

GEORGIA DEPARTMENT OF JUVENILE JUSTICE	Transmittal # 17-12	Policy # 14.3
Applicability: <input checked="" type="checkbox"/> All DJJ Staff <input type="checkbox"/> Administration <input type="checkbox"/> Community Services <input type="checkbox"/> Secure Facilities	Related Standards and References: ACA Standards: 3-JDF-1C-22, 3-JDF-1D-13, 3-JDF-1G-01 to 09, 4-JCF-4C-55, 4-JCF-6E-13, 4-JCF-6G-08, 4-JCF-6G-09 to 14, 4-JCF-5G-06, 4-JCF-3E-01 29 CFR 785.4429 CFR 553.103 DJJ: 3.18, 3.52, 5.1, 15.5, 15.8	
Chapter 14: VICTIM, VOLUNTEER & CHAPLAINCY SERVICES	Effective Date: 11/30/17 Scheduled Review Date: 11/30/18	
Subject: CITIZEN AND VOLUNTEER INVOLVEMENT	Replaces: 9/13/16 Office of Victim & Volunteer Services	
Attachments: A – Volunteer Coordinator Manual B – Calendar C – Volunteer/Guest Consent and PREA Acknowledgement D – Volunteer Application Form E – Volunteer Criminal/Driver History Consent F – Volunteer Handbook G – Volunteer Consent for Youth under 18 H – Denial Letter I – Government Agency Volunteer Verification Form	APPROVED:  <hr/> Avery D. Niles, Commissioner	

I. POLICY:

The Department of Juvenile Justice encourages voluntary citizen involvement in DJJ Locations (Central Office/Facilities/Community Service Offices) for the purpose of offering hope and youth change. Citizen and Volunteer involvement is established to promote activities and opportunities for youth participation in community services and juvenile volunteer programs in an effort to contribute to the community.

II. DEFINITIONS:

Accredited College: Institution of higher learning that meets set standards, officially recognized by the Council on Higher Education Accreditation.

Community Resources: Human services agencies, service clubs, citizen interest groups, self-help groups, and individual citizen volunteers that offer services, facilities, or other functions that can meet the needs of the facility or have the potential to assist residents.

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), and Community Service Office (CSO).

Intel Check: A review of records which includes a check of social media, public records, sex offender registry, and DJJ history (staff and youth).

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Intern: An undergraduate student or recent graduate who works on a voluntary basis for a period of time to get training in a particular area required for a class, or a graduate student in a professional field gaining supervised practical experience.

Offender: A person who is charged with or adjudicated of a delinquent act or charged with or convicted of a criminal offense.

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.

Professional Service: Volunteers may only provide professional services when certified or licensed to do so, and should be asked to cite their credentials and/or certification status in their initial application. Professional services include: clinical, diagnostic, medical, etc. Professional services do not include general tutoring or sponsorship of a craft or hobby program.

Ongoing Volunteer: An approved individual meeting the volunteer criteria who provides services on a continuous basis.

Secure Residential Facility: Hardware secure residential institution operated by DJJ (e.g. YDC or RYDC).

Special Guest/Presentation: A government dignitary, public figure, law enforcement officer, high profile celebrity, or large group approved by the appropriate Deputy Commissioner to provide a special presentation at a DJJ location.

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: A person who donates his or her time and effort to enhance the activities and programs of the agency. They are selected on the basis of their skills or personal qualities to provide services in recreation, counseling, education, religion, and so forth, and are representatives of the community.

Volunteer Coordinator: The individual assigned to plan, coordinate, and oversee the operations of Volunteer/Intern services in a given DJJ location.

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- **Local Coordinator:** Represents the local facility/district in providing planning, coordination, and oversight of volunteer/intern services within their assigned facility/district.
- **Regional Coordinator:** Represents Central Office in providing planning, coordination, and oversight of volunteer/intern services and provides technical assistance to facilities/districts.

Volunteer Services: Organized activities, workshops, and programs provided by volunteers with no financial cost to the Department.

III. PROCEDURES:

A. Role of Volunteer Coordinators:

1. The Central Office of Volunteer Services will be responsible for statewide oversight, management, and implementation of the Department's processes regarding volunteer intern, contributors (see DJJ 14.5, Contributors) and advisory councils.
2. The Director will designate the Local Volunteer Coordinator and a secondary Coordinator for their DJJ site.
3. All Volunteer Coordinators will refer to Attachment A, Volunteer Coordinator Manual, to provide a clear and uniformed process of recruitment, selection, retention, training, and tracking of volunteers within DJJ.
4. The Local Volunteer Coordinator must:
 - a) Complete the Security and Awareness Training within 10 business days of assignment. All Volunteer Coordinators must maintain an active Security and Awareness Training Certificate in their on-site training files. All completed certificates must be submitted to the Criminal History Unit (CHU) manager (chumanager@djj.state.ga.us) within 2 business days of completion.
 - b) Complete Volunteer Coordinator Training within 10 business days of assignment.
 - c) Maintain the Volunteer Services SharePoint Database/files/record retention.

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- d) Maintain a recruitment, screening, and selection process that allows for volunteers from all cultural and socioeconomic parts of the community to be afforded equal opportunity to serve as volunteers.
5. The Local Volunteer Coordinator will:
 - a) Review, approve, and maintain a file of all materials to be presented to DJJ youth to ensure that they are age-appropriate, non-discriminatory, and consistent with DJJ’s mission, policies, and the goals of the DJJ site.
 - b) Maintain an official registration and identification system of volunteers through the Volunteer Sharepoint Database.
 - c) The Local Volunteer Coordinator will, at a minimum, be required to provide an updated monthly Calendar (Attachment B) and authorized list at all primary entrance/checkpoints.
 - d) Ensure volunteers are given job-specific training to adequately prepare them for the volunteer assignment;
 - e) Provide the volunteer with a copy of the volunteer handbook;
 - f) All volunteers will have access to DJJ policies and local operating procedures either online or via a printed policy manual. Volunteers agree in writing to abide by all facility policies, including those relating to the security and confidentiality of information, and applicable local operating procedures; and
 - g) If available offer volunteers the opportunity to attend trainings offered to DJJ employees.
 6. Volunteer events will not disrupt school programming without prior approval from the DJJ Associate Superintendent.
 7. As part of the clearance entry process the staff checking in volunteers should confirm that the volunteer is on the calendar for the scheduled date and time and on the authorized list.
 8. Identification cards will be issued to regular volunteers. The card will be issued within 30 days of assignment and include the person’s name and volunteer status. Identification cards shall be maintained at the DJJ facility/site.

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9. The Calendar will be updated any time there are changes and should be maintained with the Volunteer Sign in Book at the primary entrance/checkpoints. Past Calendars will be maintained on file with the Local Volunteer Coordinator.

B. Application Process:

1. Special Guest Visitors must obtain written approval by the respective Deputy Commissioner or designee in order to serve as a volunteer. A Special Guest must also sign the appropriate Consent and PREA Acknowledgement form. (See Attachment C.)
2. Special Guest Visitors approval status shall be maintained in a paper file with the Volunteer Coordinator.
3. Large Group and One Time Visitors for presentations/events that have ten or more individuals shall adhere to the following process:
 - a) Completion of a Volunteer Application; and
 - b) Completion of the Consent and Acknowledgement Form (Attachment C).
4. Applications shall be submitted to the Central Office Victim and Volunteer Services Unit for an Intel Check.
5. Regular Ongoing Volunteers must meet the following requirements:
 - a) Complete online Application Form (Attachment D);
 - b) Sign Volunteer Criminal/Driver History Consent Form (Attachment E);
 - c) Obtain Background Clearance;
 - d) Receive the Determination Letter;
 - e) Sign the Volunteer/Intern/Guest Consent and PREA Acknowledgement (Attachment C);
 - f) Review the Volunteer Handbook (Attachment F); and
 - g) Complete the online volunteer training.

C. Screening:

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1. Volunteer applicants who are 18 years of age or older are subject to a background investigation as required by DJJ 3.52, Background Investigations.
2. Volunteer applicants who are under 18 years of age may be eligible to apply and will not be subject to a Background Investigation. They must complete:
 - a) The Volunteer Consent for Youth under 18 (Attachment G);
 - b) An Intel check; and
 - c) Must obtain authorization from the Director and the parent/legal guardian.
3. If a volunteer submits a paper application, the designated Volunteer Coordinator will be responsible for completing and uploading the application into the Volunteer SharePoint Database within three (3) business days of receipt.
4. Ex-offenders and current offenders may be accepted as volunteers if approved by the Commissioner or designee.
5. If an individual's application to serve as a volunteer is denied, the applicant will be given written notice of the reasons for the denial (see Sample Denial Letter, Attachment H). An applicant cannot appeal the denial of his or her application.
6. A DJJ employee may be permitted to volunteer for any function or other unit within DJJ outside of the employee's regular work hours only upon supervisory approval and authorization from the DJJ Office of Human Resources. If the Office of Human Resources determines that the employee's volunteer services are significantly similar to the employee's paid responsibilities, the employee will not be permitted to volunteer with the other DJJ unit.
7. If a volunteer is identified as a victim, the Office of Victim Services will review and give consideration to their status as a Volunteer/Advisory Council member based on the location and status of the youthful offender and case.
8. Former DJJ youth may be eligible to volunteer, provided they:

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(a) have been discharged for at least 36 months from DJJ care and supervision;

(b) are above the age of 18; and

(c) meet DJJ volunteer selection criteria.

D. Selection:

1. With the exception of Special Guests, all regular ongoing volunteers, interns, and advisory council members must undergo a criminal background investigation by submitting the Volunteer Criminal/Driver History Consent (Attachment E).
2. Volunteers must notify the Volunteer Coordinator or the Director/District Director of any arrest(s) no later than the next business day following the arrest, using the Disclosure of Criminal or Traffic Offense Information (DJJ 3.18, Fitness for Duty, Attachment E). 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).
3. Volunteers/Interns/Advisory Council Members who have received a background investigation clearance from any other state agency, local, or county government, or school system within the past year will be reviewed on a case by case basis for approval of background clearance/waiver. All reviews should be forwarded to the Regional Volunteer Coordinator and verified by the Director of the Criminal History Unit (CHU) (see Attachment I, Government Agency Volunteer Verification Form).
4. In accordance with DJJ 3.52, Background Investigations, the Special Authorization to Hire form (Appendix H) will be completed and documented in the Volunteer SharePoint Database File. A volunteer shall not be approved to initiate services until the required application has been completed, criminal history has been conducted, and training requirements have been met and documented in the DJJ intranet training site and the SharePoint Database.

E. Orientation and Training:

1. Training and Orientation are only required for regular On-going Volunteers. As a condition of service, each regular on-going volunteer must:

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- a) Notify the local volunteer coordinator once they have obtained a volunteer identification number;
- b) Attend orientation with the local volunteer coordinator before assignment;
- c) Successfully complete the training listed below prior to assignment:
 - (1) Online HIPAA Training;
 - (2) Online Volunteer and Orientation Training;
 - (3) Applicable Online PREA Modules 2; and
 - (4) DJJ Approved Mentor Program volunteers will complete a specialized Online Mentor Orientation and Training;
- d) All training and orientation will be documented in the DJJ intranet training site.

F. Volunteer Assignment:

- 1. The Volunteer Coordinator will assign volunteers based upon their interests, services provided, qualifications, and needs of the DJJ site.
- 2. Volunteers will not operate state vehicles.
- 3. Contact with youth shall be made in the presence of a DJJ designated staff.
- 4. Volunteers shall not be provided access to any privileged youth records.
- 5. Volunteers who are a part of a formal community-based DJJ mentor program will be approved, in writing, for unsupervised contact via written parental permission and permission from the District Director or designee.
- 6. The facility Director has both the authority and responsibility to deny any volunteer/intern/advisory council member access to the facility whose presence might jeopardize the order, security, or safety of the facility.
- 7. Volunteers are not allowed to exchange money or goods regardless of value, unless authorized by the facility Director or designee and in accordance with DJJ 15.8, Youth Property, State Issued and Personal Hygiene.

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8. Volunteers can refer to the Volunteer Services webpage to offer suggestions for policies and programs modifications.

G. Restorative Justice:

1. The Office of Victim and Volunteer Services will provide services and opportunities that encourage juveniles to take responsibility for their actions and make restitution to the victims of their offenses and/or community, when required. Opportunities are based on community input and are fashioned in a way that seeks to ameliorate the harm done.
 - a) Community Contributions:
 - b) Each DJJ facility and Community Services office will identify and implement activities that contribute to the community.
 - c) Each facility and Community Services office will provide youth opportunities for participation in activities that contribute to the community.
 - d) All activities will be documented in youth's individual case file in JTS.

H. Termination of Volunteer Services:

1. The Department or volunteer may terminate his or her service at any time.
2. A volunteer or volunteer services may be postponed, curtailed, or terminated if the volunteer has not provided services within a 12 month time period or if the volunteer activity threatens the order and security of the program or the safety of the volunteer.
3. The assigned Volunteer Coordinator will confiscate and deactivate the volunteer badge immediately upon termination of services.

IV. RECORD RETENTION

- A. All volunteer records shall be maintained in the Volunteer Services SharePoint Database.
- B. Volunteer Services records retention will be maintained in accordance with DJJ 5.1, Records Management.

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C. The Local Volunteer Coordinator shall maintain a record retention binder (at minimum) for the following:

1. Monthly Volunteer Calendar;
2. Special Guest, One-Time, and Large Group Approval Documentation;
3. Authorized visitor list;
4. Sign in Sheets (for volunteers and interns); and
5. Any other forms/materials that are not documented in SharePoint.

VI. LOCAL OPERATING PROCEDURES REQUIRED: NO