

<p align="center"><b>GEORGIA DEPARTMENT OF JUVENILE JUSTICE</b></p>	<p align="center">Transmittal # 13-04</p>	<p align="center">Policy # 1.7</p>
<p>Applicability:  {x} All DJJ Staff  {x} Administration  {x} Community Services  {x} Secure Facilities</p>	<p>Related Standards and References  ACA Standards: 4-JCF-6A-01; 4-JCF-6G-09 to 14; 4-JCF-4C-55  29 CFR 785.44  29 CFR 553.103  DJJ 3.18, 3.31, 3.52, 4.4, 5.1, 5.5</p>	
<p>Chapter 1: ADMINISTRATION</p>	<p>Effective Date: 4/15/13  Scheduled Review Date: 4/15/15</p>	
<p>Subject: CITIZEN AND VOLUNTEER INVOLVEMENT</p>	<p>APPROVED:</p>	
<p>Attachments:  A – Volunteer Consent for Youth under 18  B – Volunteer/Intern Application Form  C – Visitor Search Consent Form  D – State Agency Volunteer Verification Form  E – Volunteer/Intern Agreement  F – Visiting Volunteer Waiver of Liability Form  G – Contraband Memorandum  H – Contribution Solicitation Letter  I – Volunteer Self check List for the Background Check</p>	<p align="center">   <hr/> Avery D. Niles, Commissioner </p>	

**I. POLICY:**

The Department of Juvenile Justice shall encourage voluntary citizen involvement in its facilities/programs for the purpose of increasing personal contacts for juveniles, broadening community support and resources for facilities and programs, and increasing public awareness of the juvenile justice system.

**II. DEFINITIONS:**

**Community Service Volunteer Coordinator (Volunteer Coordinator):** The designated staff member responsible for the overall operation of volunteer services in each district.

**Contributor:** Any person who, of his/her own free will, provides goods to a facility/program with no monetary or material gain.

**Director:** For the purposes of this policy, the staff member responsible for the overall operation of a Regional Youth Detention Center (RYDC), Youth Development Campus (YDC), community service office, or other DJJ owned, operated, or contracted facility.

**Facility Volunteer Coordinator (Volunteer Coordinator):** The individual assigned to plan, coordinate and oversee the volunteer and intern services in a given facility.

**Internship:** A student work experience (i.e. internship or practicum) that provides them with the required experience necessary for their academic program.

**Prison Rape Elimination Act (PREA):** A United States federal law that supports the elimination, reduction and prevention of sexual assault and rape within corrections systems. It applies to all federal, state, and local prisons, juvenile facilities, jails, police lock-ups, private facilities and community settings such as residential facilities.

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**Victim:** (1) A person against whom a crime has been perpetrated. (2) A parent, guardian or custodian of a crime victim who is a minor or a legally incapacitated person, except where that person is in custody for an offense or is the defendant. (3) In the event of the death of the crime victim, the following relatives will qualify as the victim, except where the relative is either in custody for an offense or the defendant: spouse; adult child if there is no spouse; a parent if there is no spouse or adult child; a sibling if there is no spouse, adult child or parent; a grandparent if there is no spouse, adult child, parent or sibling.

**Volunteer:** Any person who, of his/her own free will, provides services to a facility/program with no monetary or material gain, including regular and occasional volunteers, advisory council members, and public and private speakers or presenters.

**Volunteer Program:** An organized program provided by volunteers with no monetary or material gain in a given facility and/or community service office.

### III. PROCEDURES:

#### DJJ Directive 13-13

Effective Date: June 21, 2013

#### A. Volunteer Program:

1. The facility Director/Community Services Volunteer Coordinator (Volunteer Coordinator) has final authority, responsibility and accountability for maintaining a volunteer program. In secure facilities, the Director will appoint the Assistant Director of Treatment Services/Associate Director/Assistant Director of Security to provide oversight for the volunteer program.
2. ~~The Volunteer Coordinator shall be qualified to coordinate the volunteer program through previous training and/or experience.~~

Volunteer Coordinators must complete the Security and Integrity training through the Georgia Bureau of Investigation within 90 days of being assigned as a volunteer coordinator or given the responsibility of volunteer coordinator for a DJJ Facility or DJJ Community Office as required by DJJ Policy 3.52.

3. The Volunteer Coordinator may be a staff member who has been given responsibility for the volunteer services program in addition to other duties.
4. Youth in facilities will receive information about the volunteer program in the student handbook. In the community, youth will receive information about the volunteer program during orientation. This information will help the youth understand the role of the volunteers, the limits of the volunteer's authority, and the mutual responsibilities of the youth and the volunteer before a working relationship is initiated.

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- B. Recruitment efforts will be directed to all cultural and socio-economic segments of the community and should include civic organizations, churches, educational institutions, business and industry professionals, and individuals.
- C. Eligibility, Application and Background Investigation:
1. Any person of good character who is at least 18 years of age is eligible to apply as a volunteer or intern.
  2. Persons who are under 18 years of age may be eligible to apply. Authorization must be obtained from the Director/Community Service Volunteer Coordinator and the parent/legal guardian.
  3. Youth under the age of 18 are not subject to DJJ 3.52 Background Investigations. They must complete the Volunteer Consent for Youth under 18 Form (Attachment A).
  4. Ex-offenders may be accepted as volunteers subject to the same criteria that would be required if they were seeking DJJ employment. (See DJJ 3.52, Background Investigations)
  5. Any person interested in volunteering/interning with the facility/office to recruit members for another organization, group, cult, gang, or sect will not be accepted as a volunteer.
  6. If rejected, an applicant will be informed of the reason(s); however, no appeal process is available to volunteers/interns.
  7. Upon supervisory approval and consultation with the DJJ Office of Human Resources, DJJ employees may be permitted to volunteer or intern outside of working hours with any Department function or entity. (Activities done by a DJJ employee that are consistent with that employee's job responsibilities must be considered work time under the Fair Labor Standards Act (See DJJ 3.31, Fair Labor Standards Act).
  8. When a potential volunteer or intern has been identified, he/she will be referred to the Volunteer Coordinator to make a formal application for volunteer service by submitting a Volunteer/Intern Application Form (Attachment B).
  9. Each potential volunteer/intern shall complete a screening process prior to being selected as a volunteer/intern by the volunteer coordinator.
  10. ~~With the exception of large group presenters and individual one-time volunteers, each volunteer and intern, regardless of the frequency with which they provide a service, will undergo a criminal background investigation in accordance with DJJ 3.52, Background Investigations.~~ **With the exception of large group presenters**

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and individual one-time volunteers, each volunteer regardless of the frequency with which they provide a service, will undergo a criminal background investigation by submitting the Volunteer Criminal background Self Check Criminal/Driver History Consent Form (Attachment I). A volunteer/intern's background investigation is valid for 60 days. If the volunteer/intern has not received a background clearance from another state agency and has not volunteered within 60 days of the completed background investigation, another background investigation must be completed. The Deputy Commissioner of Secure Facilities may grant an exception on a case-by-case basis (i.e. currently serving law enforcement officers, etc.). The facility Director will email any exception requests to the Deputy Commissioner, through the chain of command.

11. Volunteers and interns must notify their supervisor or the facility Director or Community Service Volunteer Coordinator and the local human resources representative of any arrest(s) no later than the next business day following the arrest, using the Disclosure of Criminal or Traffic Offense Information (DJI 3.18, Attachment C). Failure to do so may result in restrictions up to and including dismissal. (The Office of Human Resources will act as the local human resources representative for Central Office.)
12. All volunteers and interns, regardless of the frequency with which they provide a service, will sign the Visitor Search Consent Form (Attachment C). Volunteers and interns will only be required to sign the Visitor Search Consent Form once.
13. ~~Volunteers and interns who have received a background investigation clearance from any other state agency within the past year do not have to have a criminal background investigation completed. The facility Volunteer Coordinator and the Community Service Volunteer Coordinator must verify that the volunteer or intern received clearance from another state agency (see Attachment D).~~

Volunteers who have received a background investigation clearance from any other state agency, Local or County Government and Schools System within the past year will not be required to have a criminal background investigation completed if the background check included a check for sexual offenses through the National Child Protection Act of 1993/Volunteers for Children Act O.C.G.A 35-3-34.2.

D. Orientation:

1. All volunteers/interns must complete the following trainings and tests:
  - HIPAA Training
  - Volunteer Orientation and Training
  - PREA Module 2 and 8 (for Volunteers)

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- PREA Module 2, 3, and 8 (for Interns)

2. With the exception of large group presenters and individual one-time volunteers, each regularly scheduled volunteer and intern must successfully complete an orientation appropriate to the nature of the assignment using the Volunteer Orientation and Training on the DJJ Intranet through the Office of Training prior to assignment and as a condition of service.
  - a. Volunteers will be provided with the instructions to obtain a student identification number from the volunteer coordinator.
  - b. Interns will have their orientation documented on the OJT checklist appropriate for their assigned work area. (See the respective DJJ Chapter 4 attachment.)
  - c. All training will be documented in the Training Resource Information System (TRIS).
3. The Volunteer Coordinator will inform approved volunteers and interns of all rules and procedures relevant to their function.
4. The Volunteer Coordinator will ensure that volunteers/interns understand the term of their service and their specific tasks, responsibilities, and authority.
5. All volunteers, both regularly scheduled and those who provide a service on a one-time basis, and interns will agree, in writing, to abide by all facility/office policies, particularly those relating to security and client confidentiality, prior to entry into the volunteer services program. (See Attachment E – Volunteer/Intern Agreement)
6. Volunteers/interns may provide professional services only when certified or licensed to do so according to DJJ 3.55, Professional Credentials and may only provide services authorized by DJJ policy.
7. Volunteers/interns who will have network access will complete the Information Security Online training in accordance with DJJ 5.5, Health Records.

E. Volunteer/Intern Assignment:

1. The Volunteer Coordinator will assign volunteers and interns to functions based upon their interests, capabilities and qualifications.
2. Volunteers and interns will not operate state vehicles.
3. In secure facilities, volunteers and interns may not escort youth away from the facility but may accompany staff who are responsible for youth.

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4. Identification cards may be issued to regularly scheduled volunteers and interns. The card will include the person's name and volunteer status.
5. When deemed necessary for the security of the facility/office, volunteers and interns may be requested to submit to a search of their property and person using the same procedures that are in place for staff.

F. Volunteer Coordinator Duties:

1. The Volunteer Coordinator will directly supervise the volunteer program and will coordinate with others who are assigned responsibility for the direct supervision of any volunteers/interns.
2. The Volunteer Coordinator will approve, control, and coordinate the activities of the volunteers/interns.
3. If a volunteer/intern is assigned to a specific staff person, that staff person will serve as the direct supervisor and will:
  - Provide/secure an orientation to the facility or office and to his/her specific assignment;
  - Complete and/or revise the Volunteer Agreement Form;
  - Ensure the volunteer/intern has signed the Visitor Search Consent Form upon his/her first date of service;
  - Inform the volunteer/intern of expectations, including what areas, if any, the volunteer/intern may make personal and final decisions;
  - Provide/secure appropriate training;
  - Recognize and demonstrate an appreciation of the accomplishments of the volunteer/intern;
  - Facilitate opportunities for the volunteer/intern to grow and to advance to more responsible positions;
  - Share relevant information with the volunteer/intern to assist him/her in completion of the assignment;
  - Meet with the volunteer(s) and intern(s) on a regular basis; and
  - Facilitate the opportunity for the volunteer/intern to make suggestions and to participate in the development of policies and procedures for the volunteer services program.
4. The Volunteer Coordinator will review all prospective materials that are intended for presentation to DJJ youth to ensure that they are age-appropriate, non-discriminatory, and consistent with DJJ's mission and policies and with the goals of the facility/program.

G. Large Group Presenters:

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1. When a group of more than 5 people visits the facility to present a program, no more than 4 times per year, the Director or designee must approve the visit.
2. Each member of the group must read, sign and submit the Visiting Volunteer Waiver of Liability Form (Attachment F), the Contraband Memorandum (Attachment G), and the PREA Acknowledgment Form to the Volunteer Coordinator at least two weeks prior to the scheduled event.
3. If a group volunteer acknowledges a criminal conviction on the Visiting Volunteer Waiver of Liability Form, the Director will submit the form through the chain of command to the respective Deputy Commissioner for final approval.
4. The Director will ensure that no member of the volunteer group has one-on-one unsupervised contact with any youth.
5. The Director will ensure that there is adequate staff supervision to ensure that no member of the volunteer group is ever left alone with nor has unsupervised contact with any youth.

#### H. Individual One-Time Volunteers

1. Individuals that the Director invites to the facility/office on a one-time basis must have written approval from the respective Deputy Commissioner prior to the scheduled event (see Volunteer Special Approval Form).
2. The individual must read, sign and submit the Visiting Volunteer Waiver of Liability Form, Contraband Memorandum, and the PREA Acknowledgment Form to the Volunteer Coordinator at least two weeks prior to the scheduled event.
3. The facility/office Director will ensure that there is adequate staff supervision to ensure that the volunteer is never left alone with nor has unsupervised contact with any youth.

#### I. Advisory Councils:

1. Each Regional Youth Detention Center and Youth Development Campus shall have an advisory council representative of citizens from the community where the facility is located. Advisory councils shall endeavor to broaden community support for the facility, its program(s) and the juvenile justice system by:

- Serving as a link between the facility and the local community;

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- Promoting public understanding and support of youth supervised within the facility;
  - Offering advice regarding available community programs;
  - Reviewing and making recommendations on current or proposed education programs;
  - Supporting the Youth Advisory Council;
  - Recruiting volunteer(s) for the facility and advisory council;
  - Advocating for DJJ's facility programs and budget requests; and
  - Promoting effective citizen participation at the facility.
2. The advisory council will be composed of no fewer than 6 and no more than 12 members, exclusive of the facility Director or other facility staff.
  3. In selecting members, the facility Director will give consideration to achieving a balance of age, race and sex. The following backgrounds and professions are recommend for representation:
    - Law enforcement professional;
    - Legal professional (i.e. attorney, judge);
    - Business and industry professionals;
    - Religious community;
    - Minority group or organization representative;
    - College, university, or technical school professional;
    - Local school system;
    - Human service agency staff;
    - Civic groups; and
    - Advocacy groups.
  4. Prospective members will be recommended by the facility Director and/or current advisory council members. After the prospective member is approved by a majority vote by the advisory council, the facility Director will submit the prospective member to his/her supervisor for final approval.
  5. Every effort should be made to ensure that the appointment of an advisory council member does not represent a conflict of interest or the appearance of a conflict.
  6. The facility Director may appoint one additional facility staff member to serve on the advisory council along with him/her.
  7. If the facility has a Youth Advisory Council, at least one youth from that Council will be appointed to the Advisory Council.
  8. The advisory council will hold an annual election to select a Chairperson to serve as the head of the council. The Chairperson will be responsible for scheduling and conducting meetings. The facility Director will not serve as the Chairperson.

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9. The term of advisory council membership will be for a period of 2 calendar years. Members may be reappointed by majority vote of the advisory council.
10. The facility Director will arrange an orientation and training for all new advisory council members within 30 days of appointment. Each advisory board member will complete the Volunteer Orientation and Training on the DJJ Intranet. The orientation and training will focus on the purpose, roles and expectations of members.
11. All advisory council members must sign the Volunteer/Intern Agreement (Attachment E) once, prior to serving on the advisory council. This agreement will remain in effect until the advisory council member no longer serves on the advisory council.
12. The advisory council will sponsor a minimum of one project each year that directly benefits the youth being supervised at the facility.
13. Advisory councils will meet at least quarterly. The facility Director will attend and participate in all advisory council meetings.
14. The minutes of advisory council meetings will be submitted to the facility Director and his/her supervisor and will be retained in accordance with the DJJ 5.1, Records Management Retention Schedule.
15. Advisory councils will not exercise management or appointment authority over the facility it serves or the facility Director.

J. Contributors:

1. Employees will not seek donations from any current or potential vendors.
2. Any written requests for contributions will be made using the Contribution Solicitation Letter (Attachment H).
3. The facility Director/Community Services Volunteer Coordinator or designee will screen and approve all contributors and contributions.
4. Contributors, who do not volunteer, will not be required to submit to a criminal background investigation.
5. Contributors, who do not volunteer, will not have any contact with the youth at any time.

K. The Volunteer Coordinator will maintain a separate record for each volunteer/advisory board member and intern that is labeled with the individuals status (i.e., volunteer, intern or advisory board member) and includes the:

- Criminal Background Investigation Clearance Form;
- Determination Letter;
- Application;
- Volunteer/Intern Agreement;

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- Visitor Search Consent Form;
- Visiting Volunteer Waiver of Liability Form (Attachment F);
- Contraband Memorandum; and
- PREA Acknowledgement Form.

- a. All volunteer/intern records will be maintained behind a locked door.
- b. Volunteer Coordinator will maintain these records for a minimum of 3 years after the volunteer or intern no longer provides a service.

L. The Director/Community Services Volunteer Coordinator or designee will curtail, postpone or discontinue the services of a volunteer, volunteer organization, intern, or contributor when substantial reasons for doing so exist. Such reasons may include, but are not limited to:

- Breach of confidentiality;
- Unlawful conduct or breach of facility rules and regulations;
- Physical or emotional illness;
- Inability or unwillingness to cooperate with facility/program staff;
- Engaging in activities that threaten the safety, order or security of the facility/office or the safety of the volunteer, intern, contributor or others;
- Erratic, unreliable attendance;
- Unsatisfactory service; or
- Discontinuance of the service/program area.

1. The facility/community service volunteer coordinator staff has both the authority and responsibility to deny any volunteer, intern or contributor access to the facility/program/office whose presence is believed to jeopardize the order, security or safety of the facility/program/office. If possible, the staff should notify the facility Director/ community service volunteer coordinator or senior officer/manager in charge for approval prior to taking this action. The person taking such action will submit a written report to the facility Director/ community service volunteer coordinator outlining the circumstances and conditions that required the action. The facility director will affirm or rescind the action and determine the conditions of reinstatement, as appropriate.
2. Volunteers, interns and contributors serve at the pleasure of the Director/Community Service Volunteer Coordinator. No appeal process will be available in the case of termination of services.

M. Victim Services: At no time can a volunteer provide services if his/her accused is receiving services from or detained at the volunteer site.

#### **IV. LOCAL OPERATING PROCEDURES REQUIRED: YES**