



Arkansas Community Correction

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ADMINISTRATIVE DIRECTIVE: 17-30 Volunteer Services

TO: Arkansas Community Correction Employees

FROM: Shelia Sharp, Director

SUPERSEDES: AD 13-09

APPROVED: Signature on File

EFFECTIVE: May 31, 2017

- I. APPLICABILITY.** This policy applies to all Arkansas Community Correction (ACC) employees. In a manner generally interpreted to be appropriate, this policy also applies to ACC agents. (4APPFS-3C-02) and individuals who participate in the Volunteer Program.
- II. POLICY.** The ACC will administer a Volunteer Program that encourages, supports, and recognizes the value of community involvement; expands and enhances client services and opportunities; and benefits and supports the ACC mission. (2-CO-1G-04; 4-APPFS-1C-04)

III. DEFINITIONS.

- A. Occasional Volunteer.** A volunteer who provides services to or on behalf of the ACC and is supervised and escorted at all times while in the office or facility.
- B. Regular Volunteer.** A volunteer, including interns and mentors, who provides services to or on behalf of the ACC on a recurring basis.
- C. Mentor.** A volunteer, including eligible offenders, who provide assistance to residents/offenders who are transitioning to the community.

IV. GUIDANCE.

- A. Recruiting Volunteers.** Volunteers should be recruited from all cultural and socioeconomic segments of the community without discrimination. Volunteers may serve as advisors, interpreters, and similar direct service roles. (2-CO-1G-01; 4-ACRS-7F-08; 4-APPFS-1C-05; 4-APPFS-1C-03)

B. Volunteer Requirements.

1. Prospective volunteers must disclose any criminal history and be subjected to a criminal background check.
 - a. Mentor Volunteers may be approved while on active supervision after completing a minimum of 12 months of supervision with the recommendation of the appropriate Area Manager and the approval of the Assistant Director of Reentry.
 - b. Individuals not on supervision but with a criminal conviction within the last ten (10) years must be approved by the Chief Deputy Director or designee.
2. A volunteer must NOT work in a community correction center if he/she is related to a current resident at the facility in which he/she is requesting to volunteer.
3. If necessary, a volunteer must provide documentation of professional qualifications, such as professional licenses or certifications.
4. A volunteer must complete the appropriate Volunteer Application, sign the Waiver of Liability form, and complete volunteer training and orientation.

C. Volunteer Responsibilities. Volunteers are responsible for the following:

1. Complying with the volunteer and other applicable guidelines for specific volunteer program.
2. Documenting volunteer hours on the Monthly Volunteer Time Sheet (AD 17-30 Form 4) and ensure the Volunteer Coordinator has the information on the last day of each month.
3. Submitting appropriate suggestions, comments, and ideas for program improvement to the Volunteer Coordinator. (2-CO-1G-09; 2-CO-1G-10)

D. Volunteer Training. Regular volunteers and mentors must complete a three-hour training that includes all topics outlined on the Regular Volunteer Training Checklists, including specific training for the program to which they are assigned. Occasional Volunteers must complete a one-hour orientation that includes all topics outlined on the Volunteer Orientation Checklist.

IV. ROLES AND RESPONSIBILITIES. (2-CO-1G-03; 4-ACRS-7D-04; 4-ACRS-7B-05)

- A. Assistant Director of Reentry.** The Assistant Director of Reentry provides oversight and direction for volunteer services consistent with ACC policy and procedures. He/she ensures the development and implementation of procedures for communicating with volunteers and for gaining volunteer input for program evaluation.

B. Volunteer Program Manager. The Volunteer Program Manager (VPM) reports to the Assistant Director of Reentry Services and is responsible for managing and coordinating the statewide volunteer program. The VPM organizes and fosters re-entry coalitions; solicits input for the volunteer program from employees, volunteers, clients, and the community; and monitors volunteer activities throughout the state. The VPM must develop and maintain generic volunteer job descriptions, report volunteer activities, and collect and process evaluations. The VPM must consult with designated chaplains and volunteer coordinators at least annually to review procedures guiding ministers, volunteer coordinators and volunteers; and review and evaluate the volunteer services program. (2-CO-1G-02; 2-CO-1G-10)

C. Center Supervisors & Parole/Probation Managers. Center Supervisors and Parole/Probation Area or Assistant Area Managers must designate an employee to serve as the Volunteer Coordinator for their area of responsibility. Center Supervisors and Parole/Probation Area Managers must notify the Volunteer Program Manager of any changes to the volunteer coordinator.

D. Volunteer Coordinator. The Volunteer Coordinator is responsible for the following for ALL volunteers:

1. Reporting volunteer hours as requested by the VPM.
2. Conducting criminal record checks on all volunteer applicants in accordance with state and federal laws. A criminal conviction does not automatically preclude a volunteer from participating in the volunteer program.
 - a. Forwarding any suspect information returned during criminal records checks on matters with a potential terrorism connection to the ACC Internal Affairs Administrator for remitting to the local Joint Terrorism Task Force or the Arkansas State Police.
 - b. If there is a substantive criminal history, providing the information with the application when reviewed by the Center Supervisor or Area Manager. (4-ACRS-7B-05, 4-APPFS-3A-02)
3. Ensuring training is accomplished pursuant to this policy.
4. Maintaining required certificates or licenses of volunteers in accordance with the Records Retention policy.
5. Ensuring each volunteer has an appropriate supervisor assigned to oversee routine volunteer activities.
6. Being involved in the community and in the recruitment of volunteers.

E. Staff Training. The Assistant Director of Reentry must ensure training on this policy is available to appropriate staff.

F. Volunteer Exemptions. Volunteers are exempt from all provisions of the law relative to employee compensation and benefits.

G. Drug Testing. Volunteers will be drug/alcohol tested upon reasonable suspicion and following approval of the appropriate Manager/ Supervisor, Assistant/Deputy Director or Chief Deputy Director.

V. ATTACHMENTS.

AD 17-30 Form 1 Volunteer Application

AD 17-30 Form 2 Volunteer Guidelines, Release & Waiver of Liability Agreement

AD 17-30 Form 3 Occasional Volunteer Orientation Checklist

AD 17-30 Form 4 Regular Volunteer Training Checklist

AD 17-30 Form 5 Volunteer Time Sheets

AD 17-30 Form 6 Volunteer Program Evaluation