

<b>GEORGIA DEPARTMENT OF JUVENILE JUSTICE</b>	Transmittal # 16-12	Policy 14.3
Applicability: <input checked="" type="checkbox"/> All DJJ Staff <input checked="" type="checkbox"/> Administration <input checked="" type="checkbox"/> Community Services <input checked="" type="checkbox"/> Secure Facilities	Related Standards and References: ACA Standards: 3-JDF-1A-12, 13, 3-JDF-1C-13, 3- JDF-1D-13, 3-JDF-3D-06.7, 3-JDF-1G-01 to 09 4-JCF-6A-01, 4-JCF-4C-55 to 56, 4-JCF-5G-02, 4-JCF-6B-14, 4-JCF-6E-13, 4-JCF-6G-01, 4-JCF-6G-09 to 14, 4-JCF-5G-06; 4-JCF-5G-07 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: 09/13/16 Scheduled Review Date: 09/13/17	
Subject: CITIZEN AND VOLUNTEER INVOLVEMENT	Replaces: 9/21/15 Division of Secure Campuses	
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: <div style="text-align: center; margin-top: 20px;">  </div> <hr style="width: 100%; margin-top: 20px;"/> Avery D. Niles, Commissioner	

**I. POLICY:**

The Department of Juvenile Justice shall encourage 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 Services Office (CSO):** Offices located throughout the state where community service staff provides services to include: intake, case management, probation, supervision, detention planning, and aftercare supervision.

**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.

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**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).

**Local Coordinator:** The staff member responsible to represent the local facility/district in providing planning, coordination, and oversight of volunteer/intern services within their assigned facility/district.

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

**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.

**Secure Residential Facility:** Hardware secure residential institution operated by or on behalf of DJJ, such as a YDC or RYDC.

**Special Guest/Presentation:** A government dignitary, public figure, law enforcement officer, or high profile celebrity approved by the Commissioner or 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. Volunteers are cleared for the department and approved by the facility/office for which they will provide services on a case by case basis.

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**Volunteer Coordinator:** The staff member who is responsible for operating a citizen involvement and volunteer service program for the benefit of youthful offenders.

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

**Regional (Central Office) Coordinator:** The staff member responsible to represent Central Office in providing planning, coordination, and oversight of volunteer/intern services and provides technical assistance to facilities and districts.

### 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 Volunteers program, Interns Services, and Advisory Councils.
2. The Director will designate the Local Volunteer Coordinator and a secondary Coordinator for their DJJ Site.
3. All Volunteer Coordinators must maintain an active Security and Integrity Training Certificate in their training files at their site.
4. 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.
5. The Local Volunteer Coordinator must:
  - a) Complete the Security and Integrity Training within 10 business days of assignment.
  - b) Complete Volunteer Coordinator Training within 90 days of assignment.
  - c) Maintain the Volunteer Services SharePoint Database/files/record retention.
  - 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.

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6. The Local Volunteer Coordinator will 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 facility/CSO.
7. Volunteer events will not disrupt school programming without prior approval from the DJJ Associate Superintendent.
8. The Local Volunteer Coordinator will inform approved volunteers/Interns/Advisory Council Members of all rules and procedures relevant to their function and ensure that volunteers understand the terms of their service, including their specific tasks, responsibilities, and authority.
9. The Local Volunteer Coordinator will, at a minimum, be required to provide an updated Calendar (Attachment B) to all entrance/checkpoints, facility Director and to any other staff/locations as per the Director.
10. The person checking in Volunteers should confirm on the calendar that the volunteer is expected on that date and time as part of the clearance for entry process.
11. The Calendar should be updated any time there are changes and should be housed with the Volunteer Sign in Book. Past Calendars shall be maintained on file with the Local Volunteer Coordinator
12. Youth in secure facilities will receive information about volunteer services in the student handbook.

**B. Application Process:**

1. Special Guests must obtain written approval by the Commissioner and/or designee in order to serve as a volunteer. A Special guest must also sign the appropriate Consent and PREA form. (See Attachment C).
2. Special Guest approval status shall be maintained in a paper file with the volunteer coordinator.
3. Large group presentation/volunteers will be referred to the Central Office Director of Volunteer Services or designee for review and processing of application. Once the review process is completed, the Regional Coordinator will provide notification to the respective Deputy Commissioner.

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- a) Volunteer applications for large groups should be submitted 60 days in advance of the date the service is to begin. Waivers can be granted to achieve an expeditious review and approval process on a case by case basis.
- b) Each member of a large group must complete the one time volunteer application process.

4. One Time Volunteers must meet the following requirements:

- a) Complete the online Application Form (Attachment D);
- b) Sign the Volunteer Criminal/Driver History Consent Form (Attachment E);
- c) Obtain Background Clearance; and
- d) Sign Volunteer/Intern/Guest Consent and PREA Acknowledgement Form (Attachment C).

5. Regular 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 Determination Letter;
- e) Sign Volunteer/Intern/Guest Consent and PREA Acknowledgement (Attachment C); and
- f) Read Volunteer Handbook (Attachment F).

C. Screening:

- 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 subjected to a Background Investigations. They must complete:

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- 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. All volunteer applicants will be referred to the Local/Regional Volunteer Coordinator to submit a Volunteer Application Form (Attachment D) or complete an online application.
4. 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 business days of receipt.
5. Ex-offenders and Current Offenders may be accepted as volunteers if approved by the Commissioner or designee.
6. Any person interested in volunteering with the Department to recruit members for another organization, group, cult, gang, or sect will not be accepted as a volunteer.
7. 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.
8. DJJ employees may be permitted to intern within DJJ outside of working hours with any Department function or entity upon supervisory approval and authorization of the DJJ Office of Human Resources. If the Office of Human Resources determines that the employee's internship tasks are significantly similar to the employee's paid responsibilities, the employee will not be permitted to intern with DJJ.
9. 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.

D. Selection:

1. With the exception of special/guest presentations, each volunteer, regardless of the frequency with which they provide a service, will

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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 TRIS (if applicable) 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 volunteer must:
  - a) Notify the local volunteer coordinator once they have obtained a volunteer identification number;
  - b) Attend orientation before assignment;
  - c) Successfully complete the training listed below prior to assignment:
    - i. Online HIPAA Training
    - ii. Online Volunteer and Orientation Training
    - iii. Applicable Online PREA Modules 2 and 8a

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iv. DJJ Approved Mentor Program volunteers will complete a specialized Online Mentor Orientation and Training.

d) All training and orientation will be documented in the Training Resource Information System (TRIS).

e) Local volunteer coordinators should schedule at minimum of one day per month, to conduct On the Job Training for Volunteers. The training schedule should be documented on the Volunteer Calendar.

2. All volunteers, including those who provide a service on a one time basis, must agree, in writing, to abide by all facility/office policies, particularly those relating to security and confidentiality, prior to providing volunteer services.

3. When deemed necessary for the security of the facility/CSO, Volunteers may be requested to submit to a search of their property and person using the same procedures that are in place for staff.

4. Youth shall not be allowed to sell, give, receive, or transfer property, money, to or from another youth, staff, volunteer, or visitor.

5. Volunteers shall not be allowed to sell, give, receive, or transfer property, money, to or from another volunteer, youth, staff, or visitor in accordance with DJJ 15.8, Youth Property, State Issued and Personal Hygiene.

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 to work with the individual.

4. Volunteers shall not be provided access to youth records.

5. Volunteers and Interns may not escort youth away from the site or have unsupervised contact. 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 the District Director or Designee. Identification cards shall be issued to regular volunteers. The

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card will include the person's name and volunteer status, and shall be issued within 30 days of assignment.

6. All volunteers will be required to sign the Visitor Log/Visitor Consent to Search Form upon entry and exit. Any volunteer refusing to sign the consent will be denied visitation. Rules and regulations will be followed in accordance with to DJJ 15.5, Youth Visitation.
7. Youthful Offenders will have an opportunity to participate in appropriate, services, activities, and events provided in partnership with approved volunteers.
8. The JDC will document and notify the assigned JPPS of the volunteer programs the youthful offender participates in for purposes of reentry planning.

G. Termination of Volunteer:

1. With the exception of Interns, the Department or volunteer may terminate his or her service at any time.
2. The 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.
3. A Volunteer/Intern/Advisory Council Member who has not provided services within a 12 month time period will be terminated as an active volunteer.
4. 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. Volunteers Services records retention will be maintained in accordance with DJJ 5.1, Records Management.
- C. The Local Volunteer Coordinator shall maintain a record retention binder (at minimum) for the following:
  1. Monthly Volunteer Calendar;

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- 2. Special Guest Approval Documentation; and
- 3. Any other forms that cannot be documented in SharePoint.

D. All activities and individual participation will be documented in JTS in each youth's individual record/file.

**V. COMMUNITY CONTRIBUTION**

- A. Each DJJ facility and Community Services office will actively identify and implement activities that contribute to the community.
- B. Each facility and Community Services office will provide youth opportunities for participation in activities that contribute to the community.
- C. All activities will be documented in youth's individual case file in JTS.

**VI. LOCAL OPERATING PROCEDURES REQUIRED: NO**