

Secretary's Directive



Gary D. Maynard

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Secretary

Title: <u>Volunteer Program</u>	Directive Number: DPSCS.170.0001 Revised
Related MD Statute/Regulations: Correctional Services Article, §2-103, Annotated Code of Maryland	Supersedes: DPSCS.170.0001 dated November 19, 2012
Related ACA Standards: 4-4115 — 4-4122; 1-CORE-7B-01; 2-CO-1G-01 – 10; 4-ALDF-7F-04 – 07; 4-ACRS-7F-08 - 10	Responsible Authority: <i>[Signature]</i> Director Volunteer Program
Related MCCS Standards: N/A	Effective Date: July 10, 2013 Number of Pages: 4

.01 Purpose.

This directive establishes centralized oversight for Department of Public Safety and Correctional Services (Department) Volunteer Program.

.02 Scope.

This directive applies to all units of the Department.

.03 Policy.

- A. The Department shall maximize opportunities to enhance budgeted staffing by aggressively recruiting and selecting qualified individuals to perform appropriate administrative and operational support services.
- B. The Department shall maximize engaging volunteers to enhance or extend services offered by the Department intended to protect the public, the individuals under the authority of the Department and the employees.
- C. Engaging a volunteer to perform administrative and operational support services shall be an integral part of the Department's service delivery system intended to supplement or extend, not supplant, staff and services provided.

.04 Definitions.

A. In this directive, the following terms have the meanings indicated.

B. Terms Defined.

(1) Volunteer.

- (a) "Volunteer" means an individual who is approved by the Department to perform a service without compensation by the Department for the service provided.

Secretary's Directive Number DPSCS.170.0001

(b) "Volunteer" is classified based on the individual's:

- (i) Affiliation with the Department;
- (ii) Private or public organizational affiliation;
- (iii) Professional qualification or certification;
- (iv) Type of service provided; or
- (v) Purpose for providing the service.

(c) "Volunteer" may include the following classifications:

- (i) Employee volunteer;
- (ii) Intern;
- (iii) Participant volunteer;
- (iv) Faith-based volunteer; and
- (v) Resource volunteer.

(2) "Volunteer service" means "an administrative or operational support activity performed by a volunteer that furthers the Department's mission and vision by supplementing or extending services that may include:

- (a) Personal time committed to performing an activity or task; and
- (b) A professional service provided to the Department.

.05 Responsibility.

A. The Director of the Volunteer Program (Director) is responsible for centralized oversight of the Department's Volunteer Program (Program) to ensure effective integration and coordination of services provided or supported by a volunteer throughout the Department.

B. The Director shall:

- (1) Report to the Secretary of the Department of Public Safety and Correctional Services (Secretary);
- (2) Establish written procedures for the Program that, at a minimum, address:
 - (a) Overall Program administration;
 - (b) Recruitment and application;

Secretary's Directive Number DPSCS.170.0001

- (c) Selection standards for approving a volunteer candidate;
 - (d) The types of services available that may be performed by a volunteer;
 - (e) Professional training or certification required for a volunteer to perform an identified service;
 - (f) Assignment and supervision of a volunteer;
 - (g) Suspension and removal of a volunteer from the Program;
 - (h) Department volunteer orientation and training requirements; and
 - (i) Individual volunteer and overall Program record keeping and reporting;
- (3) Develop, for approval by the Secretary, an operational plan designed to meet Program goals and objectives that is evaluated annually and appropriately updated;
- (4) In cooperation with the Information Technology and Communication Division, establish and maintain an automated system for managing services provided or supported by volunteers and volunteer information;
- (5) Establish and maintain a centralized process that formalizes and standardizes volunteer:
- (a) Recruiting;
 - (b) Training and orientation; and
 - (c) Identifying service opportunities;
- (6) Distribute information concerning volunteer opportunities and availability;
- (7) Establish a volunteer identification system that meets security requirements established for the facility or unit to which a volunteer is assigned;
- (8) Distribute information to the offender population concerning:
- (a) The role and authority of a volunteer;
 - (b) Services performed by volunteers available to an offender; and
 - (c) The process to request a volunteer to perform a service;
- (9) Ensure that volunteer orientation, at a minimum, includes overview and written acknowledgement of Department and unit policy and procedures that, at a minimum, address:
- (a) The role and authority of a volunteer;

Secretary's Directive Number DPSCS.170.0001

- (b) Security requirements;
- (c) Offender rights;
- (d) Confidentiality of records and information; and
- (e) Standards of Conduct;

(10) Ensure that volunteers are included when developing Program policy and procedures; and

(11) Perform other duties and responsibilities assigned by the Secretary.

.06 Attachments.

There are no attachments to this directive.

.07 History.

- A. This directive updates Secretary's Directive DPSCS.170.0001 effective November 19, 2012, by updating terminology used in the process and directive formatting due to changes in the directive process.
- B. This directive supersedes provisions of any other prior existing Department or unit communication with which it may be in conflict.