

VOLUNTEERS IN PROBATION PROGRAM

AUTHORITY: Administrative Directive
Fair Labor Standards Act

RESCINDS: Procedure Manual Item 1-2-102, dated **12/30/2011**

FORMS: Visit Authorization, One Time Only (F0502-8098)
Asbestos Notification (F057-9092)
VIP Card (F057-8046)
Visit Authorization, One Time Only (F0502-8098)

Volunteer in Probation Specific Forms (all maintained by the VCS Unit):

Acknowledgement of Advisements
Application
Application Process Agreement
Authorization for Release of Information
Case Confidentiality – Client’s Rights to Privacy (CORI)
CLETS Employee/Volunteer Statement
County of Orange EEO and Anti-Harassment Policy
Cyber Security Supplemental Training (CJIS)
Dress, Grooming and Personal Appearance Policy (A-3.1)
Driving Waiver
Information Technology Usage Policy
Non-Acceptance Letter
Prison Rape Elimination Act (PREA) Acknowledgement
Reference Form
Request for Volunteer and Student Intern
Skill Inventory
VIM Attendance & Evaluation
Volunteer-Intern Program Assessment
Timesheet – VIP
Welcome Letter

PURPOSE: To establish procedures for acquiring, screening and utilizing Volunteers in Probation (VIP) throughout the Department **and** guidelines for the use and supervision of VIPs.

I. GENERAL INFORMATION

A. VIP Coordination and Supervision

1. The **VIP** Program is staffed by a **Training and Volunteer Services (TVS) Unit professional supervisor and a Volunteer Services Coordinator (VSC), with program oversight by the TVS Unit professional manager.**
2. The **VSC** is responsible for coordinating the **Volunteers in Probation (VIP), which includes the regular VIPs, student interns, Community**

Based Organizations (CBOs) and religious volunteers in the Department.

3. **An Office Specialist** provides support services.

B. General Guidelines for all VIPs

1. No volunteer may exercise physical restraint unless personal or **client** safety is in jeopardy.
2. No volunteer may use handcuffs in the transportation of **clients**.
3. Volunteers are not to consume alcoholic beverages, use profanity or vulgarities, or engage in questionable entertainment activities while in the presence and charge of **clients**.
4. Volunteers are not to endanger the health and safety of **clients**. High risk activities such as hang gliding, scuba diving, sky diving, motorcycle riding, airplane rides, etc. are not acceptable.
5. Volunteers' dress, grooming and personal appearance shall project and enhance a positive and appropriate image to their **volunteer** assignments.
6. Volunteers are to keep their relationships with **youth** appropriate and professional at all times.

C. Monitoring VIPs' **Volunteer Hours**

VIPs are responsible for submitting their timesheets electronically through the Volgistics on-line application by the 5th volunteering day of the month. In the event the Volgistics system is unavailable, VIPs are to record their hours manually in a timesheet form and submit it to the VSC.

D. Separations

1. Assignment completions
 - a. Student interns who complete their required hours.
 - b. VIPs who complete their specific assignment.
2. Voluntary separations
VIPs who request an end to their commitment.
3. Involuntary separations
VIPs who cannot be contacted and have not provided any services for three **(3) consecutive** months. **The VSC will send a letter to the VIPs informing them their volunteer status has been changed to inactive.**
4. Terminations

- a. Unsatisfactory performance or policy/program violations with input from VIP's supervisor.
 - (1) If a VIP does not perform satisfactorily, **employees** must bring the matter to the attention of the VIP's immediate supervisor.
 - (2) Under no circumstances are **employees** to act individually in any disciplinary matters relative to the volunteer's performance.
 - (3) The VIP's supervisor will complete the investigation of the incident and forward the results to the **VSC** with a recommendation.

b. Law Violations

If the VIP appears to be involved in a law violation, the matter must be brought to the attention of the **VSC and the Strategic Development Division Director via the VSC's chain of command.**

II. PROCEDURE

A. Recruitment, **Volunteer Information Meeting, Minimum Qualifications** and Screening of Volunteers in Probation

1. Recruitment

VIP applicants are recruited from colleges and universities, posted VIP flyers, referrals from religious ministries, by word-of-mouth, newspaper, TV/radio, **special events (e.g., OC Fair), personal contact via department employees and volunteers,** and **the Internet.**

2. **Volunteer Information Meeting**

- a. VIP applicants must attend the **Volunteer** Information Meeting (VIM).
- b. VIMs are conducted **bi-monthly** and are approximately 2 hours in length.
- c. **Registration notice is posted on the department's internet site for the VIP applicants to register to attend the VIM through Eventbrite.**
- d. Applicants learn about the role of the Probation Department in the community, volunteer opportunities, the minimum requirements to become a VIP and are **informed of the** policies and procedures **related to the program.**
- e. Applicants receive a VIP Manual **that outlines the duties, potential placements, department policies, a copy of the** policy

on **Case Confidentiality – Client's Right to Privacy** referencing Criminal Offender Record Information (CORI), **an Application Process Agreement** and a general overview of the Probation Department's policies and guidelines and steps involved to become a VIP.

3. **Minimum Qualifications to be a VIP**

- a. **Be at least twenty-one (21) years old**
- b. **Provide proof of legal status**
- c. **Possess a valid social security card**
- d. **Possess a valid driver's license or state identification card**

4. **Prescreening**

- a. **Applicants who attend the VIM are emailed with the Volunteer Application and Authorization for Release of Information forms by the VSC.**
- b. **VSC send the completed *Volunteer Application and Authorization for Release of Information* form to the Professional Standards Division (PSD) - Background Unit for the prescreening.**
- c. **If the applicant is not recommended by PSD, a non-acceptance letter is mailed out by the VSC.**

5. **Screening Interview**

- a. **Upon a successful completion of the prescreening process, an email is sent by the VSC to the applicant to contact the VSC to schedule a screening interview.**
- b. The applicant brings a completed application, **resume**, Drivers' License, Social Security card, **birth certificate or passport**, two reference **forms**, ***Skill Inventory* form**, proof of **auto insurance or a signed Driving Waiver (CV/06-10)**, and a TB skin test with a negative results or a chest X-ray stating the results are "clear."
- c. The applicant signs an ***Asbestos Notification* form** and has pictures taken.
- d. The applicant is interviewed by the **VSC** to determine strengths, skills, motivation for volunteer work, as well as other factors for consideration.
- e. **VSC will notify volunteers once they have cleared background. The VSC will instruct the volunteer to schedule an appointment with the PSD to pick up the VIP ID Card (F057-8046).**

- f. After completion of the background clearance, **the VSC contacts the applicant to schedule an appointment and is presented with** a Welcome Letter, instructions regarding their initial assignment and **instructions on how to submit their timesheets. The applicant signs the following documents:**
 - (1) **Acknowledgement of Advisements**
 - (2) **Information Technology Usage Policy**
 - (3) **Case Confidentiality – Clients Rights to Privacy (CORI)**
 - (4) **Prison Rape Elimination Act Acknowledgement**
 - (5) **County of Orange EEO and Anti-Harassment Policy**
 - (6) **Dress, Grooming and Personal Appearance**
 - (7) **Criminal Justice Information Security**
- g. Protestant Chaplaincy Ministry (PCM) VIPs are required to complete additional training provided by PCM prior to receiving their VIP Card and initiating services.
- h. If not cleared, a Non-Acceptance Letter is sent informing the applicant of their application status **by the VSC**.

B. Types of VIP Assignments

Volunteers assume duties in the general areas of administrative support, **facilities**, or field services. Student interns are utilized in specialized VIP assignments.

1. Administrative and Special Project VIPs

This category includes clerical or administrative assignments and persons who have responsibility for the development and/or implementation of a specific project. Upon the request of agency **personnel**, with supervisory approval, the **VSC** selects and assigns qualified volunteers to administrative and special projects.

2. **Facility** VIPs

- a. Volunteers in all probation **facilities** are deployed to broaden the educational, recreational, social and cultural experiences of **youth**.
- b. This deployment may involve working with individuals or groups of **youth** to provide the following: academic assistance, skill development, individual attention, arts and crafts, gardening, cooking, leadership for sports and games, social and cultural events, self-help groups/individuals and licensed hair stylists and grooming instruction.

- c. Religious volunteers provide religious instruction, conduct religious services, and are available to meet religious needs of **youth**. Activities of religious volunteers are described in Procedure Manual Item (PMI) 3-1-009 (Meeting the Religious and Spiritual Needs of **Youth** in Probation **Facilities**). While incarcerated, **youth** may request religious continuity of care by completing a *Religious Preference* form (**F057912910**) indicating desire to have contact with a religious VIP following **their** release from custody.
- d. **Facility employees** will facilitate the active use of VIP services.
- e. **Youths'** involvement with volunteer services offered at any of the **facilities** is strictly voluntary.
- f. Under no circumstances shall coercive techniques be employed by **employees** to obtain the **youths'** participation in volunteer activities.

3. Field Services VIPs

VIPs in Field Services provide assistance to adult and juvenile **clients** and/or families through individual involvement, or through various administrative, casework or special project activities.

- a. Individual Involvement
 - (1) The one-to-one VIP assists as a positive role model while participating in recreational, educational, cultural and social activities.
 - (2) Once the need for the one-to-one VIP's assistance is identified, and prior to a request, the assigned Deputy Probation Officer (DPO) shall discuss the role of the volunteer with the **client** and family.
 - (3) The assigned DPO must review confidentiality requirements with the VIP prior to their having access to case information.
 - (4) An explanation of the kinds of activities in which the VIP will be involved (i.e., tutoring, field trips, mentoring, etc.) will also be provided to the **client** and family by the assigned DPO.
 - (5) For juvenile assignments, the *Parental Medical Consent* form (F0502-8058.2) is to be retained in the case file and a copy **is** to be given to the parents or guardian and the assigned VIP.
 - (a) Responsibility for the completion of the **Parental Medical Consent** form is that of the DPO making the request. The consent form is valid for the period of probation or until rescinded by the consenting party(ies).

- (b) If the parents are not available or deceased, a Modification Petition (F057-5120.11) must be submitted to the Court by the assigned DPO authorizing the use of a VIP with the **youth**.

4. Student Intern (**Facilities and Field**)

- a. The student intern is directly assigned to a unit supervisor who will facilitate, direct and monitor their work within the unit under the guidance of designated unit **employees**.
- b. Utilization of student interns shall be authorized by a Division Director (DD), Assistant Division Director (ADD) or Supervising Probation Officer (SPO) in order to enhance the delivery of services.
- c. The student intern may be used to gather, record and process routine information.
- d. The DPO may not delegate responsibility for case decisions to a student intern, nor may a student intern make such decisions.
- e. Student interns must not, under any circumstances, be expected to act as a peace officer or assist line staff that is exercising peace officer authority. This also applies to departmental employees who are serving as volunteers.
- f. Student interns having access to case file information must review confidentiality requirements with their supervisor.
- g. Student Interns are not reimbursed for mileage or other expenses, which they may incur while in the student intern role.
- h. **Volunteer and Student Intern are not permitted to do the following: arrest or have physical contact with clients, administer drug tests, handle evidence, determine decisions for DPOs' caseloads, go on jail runs, or write court reports.**
- i. **Volunteers and student Interns are able to read court reports for proof-reading purposes only.**
- j. **Upon completion of the internship, the VSC completes the *Volunteer-Intern Program Assessment* form and the intern may be given a new assignment if the intern wishes to continue to provide volunteer services.**

5. Community-Based Organization (CBO/Partners)

- a. **All community partners and non-probation department employees authorized by the court to take youth on furloughs will go through the Probation Department Volunteer Services Program (VSP) for clearance.**

- b. **VCS will update, maintain, and provide a cleared/not cleared list to Juvenile Court Services Division Director to distribute to the Juvenile Court Officers.**
- c. **A list of cleared/not cleared volunteers will be maintained in court by the Juvenile Court Officers.**
- d. **Juvenile Court Officers will have copies of the VIM flyers in court and readily available for community partners and those the court authorizes to take youth out on furloughs.**
- e. **Community partners and those authorized by the court to take youth out on furloughs will complete Probation 101 training upon completion of background clearance.**

C. Requesting, Assigning, Reassigning and Supervising VIPs in **Facilities**

1. Requesting

- a. All volunteers utilized by **employees** must **have prior approval from the VSC.**
- b. All **facility** requests for volunteer services are to be submitted to the **VSC** through the chain of command via email. **The Facility/Unit VIP Coordinator will initiate the inquiry by submitting the Request for Volunteer in Probation form.**
- c. The request should specify the volunteer skills required, the type of activity/program days/hours and duration assistance needed.

Based upon the specific skills of available volunteers, the **Facility/Unit** VIP Coordinators also initiates inquiries through ADDs and Supervising Juvenile Correctional Officers (SJCOs) on the possible use of volunteers in their **units.**

2. Assigning/Reassigning

- a. Once a VIP clears background, they are assigned to a **Facility/Unit** VIP Coordinator. The **VSC** then forwards **a packet to the Facility/Unit VIP Coordinator containing a face sheet and copies of all the documents the VIP signed in section III. A. 5j.** A welcome letter with **the** assignment instructions is sent to the VIP. The VIP then contacts the **Facility/Unit** Volunteer Coordinators to begin their volunteer service.
- b. An SJCO, ADD or Religious Clergy may request the **VSC** reassign a VIP if they no longer meet the needs of the assignment.

3. Supervising

- a. **Facility** volunteers are to be directly supervised at all times by **employees** when on **facility** grounds. **Employees** must assure that rules and regulations regarding security, safety and confidentiality are followed.
- b. **Employees** may request to see a valid VIP Identification Card (F057-8046), which should be in the possession of the VIP.

D. Requesting, Reassigning and Supervising - Field Services

1. Requesting

- a. Requests **for VIP forms** for field services volunteers (adult and juvenile) are to be emailed to the **VSC** and field unit **SPO**.
- b. The **VSC** will respond to **employee** requests by identifying and referring volunteers with the appropriate skills needed.

2. Reassigning

- a. A SPO or DPO may reassign a field services volunteer, within that area office, if mutually acceptable to both the VIP and their supervisor.
- b. The **VSC** must be notified of any change.

3. Supervising

- a. The requesting **employee** will be responsible for the actual supervision and training of each volunteer.
- b. Any unusual incidents which occur must be documented and the unit SPO must be immediately notified.
- c. A copy of any documented incident must be forwarded to the **VSC** for inclusion in the VIP file.

E. Special Conditions and Procedures

1. **Facility** - "One Time Only"

Members of the community are occasionally involved in some **facility activities**.

- a. The **Facility** DD/ADD approves "one time only" clearances for detention ministry, substance abuse panel members and program related providers.
- b. One-time only clearance requests are the responsibility of the **facility employees** and the **Facility/Unit VIP Coordinators**.

- c. These individuals must have an approved Juvenile **Facility** Volunteer Authorization form (F0502-8098) on file when entering the **facility**.

2. Volunteer Visiting

- a. Field Services Volunteers may visit their assigned **clients** at a County **facility** (Juvenile Hall, etc.) only after contacting the assigned DPO to obtain permission.
- b. A *Visit Authorization* form (F052-6209b.2) must be completed and forwarded to the **facility** receptionist **and unit supervisor of the youth** if the assigned **DPO** approves the visit.

3. Confidentiality of Record Information

- a. To ensure compliance of confidentiality requirements, all volunteers are provided with a copy of and must acknowledge the receipt of **and/or complete the following**:
 - (1) A summary of the *Juvenile Court Order Regarding Confidentiality of Juvenile Records Information*.
 - (2) **VIPs may be given access to the Integrated Case Management System (ICMS) by filling out a *Network User Access Request (NUAR)* form available on ProbNet. CJIS and Cyber Security training must be completed once network access is given.**
- b. Client Files
 - (1) VIPs are not permitted direct access to case files without prior permission by the assigned DPO.
 - (2) When volunteers are working in a one-to-one assignment, the basic rule is to give the volunteer only that information which is needed to work effectively with the **client** or situation.

4. Probation Department Employees as VIPs

- a. Non-deputized employees who occupy a non-exempt classification pursuant to the 1985 Fair Labor Standards Act (FLSA) may contribute voluntary services if their volunteer duties are not related to the duties which they normally perform during their regular employment.
- b. Any modification of an employee VIP status resulting from inappropriate volunteer activity is the responsibility of the VIP's immediate supervisor. The **VSC** must be notified of any inappropriate behavior immediately.

F. Supervision of **Youth** during Field Outings

1. Supervision of **Youth** by VIPs during Facility Field Outings

A Court order and/or DD/ADD approval is required for all **facility** furloughs.

- a. Prior to field outings, the **youth's** assigned Deputy Juvenile Correctional Officer II (DJCO II) will notify the assigned DPO of the furlough.
- b. The VIP is to discontinue the activity should a **youth's** behavior becomes disruptive or beyond control. The VIP will notify **facility employees** and obtain guidance and direction.
- c. VIPs are not to become involved in disciplinary actions or corporal punishment.
- d. Volunteers must have a signed *Parental Consent* and *Medical Consent* forms in their possession while on furlough activities.

2. Supervision of Out of Custody **Youth** by VIPs during Field Outings SPO approval is required for all outings.

- a. Prior to field outings, VIPs are to inform the youth, in the presence of a parent or guardian, regarding the behavioral "rules" to be observed.
- b. The VIP is to discontinue the activity should a **youth's** behavior become disruptive or beyond control. The VIP will notify the DPO or SPO and obtain guidance and direction.
- c. VIPs are not to become involved in disciplinary actions or corporal punishment.
- d. Volunteers must have a signed *Parental Consent* form and *Medical Consent* form in their possession while on outings.

G. Emergency Situations

1. **Facility** Field Outings

- a. In extreme emergency situations, volunteers should first call 911 (police, fire and/or paramedics) and then call the **facility** where the **youth** is housed.
- b. During business hours (Monday-Friday, 8:00 a.m.-5:00 p.m.), the DDs of the **facility** or unit where the **youth** is housed will be notified immediately. On evenings and weekends, the Juvenile Hall Duty Officer **and the Administrator in Charge (AIC)** will be notified.
- c. A written record of the circumstances surrounding the incident must immediately be completed by the VIP and given to their supervisor and **facility employees**.

2. Out of Custody Field Outings

- a. In extreme emergency situations, volunteers should first call 911 (police, fire and/or paramedics) and then call parents/guardians
- b. In the event of an emergency situation or injury to a **youth**, the **youth's** parent or guardian is to be notified immediately by the VIP.
- c. Upon notification by the VIP, the parent or guardian assumes the responsibility for decisions regarding the **youth**.
- d. In the event a parent or guardian cannot be reached, contact should be made with the assigned DPO, as well as the SPO, **Assistant Division Director (ADD)** and DD.
- e. A written record of the circumstances surrounding the incident must immediately be completed by the VIP and given to their supervisor and the assigned DPO.

H. Transportation of Probationers

1. **Except for CBOs, no other VIPs** are authorized to transport **youth anywhere. CBOs must follow the guidelines listed below:**
 - a. Should have in their possession proper identification such as VIP card.
 - b. Must have a current valid driver's license and have demonstrated a safe driving record.
 - c. Must maintain automobile liability insurance meeting the state minimum public liability coverage as detailed on the Volunteers in Probation Application Form (F057-8051A). The VIP must notify the **VSC** of any changes.
 - d. Must obtain *Parental Consent* and *Medical Consent* forms prior to transporting **youth**.
2. VIPs are not permitted to drive County vehicles.
3. Transportation Out of County:
 - a. **Youth** are not to be taken out of Orange County without special permission from supervisorial **employees**, and where appropriate, coordinated with the assigned DPO.
 - b. It is the responsibility of the **employee(s)** coordinating the function to obtain the proper consent forms and instruct the VIP in their utilization.

I. Runaways

The local police and the parent/guardian are to be notified immediately if a **youth** runs away during an outing. The assigned DPO should be notified as well as the **Executive Management and the AIC**, DD of the **facility** or unit where the **youth** is assigned, and the **Public Information Manager and Public Information Officer**.

REFERENCES:

Procedures:	1-1-101	Access and Release of Criminal Offender Record Information (CORI)
	1-2-007	Probation Staff Chaplaincy Program
	1-2-104	Volunteer Probation Officer Program
	3-1-009	Meeting the Religious and Spiritual Needs of Youth in Probation Facilities
Policies:	B-1	Case Confidentiality-Client's Right to Privacy
	E-8	Volunteers
	E-9	Use of Resources for Minors, Parental Consent and Field Trips

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APPROVED BY: