0%

### Top Funding Sources

Fiscal Year	2016	2015	2014
Top Funding Source & Dollar Amount	--	--	--
Second Highest Funding Source & Dollar Amount	--	--	--
Third Highest Funding Source & Dollar Amount	--	--	--

### Capital Campaign

Currently in a Capital Campaign?	No
Goal	0
Capital Campaign Anticipated in Next 5 Years?	Yes

### State Charitable Solicitations Permit

Permit?	Exempt 2020
Registration	Yes May 2015

### Comments

#### Organization Comments

Henrico CASA is thankful to be fully supported by the community in which our service is provided free of charge to our clients. We could not continue to serve all children who are referred for service without this support.



The Community Foundation Serving Richmond & Central Virginia  
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804-330-7400

