MARYLAND DEPARTMENT OF JUVENILE JUSTICE

SECRETARY'S DIRECTIVE

OPI: **Office of Restorative Justice Operations – Community Resource Development**
NUMBER: **SD E4710-02-01**
EFFECTIVE DATE: **8/20/02**
SUBJECT: **Volunteer Services Policy**

1. PURPOSE AND SCOPE. The Department of Juvenile Justice (DJJ) Secretary establishes this Volunteer Services Policy Directive to set forth standard procedures and departmental guidelines for DJJ staff and volunteers to follow in the authorization and management of a Volunteer Services Program.

2. POLICY. It is the Department of Juvenile Justice policy that staff shall be assigned to develop and maintain a Volunteer Services Program in each facility and Area Office that maintains the safety of youth and encourages citizen involvement in the provision of services to youth and DJJ Operations under the authority of the Secretary. By enlisting competent volunteers from the community, DJJ will expand the use of community resources, supplement and enrich the scope of available programs and increase public understanding of the Juvenile Justice System. The Office of Community Resource Development (OCRD) in cooperation with DJJ Administrators shall administer a Volunteer Services Program consistent with the DJJ Mission, Vision and Core Values.

3. PROGRAM OBJECTIVES. The expected results of this policy are that DJJ:

a. Establishes a uniform statewide process to recruit, screen, train, assign, support and supervise volunteers;
b. Recruits competent, caring, and committed volunteers, student interns and mentors 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 DJJ;
c. Participates in community events and government initiatives to broaden the public's understanding of Maryland's Juvenile Justice System and to expand services to DJJ youth and their families; and
d. Documents all volunteer qualifications, hours and activities.

4. AUTHORITY.

a. Annotated Code of Maryland, Article 83C, §2-117; §2-118.
b. Annotated Code of Maryland, Article 3-8A-27.
c. Annotated Code of Maryland, Family Law Article §5-704.
d. Maryland Standards for Juvenile Detention Facilities.
e. DJJ Policy 03.33, Criminal Background and Investigations.
f. DJJ Standards of Conduct.
g. DJJ Policy 01.01.18, State Vehicle Fleet.
h. COMAR 01.04.04

5. DEFINITIONS.

a. *Administrator* means a DJJ staff with the principle administrative and supervisory responsibilities to manage a DJJ Program or Office.

b. *Foster Grandparent* means an individual who is at least sixty (60) years old and participates in the Federal Corporation for National Service Program to provide supportive, person-to-person service to children having exceptional or special needs.

c. *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 of time. 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.

d. *On-Site Supervisor* means a DJJ staff person with the responsibility of providing day-to-day supervision of a volunteer or an intern.

e. *Statewide Volunteer Activities Coordinator* means a DJJ staff member who is responsible for the coordination of statewide DJJ volunteer services.

f. *Student Intern* means an individual 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 DJJ operations.

g. *Volunteer* means an individual at least twenty-one (21) years of age who has successfully completed the Volunteer Application Process and has been approved by the Department to donate service hours to youth, their families and DJJ Operations in order to promote youth to live productive lifestyles. Incorporated in this definition are foster grandparents, mentors, student interns, profit or non-profit groups, faith-based organizations, colleges and universities. An individual or a group, who donates services to DJJ on an occasional basis (one to three [1-3] times per year and does not have unsupervised involvement with youth, is not a volunteer.

h. *Volunteer Activities Coordinator* means a DJJ staff member classified as such whose primary responsibility is to implement and manage a local Volunteer Services Program.

i. *Volunteer Liaison* means a DJJ staff member assigned by an Administrator to perform the additional duties of implementing and managing local volunteer programs.

6. ACTION REQUIRED.

a. Recruitment

(1) OCRD shall recruit appropriate volunteers from all cultural, ethnic, religious, educational and socioeconomic groups in the community.

(2) OCRD shall recruit volunteers with interests and abilities that match the identified needs of the youth under the authority of the Secretary and DJJ Staff.

(3) The DJJ may not permit an employee to volunteer in a capacity similar to his/her job classification or function.

b. Recruitment Strategies

(1) Recruitment Strategies may include recruiting at colleges, conferences, workshops, community meetings, fraternal and civic organizations, corporations and businesses.

(2) OCRD may use the following means of recruitment: internet (including DJJ web site) brochures, flyers, newspapers, business newsletters, bumper stickers, give away products, DJJ and community newsletters, and other correspondence.

c. Application

(1) OCRD shall request that each prospective volunteer complete a DJJ Volunteer Application Packet that includes, but is not limited to:
- (i) The DJJ Volunteer Application;
- (ii) An Acknowledgement of Fingerprints and Criminal Background Check;
- (iii) The Federal Bureau of Investigation Fingerprint Card;
- (iv) The State of Maryland Department of Public Safety and Correctional Services Application for Criminal Record Check Form;
- (v) A Criminal Background Investigation; and
- (vi) The Child Protective Services Release of Information Form, where applicable.

(2) DJJ may not select a volunteer who refuses or fails to complete a Volunteer Application Packet.

d. Screening

(1) At least one (1) OCRD staff 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 DJJ's Mission, Vision and Core Values.

(2) OCRD shall require each applicant to undergo a criminal background check that includes fingerprinting and reference checks. OCRD shall forward the volunteer's fingerprint cards to DJJ's Office of Personnel Management. DJJ Staff shall process fingerprint cards according to DJJ Policy 03.33 (Criminal Background Investigations).

(3) Each volunteer shall provide a written statement stating he/she does not have a communicable disease.

(4) DJJ shall conduct reference checks and fingerprinting on each applicant prior to acceptance or job assignment to assist in determining eligibility.

(5) OCRD and DJJ Administrators shall use the information obtained from the Application Review Process, reference sources and a face-to-face interview to determine if a volunteer is an individual of integrity, high behavioral standards, respectful of others and reliable.

(6) DJJ shall reject a prospective volunteer or terminate a volunteer if he/she provides any false information.

(7) DJJ shall maintain its right to reject, terminate or deny an applicant's placement within a Volunteer Services Program for any reason.

e. Orientation and Training

(1) OCRD may not permit a volunteer to perform volunteer services unless he/she has received orientation of the DJJ Mission, Vision and Core Values.

(2) OCRD shall require that each student intern and mentor complete the orientation and training program developed by OCRD and DJJ's Office of Professional Development and Training.

f. Volunteer Identification Card

(1) DJJ may issue Volunteer Identification Cards to volunteers.

(2) A Volunteer Identification Card shall automatically expire after one (1) year of issuance or in accordance with the terms set forth on the identification card.

(3) OCRD shall maintain a copy of the Volunteer's Identification Card in his/her Volunteer Services File.

(4) OCRD shall require that each volunteer returns his/her Identification Card to the On-Site Supervisor or Designee at the completion of his/her term of service.

(5) The On-Site Supervisor shall forward each Volunteer Identification Card received to the OCRD or Designee for placement in the volunteer's file.

g. Assignment

(1) The Volunteer Activities Coordinator/Liaison and the On-Site Supervisor shall interview the prospective volunteer to determine his/her suitability for the assignment, job duties and expectations and to accept or reject a volunteer's placement.

(2) The On-Site Supervisor shall base an assignment on the needs of the program, and the volunteer's interests and capabilities.

(3) The Volunteer Activities Coordinator/Liaison may not permit a volunteer to select an assignment to a particular youth.

(4) A youth's relative may not be permitted to serve as his/her volunteer or in the facility where the youth is a resident. Exceptions are subject to the approval of the Director of OCRD.

(5) DJJ may allow a volunteer to provide professional services (ie. 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 Volunteer Activities Coordinator and the Administrator for the Area or Program shall be responsible for approving or disapproving an applicant.

h. Responsibilities of the Volunteer. The Volunteer shall:

(1) Read and sign DJJ's Confidentiality and Compliance Agreement Forms;

(2) Acknowledge that he/she has agreed to work without financial compensation unless receiving an agreed upon stipend or tuition reimbursement;

(3) Enhance the work of staff and assist in developing good teamwork;

(4) Maintain a professional and positive attitude toward volunteer work, his/her supervisor, colleagues, the youth and families with whom he/she interacts and the public;

(5) Adhere to DJJ 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 volunteer work site for each day worked to ensure the accurate and timely reporting of volunteer hours completed;

(9) Be physically and mentally capable of performing the duties or services requested of them; and

(10) Seek clarification/resolution from the On-Site Supervisor when needed.

i. Responsibilities of the Administrator and On-site Supervisor

(1) An On-Site Supervisor shall:
- (i) Provide the volunteer with essential information and orientation to the assigned facility and/or program;
- (ii) Complete and update the volunteer agreement forms;
- (iii) Inform the volunteer of the expectations and limitations of an assigned position;
- (iv) Provide realistic, effective training;
- (v) Recognize and demonstrate appreciation of the volunteer's work;
- (vi) Respect the volunteer's opinion and accept constructive suggestions;
- (vii) Meet with each assigned volunteer on a regular basis;
- (viii) Complete and submit each volunteer evaluation form required by the Department;
- (ix) Maintain a time sheet for each volunteer to track the number of service hours completed;
- (x) Complete an Employee's First Report of Injury Form for each volunteer injured while performing volunteer services and submit the form for record keeping purposes to OCRD and the Office of Personnel;
- (xi) Report any information regarding a donation to OCRD; and
- (xii) Arrange for renewal, as needed, of the Volunteer Identification Card prior to the expiration date.

(2) An Administrator and On-Site Supervisor shal1:
- (i) Provide each assigned volunteer job specific instructions on assigned job duties, responsibilities, job expectations, relevant rules, procedures and security issues;
- (ii) Maintain a copy of the signed OCRD Compliance Agreement; and
- (iii) Provide each volunteer with guidance, supervision and feedback.

j. Evaluation of a Volunteer

(1) DJJ may provide a verbal evaluation to a volunteer upon the completion of his/her volunteer service to DJJ.

(2) The assigned On-site Supervisor, Volunteer Activities Coordinator or Volunteer Liaison 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 his/her volunteer service to DJJ.

(4) A Volunteer Activities Coordinator/Liaison may conduct an Exit Interview

with a volunteer to establish:
(i) The quality of the volunteer experience; and
(ii) 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:
(i) Delivery of services;
(ii) Professional interaction with youth, the youth's family, staff and the public;
(iii) Ability not to discriminate against others;
(iv) Adherence and compliance with attendance/punctuality guidelines and reporting procedures; and
(v) Adherence to DJJ's Confidentiality Agreement.

k. Termination of Volunteers. A volunteer may be terminated, receive a reduction or suspension of volunteer services for any reason, including the following:
(i) Violation of DJJ's Confidentiality Agreement;
(ii) Violation of DJJ's Policies, Standards or Regulations;
(iii) Violation of Federal, State or Local laws;
(iv) Involvement in activities or behaviors that threaten the order, safety and security of the work site, staff, youth, other volunteers or the public;
(v) Failure to comply with attendance expectations;
(vi) Conflict of interest;
(vii) Involvement in unethical activity; or
(viii) Overall unsatisfactory performance.

l. Record Keeping

(1) OCRD shall maintain the application and documentation for all DJJ volunteers in their official Volunteer Services File.

(2) The Office of Personnel Management shall maintain the results of the background fingerprint check for each DJJ volunteer according to Department of Budget and Management standards.

m. Volunteer Recognition Program

(1) ORCD shall be responsible for the development and coordination of DJJ's Annual Volunteer Recognition Program.

(2) An Administrator may implement programs to acknowledge volunteers for their contributions to local DJJ programs.

n. Use of State Vehicles

In accordance with DJJ policy 01.01.18 (State Vehicle Fleet), vehicles shall be driven only by State Officials and authorized employees. Therefore a volunteer may not drive a State Vehicle.

o. Donations

(1) OCRD shall ensure donations are processed according to the standards promulgated by the Department of Budget and Management.

(2) Volunteers may not accept donations, including money, goods or services from or on behalf of a youth or staff of DJJ.

(3) The volunteer shall forward any information regarding a donation to his/her On-site Supervisor and Administrator.

7. EFFECTIVE DATE.

This directive is effective on _8/20/02_ and shall remain in effect until rescinded by the Secretary.

8. DIRECTIVES/POLICIES AFFECTED.

a. Directives/Policies Rescinded - **(None)**

b. Directives/Policies Referenced - **01.16.28 (Foster Grandparents Program Policy)**
03.33 (Criminal Background Investigation)
01.01.18 (State Vehicle Fleet)

9. FAILURE TO COMPLY.

Failure to obey a Secretary's Directive and/or policy issued with this document shall be grounds for disciplinary action up to and including termination of employment.

Bishop L. Robinson
Secretary

Appendixes - **(None)**