



Successful Youth • Strong Leaders • Safer Communities

POLICY

SUBJECT: Volunteer Services
NUMBER: OPS-908-14
APPLICABLE TO: All Staff and Volunteers

APPROVED: /s/ signature on original/

Sam Abed, Secretary

EFFECTIVE DATE: 12/22/14

I. POLICY

The Department of Juvenile Services (DJS) staff shall develop and maintain a Volunteer Services Program in each facility and regional office to encourage citizen involvement in the provision of services to youth and DJS operations while maintaining the safety of youth under the authority of the Secretary.

II. AUTHORITY

- A. Md. Code, Hum. Srvs. Article, §9-203.
- B. Md. Code, Family Law Article, §5-704.
- C. DJS Standards of Conduct
- D. American Correctional Association (ACA) Standards, 4-JCF-5G-06, 4-JCF-6G-08, 4-JCF-6G-09, 4-JCF-6G-10, 4-JCF-6G-11, 4-JCF-6G-12, 4-JCF-6G-13 and 4-JCF-6G-14

III. DIRECTIVES/POLICIES RESCINDED

- A. Volunteer Services Policy, SD E4710-02-01

IV. FAILURE TO COMPLY

Failure to comply with the Department's Policy and Procedures shall be grounds for disciplinary action up to and including termination of employment.

V. STANDARD OPERATING PROCEDURES

Standard operating procedures have been developed.

VI. REVISION HISTORY

DESCRIPTION OF REVISION	DATE OF REVISION
Revised procedures issued. <ul style="list-style-type: none"> • Updated administrative titles. • Added investigation of gang affiliation, which is part of the background check. • Added Youth Tracking Form, which must be completed by a volunteer after every session with a youth. • Added Confidentiality, Incident Reporting, and PREA policies to volunteer contract. • Removed requirement for written statement confirming absence of communicable diseases. • Reformatted and renumbered the policy and procedures. 	12/22/14
Revise procedures issued: <ul style="list-style-type: none"> • Procedure added to require volunteer(s) who provide a professional service, to submit their certification or license for their file. • Procedure added to require each volunteer document every session and activities with the youth, provide feedback and forward the documentation to the Statewide Community Services Coordinator within 5 business days. • In Recruitment section; added volunteer activities for youth and identifying volunteers who have similar interests to the youth. • In Recruitment Strategies section; added a recruitment plan must be maintained by the Community Services Coordinator. • Added procedure to require volunteers who provide a professional service to submit their credentials, certification or license for the volunteer file. • In Orientation and Training section; added training requirements and additional information for the contract. • Added procedure to require volunteer liaisons to be identified in each office and facility. • Added procedure to require volunteers to wear self-adhesive name tags. Central Control must maintain a notebook to account for volunteers within the facility. • Added procedure to require Community Services Coordinator to meet with volunteers annually to discuss program improvement and get feedback through surveys. 	10/1/18

PROCEDURES

SUBJECT: Volunteer Services
NUMBER: OPS-908-14
APPLICABLE TO: All Staff and Volunteers

APPROVED: /s/ signature on original/
Linda McWilliams, Deputy Secretary

REVISION DATE: 10/1/2018

I. PURPOSE

The purpose of this policy is to:

- Establish a uniform statewide process to recruit, screen, train, assign, support and supervise volunteers;
- Recruit competent, caring, and committed volunteers, who will be trained to become actively involved in facility/office programs, to supplement staff, and to enrich and supplement on-going services rendered by DJS;
- Participate in community events and government initiatives to broaden the public's understanding of Maryland's juvenile justice system and to expand services to DJS youth and their families; and
- Document all volunteer qualifications, hours and activities.

II. DEFINITIONS

Mentor means an individual twenty-one (21) years or older, who has been matched with a youth to build a structured one-to-one relationship over a prolonged period. Mentors provide consistent support and guidance, offer concrete help as a youth goes through challenging situations and stages of life, and are positive role models so that youth learn how to mature into self-sufficient, productive, law-abiding citizens.

Statewide Community Services Coordinator means a DJS staff member who is responsible for the coordination of Statewide volunteer services.

Student Intern means an at least eighteen (18) years of age enrolled in a college, university or other higher educational institution who earns college credits and provides service hours in exchange for gaining first-hand knowledge and experience in providing services to youth and their families and DJS operations.

Volunteer means an individual at least eighteen (18) years of age who donates their time and talent to youth, their families and DJS. Included in this definition are mentors, student interns, and staff from profit or non-profit groups, faith-based organizations, colleges and universities.

Volunteer Liaison means a DJS staff supervisor or designee assigned by Regional Directors and Superintendents to perform the additional duties of providing the day to day supervision of volunteers.

III. PROCEDURES

A. **General**

A special guest is an individual(s) who occasionally donates services to DJS, typically one to three times per year. They are not required to complete the volunteer background screening process. Special guests may include motivational speakers, authors, sports figures, and others who are approved by the Community Services Coordinator, Superintendent and/or Regional Director. The assigned Executive Director shall be informed in advance of all events.

B. **Recruitment**

1. The Statewide Community Services Coordinator shall recruit volunteers from all cultural, ethnic, religious, educational and socioeconomic groups from the community.
2. The Statewide Community Services Coordinator shall recruit volunteers with interests and abilities that match the identified needs of the youth. Recruitments may include identifying information of volunteers who can meet special cultural and linguistic needs of youth in population.
3. The Statewide Community Services Coordinator shall identify community service activities appropriate for youth participation.
4. DJS may not permit an employee to volunteer in a capacity similar to his/her job classification or function.

C. **Recruitment Strategies**

1. The Statewide Community Services Coordinator may recruit at colleges, conferences, internship fairs, workshops, community meetings, fraternal and civic organizations, corporations and businesses.
2. The Statewide Community Services Coordinator may also use the following means of recruitment: internet (including DJS web site, and DJS social media) brochures, flyers, newspapers, business newsletters, bumper stickers, give away products, DJS and community newsletters, and other correspondence.
3. Annually, the Statewide Community Services Coordinator will develop a recruitment plan to meet the requested needs of each facility/office. Recruitment efforts shall be documented within the plan.

D. **Application**

1. The Statewide Community Services Coordinator shall request that each prospective volunteer complete a **Volunteer and Intern Application Packet (Appendix 1)** that includes, but is not limited to:
 - a) Volunteer and Internship Application;
 - b) Volunteer and Intern Contract;
 - c) Request for Criminal Background Check; and
 - d) Child Protective Services Release of Information Form.

2. DJS may not select a volunteer who refuses or fails to complete a **Volunteer and Intern Application Packet**.

E. Screening

1. The Statewide Community Services Coordinator or designee shall conduct an initial face-to-face interview with a potential volunteer to ensure the services offered by the potential volunteer matches a youth's needs and supports the DJS mission, vision and core values.
2. The Statewide Community Services Coordinator shall require each volunteer to undergo a criminal background check that includes fingerprinting and investigation of any gang affiliation in accordance with the *Background Investigations Policy*. The results are entered into the Volunteer database by the staff from the Office of the Inspector General.
3. A criminal background checks and fingerprinting for each volunteer shall be completed.
4. The Statewide Community Services Coordinator and Volunteer Liaisons shall use the information obtained from the application review process, the background screening process, and the face-to-face interview to determine if a volunteer applicant is approved.
5. An applicant shall be rejected or terminated if he/she provides any false information.
6. DJS shall maintain its right to reject, terminate, or deny a volunteer placement within a Volunteer Services Program for any reason.
7. If a volunteer(s) is providing a professional service they must provide a copy of their credentials, certification or license. This documentation shall be maintained in the Statewide Community Services Coordinator volunteer files.

F. Orientation and Training

1. The Statewide Community Services Coordinator may not permit a volunteer to perform any services prior to completion of an orientation.
2. Each volunteer during the orientation will receive and review the following DJS policies:
 - a) Confidentiality;
 - b) Elimination and Reporting of Sexual Abuse and Harassment;
 - c) Incident Reporting-Residential and Community Operations;
 - d) Reporting and Investigating Child Abuse and Neglect; and
 - e) Sexual Harassment and Discrimination
3. Upon completion of the orientation the volunteer must sign the Volunteer and Intern Contract to acknowledge understanding of the facility, policies and training received.
4. Volunteers who are placed in a DJS facility are provided with training for safety and security. Student interns are provided an orientation with the Volunteer Liaison at the community office of placement.

5. Each facility and office has a designated Volunteer Liaison who will attend the orientation and supervise the volunteer once placed.

G. Volunteer Identification

1. Each volunteer working in a facility or office will be issued a self-adhesive name tag to wear while volunteering.
2. The facility will maintain a notebook in central control with each volunteer(s) identification record that includes a photograph, address, current telephone number and volunteer schedule.

H. Assignment

1. The Statewide Community Services Coordinator shall interview the prospective volunteer to determine the suitability for the assignment, job duties and expectations and to accept or reject a volunteer's placement. The Volunteer Liaison interviews interns who are placed in facilities or offices.
2. The Statewide Community Services Coordinator shall base an assignment on the needs of the program, and the volunteer's interests and capabilities.
3. The Statewide Community Services Coordinator may not permit a volunteer to select an assignment with a particular youth.
4. A youth's relative may not be permitted to serve as a volunteer in the facility where the youth is a resident.
5. DJS may allow a volunteer to provide professional services (*i.e.* cosmetology, barbering) if a volunteer is state certified/licensed to perform such services. An individual enrolled in an accredited educational/vocational program, under the supervision of a Maryland certified/licensed professional may also be permitted to provide professional services.
6. The Statewide Community Services Coordinator and the Superintendent or Supervisor for the Region shall be responsible for approving or disapproving a volunteer.

I. Responsibilities of the Volunteer. The Volunteer shall:

1. Read and sign the Volunteer and Intern Contract;
2. Acknowledge that he/she has agreed to work without financial compensation or reimbursement;
3. Enhance the work of staff and assist in developing good teamwork;
4. Maintain a professional and positive attitude toward the volunteer work, the supervisor, colleagues, the youth and families with whom he/she interacts and the public;
5. Adhere to all applicable DJS Policies and Procedures and the DJS Standards of Conduct, including the departmental dress code;
6. Recognize and respect the cultural, economic and educational background, race, religion and value differences in people;
7. Maintain a professional relationship with the youth and families with whom he/she works;
8. Sign in and out at the designated facility or office for each day worked to ensure the accurate and timely reporting of completed volunteer hours;

9. Be physically and mentally capable of performing the duties or services requested of them; and
10. Seek clarification/resolution from the Volunteer Liaison when needed.

J. Volunteer Liaison

1. A Volunteer Liaison shall:
 - a) Provide the volunteer with essential information and orientation to the assigned facility and/or office;
 - b) Complete and update the volunteer agreement forms and maintain a working volunteer file, as applicable;
 - c) Provide effective training to include specific instructions on assigned job duties, responsibilities, job expectations, relevant rules, procedures and security issues;
 - d) Provide each volunteer with guidance, supervision and feedback.
 - e) Recognize and demonstrate appreciation of the volunteer's work;
 - f) Respect the volunteer's opinion and accept constructive suggestions;
 - g) Meet with each assigned volunteer on a regular basis;
 - h) Complete and submit each volunteer evaluation form required by the Department;
 - i) Maintain a time sheet for each volunteer to track the number of service hours completed;
 - j) Complete an Employee's First Report of Injury Form (found at: http://intranet/assets/pdfs/forms/first_report_of_injury_supplement.pdf) for each volunteer injured while performing volunteer services and submit the form for record keeping purposes to Statewide Community Services Coordinator and the Office of Human Resources;
 - k) Report any information regarding a donation to the Statewide Community Services Coordinator;
 - l) Maintain a copy of the signed Statewide Community Services Coordinator compliance agreement; and
 - m) Provide each volunteer with guidance, supervision and feedback.

K. Evaluation of a Volunteer

1. DJS may provide a verbal evaluation to a volunteer upon the completion of the volunteer service to DJS.
2. The assigned Volunteer Liaison or the Statewide Community Services Coordinator shall provide a volunteer with twelve (12) or more months of service, written feedback on their delivery of service and compliance with unit protocols/procedures.
3. A student intern shall receive a written evaluation upon the completion of the volunteer service to DJS.
4. The Statewide Community Services Coordinator may conduct an Exit Interview with a volunteer to establish:
 - a) The quality of the volunteer experience; and
 - b) The number of service hours including the start and end date.

5. A volunteer's evaluation shall include, but not be limited to his/her:
 - a) Delivery of services;
 - b) Professional interaction with youth, the youth's family, staff and the public;
 - c) Ability not to discriminate against others;
 - d) Adherence and compliance with attendance/punctuality guidelines and reporting procedures; and
 - e) Adherence to DJS's confidentiality agreement.
6. Each volunteer shall complete a **Youth Tracking Form (Appendix 2)** after each contact to document the activity with the youth and provide feedback. The volunteer may make suggestions regarding the establishment of policy and procedure for the volunteer service program. The form shall be forward to the Statewide Community Services Coordinator within 5 business days.

L. Termination of Volunteers. A volunteer(s) services may be terminated, postponed, suspended or receive a reduction in hours when there is a documented reason for doing so which may include, but is not limited to:

1. Violation of DJS's confidentiality agreement;
2. Violation of DJS's policies and standards;
3. Violation of federal, state or local laws;
4. Involvement in activities or behaviors that threaten the order, safety and security of the work site, staff, youth, other volunteers or the public;
5. Failure to comply with attendance expectations;
6. Conflict of interest;
7. Involvement in illegal activity; or
8. Overall unsatisfactory performance.

M. Record Keeping

1. The Statewide Community Services Coordinator shall maintain the application and documentation for all volunteers in the DJS volunteer services database.
2. The DJS Office of the Inspector General shall maintain the results of the background fingerprint check for each volunteer according to *Background Investigations policy and procedures* and the *DJS Retention Schedule*.

N. Volunteer Recognition and Evaluation Program

1. The Statewide Community Services Coordinator may hold an Annual Volunteer Recognition program, when funding permits, to acknowledge volunteers for their contributions to local DJS programs.
2. A Regional Director or Superintendent may implement recognition programs to acknowledge volunteers for their contributions to DJS.
3. The Community Services Coordinator will meet with the volunteers annually to solicit suggestions for program improvement and to conduct surveys of overall satisfaction of the volunteer programs.

O. Use of State Vehicles

A volunteer may not drive a state vehicle. State vehicles shall be driven only by state officials and authorized employees according to the Maryland Vehicle Fleet Management Policies (See at: <http://intranet/assets/pdfs/forms/fleet-mgmt-manual.pdf>.)

P. Donations

1. The Statewide Community Services Coordinator shall ensure donations are processed according to the *Gifts and Grants Acceptance Policies and Procedures* promulgated by the state Department of Budget and Management. (See at: <https://dbm.maryland.gov/budget/Documents/operbudget/ggacc.pdf>)
2. Volunteers may not accept donations, including money, goods or services from or on behalf of a youth or staff of DJS.
3. The volunteer shall forward any information regarding a donation to the Volunteer Liaison and Statewide Community Services Coordinator.

IV. RESPONSIBILITY

Superintendents and Regional Directors are responsible for implementation and compliance with this procedure.

V. INTERPRETATION

The Deputy Secretary of Operations shall be responsible for interpreting and granting any exceptions to this procedure.

VI. LOCAL OPERATING PROCEDURES REQUIRED

No

VII. DIRECTIVES/POLICIES REFERENCED

- A. Foster Grandparents Program Policy and Procedure
- B. Background Investigations Policy and Procedure
- C. Record Retention Schedule
- D. Maryland Vehicle Fleet Management Policies (See at: <http://intranet/assets/pdfs/forms/fleet-mgmt-manual.pdf>)
- E. DBM Gifts and Grants Acceptance Policies and Procedures (See at <http://dbm.maryland.gov/agencies/operbudget/Documents/ggacc.pdf>)

V. APPENDICES

All forms can be found on the intranet under Forms/Youth Related/Volunteer Services.

1. Volunteer and Internship Application Packet
 - a. Application
 1. Individual Volunteer application;
 2. Group Volunteer application; or
 3. Intern application
 - b. Volunteer and Intern Contract
 - c. Request for Criminal Background Check
 - d. Child Protective Services (CPS) Release of Information Form
2. Youth Tracking Form

DJS POLICY AND STANDARD OPERATING PROCEDURES

Statement of Receipt and Acknowledgment of Review and Understanding

SUBJECT: Volunteer Services
NUMBER: OPS-908-14
APPLICABLE TO: All Staff
REVISED: October 1, 2018

I have received and reviewed a copy (electronic or paper) of the above titled policy and procedures. I understand the contents of the policy and procedures.

I understand that failure to sign this acknowledgment form within five working days of receipt of the policy shall be grounds for disciplinary action up to and including termination of employment.

I understand that I will be held accountable for implementing this policy even if I fail to sign this acknowledgment form.

SIGNATURE

PRINT FULL NAME

DATE

WORK LOCATION

If you are a DJS employee, send the original, signed copy to the Director of the DJS Office of Human Resources for placement in your personnel file. If you are a volunteer, send the original, signed copy to the Statewide Community Services Coordinator for placement in your file.