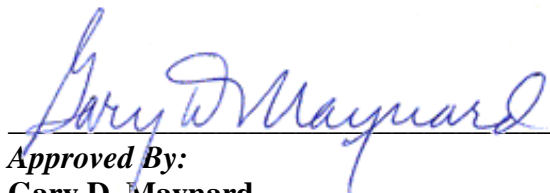


Department of Public Safety and Correctional Services



Volunteer Program Administrative Manual

July 10, 2013



Approved By:
Gary D. Maynard
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Department of Public Safety and
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Responsible Authority
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Volunteer Program

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.01 Policy Statement.

- 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.
- D. This *Volunteer Program Administrative Manual (Manual)*:
 - (1) Ensures consistent application of requirements established for the Program;
 - (2) Requires compliance with requirements for:
 - (a) A formalized volunteer application process;
 - (b) Minimum volunteer selection standards;
 - (c) A uniform volunteer screening process that at a minimum includes:
 - (i) Identification;
 - (ii) Criminal history record checks;
 - (iii) Background investigation; and
 - (iv) Interview;
 - (d) Minimum volunteer orientation and training requirements;
 - (e) Volunteer assignment and supervision requirements;
 - (f) Volunteer evaluation; and
 - (g) Volunteer activity data collection and reporting.

.02 References.

- A. Correctional Services Article § 2-103, Annotated Code of Maryland.
- B. Secretary's Directive, DPSCS.170.0001, *Volunteer Program*.

- C. ACA Standards: 4-4115 — 4-4122; 1-CORE-7B-01; 2-CO-1G-01 — 2-CO-1G-10; 4ALDF-7F-04 – 07; and 4-ACRS-7F-08 – 10.
- D. Department of Budget and Management Manual Directive 02.01.08.
- E. State Finance and Procurement Article, §2-201, Annotated Code of Maryland.

.03 Definitions.

- A. In this *Manual*, the following terms have the meanings indicated.
- B. Terms defined.
 - (1) “Director of the Volunteer Program (Director)” means an individual who reports to the Secretary and is responsible for centralized oversight of the Department’s Volunteer Program to ensure effective integration and coordination of volunteer services throughout the Department.
 - (2) “Donor” means an individual who, individually or as a member of an organization, provides a material or monetary donation to the Department.
 - (3) Ecclesiastic Endorsement.
 - (a) “Ecclesiastic endorsement” means a written certification from an ecclesiastically recognized faith group attesting that the individual qualifications to perform faith-based activities.
 - (b) “Ecclesiastic endorsement”:
 - (i) Attests to an individual’s suitability to perform faith-based services;
 - (ii) Confirms support for faith-based programs and activities;
 - (iii) Establishes a moral and legal basis for activities performed by the individual;
 - (iv) Affirms that the individual is qualified to provide opportunities for individuals to individual faith-based beliefs and practices; and
 - (v) Qualifies an individual to perform functions, sacraments, ordinances, ceremonies, rites, and observances associated with a specific faith.
 - (4) “Employee volunteer” means a Department employee who performs a volunteer service:
 - (a) That is not part of the individual’s assignment or assignment-related responsibilities;
 - (b) For which the employee receives no compensation for performing the volunteer service; and

- (c) The employee performs the volunteer service while on approved leave or non-work hours.
- (5) “Facility” means a Department correctional facility, detention center, pre-release facility, a community supervision field office, and other locations related to the housing, detaining, supervising or processing offenders under the authority of the Department.
- (6) “Faith-based volunteer” means an individual who performs a volunteer service that supports faith-based programs, education, or other assistance that is endorsed by a recognized faith-based organization.
- (7) “Intern” means a student in a post-high school education program offered by an educational institution, such as a college, university, or vocational school who provides, without compensation by the Department, a volunteer service to the Department in return for academic credit from the educational institution related to the educational program in which the student is enrolled.
- (8) “Managing official” means the individual responsible for the administrative and operation of a facility.
- (9) Offender.
 - (a) “Offender” means an individual in the custody or under the supervision of the Department.
 - (b) “Offender” includes individuals referred to as:
 - (i) Inmate; or
 - (ii) Detainee.
- (10) “Participant volunteer” means an individual who provides a volunteer service or participates in an activity or event on a one time only or an infrequent basis with no intent to establish a pattern of regular, predictable participation.
- (11) “Resource volunteer” means an individual who, as part of a local, state, or national organization, provides a volunteer service and is compensated by the individual’s organization for performing the volunteer service, without financial obligation by the Department to the organization. (Exception: Department of Labor, License and Regulation staff performing Correctional Education services and other Department of Public Safety and Correctional Services units).
- (12) “Unit” means a group of employees identified in the Department’s table of organization to perform specific administrative or operational responsibilities that is established by statute or under the authority of the Secretary.
- (13) “Unit head” means the highest authority in a unit who is responsible for the administrative and operation of the unit.

- (14) “Visitor” means a person entering a correctional facility who is on an offender’s official visiting list or who has obtained approval as a special visitor as provided under established policy and procedures for visiting a correctional facility.
- (15) 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.
- (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” includes the following classifications:
- (i) Employee volunteer;
 - (ii) Intern;
 - (iii) Participant volunteer;
 - (iv) Faith-based volunteer; and
 - (v) Resource volunteer.
- (16) “Volunteer applicant” means an individual who has expressed an interest in the Program, but has not submitted a Volunteer Program Application.
- (17) “Volunteer candidate” means an individual who has completed and submitted a Volunteer Program Application to become a volunteer and is pending acceptance into the Program.
- (18) “Volunteer Program (Program)” means the Department’s Volunteer Program, which has the purpose of facilitating the application of volunteers to support programs and activities under the authority of managing officials or unit heads throughout the Department.
- (19) “Volunteer coordinator” means a staff member at a facility or unit who is responsible for coordinating Program administrative functions at the facility or unit.

- (20) “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.

.04 Program Organization.

A. The Director reports to the Secretary.

- (1) The Director is:
- (a) Responsible for centralized oversight of the Department’s Volunteer Program to ensure effective integration and coordination of services provided by volunteers throughout the Department.
 - (b) Responsible for performing duties of a region executive director, or a designee, as established in this *Manual* for a volunteer providing services at a facility or unit that is not under the authority of a region executive director.
 - (c) NOT responsible for developing, supervising, evaluation, or other management duties related to programs or programming activities that may, or may not, be supported by volunteers.
- (2) The Director shall:
- (a) Establish written procedures for the Program that, at a minimum, address:
 - (i) Overall Program administration;
 - (ii) Recruitment and application;
 - (iii) Selection standards for approving a volunteer candidate;
 - (iv) The types of services available that may be performed by a volunteer;
 - (v) Professional training or certification required for a volunteer to perform identified service;
 - (vi) Assignment and supervision of a volunteer;
 - (vii) Suspension and removal of a volunteer from the Program;
 - (viii) Department volunteer orientation and training requirements; and
 - (ix) Individual volunteer and overall Program record keeping and reporting;

- (b) Develop, for approval by the Secretary, an operational plan designed to meet Program goals and objectives that is evaluated annually and appropriately updated;
- (c) In cooperation with Information Technology and Communications Division establish and maintain an automated system for managing services provided by volunteers and volunteer information;
- (d) Establish and maintain a centralized process that formalizes and standardizes volunteer:
 - (i) Recruiting;
 - (ii) Training and orientation; and
 - (iii) Identifying service opportunities;
- (e) Distribute information concerning volunteer opportunities and availability;
- (f) Establish a volunteer identification system that meets security requirements established for the facility or unit to which a volunteer is assigned;
- (g) Ensure information is available for distribution to the offender population concerning:
 - (i) The role and authority of a volunteer;
 - (ii) Services performed by volunteers available to an offender; and
 - (iii) The process to request a volunteer to perform a service;
- (h) Ensure that volunteers are included when developing Program policy and procedures;
- (i) Ensure that volunteer orientation, at a minimum, includes an overview and written acknowledgement of Department and unit policy and procedures that, at a minimum, address:
 - (i) The role and authority of a volunteer;
 - (ii) Security requirements;
 - (iii) Offender rights;
 - (iv) Confidentiality of records and information; and
 - (v) Standards of conduct; and
- (j) Perform other duties and responsibilities assigned by the Secretary.

B. The Region Executive Director, or a Designee, and Director Program Responsibilities.

- (1) A region executive director, or a designee, and the Director, shall coordinate administrative responsibilities related to Department and local services performed by volunteers in the region.
- (2) A region executive director, or a designee, shall have regional oversight for Program responsibilities for volunteers assigned under the region executive director or the Director for volunteers who are not assigned under the region executive director, such as:
 - (a) Requesting a volunteer;
 - (b) Recruiting;
 - (c) Processing volunteer applicants;
 - (d) Volunteer orientation;
 - (e) Volunteer training;
 - (f) Volunteer supervision; and
 - (g) Data collection and reporting related to volunteer services.

C. A volunteer coordinator is designated by a unit head or facility managing official.

- (1) A unit head or managing official is required to designate a volunteer coordinator at each facility or unit at which a volunteer performs a service.
- (2) A volunteer coordinator shall:
 - (a) Supervise, or ensure that the volunteer is supervised, consistent with requirements established in this *Manual*;
 - (b) Ensure that a volunteer is prepared to perform specifically assigned duties and responsibilities;
 - (c) Ensure that a volunteer completes and acknowledges required orientation;
 - (d) Ensure that volunteer performance is evaluated and reported as established in this *Manual*;
 - (e) Ensure that exceptional volunteer performance is documented and reported;
 - (f) Ensure that corrective action is taken if volunteer performance is inappropriate or otherwise in conflict with established policy and procedures;
 - (g) Record and report volunteer hours and dates of service; and

- (h) Properly report volunteer activity data.

.05 Volunteer Service Opportunities and Recruiting.

A. The Director shall work with the Communications Office to:

- (1) Develop a marketing and communications plan designed to publicly communicate the Department's interest in engaging volunteers to support Department programs and activities;
- (2) Incorporate into the Department's public website a volunteer link that would provide:
 - (a) Information on volunteer position descriptions;
 - (b) A mechanism to acquire a copy of a volunteer application and information on how to submit the application;
 - (c) Contact information for appropriate Department staff to obtain additional information concerning the Program and volunteer opportunities; and
 - (d) Recognition for remarkable individual and group volunteer involvement.

B. The Director shall maintain a current accounting of all volunteer opportunities, filled and vacant, and distribute the information to the region executive directors, or a designee, and other officials for appropriate dissemination.

C. A managing official or unit head shall:

- (1) Aggressively explore opportunities for a volunteer to perform a service in accord with policy established for the Program.
- (2) Appropriately include employees and volunteers currently providing services in identifying and planning volunteer opportunities.
- (3) Document identified volunteer opportunities using a form or in a format approved by the Director.
- (4) Provide the Director with documentation under §.05C(3) of the *Manual* as soon possible in order to ensure that the Director's accounting of volunteer opportunities under §.05B of this *Manual* is current.

D. Each employee shall:

- (1) Be aware of the Program and how to access Program information;
- (2) Be able to provide or advise an individual expressing an interest in the Program how to access Program information;

- (3) Take an active role in identifying volunteer opportunities; and
 - (4) Recruit individuals to participate in the Program.
- E. An employee or volunteer shall use each contact with a potential volunteer as an opportunity to:
- (1) Offer insight concerning the Program;
 - (2) Determine what level of Program participation the individual is interested;
 - (3) Identify areas that the Program could benefit from the individual's participation;
 - (4) Obtain basic information to be used for data collection and follow up;
 - (5) Preliminarily determine if the individual meets Program minimum requirements for non-specialized areas; and
 - (6) If appropriate, establish a plan based on a continued interest in Program participation, which may include:
 - (a) Referral to the Director, region executive director, or a designee, or a volunteer coordinator for additional information;
 - (b) Explaining the application process;
 - (c) Completing or mailing the individual a Program information packet and application; and
 - (d) Expressing intent for follow up on the individual's interest in Program participation.
- F. At a minimum, contact with a potential volunteer should result in the following information that shall be documented using a Volunteer Contact Checklist:
- (1) How the individual came to know about the Program;
 - (2) The individual's name and contact information for follow up;
 - (3) Areas of volunteer interest;
 - (4) Locations to provide volunteer services;
 - (5) The individual's comfort level related to working with offenders and
 - (6) Days and times available to volunteer.
- G. A checklist completed under §.05F of this Manual shall be forwarded to:

- (1) The volunteer coordinator for the facility or unit that the potential volunteer would be assigned;
- (2) If a facility or unit volunteer coordinator has not been assigned or is not known, the region's executive director, or a designee; or the Director if the potential volunteer would not be assigned under a region executive director, or a designee, who shall:
 - (a) Forward the checklist to the appropriate volunteer coordinator for follow-up; or
 - (b) Ensure that a volunteer coordinator is designated, if one does not exist for the facility or unit and forward the checklist for follow-up.

H. A volunteer coordinator receiving a checklist under §.05G of this *Manual* shall:

- (1) Contact the volunteer applicant; and
- (2) If appropriate, assist the individual with obtaining and submitting a Volunteer Program Application.

I. Request for a Volunteer to Perform Services.

- (1) An employee may request a volunteer to perform a service at a facility or unit.
- (2) An employee requesting that a volunteer perform a service at the facility or unit shall:
 - (a) Make the request in writing on a form or in a format approved by the Director that provides, at a minimum, the following information:
 - (i) The name of the employee making the request;
 - (ii) The date of the request;
 - (iii) The facility or unit where the volunteer would be performing the service;
 - (iv) Number of volunteers requested;
 - (v) A description of the project or purpose of the volunteer assignment;
 - (vi) A description of the specific duties and responsibilities the volunteer would perform;
 - (vii) A description of knowledge, skills, or abilities required of the volunteer to perform the identified duties and responsibilities;
 - (viii) Goals and objectives to be met by the volunteer;
 - (ix) Training available to prepare the volunteer to perform the identified duties and responsibilities;

- (x) Reporting requirements;
 - (xi) Minimum obligated work time (schedule);
 - (xii) Risks associated with the performing the identified duties and responsibilities;
 - (xii) Description of work space and equipment available or required; and
 - (xiv) Benefits (tangible or intangible) to the volunteer for participating.
- (b) Submit the request through the employee's managing official or unit head to the:
- (i) Facility or unit volunteer coordinator;
 - (ii) If no volunteer coordinator has been designated, Region's executive director, or a designee, for facilities or units under the region executive director; or
 - (iii) If no volunteer coordinator has been designated, Director for units not under a region executive director.
- (3) An individual receiving a request under §.05H(2)(b)(i) or (ii) of this *Manual* shall forward the request to the Director.
- (4) Upon receipt of a request under §.05H(2) or (3) of the *Manual*, the Director shall:
- (a) Review the request;
 - (b) Determine if the request falls within the purpose of the Program;
 - (c) If appropriate, coordinate with the individual submitting the request to obtain additional information necessary to decide on the request; and
 - (d) Advise the individual submitting the request if the request is appropriate for the Program.
- (5) If the Director approves the request, the Director shall coordinate with the individual submitting the request to:
- (a) Recruit a volunteer to perform the service; or
 - (b) If available, re-assign an existing volunteer from another facility or unit.

.06 Application and Screening.

- A. Except when specified elsewhere in this *Manual*, an individual interested in participating in the Program shall complete a Volunteer Program Application.

- (1) The application shall be in a form or format approved by the Director.
 - (2) An application shall be submitted:
 - (a) In hard copy by completing a printed copy of the application; or
 - (b) When available, online using the Volunteer Program Application link on the Department's public website.
 - (3) The volunteer applicant shall submit a signed authorization for the release of information for a criminal history records check and other information relevant to a background investigation with the application.
 - (4) The volunteer applicant may be requested to submit as part of the application other documentation to support training, certifications, ordination, and licensing necessary to perform duties and responsibilities or professed in the volunteer candidate's application.
 - (5) An employee receiving a completed Volunteer Program Application shall forward the application to the:
 - (a) The volunteer coordinator for the facility or unit that the potential volunteer would be assigned;
 - (b) If a facility or unit volunteer coordinator has not been assigned or is not known, the region's executive director, or a designee; or the Director if the potential volunteer would not be assigned under a region executive director who shall:
 - (i) Forward the application to the appropriate volunteer coordinator for processing; or
 - (ii) Ensure that a volunteer coordinator is designated for the facility or unit, if one does not exist for the facility or unit and forward the application for processing.
- B. Accepting a volunteer candidate into the program shall be based on the following selection criteria:
- (1) A volunteer candidate shall be at least:
 - (a) 18 years old if the volunteer's assignment does **not** place the individual in a correctional facility or otherwise in contact with an offender; or
 - (b) 21 years old if the volunteer's assignment places the individual in a:
 - (i) Correctional facility;
 - (ii) Situation that permits or potentially permits contact with an offender; or
 - (iii) Situation determined to be a safety or security risk.

- (2) A volunteer candidate shall be a citizen of the United States or a legal resident alien.
- (3) A volunteer candidate shall be drug and alcohol abuse free at the time of application (prior abuse may be considered with other elements of screening) and, if accepted into the Program, comply with the Department's policy on drug and alcohol use.
- (4) A volunteer candidate may not have an open arrest warrant or detainer.
- (5) A volunteer candidate may not be awaiting trial after arrest or indictment.
- (6) A volunteer candidate may not have a current affiliation with a criminal gang or security threat group (previous criminal gang or security threat group affiliations may be considered with other elements of screening).
- (7) A volunteer candidate may not have a current or active restraining, protective, or peace order (previous restraining, protective, or peace orders may be considered with other elements of screening).
- (8) A volunteer candidate may not be currently involved in civil litigation involving a federal, state, or local government agency.
- (9) A volunteer candidate may not have a conviction for a crime involving:
 - (a) Application of force or physical violence, the attempt to commit such a crime; or an assault; or
 - (b) If the volunteer would be working with offenders, sexual abuse or sexual harassment.
- (10) A volunteer candidate under a sentence of supervised or unsupervised probation requires specific approval from the DSO and the region executive director for a position under the authority of the DSO or the Director for a position not under the authority of the DSO. (A community services order and existing supervised or unsupervised supervisory status may be considered with other elements of screening).
- (11) A volunteer candidate may not be a fugitive from a federal, state, or local criminal justice system.
- (12) A volunteer candidate may not be on a visiting list of an offender currently incarcerated in a federal, state, or local correctional facility.
- (13) A volunteer candidate may not be living in a household with an individual under home detention.

C. For an ex-offender to be considered for placement in the Program, the ex-offender shall:

- (1) Demonstrate that the ex-offender has been substance abuse free for at least one year from the date released from custody or released from supervision, whichever is the later; and

- (2) Provide references, for example a certified substance abuse counselor, who is able to substantiate the ex-offender's recovery from substance abuse.
- D. A volunteer candidate shall report the existence of a condition listed under §.06B of this *Manual* that arises during the application and screening process.
- E. After becoming a volunteer, a volunteer shall report the existence of a condition listed under §.06B of this *Manual* that arises during the individual's Program participation.
- F. A volunteer candidate is required to undergo federal and state criminal history records checks.
- (1) At a minimum, federal and State criminal history record checks shall be based on the volunteer candidate's full name and date of birth identification of the volunteer candidate.
 - (2) A federal and State criminal history records check based on fingerprint identification may be conducted if the volunteer coordinator responsible for the criminal history record check has reason to believe that the name and date of birth criminal history records check may not reflect the volunteer applicant's complete criminal history.
 - (3) The criminal history record checks are for criminal justice purposes and there is no cost to the volunteer candidate.
 - (4) The volunteer coordinator receiving a volunteer candidate's application for processing is responsible for requesting and obtaining criminal history records checks for a volunteer candidate.
 - (5) The volunteer coordinator receiving a volunteer candidate's application for processing may obtain background information concerning the volunteer candidate available from, but may not be limited to, the following sources:
 - (a) Motor vehicle records;
 - (b) Offender Case Management System;
 - (c) Criminal Justice Information System – Central Repository (CJIS-CR);
 - (d) Warrant Check;
 - (e) Gangnet; and
 - (f) Maryland Judiciary Case Search.
 - (6) All information obtained under this section is confidential and intended for use in determining the volunteer candidate's suitability for Program participation.
 - (a) Criminal history record information may only be obtained in accordance with statute and regulation governing these systems.

- (b) Criminal history record information obtained under this section may only be used:
 - (1) To determine suitability for acceptance in the Program; and
 - (2) For criminal justice purposes authorized by statute and regulation.
- (7) If accepted into the Program, a volunteer is subject to additional criminal history records checks:
 - (a) Every 3 years during the volunteer's Program participation; or
 - (b) At other intervals if reasonable circumstances exist indicating a need.
- G. A volunteer coordinator receiving a volunteer candidate's application shall ensure that a background investigation is conducted on the volunteer candidate based on information contained in the Volunteer Program Application that intends to:
 - (1) Validate information provided in the application;
 - (2) If the volunteer coordinator determines appropriate, obtain information from personal and professional references; and
 - (3) Obtain other information relevant to supporting a decision to accept or deny the volunteer candidate into the Program.
- H. A volunteer coordinator receiving a volunteer candidate's application shall ensure that the volunteer candidate participates in at least one formal personal interview.
 - (1) The volunteer candidate's formal personal interview shall be conducted by at least one employee designated by the region executive director, or a designee, for volunteer candidates under the region executive director or the Director for volunteer candidates who would not be under a region executive director and may consist of a Department:
 - (a) Employee representing the Volunteer Program;
 - (b) Employee representing the unit or facility to which the volunteer candidate would be assigned; or
 - (c) Volunteer.
 - (2) If a volunteer is assigned to conduct a formal personal interview, at least one employee shall be included in the formal personal interview with the volunteer.
 - (3) An individual participating in a volunteer candidate's formal personal interview shall use a structured set of questions designed to:
 - (a) Review information contained in the application;

- (b) Further explore information provided in the application;
 - (c) Experience and evaluate the volunteer candidate's ability to interact with others in a formal setting while observing appearance, poise, enthusiasm, communication skills, and confidence;
 - (d) Discuss and evaluate the knowledge, skills, and abilities professed by the volunteer candidate;
 - (e) Explore the volunteer candidate's suitability to perform in the position to which the individual may be assigned; and
 - (f) Provide an opportunity for the volunteer candidate to inquire and receive information about the Program that may not otherwise be available.
- (4) An individual participating in a volunteer candidate's formal personal interview shall use a structured interview tool to:
- (a) Record responses and observations relative to the elements on the interview tool; and
 - (b) After concluding the interview, review the response to each element of the interview tool and make a recommendation to accept or deny the volunteer candidate for Program placement.
- (5) The number of individuals assigned to conduct a volunteer candidate's formal personal interview may be based on the nature and complexity of the volunteer assignment to ensure the suitability of the volunteer candidate.

I. Volunteer Participant.

- (1) At a minimum, volunteer participant screening shall include:
- (a) A name and date of birth criminal history records check; and
 - (b) Other screening requirements determined applicable by a volunteer coordinator.
- (2) Volunteer participant orientation shall be consistent with the services the individual provides and the level of contact the individual has with an offender that, at a minimum, shall include information related to:
- (a) The Department's zero tolerance policy regarding sexual abuse and sexual harassment involving an offender; and
 - (b) How to report incidents of sexual abuse and sexual harassment involving an offender.

.07 Selection Process.

- A. The information obtained under §.06 of this *Manual* shall be used as the basis for accepting or denying a volunteer candidate's Program participation.
- B. The region executive director, or a designee, for volunteer candidates who would be under the authority of the region executive director or the Director for volunteer candidates who would not be under a region executive director shall ensure that a volunteer candidate's file is created for each individual submitting a Volunteer Program Application.
 - (1) The file shall contain all documents and records concerning the volunteer candidate beginning with the first contact through the end of the selection process.
 - (2) If the volunteer candidate is accepted into the Program, the file shall become the volunteer's record of service, which shall contain documentation related to the volunteer's participation in the Program.
- C. The managing official or unit head to which a volunteer candidate would be assigned shall have the responsibility for accepting or denying the volunteer candidate into the Program.
 - (1) A managing official or unit head responsible for deciding to accept or deny a volunteer candidate is under no obligation to accept a volunteer candidate into the Program and, if accepted, participation in the Program may be terminated by the managing official or unit head for any reason.
 - (2) The managing official or unit head responsible for deciding to accept or deny a volunteer candidate shall:
 - (a) Review the contents of the volunteer candidate's file;
 - (b) Based on the information in the volunteer candidate's file in connection with other available substantiated information, decide to accept or deny the application; and
 - (c) Document the decision in a form or in a format approved by the Director for placement in the volunteer candidate's file.
 - (3) If the managing official or unit head denies the volunteer candidate, the managing official or unit head shall:
 - (a) Include in the documentation required under §.07C(2)(c) of this *Manual* the reason for denying the volunteer candidate;
 - (b) Notify the volunteer candidate of the decision in writing with a copy of the notification placed in the volunteer candidate's file; and
 - (c) Forward the completed file through the region executive director, or a designee, for volunteer candidates who would have been assigned under the region executive director

or to the Director for volunteer candidates who would not have been under a region executive director for review and maintenance.

- (4) If the managing official or unit head accepts the application, the managing official or unit head shall:
 - (a) Notify the volunteer candidate of the decision verbally or in writing with a record of the notification placed in the volunteer candidate's file; and
 - (b) Forward the volunteer candidate's file to the volunteer coordinator who will be responsible for supervising or arranging supervision of the new volunteer.

D. Review of a Denied Volunteer Candidate Application.

- (1) If a volunteer candidate's application is denied acceptance into the Program, the volunteer candidate may request that the decision be reviewed by the:
 - (a) Deputy Secretary for Operations, or a designee, for a volunteer candidate who would have been assigned to a facility or unit under the authority of a region executive director; or
 - (b) Director, for a volunteer candidate who would have been assigned to a unit that is not under the authority of a region executive director.
- (2) The volunteer candidate making a request under §.07D(1) of this *Manual* shall:
 - (a) Make the request in writing to the appropriate authority (Deputy Secretary for Operations or Director) within 15 days of being notified that the volunteer candidate's application was denied;
 - (b) Provide in the written request:
 - (i) A copy of the written denial; and
 - (ii) The volunteer candidate's reasoning and justification as to why the application should be accepted.
- (3) Upon receipt of a request under §.07D(2) of this *Manual*, the Deputy Secretary for Operations, or a designee, or the Director shall:
 - (a) Review the request;
 - (b) If necessary, consult with the individual denying the volunteer candidate's application;
 - (c) If appropriate, obtain additional information concerning the volunteer candidate's application; and
 - (d) Decide to:

- (i) Affirm the original denial;
 - (ii) Overturn the original denial with conditions;
 - (iii) Overturn the original denial with no conditions.
- (4) The Deputy Secretary for Operations, or a designee, or the Director reviewing a denied volunteer candidate's application shall:
- (a) Inform the volunteer candidate in writing, of a decision under §.07D(3) of this *Manual*;
 - (b) Provide a copy of the notification under §.07D(4) of this *Manual* to the individual originally denying the volunteer candidate's application for placement in the volunteer candidate's file.
- (5) A decision under §.07D(3) of this *Manual* is final.

.08 Orientation.

- A. A volunteer shall complete approved orientation, which may be tailored to the classification of the volunteer, prior to beginning an assignment.
- B. The designated volunteer coordinator shall ensure that volunteer orientation is scheduled and the volunteer completes approved orientation before assuming duties as a volunteer.
- C. Volunteer orientation shall be a minimum of 2 hours, approved by the Director, and, at a minimum, include Department and unit policy and procedures that address:
 - (1) Department organization to include:
 - (a) Mission and vision statements;
 - (b) History (including 2011 re-organization);
 - (c) Department responsibilities:
 - (i) Corrections;
 - (ii) Detention;
 - (iii) Pretrial services;
 - (iv) Community supervision; and
 - (v) Department initiatives;

- (2) The role and authority of a volunteer to include:
 - (a) Expectations and limitations; and
 - (b) Emergency plans;
- (3) Identification and security requirements to include:
 - (a) Volunteer identification;
 - (b) Correctional and administrative facility entry procedures; and
 - (c) Computer login;
- (4) If the volunteer assignment involves contact with an offender:
 - (a) Offender rights;
 - (b) Responsibilities related to preventing, detecting and responding to sexual abuse or sexual harassment of an offender that at a minimum address:
 - (i) The Department's zero tolerance for such behavior; and
 - (ii) How to report information that alleges sexual abuse or sexual harassment of an offender;
 - (c) Offender rules and reporting offender rule violations; and
 - (d) Prison Rape Elimination Act (PREA) requirements related to:
 - (i) Sexual misconduct; and
 - (ii) Inmate sexual conduct;
- (5) Confidentiality of records and information addressing:
 - (a) Public Information Act and release of Department documents and information; and
 - (b) Electronic and social media;
- (6) Reporting injury or illness and personal emergency contact information; and
- (7) Employee standards of conduct including:
 - (a) Professional conduct; and
 - (b) Personal appearance and dress code.

- D. A volunteer shall acknowledge participation in volunteer orientation and understanding of the information presented in writing, on a form approved by the Director, which is placed in the volunteer's record of service file.
- E. Subsequent to initial orientation, a volunteer shall participate in orientation:
 - (1) At least every third year that the volunteer is in the Program; or
 - (2) At other intervals if reasonable circumstances exist indicating a need.

.09 Assignment.

- A. A volunteer may not be assigned to a:
 - (1) Correctional facility where a friend or relative of the volunteer is housed;
 - (2) Community Supervision Support unit where a friend or relative is under supervision.
- B. If after a volunteer is assigned to a facility, a friend or relative is placed the facility for housing or assigned to a unit for supervision, the volunteer shall be re-assigned to a different facility or unit.
- C. A volunteer may not be on an offender visiting list.
- D. At the time of assignment, the volunteer coordinator shall supervise or arrange for supervision of a volunteer assigned to the unit or facility.

.10 Training.

- A. Before a volunteer begins an assignment, a volunteer shall complete training determined by the volunteer coordinator to be necessary for the volunteer to perform duties and responsibilities of the assignment.
- B. The volunteer shall acknowledge participation and completion of assignment specific training on a form or in a format approved by the Director.
- C. A volunteer's written acknowledgement under §.10B of this *Manual* shall be maintained in the volunteer's record of service file.
- D. The volunteer coordinator or individual responsible for supervising the volunteer shall:
 - (1) Provide the volunteer with a copy of the volunteer's position description; and
 - (2) Ensure that the volunteer understands:
 - (a) The elements of the position description; and
 - (b) That the elements are used when evaluating performance.

.11 Identification.

- A. Volunteer identification shall be in a form approved by the Director that meets security requirements for the volunteer's assignment.
- B. A volunteer is required to display volunteer identification at all times while on Department property.
- C. Volunteer identification, at a minimum shall contain the:
 - (1) Volunteer's photograph;
 - (2) Volunteer's full name; and
 - (3) Word "Volunteer".
- D. Volunteer identification is the property of the Department and shall be returned to the Department when the volunteer leaves the Program.
- E. Volunteer identification shall be updated every three years.

.12 Supervision.

- A. The goal of volunteer supervision is to assess a volunteer's performance to ensure, to the degree possible, that the volunteer and the service provided are effective in the intended purpose.
- B. A region executive director, or a designee, may review volunteer record of service files for volunteers under the region executive director to determine that the volunteer's record of service file contains information related to a volunteer's performance and supervision.
- C. The Director may review volunteer record of service files for volunteers under the Director and under a regional executive director to determine that the volunteer's record of service file contains information related to a volunteer's performance and supervision.
- D. A volunteer coordinator is responsible for supervising or arranging for supervision of an assigned volunteer.
- E. A volunteer coordinator shall utilize a standardized performance evaluation instrument, approved by the Director, to record observations and discuss performance with the volunteer.
- F. Based on the nature of the volunteer's assignment, evaluation may be:
 - (1) A critique; or
 - (2) A performance evaluation.

- G. A critique shall be used for a short term volunteer assignment such as would be for a participant volunteer.
- (1) A critique would be completed by individuals receiving the service provided by the volunteer much the same as training participants are asked to critique a guest instructor or lecturer following a presentation.
 - (2) The number and frequency of critiques is directly dependent on the nature of a volunteer's assignment.
 - (3) Critiques may be utilized independent of, or in conjunction with, the performance evaluation process.
 - (4) All critiques shall become part of a volunteer's record of service file.
- H. A performance evaluation shall apply to a volunteer who performs a service on a repeated or frequent basis over a period of time.
- (1) Depending on the nature and duration of a volunteer's assignment, performance evaluations should be conducted at least annually, with critiques completed on an as needed basis.
 - (2) Performance evaluation shall be recorded by a volunteer coordinator or the individual responsible for supervising the volunteer on a form or in a format approved by the Director.
 - (3) The individual completing a performance evaluation under this section shall meet privately with the volunteer to discuss the performance evaluation.
 - (4) The individual completing a volunteer performance evaluation shall ensure that the volunteer being evaluated is provided:
 - (a) The opportunity to review and comment on the information contained in the performance evaluation; and
 - (b) A copy of the performance evaluation signed by the individual completing a volunteer evaluation.
 - (5) Except under §.12H(6) of this *Manual*, the original of the volunteer performance evaluation shall be signed by the volunteer.
 - (6) If a volunteer refuses to sign the volunteer's performance evaluation, the individual completing a volunteer performance evaluation shall indicate in the space for the volunteer's signature, "Refused to sign" and the individual completing a volunteer performance evaluation shall initial the entry.
 - (7) The individual completing a volunteer performance evaluation shall:
 - (a) Sign and date the evaluation; and

- (b) Place the evaluation in the volunteer's record of service file.
- I. A volunteer coordinator or individual supervising the volunteer who identifies:
 - (1) Circumstances that indicate inappropriate behavior or performance concerning a volunteer shall meet with the managing official or unit head who shall determine the proper course of action to correct the identified issues.
 - (2) Exceptional performance on the part of a volunteer shall meet with the managing official or unit head who shall determine the proper course of action to appropriately recognize the exceptional performance.
- I. The managing official or unit head is responsible for taking appropriate action concerning an assigned volunteer's performance.
- J. In addition to supervision and evaluation requirements under this *Manual*, the volunteer coordinator responsible for supervising or arranging supervision of an intern shall complete documentation required by the intern's educational institution.

.13 Recognition.

- A. A volunteer coordinator or the individual responsible for supervising the volunteer shall document and process exceptional individual or group volunteer performance.
- B. The Department shall appropriately recognize exceptional individual or group volunteer performance.
- C. Annually, the Director, in cooperation with the Executive Director of Communications, shall solicit nominations for the Department's volunteer of the year and assess nominees for the volunteer of the year and recommend a selection to the Secretary.

.14 Discipline.

- A. A volunteer is accountable for personal behavior while performing services under the authority of the Department.
- B. Action taken to correct inappropriate volunteer behavior shall be commensurate with the severity of the infraction.
- C. When possible, corrective action shall be progressive and may range from discussion up to and including termination from the Program.
- D. Depending on the nature of the inappropriate behavior, a volunteer may be subject to civil or criminal prosecution, or both.
- E. Allegations of volunteer misconduct may be investigated in accordance with established Department policy and procedures for administrative and criminal investigations.

.15 Data Collection.

- A. The Director shall collect appropriate information to effectively administer the Program.
- B. Each volunteer coordinator shall accurately maintain local records and update the Volunteer Program database in a timely manner to properly reflect volunteers providing services in the respective assignments.
- C. Program data base entry begins with the first contact with a potential volunteer.

.16 Department Volunteer Program Annual Report.

- A. At the end of each fiscal year, the Director is responsible for preparing and distributing an annual report describing Program activities and accomplishments for the preceding fiscal year.
- B. At a minimum, the report shall include the following information:
 - (1) Status of goals and objectives;
 - (2) Number, by classification, of volunteers in the Program;
 - (3) Number of applications:
 - (a) Received;
 - (b) Accepted; and
 - (c) Denied; and
 - (4) Types of services performed by volunteers and the number of volunteers performing those services.

.17 Appendices.

- A. Volunteer Contact Checklist
- B. Volunteer Position Description
- C. Volunteer Program Application
- D. Authorization for Release of Information
- E. Volunteer Interview
- F. Volunteer Performance Evaluation
- G. Volunteer Evaluation of DPSCS

- H. Participant Performance Critique
- I. Recipient Program/Activity Evaluation
- J. Volunteer File Checklist
- K. Volunteer Reference Check
- L. Equal Opportunity Information
- M. Volunteer Program Administrative Communication Structure

Volunteer Contact Checklist

Date of Contact: _____ Name of individual _____

Phone Number: _____ E-Mail: _____

Contact Made: In Person (location) _____
Telephone _____

Contact Made By: _____
(Name of person talking with the candidate)

Telephone/Work Assignment

How did you learn about the Department's Volunteer Program?

From a current Program participant? Department's Public Website?

From a past Program participant? Department Employee? Offender

College/University Other Source: _____

In what area(s) of volunteer service are you interested?

Religious Educational/Vocational Mentoring Counseling Advocacy

Administrative (Clerical Services, Data Entry, etc.) Community Outreach/Partnership

Trades (list specific _____) Internship (School) _____

Offender Self Help Legal Other: _____

Would you be comfortable working with offenders and ex-offenders? _____

How many hours can you contribute to volunteer service? _____ Hours (Daily/Weekly/Monthly)

Length of time you are available for volunteer service: _____

What areas of the State are you able to provide services? _____

Are you 18 or 21 (for the prison) years old or older? Yes No

Part of the process is a background check and screening, at no cost to you.

Do you have a criminal record? No Yes (Explain Yes _____)

Do you have any outstanding arrest warrants or detainers? No Yes (Explain _____)

VOLUNTEER POSITION DESCRIPTION

*For use by staff looking for a Volunteer or Intern to develop a position description.
Return completed form to Volunteer Program Director.*

Staff Name: _____ Date: _____

Volunteer Intern (check one)

Position title: _____ Number of Volunteers Needed: _____

Location (Institution, office, etc.): _____

Description of project/Purpose of Assignment:

Duties/Responsibilities:

Knowledge/Skills/Abilities needed:

Outcomes/Goals (How will you and the volunteer know that the job is being done well or that the project is successful?)

Training and Support Plan (How will the volunteer receive orientation and training? Who will supervise and be the point of contact?)

Reporting (What reports will be expected, in what form, and how often?)

Time Commitment: (Minimum hours per week/month? Special schedule needed, specific time/day or days/week? Duration of time?) _____

Risk Management procedures: _____

Is there sufficient space and equipment for the volunteer to perform required duties: _____

Benefits: What will the volunteer get in exchange for service (tangibles and intangibles)?



Department of Public Safety and Correctional Services Volunteer Program Application

Personal and Contact Information

Name: _____
Last First Middle

Address: _____
Number, Street and Apt.

City: _____ County: _____ State: _____ Zip: _____

Telephone: _____
Home Work Mobile

Email Address: _____

How do you prefer to be contacted? _____ Are messages OK? _____

First and last name at birth, nicknames or any other names you have been known by:

How did you hear about the Volunteer Program? _____

What made you want to apply to be a volunteer? _____

Are you receiving class credit for volunteer activity ___ Yes ___ No

If so, name of the College/University: _____

Course Name _____ Major _____

Advisor/Counselor: _____ Phone: _____

Volunteer Status

Have you ever volunteered for the Department of Public Safety and Correctional Services or the State of Maryland No ___ Yes ___ Dates _____

Will volunteer service be in addition to current employment? ___ Yes ___ No

Volunteer Program Application Appendix C

Hours of Volunteer Service

What days and hours are you available to Volunteer? _____

How long are you willing to commit to the Volunteer Program? Years ____ Months ____

What type of volunteer service are you interested in providing? _____

Do you have a valid Driver's license? ___Yes ___No

Do you have a means of travel for the purpose of volunteer service? ___Yes ___No

Are you willing to travel in relation to volunteer service assignments? ___Yes ___No

Volunteer Locations

In which jurisdictions (counties) are you willing to provide volunteer services? _____

Are you willing and able to work from home (if appropriate for position)? ___Yes ___No

Veteran's Information

Have you ever been in the armed services? ___Yes ___No

Education and Training

Do you have a high school diploma or GED? ___Yes ___No If no, highest grade completed: _____

Do you have a college degree? ___Yes ___No If No, college credits completed: _____

If you attended a College/University: School: _____

Dates Attended: From: _____ To: _____ Major Course of Study: _____

Did you perform post college/graduate work? ___Yes ___No

If "Yes", do you have a graduate degree? ___Yes ___No If "Yes", Dates Attended: From: _____

To: _____ Major Course of Study: _____

Have you participated in specialized training relevant to the position? ___Yes ___No If "Yes" please explain: _____

Please submit a copy of any relevant professional or trade licenses, or certificates.

Volunteer Program Application Appendix C

What language(s), other than English, do you:

Speak: _____ Write: _____ Read: _____

Work Experience

Occupation: _____ Current or Last Place of Employment: _____

Street Address: _____

City: _____ State: _____ Zip code: _____

Supervisor: _____ Phone: _____

Organization Affiliation

If you are affiliated with an organization, please provide the following information:

Name of the organization: _____

Street Address: _____

City: _____ State: _____ Zip code: _____

Contact Person: _____ Phone: _____

If your volunteer service is faith-based, provide an ecclesiastical endorsement letter from your faith based organization or, if applicable, ordination certificate.

Volunteer Experience

Location: Correctional Facility____ Jail____ Other
(explain) _____

Name of Site: _____

Supervisor: _____ Phone: _____

Length of Service _____ Position/Capacity _____

Location: Correctional Facility ____ Jail____ Other
(explain) _____

Name of Site: _____

Supervisor: _____ Phone: _____

Length of Service _____ Position/Capacity _____

Volunteer Program Application Appendix C

References: If you have received substance abuse treatment, please use a counselor as a reference; no more than one reference may be a DPSCS volunteer.

May your employer be contacted as a reference? _____

Other references:

1. Name: _____ Relationship: _____

Street Address: _____

City, State, and Zip: _____ Phone: _____

2. Name: _____ Relationship: _____

Street Address: _____

City, State, and Zip: _____ Phone: _____

Background Information (Please respond to the following questions)

If you have been convicted of a violation of law other than a minor traffic violation, provide the date, place of conviction, charge and disposition of each case. Note: A conviction record will not necessarily bar you from being a volunteer. Other information that you feel relevant to a response to any of the following items should be provided as part of this application. This information will be used in conjunction with other elements of the application process to determine suitability for participation in the Volunteer Program. (Please use additional sheets of paper to provide additional information or requested explanations and submit as part of the application. Please identify by the item number)

(1) Are you: ___ Between 18 and 20 years old or ___ 21 years old or older?

(2) Are you a: ___ U.S. Citizen ___ Legal Alien ___ Other?

(3) Are you currently addicted to: ___ Alcohol ___ Illegal Drugs ___ Legal Prescription medication? ___ N/A

(4) Are there open arrest warrants or detainers on file for you? ___ Yes ___ No (If Yes, explain)

(5) Are there unresolved criminal charges against you? ___ Yes ___ No (If Yes, explain)

(6) Have you been convicted of a crime involving (Please explain each "Yes" response):

___ Yes ___ No Sexual abuse ___ Yes ___ No Sexual harassment ___ Yes ___ No Physical force or violence

(7) Are you associated with a gang or security threat group? ___ Yes ___ No (If Yes, explain)

(8) Are you currently under an active restraining, protective or peace order? ___ Yes ___ No (If Yes, explain)

(9) Are you currently involved in civil litigation involving the federal, state or local government? ___ Yes ___ No (If Yes, explain)

Volunteer Program Application Appendix C

(10) Are you currently under supervision by a federal, state, or local criminal justice agency? ___Yes ___No (If Yes, explain providing supervising agency, reason for supervision, conditions of supervision, dates supervision began and ends)

(11) Are you a fugitive from a federal, state, or local government? ___Yes ___No (If Yes, explain)

(12) Have you been incarcerated in a federal, state, or local government correctional facility? ___Yes ___No (If Yes, explain)

(13) Do you have a family member, friend, or other relationship with an individual who is currently incarcerated under the authority of a federal, state, or local criminal justice agency? ___Yes ___No (If Yes, explain providing the relationship and the location where the individual is incarcerated)

(14) Are you on an offender's visiting card or list? _____ If yes, what is the offender's name and what correctional facility is the offender housed?

(15) Are you living in a household with an individual in a home detention program? ___Yes ___No

Do you have limitations that may prevent you from safely performing as a volunteer? Please explain.

I understand that the Department is under no obligation to accept me into the Volunteer Program and, if accepted, my participation in the Volunteer Program may be terminated for any reason.

I agree to hold harmless the Department of Public Safety and Correctional Services and officials and employees for any claims arising from the course of my provision of volunteer services to the Department.

Date

Applicant's Signature

I hereby affirm that this application contains no willful misrepresentation or falsifications and that this information given by me is true and complete to the best of my knowledge and belief. I am aware that should investigation at any time disclose any misrepresentation or falsification, my application will be disapproved and that I will not be approved for placement in the Volunteer Program. I am aware that a false statement is punishable under law by fine or imprisonment or both.

Date of Application

Applicant's Signature

DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES
Volunteer Background Check

AUTHORIZATION FOR RELEASE OF INFORMATION

I _____
Print: First Middle Last SSN

hereby authorize a review and full disclosure of all records, or any part thereof, concerning myself to any duly authorized agent of the Department of Public Safety and Correctional Services, whether the said records are public or private, The intention of this authorization is to provide information which will be utilized for investigation resource material regarding acceptance into the Department of Public Safety and Correctional Services (Department)Volunteer Program. Information obtained shall be maintained in your volunteer services file.

I authorize the full and complete disclosure of the records of educational institutions and the Motor Vehicle Administration; employment and reemployment records including background investigation reports, efficiency ratings, accidents or injuries sustained in the course of employment; and any and all records of any arrest, conviction, or incarceration.

I further understand that refusal to provide access to the above mentioned records, may delay or prevent my acceptance in the Department Volunteer Program. In addition, I understand my right to inspect, amend or correct information contained in my volunteer service file maintained by the Department.

A photocopy of this release form will be valid as an original hereof, even though the said photocopy does not contain an original writing of my signature.

Date of Birth: _____
 MM/DD/YYYY

Driver’s License or State Identification Card: _____
 (Number and State of Issuance)

Applicant’s Signature

Date

Signature of Witness

DPSCS Volunteer Interview

Date of Interview: _____ Interviewer: _____

Applicant's Name: _____

Location of Interview: _____

Review of application (confirm, clarify and ask 2nd level questions when appropriate to clarify responses.)
Review volunteer checklist, if completed. Ask questions below not already covered in that interview.

1. What aspect of our mission motivates you to want to volunteer with us?

2. What is your area of interest?

- Religious Educational/Vocational Mentoring Counseling Advocacy
 Administrative (Clerical Services, Data Entry, etc.) Community Outreach/Partnership
 Trades (list specific _____) Internship Offender Self Help
 Legal Other: _____

3. What are your expectations of our organization? What would make you feel like you've been successful?

4. Would you be comfortable working with:

- a. Sex offenders?
- b. Offenders in general?
- c. Ex-offenders?

5. What skills, knowledge and qualifications do you have that would help you in this volunteer position?

6. Are there limitations or problems you are experiencing that we should know about so as not to put you in an unhealthy or dangerous situation?

7. Tell me about your current and/or past volunteer experiences? What did you enjoy or learn from that experience?

8. When are you available to volunteer? Is there a time commitment: internship or program length?

9. Describe a difficult situation you had to handle, what was the outcome?

10. What level of supervision do you prefer?

11. Do you prefer to be “in charge” or a team member?

12. What is your strongest personal trait? Weakest personal trait?

➤ What questions do you have?

➤ Discuss potential volunteer positions and check match of interests, qualifications, and availability.

Evaluation

Observations of Cognitive thinking; Comprehension; Communication skills

Observations of Personal presentation; personal confidence

Observation of Poise/Demonstrated Confidence/Decisiveness; Attitude/Enthusiasm/Sincerity/Cooperation

Volunteer Performance Evaluation

Volunteer: _____ Assignment Location: _____

Brief Description of Volunteer Duties:

Ratings
(Circle One)

Attendance: Needs Improvement Satisfactory Exceeds Expectations
Comments:

Appearance: Needs Improvement Satisfactory Exceeds Expectations
Comments:

Communication: Needs Improvement Satisfactory Exceeds Expectations
Comments:

Interpersonal Skills: Needs Improvement Satisfactory Exceeds Expectations
Comments:

Performance of Assigned Duties: Needs Improvement Satisfactory Exceeds Expectations
Comments:

Work Ethics: Needs Improvement Satisfactory Exceeds Expectations
Comments:

Team-Work: Needs Improvement Satisfactory Exceeds Expectations
Comments:

Customer Service: Needs Improvement Satisfactory Exceeds Expectations
Comments:

Initiative: Needs Improvement Satisfactory Exceeds Expectations
Comments:

Other: Needs Improvement Satisfactory Exceeds Expectations
Explain:
Comments:

Overall Rating: Needs Improvement Satisfactory Exceeds Expectations
Comments:

Employee Conducting Evaluation Date

Volunteer's Signature Date

Participant Performance Critique

To be completed by the staff monitor or supervisor

Date: _____

Program/Activity: _____

Name of Volunteer: _____

Name of Affiliated Organization (if any): _____

Please respond to the following statements based upon your experience with the Department of Public Safety and Correctional Services by circling the appropriate number.

0 = Disagree

1 = Somewhat

2 = Agree

Volunteer was on time and prepared to lead the group. 0 1 2

Volunteer complied with rules and met expectations. 0 1 2

If leading a group, the volunteer:

Lead and controlled the group. 0 1 2

Demonstrated knowledge of subject. 0 1 2

Encouraged participation. 0 1 2

Areas of concern:

Further Comments:

Recipient Evaluation of Program/Activity
(to be completed by those receiving services)

Date: _____

Name of Program/Activity: _____

Name of Leader: _____

Please respond to the following statements based upon your experience with the Department of Public Safety and Correctional Services by circling the appropriate number.

0 = Disagree

1 = Somewhat

2 - Agree

The leader of the program was knowledgeable about the subject. 0 1 2

I learned something worthwhile from the leader. 0 1 2

I would recommend this program/activity to a friend. 0 1 2

Provide additional information to support the above responses.

Volunteer File Checklist

<u>Task</u>	<u>Date Completed/Received</u>
Applicant	
___ Volunteer Contact	_____
___ Second Contact (If applicable)	_____
___ Application sent	_____
___ Application returned	_____
___ Signed Authorization for Release of Information	_____
Candidate	
___ Background check requested	_____
___ Background check received	_____
___ Interview	_____
___ Required certifications received	_____
___ References completed (Optional)	_____
___ Orientation with volunteer sign off	_____
___ Emergency information received	_____
___ Staff member assigned	_____
___ Training with volunteer sign off	_____
___ Volunteer ID Badge	_____
Volunteer	
___ Accepted as volunteer	_____
___ Volunteer Database Information Completed	_____

Name _____

To be completed by Managing Official/Unit Head

___ I accept the volunteer candidate.

___ I deny the volunteer candidate who was notified in writing on ___/___/___ (date).

Signature

Title

Date

VOLUNTEER REFERENCE CHECK
(Optional)

Name of Volunteer Candidate: _____

Department Employee Conducting Reference Check: _____

Date: ___/___/___

Describe the volunteer position to the reference, being asked about the volunteer candidate's suitability to the tasks and responsibilities of the position.

How long and in what capacity have you known the volunteer candidate? _____

What position did the volunteer candidate hold in your organization/company? _____

What were the responsibilities of the position? _____

Was the volunteer candidate punctual and was attendance consistent? _____

Was the volunteer candidate a team player? Works well independently? _____

How would you describe the volunteer candidate's overall performance? Were the rules followed? _____

What are some strengths and limitations regarding the volunteer candidate's performance? _____

Why did the volunteer candidate leave your organization/company? Would you have the volunteer candidate return to your organization? _____

Would you like to share additional information concerning the volunteer candidate? _____

Equal Opportunity Information (Optional)

To further its commitment to equal opportunity, the Department of Public Safety and Correctional Services requests applicants to VOLUNTARILY provide the following information. This information may be used for statistical purposes only by authorized personnel.

Birthdate: ____/____/_____
MM/DD/YYYY

Gender: ___Male ___Female

Race: Are you Hispanic or Latino? ___Yes ___No

If you are not Hispanic or Latino, what is your race? Please select one of the following:

___Unknown/Decline to state *Decline to state.*

___Asian (*Origins in any of the original peoples of the Far East, Southeast Asia, or the India subcontinent, including for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam*)

___Black or African American (*Origins in any of the black racial groups of African*)

___American Indian or Alaska Native (*Origins in any of the original peoples of North or South American, including Central America, and who maintains tribal affiliations or community attachment*)

___Pacific Islander or native Hawaiian (*Origins in the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands*)

___White (*Origins in any of the original peoples of Europe, the Middle East, or North Africa*)

Veteran's Information

Please select ONE of the following that best describes your veteran status.

___I am an honorably discharged veteran.

___I am a service-disabled veteran .

___I am a former prisoner of war (POW).

___I am a Vietnam veteran.

___I am a service-disabled Vietnam veteran.

___I am the spouse of a deceased eligible veteran.

___I am the spouse of a service-disabled veteran.

Department of Public Safety and Correctional Services Volunteer Program *Administrative Communication Structure*

