

## VOLUNTEERS IN PROBATION PROGRAM

- AUTHORITY:** Administrative Directive  
Fair Labor Standards Act
- RESCINDS:** Procedure Manual Item 1-2-102, dated 09/27/10
- FORMS:**
- |  |              |
|--|--------------|
| Juvenile Hall I.D. Card                              | (F057-6301B) |
| VIP Funds Request Form                               | (F0502-8035) |
| Visit Authorization, One Time Only                   | (F0502-8098) |
| Asbestos Notification Summary                        | (F057-9091)  |
| Asbestos Notification                                | (F057-9092)  |
| Confidential Application-Reference Letters           | (VIP-2)      |
| Acknowledgement of Advisements                       | (VIP-1)      |
| VIP Card   | (F057-8046)  |
| No Driving Waiver                                    | VIP 4        |
| VIP Referral form                                    | (VIP-3)      |
| Welcome Letter                                       | (VIP-5)      |
| Non-Acceptance Letter                                | (VIP-6)      |
| CORI Form  | (VIP-7)      |
| Information Tech Usage Policy/Acknowledge Form       | (VIP-8)      |
| Religious Preference-Minor in a Juvenile Institution | (F057912910) |
| Visit Authorization, One Time Only                   | (F0502-8098) |
| Parental/Medical Consent Form                        | (F057-8058)  |
- PURPOSE:** To establish procedures for acquiring, screening and utilizing-Volunteers in Probation (VIP) throughout the Department. To establish guidelines for the use and supervision of VIPs.

### I. GENERAL INFORMATION

#### A. VIP Coordination and Supervision

1. The **VIP** Program is staffed by deputized probation employees designated as Volunteer Coordinators and administrative Volunteer Probation Officers (VPOs).
2. The Volunteer Coordinators are responsible for coordinating all volunteers in the Department.
3. A unit clerk provides support services.

#### B. General Guidelines for all VIPs

1. No volunteer may exercise physical restraint unless personal or probationer safety is in jeopardy.
2. No volunteer may use handcuffs in the transportation of probationers.

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 probationers.
4. Volunteers are not to endanger the health and safety of probationers. 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 job assignments.
6. Volunteers are to keep their relationships with minors appropriate and professional at all times.

C. Monitoring VIPs

1. Annual Chronos

The Volunteer Coordinators will be responsible for a chrono on each volunteer annually. The Volunteer Coordinators should contact the VIP's immediate supervisor and/or religious clergy for information on their performance.

2. Service Hours

Service hours from VIP assignments are recorded in the Volunteer Database by Volunteer unit staff. The Volunteer Coordinators will maintain a record of the accumulated VIP service hours to be included in the Unit's quarterly reports and the Annual Orange County Volunteers Survey.

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 to six** months.

4. Terminations

- a. Unsatisfactory performance or policy/program violations with input from VIP's supervisor.

- (1) If a VIP does not perform satisfactorily, staff must bring the matter to the attention of the VIP's immediate supervisor.
- (2) Under no circumstances are staff 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 VIP coordinators 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 Volunteer Coordinators.

c. Volunteer Unit Coordinator's discretion.

## II. PROCEDURE

### A. Recruiting, Training, and Screening of Volunteers in Probation

#### 1. Recruitment

VIP applicants are recruited from colleges and universities, posted VIP flyers, referrals from the religious ministries, by word-of-mouth, newspaper, TV/radio and Internet.

#### 2. Training

- a. VIP applicants must attend the General Information Meeting (GIM).
- b. GIMs are conducted monthly and are approximately 2 hours in length.
- c. Applicants learn about the role of the Probation Department in the community, volunteer opportunities and the minimum requirements to become a VIP and are trained in regards to policies and procedures.
- d. Applicants receive a VIP Manual, which includes an application, reference form letters, policy on Criminal Offender Record Information (CORI), Juvenile Court Policy on Confidentiality, general overview of the Probation Department's policies and guidelines and steps involved to become a VIP.

#### 3. Screening Interview

Interested applicants contact and schedule a screening interview with the Volunteer Coordinators.

- a. The applicant brings a completed application, Drivers' License, Social Security card, two reference letters, proof of insurance; TB skin test with a negative results or a chest X-ray stating the results are "clear."
- b. The applicant signs an authorization to conduct a local records check, and the following forms: an Asbestos Statement (F057-9092), Acknowledgement of Advisement (VIP-1); a No Driving Waiver (VIP-2), (if applicable); CORI form and has two I.D. pictures taken.
- c. The applicant is interviewed by the Volunteer Coordinators to determine strengths, skills, motivation for volunteer work as well as other factors for consideration.
- d. The VIP applicant is LiveScan fingerprinted.
- e. As a general guideline, applicants will be disqualified if, within the past [REDACTED], they used drugs and/or are on any kind of [REDACTED] (including [REDACTED]). Maturity, life experience and availability are all considerations for the position.
- f. The frequency and severity of any prior arrests and drug usage will be evaluated on a case-by-case basis. The Volunteer Coordinator(s) and the Unit Supervisor will determine an applicant's eligibility and suitability.
- g. VIP opportunities are discussed and initial assignments determined.
- h. After completion of the background clearance, a Welcome Letter (VIP-3) is sent with their VIP Card (F057-8046.12) and instructions regarding their initial assignment. Protestant Chaplaincy Ministry (PCM) VIPs are required to complete additional training provided by PCM prior to receiving their VIP Card and initiating services.
- i. If not cleared, a Non-Acceptance Letter (VIP-4) is sent informing the applicant of their application status.

## B. Types of VIP Assignments

Volunteers assume duties in the general areas of administrative support, institutional, 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 staff, with supervisory approval, the volunteer coordinators select and assign qualified volunteers to administrative and special projects.

## 2. Institutional VIPs

- a. Volunteers in all probation institutions are deployed to broaden the educational, recreational, social and cultural experiences of the minors.
- b. This deployment may involve working with individuals or groups of minors 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 minors. Activities of religious volunteers are described in **Procedure Manual Item (PMI) 3-1-009 (Meeting the Religious and Spiritual Needs of Minors in Probation Institutions)**. While incarcerated, minors may request religious continuity of care by completing a Religious Preference Form indicating desire to have contact with a religious VIP following his/her release from custody.
- d. Institutional staff will facilitate the active use of VIP services.
- e. The minor's involvement with volunteer services offered at any of the institutions is strictly voluntary.
- f. Under no circumstances shall coercive techniques be employed by staff to obtain the probationer's participation in volunteer activities.

## 3. Field Services VIPs

VIPs in Field Services provide assistance to adult and juvenile probationers 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 probationer 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 probationer and family by the assigned **DPO**.
- (5) For juvenile assignments the Parental Consent Form (F0502-8058.2) is to be retained in the case file and a copy to be given to the parents or guardian and the assigned VIP.
  - (a) Responsibility for the completion of the 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 minor.

#### 4. Student Intern (VIP)

- 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 staff.
- 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. Students 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.

#### C. Requesting, Assigning, Reassigning and Supervising VIPs in Institutions

1. Requesting

- a. All volunteers utilized by staff in any Probation Department program must be approved by the Volunteer Coordinators.
- b. All institutional requests for volunteer services are to be submitted to the Volunteer Coordinators through the chain of command via email.
- 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 Institutional/Unit VIP Coordinators also initiates inquiries through **ADDs** and Supervising Juvenile Correctional Officers (**SJCOs**) on the possible use of volunteers in their divisions.

2. Assigning/Reassigning

- a. Once a VIP clears background, they are assigned to an Institutional VIP Coordinators. The Volunteer Services Unit Volunteer Coordinators then forwards personal background information to the Institutional Coordinators and a welcome letter with assignment instructions is sent to the VIP. The VIP then contacts the Institutional Volunteer Coordinators to begin their volunteer service.
- b. An SJCO, ADD or Religious Clergy may request the Volunteer Coordinators reassign a VIP if they no longer meet the needs of the assignment.

3. Supervising

- a. Institutional volunteers are to be directly supervised at all times by staff when on institutional grounds. Staff must assure that rules and regulations regarding security, safety and confidentiality are followed.
- b. Staff may request to see a valid VIP Identification Card (F057-8046.12), which should be in the possession of the VIP.
- c. VIPs assigned to Juvenile Hall must have the Juvenile Hall I.D. card (F057-6301B), provided by Juvenile Hall.

D. Requesting, Reassigning and Supervising-Field Services

1. Requesting

- a. Requests for field services volunteers (adult and juvenile) are to be emailed to the VIP Coordinators and Field Unit supervisor.

- b. The Volunteer Coordinators will respond to staff 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 Volunteer Coordinators must be notified of any change.

3. Supervising

- a. The requesting staff member will be responsible for the actual supervision and training of each volunteer.
- b. Any unusual incidents which occur must be documented and the unit's SPO must be immediately notified.
- c. A copy of any documented incident must be forwarded to the Volunteer Coordinators for inclusion in the VIP file.
- d. Active VIPs are required to maintain a monthly record of hours regarding volunteer activities and to submit them each month on a Post Card VIP Hours form (F0502-8040).

- E. Special Conditions and Procedures

1. Institutions - "One Time Only"

Members of the community are occasionally involved in some institutional activity.

- a. The Institutional 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 institutional staff and the VIP coordinators.
- c. These individuals must have an approved Juvenile Institution Volunteer Authorization form (F0502-8098) on file when entering the institution.

2. Volunteer Visiting

- a. Field Services Volunteers may visit their assigned probationers at a County institution (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 institutional receptionist if the assigned deputy approves the visit.

### 3. Confidentiality of Record Information

- a. To insure compliance of confidentiality requirements, all volunteers are provided with a copy of and must acknowledge the receipt of:

- (1) A summary of the Juvenile Court Order Regarding Confidentiality of Juvenile Records Information.

- (2) A summary of the Department's guidelines regarding the release of restricted adult Criminal Offender Record Information (CORI)

- 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 probationer 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 Volunteer Coordinators must be notified of any inappropriate behavior immediately.

## F. Supervision of Minors during Field Outings

### 1. Supervision of Minors by VIPs during Institutional Field Outings

DD/ADD approval is required for all institutional furloughs. It is strongly encouraged that a VIP partner is utilized in all situations.

- a. Prior to field outings, the minor'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 minor's behavior become disruptive or beyond control. The VIP will notify institutional staff 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 furlough activities.
2. Supervision of Out of Custody Minors by VIPs during Field Outings SPO approval is required for all outings. It is strongly encouraged that a VIP partner is utilized in all situations.
    - a. Prior to field outings, VIPs are to inform the minor, 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 minor'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. Institutional Field Outings
  - a. In extreme emergency situations, volunteers should first call 911 (police, fire and/or paramedics) and then call the institution where the minor is housed.
  - b. During business hours (Monday-Friday, 8:00 a.m.-5:00 p.m.), the **DDs** of the institution or unit where the minor is housed will be notified immediately. On evenings and weekends, the Juvenile Hall Duty Officer 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 institutional staff.
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 minor, the minor'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 minor.
- d. In the event a parent or guardian cannot be reached, contact should be made with the assigned DPO, as well as the SPO 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. Volunteers in Probation who are authorized to transport minors by the **DD** of the **Training and** Volunteer Services Unit or a designee:
  - a. Should have in their possession proper identification such as VIP card or Juvenile Hall Identification 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 Volunteer Coordinators of any changes.
  - d. Must obtain Parental Consent Form (F0502-8058.2) and a Medical Consent Form (F0502-8058.2) prior to transporting minor.
- 2. VIPs are not permitted to drive County vehicles.
- 3. Transportation Out of County:
  - a. Minors are not to be taken out of Orange County without special permission from supervisory staff, and where appropriate, coordinated with the assigned **DPO**.
  - b. It is the responsibility of the staff member 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 minor runs away during an outing. The assigned **DPO** should be notified as well as the **DD(s)** of the institution or unit where the minor is assigned.

**REFERENCES:**

- |            |         |  |
|------------|---------|--|
| Procedure: | 1-1-101 | <b>Access</b> and Release of Criminal Offender Record Information (CORI) |
| Policies:  | B-1     | Case Confidentiality-Client's Right to Privacy                           |
|            | E-8     | Volunteers   |
|            | E-9     | Use of Resources for Minors, Parental Consent <b>and</b> Field Trips.    |

J. Medina

**APPROVED BY:**