

CHAPTER: 200

Public/Public Access

DEPARTMENT ORDER:

204 – Volunteer Services

OFFICE OF PRIMARY
RESPONSIBILITY:

DIR

Effective Date:

January 5, 2019

Amendment:

March 10, 2021

Supersedes:

DO 204 (10/26/14)

Scheduled Review Date:

October 1, 2021


ACCESS

Contains Restricted Section(s)

Arizona Department of Corrections Rehabilitation and Reentry



Department Order Manual



For David Shinn, Director

TABLE OF CONTENTS

STANDARDS	1
PURPOSE.....	1
APPLICABILITY	1
PROCEDURES	1
1.0 RESPONSIBILITIES	1
2.0 VOLUNTEER RECRUITMENT AND PROCESSING.....	3
3.0 VOLUNTEER RENEWAL	7
4.0 ALLEGATIONS OF CRIMINAL / ACTIVITY THAT THREATENS ORDER AND SECURITY.....	8
DEFINITIONS/GLOSSARY.....	8
ATTACHMENT.....	8
FORMS LIST	9
AUTHORITY.....	9

STANDARDS *[Revision – March 10, 2021]*

American Correctional Association (ACA) Standards: 5-ACI-1G-01, 5-ACI-1G-02, 5-ACI-1G-03, 5-ACI-1G-04, 5-ACI-1G-05, 5-ACI-1G-06, and 5-ACI-1G-07

PURPOSE

This Department Order establishes the procedures and standards of the Department's Volunteer Services program for the purpose of assisting in the operation of its programs in order to maximize positive programming and reduce recidivism.

Persons with a disability may request a reasonable accommodation in accordance with Department Order #108, American with Disabilities Act (ADA) Compliance.

APPLICABILITY

This Department Order is not applicable to private prison facilities. Private prisons shall adhere to the Volunteer Services requirements of their contract.

PROCEDURES

1.0 RESPONSIBILITIES

- 1.1 Wardens, Deputy Wardens, Bureau Administrators, Administrators or designees shall:
 - 1.1.1 Ensure all volunteers are supervised by a Program Manager/Supervisor of the area they serve. {5-ACI-1G-01} *[Revision – March 10, 2021]*
 - 1.1.2 Arrange for volunteer supervisors to receive training as developed by the Staff Development and Training Bureau.
 - 1.1.3 Provide direction for each program, listing the goals and objectives, types of services offered, and population served. {5-ACI-1G-01} *[Revision - March 10, 2021]*
 - 1.1.4 Ensure volunteers are informed, via the Volunteer Security and Confidentiality Information Agreement, Form 204-1, of the institution's policies on confidentiality of information. Each volunteer shall sign the form agreeing to abide by them. *[Revision - March 10, 2021]*
 - 1.1.5 Ensure that no volunteer has access to information concerning the security of any Department institution/facility.
- 1.2 The Program Manager/Supervisor shall:
 - 1.2.1 Recruit volunteers to provide or assist with Volunteer Services programming.
 - 1.2.2 Process volunteer applicants as outlined in section 2.0.
 - 1.2.3 Supervise volunteer activities within their area of responsibilities.
 - 1.2.4 Be accessible to volunteers to resolve any concerns and issues which may arise.
 - 1.2.5 Monitor the program content to ensure appropriateness.

- 1.2.6 When a volunteer resigns and/or declines an appointment, notify the Volunteer Coordinator, who shall notify the Religious and Volunteer Services Administrator for tracking purposes.
- 1.2.7 Post a current schedule of volunteer services available to the inmates listing the role and limits of each volunteer. {5-ACI-1G-06} **[Revision - March 10, 2021]**
- 1.3 The Religious and Volunteer Services Administrator or designee shall:
 - 1.3.1 Facilitate recruitment of volunteers through the Arizona State Service website or other approved recruiting methods, without regard to political affiliation, race, color, national origin, sex, age, disability or religious creed. {5-ACI-1G-02} **[Revision - March 10, 2021]**
 - 1.3.2 Ensure volunteers are selected based upon:
 - 1.3.2.1 Experience and background commensurate with the service to be provided and the competency to perform the service, including appropriate license or certification when professional services are to be provided.
 - 1.3.2.2 Favorable references.
 - 1.3.2.3 Appropriate reasons for volunteering.
- 1.4 The Volunteer Coordinator shall:
 - 1.4.1 Coordinate the appointment process for all volunteer applicants at their respective location as outlined in section 2.0.
 - 1.4.2 Ensure volunteer applicants are processed in a timely manner.
 - 1.4.3 Track and report to the Religious and Volunteer Services Administrator the number of active volunteers and number of service hours reported by the Program Manager/Supervisor on a monthly basis.
- 1.5 The Counseling Treatment Services Quality Assurance Coordinator shall screen and approve volunteer applicants for Counseling and Treatment Services activities.
- 1.6 Volunteers shall:
 - 1.6.1 Abide by this Department Order, any other Department written instructions, and other directions they received during orientation. Refer to Attachment A, Stipulated Requirements For Volunteers, for additional information.
 - 1.6.2 Complete all required initial and annual Volunteer Training and provide documentation of passing the training to the Volunteer Coordinator. {5-ACI-1G-05} **[Revision - March 10, 2021]**
 - 1.6.2.1 Volunteers may complete the initial required training prior to meeting with the Volunteer Coordinator.

- 1.6.2.2 Volunteer orientation and initial training shall be completed prior to the delivery of services.
- 1.6.3 Adhere to the volunteer identification (ID) card requirements as outlined in Department Order #515, Identification System.
- 1.6.4 Log in and out when reporting to and leaving work area.
- 1.6.5 Receive and carry a Department issued radio while performing volunteer services inside prison units.
- 1.6.6 Report the following to the Volunteer Coordinator:
 - 1.6.6.1 Their days and hours of service on a monthly basis using the Time Ticket, Form 204-3, or other approved method.
 - 1.6.6.2 Changes of address or phone numbers within 10 calendar days.
- 1.6.7 In accordance with Department Order #501, Employee Professionalism, Ethics and Conduct, confine their relationships with inmates, offenders, former inmates/offenders and their families to those activities which are officially sanctioned as an integral part of their duties, and report any personal contact or interaction with ex-offenders or their families to the Program Manager/Supervisor.
 - 1.6.7.1 Volunteer mentors are permitted to develop personal relationships with current or former inmates/offenders. However, volunteer mentors are to adhere to a mentor/mentee relationship as directed and governed by their affiliated organization.
 - 1.6.7.2 On a case by case basis, Non-Mentor volunteers may have contact with an ex-offender when the ex-offender has been off supervision for three years.

2.0 VOLUNTEER RECRUITMENT AND PROCESSING

- 2.1 To request a new volunteer(s), the Program Manager/Supervisor shall submit an approved Request for Unpaid Volunteer, Form 204-6, to the Religious and Volunteer Services Administrator, who shall forward resumes to the appropriate Volunteer Coordinator and the requesting Program Manager/Supervisor for review and consideration.
- 2.2 The Program Manager/Supervisor or Volunteer Coordinator shall:
 - 2.2.1 Interview volunteer applicants using Volunteer Application and Interview, Form 204-5, to determine eligibility and suitability for the volunteer opportunity. The interview may be telephonic.
 - 2.2.2 If the volunteer applicant is an ex-offender, ensure eligibility is determined and ex-offenders are processed in accordance with Department Order #504, Recruitment and Hiring and this section.

2.3 The Volunteer Coordinator shall:

- 2.3.1 Upon determination that volunteer applicants are able to move forward with the recruitment process, send the volunteer applicants:
- 2.3.1.1 A cover letter (may be via email), which includes a request for the appropriate license/certification for which the volunteer is applying.
 - 2.3.1.2 Online Training Instructions.
 - 2.3.1.3 Arizona Department of Administration (ADOA) Volunteer Registration Form located on the ADOA Risk Management website.
 - 2.3.1.4 The background investigation documentation specified in Department Order #602, Background Investigations. Refer to the definition of Non-Department Employee Amount of Contact and Attachment A, Required Background Investigation Documentation, for specific documentation requirements.
 - 2.3.1.5 The Authorization for Release of Information document if the Background Questionnaire, Form 602-1 is not required. This form must be notarized.
 - 2.3.1.6 Volunteer/Intern Tuberculosis (TB) Screening Compliance, Form 116-10, in accordance with Department Order #116, Employee Communicable Disease and Exposure Control Plan.
- 2.3.2 Upon receipt of the required documents:
- 2.3.2.1 Review all forms for proper completion.
 - 2.3.2.2 Verifying any required professional licenses and certifications. {5-ACI-1G-04} **[Revision - March 10, 2021: Sections 2.3.2.2 and 2.3.2.3]**
 - 2.3.2.3 Volunteers may perform professional services only when they are certified or licensed to do so. Tutoring or sponsorship of a craft or hobby program is not considered a professional service. {5-ACI-1G-04}
 - 2.3.2.4 Initiate an Arizona Crime Information Center (ACIC)/National Crime Information Center (NCIC) check.
- 2.3.3 When the required documentation is complete and volunteer applicants are deemed suitable for volunteer opportunities, schedule volunteer applicants' visits to the institution, facility or work area to:
- 2.3.3.1 Acquaint them with the institution, written instructions and Department personnel where they will be assigned, and instruct them to consult their Program Manager/Supervisor when they require assistance. {5-ACI-1G-05} **[Revision - March 10, 2021]**
 - 2.3.3.2 Fingerprint Card and photo completion.

- 2.3.3.3 Additional training as required by the appropriate Warden, Deputy Warden, Bureau Administrator, Administrator or designee, to include a practical demonstration of radio operation.
- 2.3.3.4 Witness their signature on the Background Investigation, Form 602-1, as applicable.
- 2.3.3.5 Schedule their Pre-Employment Drug Testing and provide them the original of the Pre-Employment Drug Test Consent and Release of Liability, Form 522-1, and corresponding documentation in accordance with Department Order #522, Drug-Free Workplace.
 - 2.3.3.5.1 The Volunteer Coordinator shall ensure he/she completes his/her portion of the form, and scans a copy of the form to the Drug Testing Coordinator the day of notification.
- 2.3.4 Upon successful completion of the drug screening:
 - 2.3.4.1 Provide written notification to each individual accepted into the Department Volunteer Program, which shall include:
 - 2.3.4.1.1 Specific task assignment.
 - 2.3.4.1.2 Initial report date.
 - 2.3.4.1.3 Contact person.
 - 2.3.4.1.4 Indication the continuation of service is contingent upon completion of the background investigation.
- 2.3.5 Forward the following to the Background Investigations Unit (BIU):
 - 2.3.5.1 The documentation required as outlined in Department Order #602, Background Investigations, Attachment A.
 - 2.3.5.2 Complex ACIC/NCIC clearance.
- 2.3.6 Upon receipt of the BIU's recommendation, in collaboration with the Warden/Administrator, determine if the volunteer applicant is approved or denied. If a decision cannot be reached, the respective Regional Operations Director shall be the final approving authority.
- 2.3.7 If volunteer applicants are approved:
 - 2.3.7.1 Coordinate the issuance of Volunteer ID cards in accordance with Department Order #515, Identification System. {5-ACI-1G-03} **[Revision - March 10, 2021]**

- 2.3.7.1.1 Volunteer ID cards shall include location designation(s), which shall be a single letter taken from the first letter of the name of the institution served, with the exception of Phoenix, which shall be "X" Central Office shall be represented as "CO."
- 2.3.7.1.2 Location designations shall be placed on the ID card immediately after the expiration date.
- 2.3.7.1.3 Where all locations are served the term "ALL" shall replace the single letter designations.
- 2.3.7.2 Provide them their Acceptance Letters (may be via email).
- 2.3.7.3 Update the Volunteer Roster.
- 2.3.7.4 For each volunteer processed at his/her location, create and maintain individual Volunteer Files which shall include a current photograph, current address and telephone number. This file may be maintained in electronic format. Volunteer Files shall include: {5-ACI-1G-03} ***[Revision - March 10, 2021]***
 - 2.3.7.4.1 All forms required by this Department Order, with the exception of the Fingerprint Card.
 - 2.3.7.4.2 Proof of successful completion of training.
 - 2.3.7.4.3 Volunteer/Intern Tuberculosis (TB) Screening Compliance, Form 116-10, as applicable.
- 2.3.7.5 When volunteers were processed at a different institution and serve multiple locations, create, update and maintain a Volunteer File that contains at a minimum the volunteer's volunteer ID number, current TB clearance, and proof of security clearance.
- 2.3.7.6 Volunteers may submit suggestions to the Religious and Volunteer Services Administrator or designee regarding the establishment of policy and procedure for the volunteer program. {5-ACI-1G-07} ***[Revision - March 10, 2021]***

2.4 Ex-Offender Volunteer Applicants

- 2.4.1 For Department Institutions – Ex-offenders may be eligible to serve as volunteers if they:
 - 2.4.1.1 Meet the ex-offender requirements outlined in Department Order #504, Recruitment and Hiring.
 - 2.4.1.2 Have completed probation or parole, and have not had subsequent arrests or charges.

- 2.4.1.3 Have served with a specific volunteer group/agency for a minimum of three years prior to application.
- 2.4.1.4 Provide a written recommendation from the organization served in the community.
- 2.4.1.5 Provide evidence of gainful employment and payment of state and federal taxes, unless deemed physically unable to work.

2.4.2 For Community Corrections

- 2.4.2.1 Individuals who were formally incarcerated under any jurisdiction may be eligible if they:
 - 2.4.2.1.1 Meet the ex-offender requirements outlined in Department Order #504, Recruitment and Hiring.
 - 2.4.2.1.2 Provide written proof of successful completion of any form of Community Supervision (Parole, Probation, or Community Supervision) from any jurisdiction.
- 2.4.2.2 Individuals who are currently under any form of Community Supervision may be considered on a case by case basis if they:
 - 2.4.2.2.1 Meet the ex-offender requirements outlined in Department Order #504, Recruitment and Hiring.
 - 2.4.2.2.2 Submit a current progress report from their supervising agency with the Volunteer Application and Interview form. If accepted for Volunteer Services, a current report shall be provided on a quarterly basis and upon request.

3.0 VOLUNTEER RENEWAL – This section is applicable to volunteers cleared to enter Department institutions/facilities. It is not applicable to volunteers who only volunteer in Community Corrections Reentry Centers.

- 3.1 Prior to the volunteer's ID card expiration date, the volunteer shall submit the following to the Volunteer Coordinator:
 - 3.1.1 Criminal History Request, Form 121-1
 - 3.1.2 A completed Volunteer/Intern Tuberculosis (TB) Compliance form
 - 3.1.3 Proof of completion of required training
- 3.2 The Volunteer Coordinator shall forward a completed Criminal History Request form to the appropriate Arizona Criminal Justice Information System (ACJIS) Operator for processing.
- 3.3 The Volunteer Coordinator shall notify the appropriate Complex Security staff and the Volunteer Organization's point of contact when a volunteer's identification card will not be renewed in accordance with Department Order #515, Identification System.

3.4 Expired ID cards shall be returned to the appropriate Human Resources Liaison in accordance with Department Order #515, Identification System.

4.0 ALLEGATIONS OF CRIMINAL OR ACTIVITY THAT THREATENS THE INSTITUTION'S ORDER AND SECURITY [Revision - March 10, 2021]

4.1 If any volunteer's activity threatens the order and security of the institution or the safety of the volunteer, the volunteer's approval to enter the institution shall be limited or discontinued until the problem is resolved. {5-ACI-1G-01} [Revision - March 10, 2021]

4.2 In the event there are allegations of criminal activity against a volunteer, the Warden, Bureau Administrator or designee shall:

4.2.1 Immediately request the nearest Criminal Investigations Unit to conduct an investigation.

4.2.2 Determine if the subject(s) of the investigation shall be denied access to the Department location pending the outcome of the investigation.

4.2.2.1 Subject(s) shall be denied access pending the outcome of the investigation when the allegation is related to a felony or serious misdemeanor (i.e., assault, harassment, and endangerment).

4.2.3 Immediately notify the Volunteer Coordinator and the Program Manager/Supervisor in writing of the denial.

4.2.4 When the investigation results determine the allegation(s) of criminal activity is unfounded, permit the subject(s) access to the Department location, and immediately notify the Volunteer Coordinator and the Program Manager/Supervisor in writing when access has been reinstated.

4.3 If a volunteer is denied access to a Department location based on the criminal history obtained from ACIC/NCIC and/or the Arizona Criminal Justice Identification System (ACJIS) check, the Warden, Bureau Administrator or designee shall:

4.4 Advise the Volunteer Coordinator, the Program Manager/Supervisor, and the Volunteer Organization of the denial without disclosing the specific information obtained from the inquiry.

4.5 Immediately contact the nearest Criminal Investigations Unit office when an ACJIS inquiry has located an outstanding warrant or pending felony charge against a volunteer.

DEFINITIONS/GLOSSARY

Refer to the Glossary of Terms

ATTACHMENT

Attachment A, Stipulated Requirements for Volunteers

FORMS LIST *[Revision - March 10, 2021]*

- 204-1, Volunteer Security and Confidentiality Information Agreement
- 204-3, Time Ticket
- 204-5, Volunteer Application and Interview
- 204-6, Request for Unpaid Volunteer

AUTHORITY

- A.R.S. §41-621, Purchase of Insurance; Coverage; Limitations; Exclusions; Definition
- A.R.S. §41-622, Revolving Funds for Self-Insured Losses and Administrative Costs; Budget Requests

ATTACHMENT A
[Revision – March 10, 2021]

STIPULATED REQUIREMENTS FOR VOLUNTEERS

Parameter	Refer to Department Order (DO)
Arrest/Negative Law Enforcement Contact	Volunteers shall notify the Volunteer Coordinator at the location where they provide services if they are cited, arrested or indicted, as outlined in Department Order #501, Employee Professionalism, Ethics and Conduct.
Drug and Alcohol Testing Program/Drug and Alcohol Prohibition	DO #522, Drug-Free Workplace
Background Check and Fingerprinting	DO #602, Background Investigations
Community Corrections	DO #1003, Community Corrections and DO #1006, Reentry Center
Compliance with the Americans With Disability Act	DO #108, Americans With Disabilities Act Compliance
Dismissals	Volunteers may be dismissed at any time as determined by the Volunteer Coordinator in consultation with the appropriate Warden, Deputy Warden, Bureau Administrator, Administrator or designee. Dismissals shall be in writing. The volunteer may appeal in writing to the Assistant Director for Inmate Programs and Reentry or designee.
Ex-Offender Volunteer Application Process	DO #504, Recruitment and Hiring
Grooming Standards	DO #503, Employee Grooming and Dress
Identification Cards	DO #515, Employee Identification System
Inmate Addiction Treatment	DO #917, Addiction Treatment Services
Inmate Mail and Property	DO #909, Inmate Mail, and DO #914, Inmate Property
Inmate Religious Activities	DO #904, Inmate Religious Activities/Marriage Requests
Personal Property	DO #513, Employee Property, and #109, Smoking and Tobacco Products
Position Transfer	Transfer from one volunteer position to another without the written permission of the appropriate Program Manager/Supervisor.
Professionalism, Ethics and Conduct	DO #501, Employee Professionalism, Ethics and Conduct
Recognition	DO #506, Employee and Volunteer Recognition Program
Reentry Center	DO #1006, Reentry Center
Searches	DO #708, Searches
Termination or Rescheduling of Services	Volunteers shall terminate and/or reschedule services when only one inmate is in attendance, unless two or more volunteers are present, where applicable.
Training Requirements	DO #509, Employee Training and Education
Tribal Relations	DO #921, Tribal Government Relations
Tuberculosis (TB) Clearance and Communicable Disease Exposure Control	DO #116, Employee Communicable Disease Exposure Control Plan
Vehicles and Transport	<ul style="list-style-type: none"> • Vehicles shall be locked and parked only in designated areas. • Volunteers shall not act as escorts or transport inmates and/or operate a state vehicle at any time. • Approved mentors are permitted to escort and/or transport offenders on Community Supervision or ex-offenders.
Work Area	Volunteers shall not visit any institutions or work areas to which they are not assigned, except as is necessary in the performance of their assigned duties, or with the prior approval of the Program Manager/Supervisor.