

VOLUNTEER PROBATION OFFICER PROGRAM

- AUTHORITY:** Administrative Directive
- RESCINDS:** Procedure Manual Item 1-2-104, dated 2/10/97 (Major Revision)
- FORMS:**
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| Acknowledgment of Advisement | (HRS Form) |
| Asbestos Notification Sign-Off | (HRS Form) |
| Authorization to Drive Personal Vehicle on County Business | (HRS Form) |
| Emergency Notification Information | |
| Network User Access Request | |
| Policy Manual Review Sign-Off | (HRS Form) |
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<u>VPO Specific Forms:</u> | |
| Acknowledgment of Advisements Application | (TVS Form) |
| Application Process Agreement | (TVS Form) |
| Assignment Preference Form | |
| Authorization for Release of Information | (TVS Form) |
| Case Confidentiality – Clients Rights to Privacy (CORI) | (TVS Form) |
| CLETS Employee Volunteer Statement | |
| County of Orange EEO and Anti-Harassment Policy | (TVS Form) |
| Dress, Grooming and Personal Appearance | (TVS Form) |
| Information Technology Usage Policy | (TVS Form) |
| Non-Acceptance Letter | (TVS Form) |
| Performance Evaluation | - (TVS Form) |
| Prison Rape Elimination Act (PREA) Acknowledgment Reference Form | |
| Request for Volunteer Probation Officer | (TVS Form) |
| Ride-Along Terms, Conditions and Release of Liability Agreement | |
| VIM Attendance and Evaluation Welcome Letter | (TVS Form) |
- PURPOSE:** To establish procedures for the Volunteer Probation Officer (VPO) Program.

I. GENERAL INFORMATION

- A. The VPO Program is staffed by the Strategic Development Division's Training and Volunteer Services (TVS) Unit Volunteer Services Coordinator (VSC) and an Administrative Manager I.
- B. The TVS Office Specialist provides support services.
- C. Volunteer Probation Officers (VPOs) assigned to the TVS Unit are supervised by the TVS Unit VSC.

II. INITIAL PROCESS

A. Recruiting

1. VPO applicants are recruited from the following: colleges, universities, community groups, individual and organizational mailings, special event activities (e.g., the Orange County Fair), and personal contact via department and volunteer staff.
2. Recruitment flyers are posted on the Probation Internet.

B. Orientation and Qualifications

1. Potential VPOs must attend a special Volunteer Probation Officer Volunteer Information Meeting (VIM).
 - a. VPO VIMs are scheduled based on the needs of the department.
 - b. Recruitment notices are posted on the Eventbrite for applicants to register to attend VIMs.
 - c. Applicants learn about the role of the Probation Department in the community, the role of the VPO and the minimum requirements to become a VPO during the VIM.
 - d. During the VIM, applicants receive a VPO manual that outlines the duties, potential placements and department policies and procedures applicable to the role of a deputy probation officer (DPO).
2. Minimum Qualifications to be a VPO:
 - a. Be at least twenty-one 21 years of age
 - b. Be a United States Citizen
 - c. Have a valid California Driver's License
 - d. Commit to being a VPO for at least one year

C. Prescreen

1. Applicants who attend the VPO VIM are emailed the Volunteer Application and Authorization for Release of Information forms by the VSC.
2. The VSC sends the completed Volunteer Application and Authorization for Release of Information to the Professional Standards Division (PSD) Background Investigations Unit for the prescreening.
 - a. If the Background Unit determines that the applicant is not cleared or disqualified from proceeding further in the process, they will notify the VSC who will send a non-acceptance letter to the volunteer candidate.

- b. If the Background Unit clears the applicant to proceed further in the process, they will notify the VSC who will email the volunteer candidate to contact the VSC to schedule for a panel interview and bring the required documents.
 - c. VPO candidates need to bring the following documents to the panel interview: completed VPO Application, Authorization for Release of Information, two Reference Forms, Driver's License, Social Security Card, proof of auto insurance, TB Skin test showing a negative result or a chest x-ray stating the results are "clear".
3. Panel interviews are set up and coordinated by the VSC.
- Panel members may consist of division directors (DDs), assistant division directors (ADDs) and supervising probation officers (SPOs).
4. Panel members determine the candidate's suitability based on their responses to the interview questions and their application. Panel members make a recommendation to the VSC about their selection.
 5. The candidate's information is placed in the candidate's file which is retained by the VSC.
 - a. Candidates who are determined suitable by the Interview Panel are sent an email with further instructions regarding the background process by the VSC.
 - b. Applicants who were not deemed suitable by the Interview Panel are notified by a letter from the VSC informing them of the results.

D. Background

1. Candidates determined suitable by the Interview Panel will be invited to attend the background orientation meeting. The VSC will notify all eligible candidates via email on the Background Orientation meeting date, location, and all required documents to bring.
2. PSD Background Unit Investigators will conduct an initial interview with the candidates at the Background Orientation Meeting. At that time, they will determine which candidates will continue in the background process and be scheduled a background investigation interview.
3. Candidates who are not selected to proceed with a Background Investigation Interview will be mailed a letter from the Background Investigations Unit informing them they were not referred to the next step in the process.

E. Selection

1. After the background investigation is completed, a certified eligibility list is forwarded from the Background Investigations Unit to the TVS Unit ADD or designee.

2. The selected candidates receive a mailed letter from the VSC, offering a position in the upcoming VPO Core Academy.

III. TRAINING

A. Volunteer Probation Officer Core (VPOC) Training

The classroom training consists of thirty (30) hours conducted in three-hour blocks twice a week during the evenings and one three-hour session on a Saturday to tour the juvenile facilities.

- B. VPOC Academy instructors are selected by the TVS Unit ADD and DD, and are scheduled for their class by the VSC.

- C. VPOC Academy instructors must submit the lesson plan, course material and test questions at least two (2) weeks prior to the scheduled class.

D. Additional Training

1. VPOs are authorized to attend selected Standards and Training for Corrections (STC) courses on a space-available basis with supervisory approval. Pre-approval must be obtained from the TVS Unit Training Coordinator for each class.
2. VPOs must attend any mandated training required by the department or their supervisor.

IV. DEPLOYMENT

A. Needs Assessment

1. A Request for a VPO form is distributed to the DDs prior to determining assignments.
2. The results are compiled by the VSC, and a report, including any new job descriptions, is forwarded to Executive Management (EM) to determine which VPO vacancies will be filled.
3. After EM determines which VPO vacancies are to be filled, the DDs meet with their supervisory staff to finalize prospective assignments.

B. VPO Assignment Preference

1. The VPO candidates receive a list of the assignments and locations to each assignment.
2. The VPO candidates complete a VPO Assignment Preference Form (VPO-1) indicating their preferences for assignment, time availability and location.
3. TVS Unit staff review the VPO Assignment Preference Forms for completeness. Placement of VPOs is based upon class participation, unit staff observations, agency needs and individual VPO preferences.

4. The VPO Profile Sheet describing specific skills and experiences, is forwarded to EM, via the chain of command.

C. DDs Assignment Meeting

The entire Assignment packet is distributed and reviewed by the attending DDs, and selections are made for assignments.

D. Final Assignment

The TVS Unit maintains ongoing contact with the VPOs, SPOs and DDs to determine if the assignments should be finalized.

V. SUPERVISION OF VPOs

A. Supervisory Responsibility

Supervision of VPOs is the responsibility of agency employees designated by DDs.

B. Performance Evaluations

VSCs will be in contact with each VPO's supervisor every six (6) months to inquire about the performance of the VPO in their assignment.

VI. PERSONNEL ISSUES

A. VPO Certified Acknowledgments

B. All VPOs must affirm and sign the following personnel documents on the first day of VPOC:

1. Acknowledgement of Advisements
2. Network User Access Request Form (electronic process through ProbNet)
3. Policy Manual Review Sign-Off
4. Emergency Notification Information
5. Asbestos Notification Sign-Off
6. Case Confidentiality - Clients Right to Privacy (CORI)
7. Authorization to Drive Personal Vehicle on County Business (FO57-9605.5)
8. Information Technology User Policy/Acknowledgment Form
9. County of Orange EEO and Anti-Harassment Policy
10. Dress, Grooming and Personal Appearance
11. VPOs will be required to complete the online Cyber Security Awareness Training (CSAT) and the Criminal Justice Information Systems. Once both

courses are completed, the VPO will sign the CLETS Employee Volunteer Statement.

12. Upon completion of Prison Rape Elimination Act (PREA) training, the VPO will sign the PREA Acknowledgment form (VPO-14).

C. Mileage Reimbursement

1. Pursuant to Board Resolution #73-1356, VPO's can be reimbursed for mileage driven on county business. The Board Resolution number must be entered on the Mileage Reimbursement Form.
2. VPOs submit Mileage Claims electronically to their immediate supervisor for approval and payment authorization.

D. Personnel Files

1. The VCS maintains the personnel file of each VPO.
2. Drop Files
 - a. The VPO drop file will be sent to the VPO's supervisor by the Volunteer Unit Office Specialist when deployed. The drop file contains the following:
 - (1) Application
 - (2) VPO Profile Sheet
 - (3) Authorization to Drive Car on County Business
 - (4) Emergency Notification Form
 - (5) VPO Photo
 - (6) VPO Core Training Rosters
 - b. The drop file will be updated by completing a transfer evaluation form when an assignment change is made. The file is forwarded to the new supervisor.

E. Monthly Timesheets

1. VPOs are responsible for submitting their timesheets electronically through the [REDACTED] software system by the 5th working day of the next month. In the event the [REDACTED] system is not working, VPOs should record their time on the VPO timesheet and submit it to the VSC.
2. The TVS Services Unit tracks all VPO service hours through the [REDACTED] software.

F. VPO Identification Cards

1. Department photo identification cards are issued to each VPO at the beginning of VPOC.
2. VPOs are to display their identification card only when conducting Probation Department business.

G. Business Cards

1. Only VPOs in selected assignments are authorized to be issued business cards with the approval of their DD.
2. Business cards are only to be used for identification while conducting departmental business.

VII. SAFETY ISSUES

A. The department's philosophy is to keep VPOs "out of harm's way", and as they are not sworn personnel, parameters have been established by Executive Management to maximize VPO safety. VPOs have the following restrictions:

1. No participation in arrests, handcuffing or search and seizure activities with deputized staff or on their own. These searches include:
 - a. Pat-down
 - b. Preplanned or spontaneous
 - c. Vehicle
 - d. Residential
 - e. School
2. No participation in preplanned enforcement activities.
3. No urinalysis testing performed in field settings.
4. No VPO custody transporting of probationers alone.
5. Casework decisions or preparation of documents to Court or case files must remain vested in the assigned DPO.
6. No unaccompanied home calls at night; accompanied night home calls with supervisor approval only.
7. No Pak-Set radio usage.

B. VPOs are permitted to do whatever is included in their job description within the following safety-related guidelines:

1. Selected home calls are permitted only during daylight hours at the discretion of the SPO/DPO. No search and seizures are allowed.
2. Selected non-custody transportation of probationers is permitted at the discretion of the SPO/DPO.

3. Opposite gender interactions require sound judgment and consultation with a supervisor.
- C. Any exception to the above safety restrictions must receive prior DD approval.
- D. Workers' Compensation

Per County of Orange policy, VPOs are not covered by Workers' Compensation benefits.
- E. Unsafe Conditions

VPOs are to report any observed unsafe working conditions, accidents incurred, or injuries sustained immediately to their supervisor.
- F. VPOs are responsible for reviewing the following additional safety-related Procedure Manual Items (PMIs) during the VPOC Academy training:
 1. PMI 1-4-205 (Building Safety)
 2. PMI 1-4-113 (Injury and Illness Prevention Program)

VIII. SPECIAL EVENTS STAFFING

- A. Some department-sponsored events require a combination of paid as well as volunteer staff. Fair Labor Standards Act (FLSA) requirements must be considered when developing the staffing to be approved for the event.
- B. Supervisory approval is required for participation at all special events.
 1. Approved Participants
 - a. Employees who are approved to participate in special events will perform these duties as part of their regular employment.
 - b. Volunteers who are not on paid status include:
 - (1) VPOs
 - (2) VIPs/Student Interns

IX. VPO STATUS CATEGORIES

- A. Active

After core training, VPOs are placed.
- B. Unassigned
 1. Active VPOs who do not have an assignment are placed on an availability list.

2. DDs or SPOs who want an unassigned VPO from the list, need to contact the VSC for possible deployment.

C. Transfers

1. VPOs seeking a transfer should contact the VSC for possible re-assignment and discuss their situation with the VSC.
2. The VPOs update their Assignment Preference Form and submit it to their immediate supervisor, who informs the Director and the VSC Volunteer Coordinator.
3. The VSC facilitates the transfer request with the VPO's DD and immediate supervisor for the new assignment.

D. Leave of Absence (LOA)

1. VPOs who are unable to fulfill their duties due to special circumstances, may request an LOA, in writing, and submit it to the VSC.
2. The letter should state the reasons for the absence and the length of time requested.
3. A copy of the request to be placed in the VPO's personnel file.
4. For LOAs beyond ninety (90) days, the VPOs will return their I.D. cards and parking passes, if appropriate, to the VSC.
5. VPOs returning from a leave exceeding ninety (90) days must contact the VSC for a re-entry interview, prior to being reinstated on active status.
6. LOAs for VPOs should not exceed more than one hundred eighty (180) days. VPOs requesting an LOA lasting more than one hundred eighty (180) days will be reviewed on a case-by-case basis and the final determination will be made by the Division Director.

E. Suspensions

VPOs involved in alleged inappropriate behavior are temporarily suspended and their I.D. cards retrieved by their immediate supervisor pending the completion of an investigation.

F. Separations

VPOs are placed as "Terminated" in the [REDACTED] system when they:

1. Voluntarily separate after their one-year commitment
2. Are no longer able to complete their duties due to personal reasons
3. Are terminated by the agency for inappropriate conduct

REFERENCES:

Procedure:	1-2-102	Volunteers In Probation Program
	1-4-113	Injury and Illness Prevention Program
	1-4-123	Prevention, Detection, Reporting and Response to Incidents of Sexual Abuse, Harassment, and Misconduct in Juvenile Facilities (PREA)
	1-4-203	Security Clearance Volunteers, Vendors, Contractors and Orange County Public Works Personnel
	1-4-205	Building Safety
	1-5-101	Vehicle Usage by Probation Employees
	3-1-H	Non-Discrimination and Zero Tolerance Guidelines
	3-1-022	Youths' Rights
Policy:	A-1	Policy, Procedure and the Law
	A-2	Upholding Departmental Philosophy and Principles
	A-3	Dress, Grooming, and Personal Appearance
	A-3.1	Dress, Grooming, and Personal Appearance Guidelines (New)
	A-7	Employees as Departmental Representatives
	A-14	Donations
	A-17	Conflicts of Interest
	A-18	Staff Relationships with Clients
	A-19	Gifts
	B-1	Case Confidentiality - Client's Right to Privacy
	B-3	Case File Management and Security
	C-15	Intoxicants/Controlled Substances
	C-16	Employee Conduct - On Duty
	C-17	Employee Conduct - Off Duty, Law Violations
	C-19	Equal Employment Opportunity (EEO)
	C-21	Prevention of Sexual Harassment
	D-1	Threats, Harm, Danger to Employees and Others
	D-6	Transportation of Probationers and Custody Transportation
	E-8	Volunteers
	E-9	Use of Resources for Minors Parental Consent and Field Trips
	E-10	Use of Public and/or Private Community Resources
	G-1	Appropriate Use of Facilities Occupied by Departmental Staff
	G-3	Building Security and Safety
	G-4	Smoking by Staff, Clients and Minors
	G-8	Injuries and Medical Emergencies

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APPROVED BY: