

Division of Community Correction VOLUNTEER HANDBOOK

Improving lives with the help of the community, one offender at a time.



WELCOME TO THE VOLUNTEER PROGRAM!



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WELCOME TO DCC VOLUNTEER PROGRAM!

Dear Volunteer Program Participant,

Welcome to the Division of Community Correction Volunteer Program. We are excited that you are exploring the volunteer opportunities offered at DCC. Our volunteers provide great services to our clients.

Meeting the needs of the clients can sometimes be challenging. We believe you have the necessary qualities to get it accomplished.

We want to know why you chose our agency so we can know what will continue to motivate you. By keeping you engaged in the mission, we are hopeful that you will stay with us and possibly share your experience with others.

There is an open invitation for you to connect with and build synergistic relationships with the clients and staff.

By participating in the program, you are helping to successfully return residents to the community. This has the potential of being a great partnership and know that you have our full support.

We look forward to getting to know you.

Sincerely,

DCC Volunteer Department

"Improving lives with the help of the community, one offender at a time."

Contact Us

Someone will always be available to keep an open line of communication with us throughout your time at DCC. Call or email us if you have any questions, suggestions, difficulties, or stories to share.

To preserve your sanity and enable you to do this wonderful work for as long as possible, we hope to provide you with the best of volunteer support services. The first step is to provide you with the best training possible and giving you tools you will need to work successfully with clients.



VOLUNTEER DEPARTMENT STAFF:

Volunteer Manager: Ardella Bearden
501-749-0959
ardella.bearden@arkansas.gov

Reentry Manager: Kelly Knuckles
501-912-1924
kelly.knuckles@arkansas.gov

Assistant Director of Reentry: Carrie Williams
479-886-0468
carrie.williams@arkansas.gov

ABOUT US

Division of Community Correction

Division of Community Correction supervises more than 60,000 offenders throughout the state. The agency is responsible for adult parole and probation supervision and the operation of six facilities that are licensed residential treatment centers. DCC is working to make Arkansas safer by changing offender behavior through evidence-based approaches, programs, and services.

Goals:

- To provide appropriate and effective supervision of offenders in the community
- To provide for the confinement, care, control, and treatment of offenders sentenced to or confined in community correction centers in an adequate, safe, and secure environment.
- To develop and implement sanctions, programs and services needed to function within the scope of the mission.
- To improve staff recruiting, retention and training efforts.

Mission Statement:

"To enhance public safety by enforcing state laws and court mandates through community partnerships and evidence-based programs that are cost efficient and hold offenders accountable while engaging them in opportunities to become law-abiding, productive citizens."

Philosophy:

"We place our priority on public safety while providing opportunities for positive change."

Motto:

"Serving Justice"

Volunteer Mission Statement:

"Improving lives with the help of the community, one offender at a time."

DCC RESIDENTIAL FACILITIES

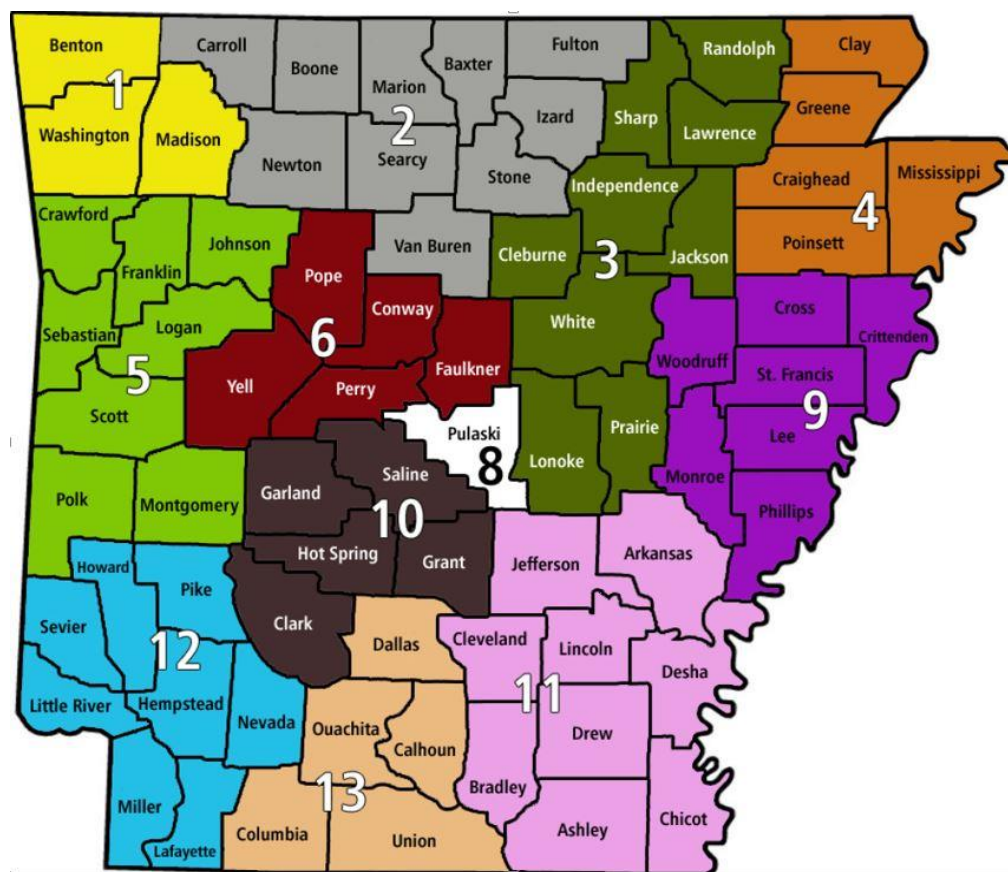
Gender	Facility	City
Male	Central Arkansas Community Correction Center	Little Rock
Male	Northeast Arkansas Community Correction Center	Osceola
Female	Northwest Arkansas Community Correction Center	Fayetteville
Male	Omega Supervision Sanction Center	Malvern
Female	East Central Arkansas Community Correction Center	West Memphis
Male	Southwest Arkansas Community Correction Center	Texarkana



Northeast Arkansas Community Correction Center, Osceola, AR

Parole is early release from state prison to community supervision.

Probation is a court-ordered alternative to prison where the offender remains in the community and is subject to conditions of behavior.



12 Area Offices

Substance Abuse /Drug Court Offices in more than 45 Cities

DCC Licensed Reentry Facilities

A Reentry Facility Program is a 6-month program that provides housing and programming for one or more ***inmates*** who have been transferred from ADC to DCC for the purpose of ***reentry programming***. An inmate's home or the residence of an inmate's family member must not be considered a reentry facility for purposes of this regulation.



DCC Licensed Transitional Housing Facilities

A Transitional Housing Program is a 90-day program that provides housing for one or more ***offenders*** who have either been transferred or ***paroled*** from the Department of Correction by the Parole Board or placed on ***probation*** by a circuit or district court. An Offender's home or the residence of an offender's family member shall not be considered a transitional housing facility for purposes of this regulation.



WE NEED YOU!

Volunteering is a voluntary act of an individual or group freely giving time and skills. We understand the definition and we are more than thrilled that you chose our agency.

Volunteering in corrections is a selfless way for citizens to help rehabilitate clients seeking a better life during and after incarceration. Making a measurable difference in the lives of people who actively want to better themselves says so much about who you are. The Division of Community Correction Volunteer Department is aware of the wide variety of skills you bring to the table. These skills help clients learn what it means to be an engaged, productive member of society.

Due to the challenges inherent in volunteering for formerly incarcerated people, volunteering here is somewhat different and perhaps more emotionally difficult than other places. We encourage our volunteers to take excellent care of themselves and to be aware of their limits. It is a good idea to look realistically at your expectations of volunteering here at Division of Community Correction. You may want to work together with other volunteers, or you may want the opportunity to provide direct support. The important thing is to have an idea of your preferences and expectations and to let us help you find the program most suited to you.

This handbook is designed to act as one of many resources to help prepare you for the adventures ahead. We understand that keeping you informed can only help build a winning team.

We appreciate any time you can donate to our agency.

Let us get to work!



VOLUNTEERS ROCK!

VOLUNTEER POLICIES AND PROCEDURES

For this handbook, the word "client" will be used to represent inmate, resident, offender, felon, and parolee.

GENERAL PERSONNEL PRACTICES:

The purpose of this Policies and Procedures Manual is to bring together a cohesive set of guidelines to provide an understanding of the personnel and operational policies of Division of Community Correction Volunteer Services.

The information within addresses many aspects of volunteering with Division of Community Correction and is made available to volunteers, staff, and clients for informational purposes. These policies and procedures may be changed and/or updated at any time by the Volunteer Department or agency. When required, these guidelines may be modified in accordance with local or state laws. When changes are made, the volunteer staff will notify volunteers using the most appropriate means of communication. Compliance with all provisions of these guidelines is expected of all volunteers of DCC.

This manual is not, and should not, in any way be considered as a contract of employment.

Volunteers are encouraged to use their program leads and/or Volunteer Department as resources for clarification or additional information of any policy or procedure.

VOLUNTEER POLICY:

Division of Community Correction 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 DCC mission.

MISSION STATEMENT:

Improving lives with the help of the community, one offender at a time.

PERSONNEL PRACTICES PROCEDURES:

The following procedures are guideposts for the Volunteer Department and are written with the intent they be administered in an even, fair-minded manner while leaving room for circumstances which require flexibility.

POSITION DESCRIPTIONS:

A position description is prepared when a new position is created or when position duties are significantly changed. The Volunteer Department has final approval of all position descriptions.

VOLUNTEER PLACEMENT:

1. *DCC Volunteer Application* – Applying is the first step to becoming a volunteer. Applications can be accessed on our website or by contacting the Volunteer Department. The volunteer application is used to establish permanent information and will be confidential and archived after the volunteer's time has ended. The information on the application is also used to run a mandatory Criminal History report on all volunteers.

2. *Orientation and Training* – All volunteers must attend Volunteer Orientation/Training prior to starting. Orientation and Training are further tools to determine placement.

EQUAL OPPORTUNITIES PRACTICES:

Division of Community Correction recognizes the importance and value of a culturally diverse volunteer pool and is committed to a policy of equal opportunity. Every volunteer has the right to work in an environment free from all forms of unlawful discrimination.

BACKGROUND CHECKS:

Background checks are conducted on all prospective volunteers seeking placement with DCC. Depending upon the essential duties noted for the position, background checks will include criminal history, driving record and personal references. Information obtained through a background check is considered confidential and will be handled accordingly.

ETHICS:

It is the policy of DCC to create and maintain a secure, professional, and productive work environment, where employees and agents conduct themselves in a manner that does not impair DCC operations and does not compromise their authority or erode public confidence. Employees and agents are expected to obey laws and departmental policies; uphold generally recognized standards of professional ethics, conduct, and demonstrate respect for the safety, rights, and dignity of others.

CONFIDENTIALITY:

DCC fully supports the right to privacy.

- Volunteers are not to discuss clients, other volunteers, staff members by name or any other characteristic by which a client, volunteer, staff member could be identified, with anyone. If a problem or question arises, the volunteer should bring the issue to the attention of the Volunteer Department.
- Volunteers are also expected not to disclose any confidential business or employee/volunteer information obtained in the normal course of their duties regarding the operations of DCC or its staff members. Such confidential information includes, but is not limited to compensation information, medical information, financial information, and/or legal documents.
Respect and maintain all clients' confidentiality.
- Refrain from greeting or acknowledging clients outside of DCC unless greeted or acknowledged by the client first.
- Respect and maintain all volunteer confidentiality.
- Enter only designated volunteer area while serving as a volunteer.
- Volunteers are not to bring any additional friends or family with them.

Improper or unauthorized disclosure of confidential information may result in disciplinary action, up to and including, termination from volunteering and/or legal action.

RECORDING VOLUNTEER HOURS:

Volunteer time sheets will be provided for each volunteer. The volunteer should check in with their supervisor or Volunteer Department at the beginning and ending of each day to verify the hours. All off-site volunteer hours must be recorded and reported to the Volunteer Department as well.

COMPENSATION AND REIMBURSEMENT:

Individuals accepting any position as volunteers will not be compensated for their work. In addition, volunteers will not receive reimbursement for mileage, parking, supplies or anything purchased without prior authorization of the Volunteer Department. Division of Community Correction will not pay any fines, tickets, towing or any other bills received while doing volunteer work.

PROFESSIONALISM:

Division of Community Correction is a place of employment, and thus we expect our volunteers to adhere to a code of professional ethics and to conduct themselves in a professional demeanor while working both on and off site. We want all clients, volunteers, and any other community members encountering DCC to be treated with utmost dignity and respect.

- DCC is a place free of discrimination based on age, race, creed, color, national origin, ancestry, sex, sexual orientation, gender identity, physical or mental disability, marital status, religious or spiritual affiliation, political affiliation, or military status.
- Good customer service skills are required for all positions dealing with clients, staff, community, or in positions where there is contact with parties outside of DCC.
- Refrain from imposing religious or political beliefs on a client, staff, or anyone who is contacting or coming into an DCC facility.
- Volunteers are not to do any task which is outside the scope of their job description. Should you encounter this, simply state that you are “not authorized to perform that task” and if a problem or question arises or you are unsure, please contact the Volunteer Department.
- Attendance:
 - Volunteers are expected to show up on time and to stay for their entire shift.
 - If you are taking an extended break or resigning as a volunteer, please notify the Volunteer Department.
- Clients are dealing with a variety of life challenges, and you may encounter a variety of different moods and attitudes from them as a volunteer. Please respect what they are going through and their right to privacy. If a client presents you with a challenging situation you are not able to handle, please seek out the Volunteer Department or a staff member to assist.
- Violating any of the other policies contained in this handbook (i.e. confidentiality, sexual relations, sexual harassment, drugs and alcohol, dress code, conflict of interest, workplace violence, weapons, etc.) will be considered a breach of professionalism.

HARASSMENT PROHIBITED: ZERO TOLERANCE**HARASSMENT IN GENERAL:**

Harassment is any oral, written, visual, physical, or other form of conduct that denigrates, seeks to intimidate or coerce, discriminates against, or shows hostility toward any person based on race, gender, sexual orientation, gender identity, religion, creed, national origin, age, political affiliation, union membership or activity, HIV status, disability, pregnancy, marital or veteran status, or any other protected status.

SEXUAL HARASSMENT: ZERO TOLERANCE

Any unwelcome sexual advance, or other unwelcome verbal or physical conduct of a sexual nature, constitutes sexual harassment and is expressly forbidden. Such conduct has the purpose and effect of substantially interfering with an individual's work performance by creating an intimidating, hostile and offensive work environment. Any form of sexual harassment will not be tolerated and is grounds for disciplinary action up to termination and possible criminal charges.

WORKPLACE VIOLENCE PROHIBITED: ZERO TOLERANCE

Division of Community Correction will not tolerate any acts of intimidation, threats, bullying or other violent behavior. Any volunteer who is subjected to, witnesses, or has knowledge of actions that could be perceived as violent behavior, or has reason to believe that such actions may occur, is expected to report the situation to the Volunteer Department as soon as possible.

Any behavior that is violent or indicates an imminent potential for violent behavior should be reported first to the agency control center, any available supervisor, then Police by calling 911

ACTING AS A REPRESENTATIVE OF DIVISION OF COMMUNITY CORRECTION: NOT ALLOWED

Although you may be asked to attend planning committees, community meetings, or other events, you are not a representative of DCC. You are not allowed to speak on behalf of DCC. All volunteers are expected to conduct themselves with professionalism and respect to the policies, goals, and mission of DCC.

CONFLICT OF INTEREST:

Volunteers are expected to avoid engaging in any action that might appear to have a conflict of interest with the business of Division of Community Correction. A conflict of interest arises when an activity limits a volunteer's ability to act in an ethical or responsible manner as in the following examples:

- Conducting business on behalf of DCC with relatives, domestic partners, and family members.
- Accepting payments, commissions, tips, or rewards from clients, other volunteers, vendors, guests, or any other person doing business with DCC.
- Using DCC facilities or equipment for personal financial gain.
- Borrowing money from or lending money to clients.
- Engaging in practices which violates any federal, state, or local law or violates any regulation which DCC is subject to.
- Revealing or misusing any confidential information proprietary to DCC.
- The employment or utilization of clients for personal favors outside of normal volunteer professional relationship.

A volunteer engaged in any activity that has created a conflict of interest will be subject to disciplinary action up to, and including, termination and legal action, if appropriate.

DRESS CODE:

Volunteers represent the agency in both behavior and appearance.

Consequently, volunteers are encouraged to use proper judgment in their daily dress and grooming.

In general, DCC endorses a business casual mode of dressing. Volunteers' presentation should be professional yet not interfere with their ability to build rapport with clients, volunteers, and staff. Volunteer dress and grooming is encouraged to be relaxed, yet neat and clean.

Examples of inappropriate clothing items include:

- Ripped or frayed clothing, including cutoff
- Workout clothing, such as sweatpants or spandex
- Transparent clothing
- Visible undergarments
- Clothing with words, terms, or pictures, particularly those that may be considered offensive
- Clothing that advertises alcohol or cigarettes
- Dirty or soiled garments
- Flip-flops, thong sandals, or slippers

Examples of appropriate clothing items include:

- Clean, unwrinkled clothing
- Shirts free of words, terms, or pictures
- Pants and skirts with tailored hems
- Blue jeans without holes or rips

Additionally:

Some special events may require dressier attire or may be outdoors or involve lifting and setup. Special events volunteers will be notified about any dress requirements prior to the events.

Violation of the dress code may cause a volunteer to be subject to disciplinary action or the volunteer may be sent home to change their clothes or remedy grooming issues, if necessary.

WEAPONS FREE ENVIRONMENT:

Division of Community Correction values the health and well-being of our staff, volunteers, clients, and visitors. No weapons of any kind (guns, knives, etc.) are allowed in any agency building, on the agency grounds, in any client home or while working with a client or at any agency function. Violations will result in disciplinary action up to, and including, termination and criminal processing, if appropriate.

DRUG FREE WORKPLACE:

Division of Community Correction is committed to maintaining a drug-free workplace. Our agency values the health and wellness of its employees/volunteers and views substance abuse as detracting from both the health of its employees/volunteers and the productivity of the organization. DCC is also a tobacco free zone. Smoking is not allowed on state property to include the parking lot.

Violations of this policy will result in disciplinary action up to and including termination of volunteer status.

REPORT WRITING:

All volunteers are required to fully document reportable incidents. When writing an incident report or Witness Statement only state the facts. The completed report should be given to the supervisor and or Volunteer Department. Incidents reports may be obtained from Volunteer Department or any DCC staff.

VOLUNTEER MISCONDUCT AND DISCIPLINARY POLICY:

Division of Community Correction retains the right to discipline and terminate volunteers from their current placement or from volunteering at DCC when policy and procedures are not followed. Volunteer misconduct and disciplinary issues are reviewed on an individual basis and the Volunteer Department makes final decisions.

Volunteers found in violation of any of the policies and procedures will be assessed. The Volunteer Department will ask questions regarding the events. Depending on the severity of the misconduct, actions may be taken. The possible actions may include, but are not limited to, change of placement, limitations of placement, suspension from volunteering for a period not to exceed one year and/or termination from DCC Volunteer Program.

VOLUNTEER TERMINATION:

Serious problems occasionally make it necessary to dismiss an individual from an assignment or from DCC.

Any action to dismiss a volunteer will receive careful, detailed, and confidential consideration.

A volunteer will be dismissed from the agency should policies and procedures be violated and/or if it becomes evident the best interests of the client, volunteer and/or DCC are not being served.

A volunteer may be dismissed from the agency for any of the following reasons:

1. Violation of program policies
2. Inappropriate behavior with a client, staff member or other volunteers
3. Unauthorized published public representation of duties, training, activities, and accomplishment as a DCC volunteer
4. Violation of DCC Volunteer Confidentiality Statement
5. Theft of property or money

Volunteers who are found in violation of the policies will be:

1. Immediately removed from their current placement
2. Asked to meet with Volunteer Department if applicable
3. Given reasons for the termination in writing
4. Ineligible to volunteer at Division of Community Correction (either for a specified time or permanently)

HEALTH AND SAFETY PLAN—EMERGENCY EVACUATION

POLICY:

It is the policy of Division of Community Correction to have a viable plan for evacuation in the event of a major disaster requiring such action. Volunteers will become familiar with the below outlined plan upon hire.

PROCEDURES:

EXITS AND ALTERNATIVE EXITS

Be familiar with all possible exits from all buildings. Exit maps are posted in various locations throughout the agency.

EVACUATING

During an emergency which requires evacuation, staff members, volunteers, clients, and visitors are to leave as quickly as possible.

HEALTH AND SAFETY PLAN—FIRE PREPAREDNESS

POLICY:

It is the policy of Division of Community Correction to have a plan for fire preparedness.

PROCEDURES:

DURING A FIRE

Proceed to the nearest exit deliberately and calmly.

If your planned exit is blocked, immediately proceed to an alternative exit route.

Proceed to the Meeting Place (see Emergency Evacuation Policy)

DO NOT USE THE ELEVATOR

AFTER A FIRE

Stay out of damaged buildings. Once you have evacuated the building you were in, return only when you have been told it is safe to reenter. Damaged buildings may be dangerous following a fire. Reenter buildings only after the fire department has cleared you to go in.

HEALTH AND SAFETY NOTES

Do not come to volunteer if you are sick. Our clients have compromised immune systems and what may be a simple cold to you, can be detrimental to our clients' health. If you cough or sneeze while volunteering, please cover your mouth (preferably with your elbow or arm as that cuts down on the spread of germs) and wash your hands as soon as possible.

VOLUNTEER OPPORTUNITIES

1. Reentry Coach – A volunteer who is matched with a Resident inside a Reentry/ Transitional Facility. The volunteer would meet with the Resident at a minimum of once a week for 45 minutes to help with goal setting, listen to their concerns/needs, and be a positive role model. (21 years of age or older)

2. Regular Volunteer – A volunteer who donates their time in a Parole Office or facility to help staff and or Residents. This could include clerical, supervisory duties, faith-based, group sessions to name a few. (21 years of age or older)

3. Intern - A student enrolled at an accredited university who needs hours to complete their degree. Training provided by professionals at a Parole Office or facility. (18 years of age or older)

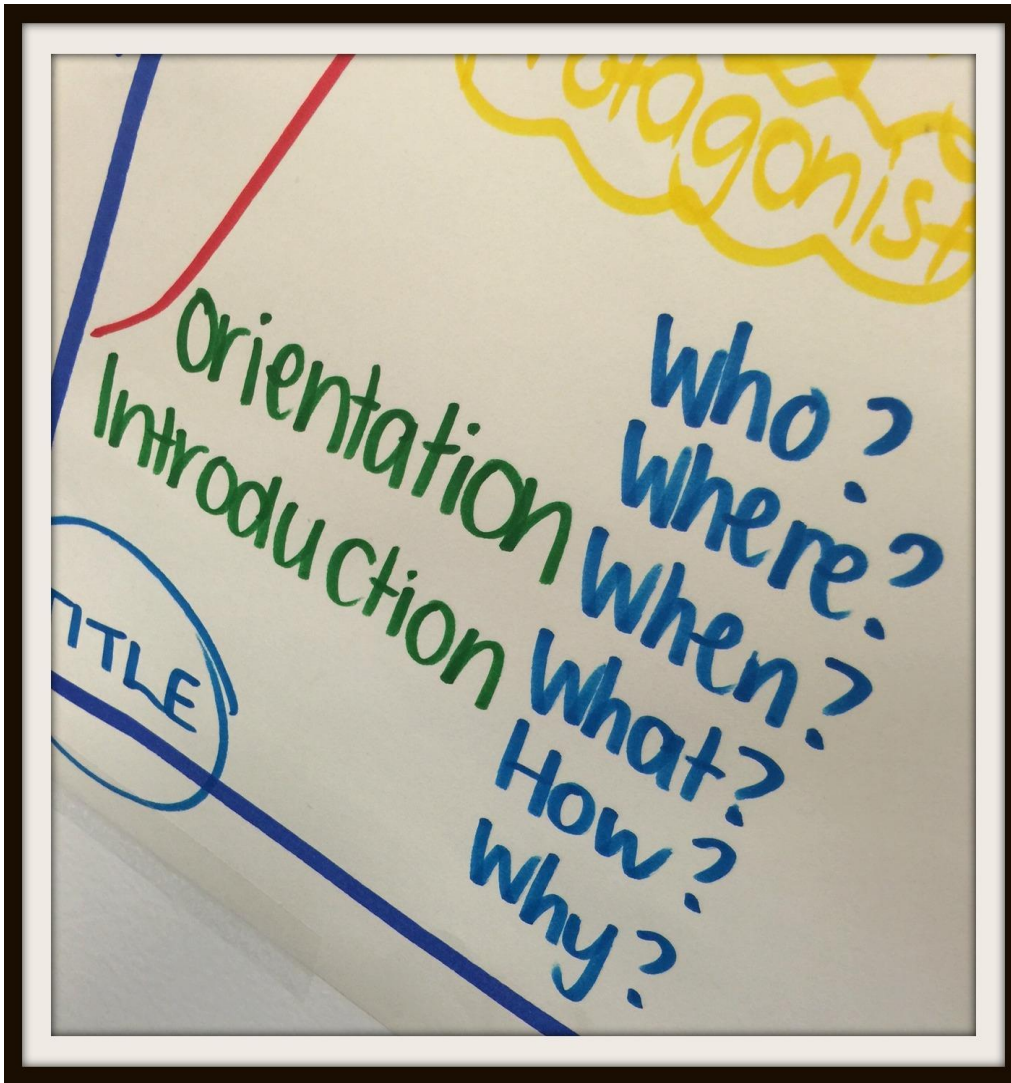
The Process

1. Complete Volunteer Application
2. Pass Background Check
3. Mandatory volunteer training



Job Descriptions

Pages 18- 26 contain some of the job descriptions for volunteer positions offered at Division of Community Correction. It is not a total list of the volunteer opportunities that we have.



The job descriptions may not include all the duties, knowledge, skills, or abilities associated with the position and may be modified as the need arises. Your supervisor and or the Volunteer Department will discuss the job requirement in more detail during orientation and training.

Job Description

Job Title: Reentry Coach

Overview: The Reentry Coach provides support to offenders in a Reentry, Transitional, or Residential Facility. The Reentry Coach may also provide support to offenders on parole/probation. Through supportive weekly meetings, the Reentry Coach will assist the offender with identifying, planning, and achieving goals in areas that will help them successfully rejoin the community. Some key goal areas for each offender are transportation, education/training, employment, finances, and housing. Other goals may be considered based on the needs of the offender. The Reentry Coach also provides support in identifying and accessing resources in the community.

Essential Duties/Responsibilities:

- Be a positive role model.
- Listen.
- Support the offender in identifying goals and developing plans to achieve them.
- Meet weekly to discuss developments, challenges, and work on plans to achieve goals.
- Keep a summary log of interactions with the offender and use that to report monthly to the Volunteer Coordinator or Volunteer Manager of the status of goals and other activities.

Qualifications:

- Demonstrate an ability to build and maintain meaningful relationships with clients through interpersonal skills, sensitivity, and rapport building skills.
- Commit to volunteering for a six-month period.
- Complete a background check, Reentry Coach Training, and Facility Training
- Be culturally and socioeconomically sensitive with the ability to respect and serve a diverse population of people.
- Report all crisis management incidents.
- 21-year-old

Location: The Reentry Coach will make the determination of his/her assignment. We hope that the Reentry Coach will be flexible to assist when and where there is a need.

I have reviewed this role description and by signing, acknowledge that I am able to perform the duties as outlined.

Volunteer

Date

Supervisor/Coordinator

Date

Job Title: Internship for Field Services

Overview: DCC Field Service Officers maintain responsibility for the day to day supervision and community surveillance of all adults who have been sentenced to probation by the court and or on parole.

Parole/Probation Officers manage the offenders under supervision in the community.

Each offender is assigned a supervising parole/probation officer and office location for reporting.

Offenders are offered a wide variety of programming options to help decrease the likelihood of recidivating. Certified substance abuse program counselors provide treatment to offenders dealing with alcohol, drug, and tobacco use addiction. Offenders may also be referred by parole/probation officers to programs such as financial education, employment skills, anger management, life skills, and general education. Parole and Probation community-based supervision provides the opportunity for offenders to live and work in the community while completing the remainder of their sentence.

Purpose: To have the opportunity to learn, under supervisory guidance, the specific functions of an Adult Parole/Probation Officer, how the criminal justice system operates, the gradual assumption of some casework responsibilities as well as the overall functioning of a criminal justice agency.

Essential Duties/Responsibilities: Typical duties may include one or more of the following:

- Participating in client interviews.
- Preparing reports for the Court.
- Researching resources to meet offender needs.
- Assuming limited responsibility in providing casework services.
- Administrative duties as necessitated by client contact.
- Maintain effective working relationships with other Probation Departments and agencies.

Qualifications:

- Commitment to maintaining confidentiality and professionalism.
- Mature, reliable, dependable individuals able to relate to a variety of persons.
- Ability to develop supportive relationships with clients while maintaining objectivity.
- An awareness of one's role as an authority figure and a role model.
- Ability to communicate information in verbal and written form.
- Successfully pass background check according to AD 17-30, Volunteer Services

Training:

Agency and Division orientation sessions are required. On-the-job training will be provided by trained staff. Additional training opportunities may also be available.

Supervision:

Assigned Staff Person. Ongoing supervision will be provided by an assigned staff person

Commitment:

Preferred is a full semester of 16 weeks. This is an unpaid position with no benefits or travel reimbursement.

Evaluation:

Evaluations will take place on a regularly scheduled basis as Department and/or college/university requirements dictate. Consultation will be available from the immediate supervisor and/or the Internship Coordinator.

I have reviewed this role description and by signing, acknowledge that I am able to perform the duties as outlined.

Volunteer

Date

Supervisor/Coordinator

Date

Job Description

Job Title: Customer Service

Overview:

The Customer Service Representative provides a positive first impression of the agency's friendliness, excellent service, and high standards. Interact with customers to provide and process information in response to inquiries, concerns, and requests. This position is governed by state and federal laws and agency policy.

Essential Duties/Responsibilities:

- Greet visitors and assist with inquiries.
- Monitor website for inquiries and respond accordingly.
- Escort visitors to the right offices.
- deal directly with visitors either by telephone, electronically or face to face
- respond promptly to visitor's inquiries
- direct requests and unresolved issues to the designated resource
- keep records of visitor interactions and transactions
- record details of inquiries, comments, and complaints
- record details of actions taken
- maintain visitor databases
- communicate and coordinate with internal departments
- follow up on visitors' interactions

Qualifications:

- High school diploma, general education degree or equivalent
- knowledge of customer service principles and practices
- knowledge of relevant computer applications
- interpersonal skills
- communication skills- verbal and written
- listening skills
- customer service orientation
- adaptability
- initiative
- stress tolerance

I have reviewed this role description and by signing, acknowledge that I am able to perform the duties as outlined.

Volunteer

Date

Supervisor/Coordinator

Date

Job Description

Job Title: College Coordinator

Overview:

This position is responsible for coordinating and providing student services at Division of Community Correction. These services include coordinating support for new and continuing students with registration, financial aid, and assessments related to placement. The coordinator assists in retention programs including tutoring, and other efforts identified at the facility. A flexible schedule may be required.

Essential Duties/Responsibilities

Administrative Student Support: Supports students in completing all necessary forms.

- Works directly with students to support processes and solve problems related to registration, financial aid, and payments.
- Serves as Liaison with main campus offices to facilitate processes and problem resolutions.
- Supports facility in coordinating Student Orientation.
- Manage classroom, and request supplies as needed for distribution.
- Organize assignment of tablets to include labeling and distribution.

Academic Support: Administer Accuplacer testing and forward scores

- Monitor the printed reporting of census and grades
- Oversees assessments and placement testing for new students as needed.
- Coordinates tutoring opportunities as available.
- Supports facility in developing schedules as needed.
- Implements retention strategies as identified.
- Works with Dean of Students to ensure that the facility is aware of services offered by the college and implements new services as they become available.

Qualifications:

- Bachelor's Degree required or high school diploma with college experience
- Minimum of two-years experience in an educational setting.
- Experience working with adult learners.
- Excellent oral presentation and written communication skills.
- Computer skills include Microsoft Office and database software.
- Team player with demonstrated customer services skills.
- Ability to Multitask.
- Ability to exercise good decision-making skills.
- Experience in conflict resolution and consensus building.
- Ability to communicate and maintain systematic, coherent expectations.

I have reviewed this role description and by signing, acknowledge that I am able to perform the duties as outlined.

Volunteer

Date

Supervisor/Coordinator

Date

Job Description

Job Title: A Recovery Sponsor (AA, Substance Abuse, Celebrate Recovery)

Overview:

A sponsor is someone who can help guide you through the program. This person is generally someone who has a good amount of sobriety under their belt and feels comfortable guiding others through difficult times in sobriety. A sponsor is an understanding and sympathetic person who you can trust and turn to with problems associated with alcohol substance abuse and sobriety. Sponsorship is a vital tool for the 12-step pathway of recovery. Although there are no formal sponsorship rules, it is recommended that a sponsor has at least one to two years of sobriety before they begin to sponsor. The goal is to have someone who will help your growth in the program

Essential Duties/Responsibilities:

Alcoholics Anonymous

- A sponsor does everything they can within their personal boundaries and knowledge to help a newcomer get sober and stay sober using the tools of AA.
- Leads by example through sobriety and drinking history what AA can do for a person's life.
- Encourages clients to attend different AA meetings to obtain several viewpoints and interpretations of the AA program.
- Suggests to clients to keep an open mind about AA and alcohol use disorder.
- Introduces clients to new members or new groups.
- Shows the newcomer AA literature like the *Big Book* and *Twelve Steps and Twelve Traditions*.
- Explains the 12-step program and the meaning of the 12 steps, emphasizes their importance.
- Guides clients through the 12 steps and then encourages them to pass on what they have learned.

Substance Abuse/Celebrate Recovery

Addictions Sponsors provide individual or group therapy to individuals struggling with drug addiction, alcohol addiction, gambling addiction and/or eating disorders. Sponsors may participate in orientation sessions, informational programs and/or dependency prevention initiatives. Sponsors meet with clients in reentry/transitional, residential treatment facilities, correctional institutions, or parole/probation settings.

Qualifications:

- **Patience**
- **Understanding**
- **Compassion**
- **Gift of time**

There is no one way to be a sponsor. The rules are not set in stone. Each person has their own recovery program, and this means that each sponsorship relationship will be unique.

All sponsors must follow the guidelines established by Division of Community Correction and the Volunteer Department.

I have reviewed this role description and by signing, acknowledge that I am able to perform the duties as outlined.

Volunteer

Date

Supervisor/Coordinator

Date

Job Description

Job Title: Faith Based/Spiritual Provider

Overview:

Under the direct supervision of the Chaplain, the Faith Based Provider provides spiritual and pastoral care and facilitates the opportunity for the client to pursue their individual religious beliefs and practices in accordance with current law, federal regulations, and Division of Community Correction guidelines. The Faith Based Provider may provide religious worship, education, counseling, spiritual direction, support, and crisis intervention to accommodate the diverse religious and spiritual needs. The Faith Based Provider's role is to be a non-judgmental caring influence in the lives of individuals, a visible model of respect and caring for each client's spiritual need.

Essential Duties/Responsibilities:

Understand the mission and values of the Religious Services Program. Understand the work performed and how it supports the Religious Services Program in achieving its goals. Understand how to work in a multicultural environment with sensitivity and integrity. Be able to use knowledge and be willing to expand learning of applications or technology to perform job duties. Maintain and improve the skills and knowledge needed to be effective in performing job responsibilities. Follow Religious Services Program policies and procedures in carrying out work activities.

- Pastoral care giving
- Religious Leadership
- Program Administration
- Institutional Coordination

Qualifications

- Skill in interviewing and counseling (individual/group).
- Religious Credentials
- Understand what a team is and what it does
- Understand the desired outcome of assigned work and how it supports the Religious Services Program
- Know whom to consult for assistance in solving non-routine problems.
- Model behaviors that are consonant with the mission and values of the Religious Services Program in work activities and relationships.
- Communicate a positive, professional image of the Religious Services Program, demonstrating respect, empathy, and integrity.

I have reviewed this role description and by signing, acknowledge that I am able to perform the duties as outlined.

Volunteer

Date

Supervisor/Coordinator

Date

Job Description

Job Title: Driver

Overview:

A licensed and insured driver who utilizes their personal vehicle to transport clients to and from various locations as deemed necessary by an approved Division of Community Correction staff member. The driver plays a key role in assisting clients who would otherwise be without transportation and hinder them from important appointments.

Essential Duties/Responsibilities:

- Transports clients to scheduled appointments, work, court, parole offices, and other locations deemed necessary by approved staff member.
- Complete destination logs as required.
- Maintains safe, secure, and healthy work environment by following the guidelines of Division of Community Correction.

Qualifications:

- Personal vehicle
- Valid driver's license
- Clean driving history
- Proof of Insurance
- Decision Making Skills

I have reviewed this role description and by signing, acknowledge that I am able to perform the duties as outlined.

Volunteer

Date

Supervisor/Coordinator

Date

Job Description

Job Title: Recreational Services

Overview:

The Recreational Leader conducts recreation activities with clients. They will organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, and hobbies, under the direction of Division of Community Correction guidelines.

Essential Duties/Responsibilities:

- Organize, lead, and promote interest in recreational activities such as arts, crafts, sports, games, camping, and hobbies.
- Ascertain and interpret the clients' interests, evaluate equipment and facilities, and adapt activities to meet the needs and guidelines of DCC.
- Supervise and coordinate the work activities of clients.
- Explain principles, techniques, and safety procedures to clients in recreational activities, and demonstrate use of materials and equipment.
- Evaluate recreation areas, and facilities to determine if location is appropriate for desired activity.
- Meet with staff to discuss rules, regulations, and equipment/supply needs.

Qualifications:

- Certification and or License will be required if the services provided dictates.
- A year experience of principles and methods for curriculum and training design
- Teaching and instruction for individuals and groups
- Measurement of training effects
- Knowledge of human behavior, performance, and individual differences in ability

I have reviewed this role description and by signing, acknowledge that I am able to perform the duties as outlined.

Volunteer

Date

Supervisor/Coordinator

Date

Job Description

Job Title: Educational Services

Overview: The Educational Provider is responsible for teaching courses to clients in a classroom setting. Prepares lesson plans and evaluates and monitors clients' performance. They will plan, organize, and implement an appropriate instructional program in a learning environment that guides and encourages clients to develop and fulfill their academic/vocational potential.

Essential Duties/Responsibilities:

- Prepares outline of instructional program and studies and assembles material to be presented.
- Presents lectures and discussions to group to increase students' knowledge or vocational competence
- Create a classroom environment that is conducive to learning and appropriate to the maturity and interest of the students.
- Keep daily attendance records and progress reports.
- Assess the accomplishments of students on a regular basis.
- Maintain records portfolios and student progress reports.
- Prepare and submit monthly reports in a timely basis.
- Tests and grades students
- Assist the program coordinator in such duties as deemed necessary in attaining the established program goals.

Qualifications:

- Certification and or License will be required if the services provided dictates.
- A minimum of 36 months experience of principles and methods for curriculum and training design
- Ability to communicate effectively orally and in written form.
- Knowledge of human behavior, performance, and individual differences in ability
- Ability to instruct and maintain emotional control under stress.

I have reviewed this role description and by signing, acknowledge that I am able to perform the duties as outlined.

Volunteer

Date

Supervisor/Coordinator

Date

ADMINISTRATIVE DIRECTIVE: 19-05 Volunteer Services

TO: Division of Community Correction Employees

FROM: Kevin Murphy, Director

SUPERSEDES: AD 17-30

APPROVED: Signature on File

EFFECTIVE: February 4, 2019

I. APPLICABILITY. This policy applies to all Division of Community Correction (DCC) employees. In a manner generally interpreted to be appropriate, this policy also applies to ACC agents. DCC agents include volunteers, interns, contractors, and vendors. (4APPFS3C-02).

II. POLICY. The DCC 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 DCC 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 DCC and is always supervised and escorted while in the office or facility.

B. Regular Volunteer. A volunteer, including interns and mentors, who provide services to or on behalf of the DCC on a recurring basis.

C. Reentry Coach. A volunteer, including eligible offenders, who help 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. 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 19-05 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 reentry coaches 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.

V. 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 DCC 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 DCC 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-ACRS7B-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. Testing methods and consequences of positive tests or refusal to test are addressed in the policy titled "Drug-Free Workplace."

VI. ATTACHMENTS. AD 19-05 Form

1. Volunteer Application
2. Training Checklist
3. Waiver of Liability Agreement
4. Time Sheet
5. Program Evaluation

**DIVISION OF COMMUNITY CORRECTION
Volunteer Application**

Name:			
Home/Cell Phone:		Work Phone:	
Street Address:	City:	State:	Zip:
Email Address:			
Organization/Agency:			

Current Employment (Most recent within the last three years)

Employer Name and Address:	Supervisor:	Phone Number:
----------------------------	-------------	---------------

School Information (Student/Interns Only)

College:	
Degree Program:	Academic Advisor:
Advisor's Phone Number:	Advisor's Email:

Volunteer Preferences:**Volunteer Type (Check all that apply)**

☐ Regular Volunteer ☐ Reentry Coach ☐ Intern

Availability: (Check all that apply)

☐ Morning ☐ Afternoon ☐ Evening

Day of the week: _____

Professional or Personal References:

Name/Job Title:	Relationship:	Phone Number:
Name/Job Title:	Relationship:	Phone Number:

Please provide a few sentences about your motivation for volunteering with DCC:

Are you: currently on or in the process of being placed on an Inmate's/Resident's visitation list?

☐ Yes ☐ No

Are you related to an Inmate/Resident at the facility you are trying to volunteer?

☐ Yes ☐ No

(PLEASE PRINT OR TYPE ALL INFORMATION)

Name:			
	(as it appears on your Driver's License)		
Sex:	<input type="checkbox"/> Male	<input type="checkbox"/> Female	
Race:	<input type="checkbox"/> Caucasian	<input type="checkbox"/> Black	<input type="checkbox"/> Hispanic <input type="checkbox"/> Other: _____
Date of Birth:		Social Security #:	
Year-month-date: (1903-09-27)			
(must be at least 21 years old or enrolled in an accredited university if applying for Intern status)			
Driver's License #		State that issued DL:	
Mailing Address			
Phone:			
Email:			

A criminal charge/conviction does not automatically preclude a volunteer from participating in the volunteer program. Failure to disclose all charges/convictions (to include expungements and sealed records) may be considered as falsification of documents and reason for denial. Use additional forms if necessary, to list all charges/convictions.

Have you ever been arrested? Yes ☐ No ☐ Charge: _____ Date: _____

If you were ever convicted of a crime, please complete the following:

Year Convicted	Charges	Misdemeanor or Felony?	Date off parole

By signing below, you agree to the above terms and authorize the release of information for the purposes of completion of this application to include a criminal background check.

Applicant's Signature: _____ Date: _____

For DCC Staff use:

Background Check Complete: ____/____/____

Reference/Advisor Check Complete: ____/____/____

Volunteer Coordinator Signature

Date

Center Supervisor/Area Manager Signature

Date

☐ Recommend

☐ Do Not Recommend

Training Checklist

Item	When & Where	Source
About the organization:		
1. History		
2. Mission		
3. Programs and Services Reentry and Transitional		
4. Benefits of Volunteering		
Policy:		
1. Volunteer Policy		Lecture, Ppt, Discussions, Handouts, Exam
2. Code of Ethics Rules of Conduct		Lecture, Ppt, Discussions, Handouts, Exam
3. Prison Rape Elimination Act		Lecture, Ppt, Discussions, Handouts, Exam
4. Sexual Harassment		Lecture, Ppt, Discussions, Handouts, Exam
5. Drug-Free Workplace		Lecture, Ppt, Discussions, Handouts, Exam
6. Offender Records (confidentiality)		Lecture, Ppt, Discussions, Handouts, Exam
7. Tobacco (Smoke-Free Workplace)		Lecture, Ppt, Discussions, Handouts, Exam
8. Dress Code		Lecture, Ppt, Discussions, Handouts, Exam
8. Report Writing		Lecture, Ppt, Discussions, Handouts, Exam
Client Dynamics:		
1. Criminogenic Risk Factors		Lecture, Ppt, Discussions, Handouts, Exam
2. Prison Culture and Sensitivity		Lecture, Ppt, Discussions, Handouts, Exam
3. 5 Stages of Incarceration		Lecture, Ppt, Discussions, Handouts, Exam
4. Building a Professional Relationship		Lecture, Ppt, Discussions, Handouts, Exam
5. Games Inmates Play		Lecture, Ppt, Discussions, Handouts, Exam
6. Crisis Management		Lecture, Ppt, Discussions, Handouts, Exam
7. Underlying Issues of Incarceration		Lecture, Ppt, Discussions, Handouts, Exam
The Facility/Office:		
1. Explanation of Facility/Office Operations:		
a. Personal Safety		
b. Emergency Plan		
c. Reporting Incidents		
d. Access to Facility/Office		
e. Use of supplies and equipment		
f. Escort		
g. Parking		
The Role:		
1. Job Descriptions		
2. Supervisor Chain-of-Authority		
3. Supervision of Activities		
4. Employment Opportunities		
5. Volunteer Input		
6. Evaluations and Suggestions		
7. Release & Waiver of Liability Agreement		

Training Checklist (continued)**Notes:**

Volunteer: I confirm that I have been trained on all items listed above and understand the policies and information that was presented to me.

Printed Name: _____

Signature: _____ Date: _____

Volunteer Trainer: I confirm that I have trained the above volunteer on the items listed on the above checklist.

Printed Name: _____

Signature: _____ Date: _____

VOLUNTEER TIME SHEET

Office/Center: _____ Report Month: _____

[illegible]

Division of Community Correction

VOLUNTEER TIME SHEET

Name: _____ Supervisor: _____

Office/Center: _____ Report Month: _____

[illegible]

Division of Community Correction (DCC) VOLUNTEER GUIDELINES, RELEASE & WAIVER OF LIABILITY AGREEMENT

1. I will follow Volunteer Guidelines and DCC policy that would reasonably be considered applicable.
2. I will perform my volunteer services in compliance with the DCC Code of Ethics and Rules of Conduct.
3. I will not bring onto DCC property any of the following items: cell phones, explosive devices, firearms or other weapons, ammunition, alcoholic beverages, tobacco products, narcotics, or objects or materials of any kind that might be used to compromise the security and safety of the facility.
4. I will not participate in DCC activities or be on DCC property while under the influence of illegal drugs or alcoholic beverages. I understand that I am subject to drug and alcohol testing upon reasonable suspicion and approval of the Center Supervisor or Parole/Probation Manager.
5. I will leave my purse and unnecessary objects locked in the trunk of my vehicle when on DCC property. I understand that my person, personal items, and vehicle are subject to screening and/or search. I will provide a photo ID or DCC volunteer badge upon request by DCC personnel. I will always wear an DCC volunteer badge while on DCC property.
6. I will dress appropriately while on DCC property. I understand that miniskirts, short dresses, shorts, halter tops or halter dresses, see through clothing, tight clothing, or other provocative clothing will not be allowed. My clothing will not promote alcohol or drugs, illegal actions, racial comments, vulgarity, sexual implications, or profanity.
7. I will not exchange any material with a resident or offender such as notes, correspondence, money, food, or gifts I will not participate in a personal relationship with a resident or offender nor will I divulge personal information. I understand that this action could place me at risk.
8. I will keep all resident or offender information confidential. I will not commit DCC to any financial obligations. I will not speak on behalf of nor act as a representative of the DCC.
9. I will obey all safety and security instructions including all facility procedures. I will work within my job duties and my physical assignments. I will follow supervisory guidance.

For the good and valuable consideration of participating in the Division of Community Correction (DCC) Volunteer Program, I, for myself, my successors, heirs, assign, executors, administrators, spouse, and next of kin, do hereby understand and agree to the following:

1. My participation as a volunteer may involve risk of serious injury or harm.
2. I hereby assume any and all liability and risks of injury or harm, including permanent or partial disability, medical bills, death, damage to my property, or death caused by or arising from my participation in the volunteer program.

3. I will not, nor will any person or entity on my behalf, initiate, pursue nor participate in a lawsuit or claim, including any for personal injury, property damage, or wrongful death, against the State of Arkansas, DCC, its employees, officers, agents, volunteers, the Parole Board, or the Board of Corrections, for damages arising out of or attributable to my participation in the volunteer program.

4. I release and discharge the DCC, its employees, officers, agents, volunteers, the Parole Board, and the Board of Corrections from any liability, loss, damage, claim, demand, or any cause of action against them arising out of or attributable to my participation in the volunteer program, whether the same arises from negligence or otherwise.

I, _____, agree to serve in the Division of Community Correction Volunteer Program. I commit to performing my assigned volunteer duties to the best of my ability and to follow DCC guidelines, policies, and procedures. I have read this document and understand that I am waiving substantial rights. I voluntarily sign this document and by doing so, assume all risks attendant and pertaining to participating in the DCC volunteer program.

Volunteer Printed Name

Signature

Date

Coordinator Printed Name

Signature

Date

VOLUNTEER EVALUATION FORM**PART A: COMPLETED BY SUPERVISOR**

Name: _____ Position: _____

Period of Evaluation: _____ Total # of clients handled or hours contributed: _____

Supervisor: _____

Rating scale: 1 = needs improvement 4 = very good
 2 = fair 5 = superior
 3 = good N/A = not applicable

1. PROFESSIONALISM

_____ Understands purposes and goals of Division of Community Correction.

_____ Understands and complies with confidentiality in client relationship

_____ Relates well with public

_____ Exhibits poise-in handling difficult situations

_____ Exhibits sincere interest and enthusiasm towards clients and work

Comments: _____

2. RESPONSIBILITY

_____ Reliable about schedule and time commitment

_____ Completes assignments in a timely fashion

_____ Pays attention to detail when necessary

_____ Willing to take on assignments

Comments: _____

3. EFFECTIVENESS

_____ Welcome opportunities to learn information or procedures that will make work more effective

_____ Follows through on assignments

_____ Willing to ask questions when in doubt

_____ Uncovers and communicates all pertinent facts

Comments: _____

Benefits to staff from working with this volunteer are: _____

Benefits to program from this volunteer's skills, experience and knowledge are: _____

Additional Comments: _____

Signature of Supervisor: _____ Date: _____

Signature of Volunteer: _____ Date: _____

VOLUNTEER EVALUATION FORM**PART B: COMPLETED BY VOLUNTEER**

Name: _____ Position: _____

Period of Evaluation: _____

Supervisor: _____

Rating scale: 1 = needs improvement 3 = good 5 = superior
 2 = fair 4 = very good N/A = not applicable

1. ORIENTATION AND TRAINING

_____ The goals and purposes of Division of Community Correction were clearly explained.

_____ The job description for your position was reviewed and procedures to be followed were explained.

_____ Training was effective and provided the tools needed to perform the assigned tasks.

Comments: _____

2. SUPERVISION

_____ Supervisor/Volunteer Department was available to you when you had questions or needed information.

_____ Supervisor's attitude was one of professional regard.

_____ Lines of supervision were clear.

Comments: _____

PLEASE RESPOND TO THE FOLLOWING QUESTIONS:

What other training or growth opportunities would you like to see offered?

What additional "tools" would make your work more effective and/or pleasant?

What are some suggestions or goals you would offer for the DCC volunteer program?

How could DCC improve its volunteer - staff structure and/or relationships?

Additional Comments:

Signature of Volunteer: _____ Date: _____

Signature of Supervisor: _____ Date: _____

Division of Community Correction
INCIDENT OR HAZARD REPORT/WITNESS STATEMENT-STAFF USE

Name of Person Making Report:

Control Number:

Title or Resident Number:

Office/Area or Shift:

Incident Date:

Incident Time:

Incident Location:

PRELIMINARY
REPORT

FINAL REPORT

License Plate #:

Last 4 VIN:

INCIDENT TYPE

- | | | |
|--|---|--|
| <input type="checkbox"/> Sexual Harassment (allegations, incidents or suspicion) | <input type="checkbox"/> Sexual Abuse (allegations, incidents or suspicion) | <input type="checkbox"/> Non-sexual harassment |
| <input type="checkbox"/> State Vehicle | <input type="checkbox"/> Public Complaint | <input type="checkbox"/> Offender Injury |
| <input type="checkbox"/> Arrest | <input type="checkbox"/> Employee Injury | <input type="checkbox"/> Emotional Stress |
| <input type="checkbox"/> Weapon | <input type="checkbox"/> Evidence Collected | <input type="checkbox"/> Auto Accident |
| <input type="checkbox"/> Contraband | <input type="checkbox"/> Cardinal Rule Violation | <input type="checkbox"/> Use of Force |
| <input type="checkbox"/> Property Damage | <input type="checkbox"/> Major Rule Violation | <input type="checkbox"/> Substance Abuse |
| <input type="checkbox"/> Offender Death | | |
| <input type="checkbox"/> OTHER (explain): | | |

Instructions: Provide names and identities of others as you know them. If “reasonable suspicion” is the basis for action, document both the “specific objective facts,” and any “reasonable inferences” relied upon to make the judgment. Include a description of what led to the incident, who was present, who was involved, what force was used, and by whom, injuries sustained (if any), and medical assistance offered and provided. Follow other relevant policy guidance.

For allegations, incidents or suspicion of sexual abuse, sexual harassment, and non-sexual harassment: 1. Comply with related policies including “Reporting and Investigating Incidents and Hazards” and “Prison Rape Elimination Act (PREA).” 2. Use the Sexual Abuse Checklist when applicable. 3. When DCC staff complete this on behalf of a resident or offender who makes a verbal report; make a note of this on the report and then ask the resident/offender to sign if they agree.

Offenders Involved /Present (Box may be checked if you are certain the offender was “involved”)

Inv	Offender Name	Number	Inv	Offender Name	Number
<input type="checkbox"/>			<input type="checkbox"/>		
<input type="checkbox"/>			<input type="checkbox"/>		
<input type="checkbox"/>			<input type="checkbox"/>		
<input type="checkbox"/>			<input type="checkbox"/>		
<input type="checkbox"/>			<input type="checkbox"/>		
<input type="checkbox"/>			<input type="checkbox"/>		

Employees or Others Involved / Present (Box may be checked if you are certain the person was “involved”)

Inv	Employee / Other Name	Optional Note	Inv	Employee/ Other Name	Optional Note
<input type="checkbox"/>			<input type="checkbox"/>		
<input type="checkbox"/>			<input type="checkbox"/>		
<input type="checkbox"/>			<input type="checkbox"/>		
<input type="checkbox"/>			<input type="checkbox"/>		
<input type="checkbox"/>			<input type="checkbox"/>		
<input type="checkbox"/>			<input type="checkbox"/>		

Division of Community Correction

INCIDENT OR HAZARD REPORT/WITNESS STATEMENT – PAGE 2

Extent of Injury and to Whom

Treatment Rendered and by Whom

INCIDENT STATEMENT OF FACTS. Describe the situation as you saw it or know it. Do not include opinions, conclusions, or interpretations. Use the continuation page if necessary.

Disposition (when information is available before submitting this form)

CERTIFICATION

I hereby certify that the statement hereinbefore is true. I am making this statement freely, under no duress, and without undue coercion exerted on me by an official of Division of Community Correction, or any offender.

Name of Person Making Statement
(Print)

Signature of Person Making Statement

Date

Name of Person Taking Statement
(Print)

Signature of Person Taking Statement

Date

Center Supervisor / Area Manager must see any report involving use of force or serious/critical incidents. (4-ACRS-2B-01)
Either a copy must be sent to the Center Supervisor / Area Manager OR the original. If sending a copy complete the next line:
Copy was sent to Center Supervisor or Area Manager (if required). Sent by (name):

REVIEWED BY (Name)**POSITION or TITLE****DATE****TIME**☐ AM ☐ PM☐ AM ☐ PM☐ AM ☐ PM☐ AM ☐ PM☐ AM ☐ PM

Comments

Recommendations

Instructions

Volunteer Emergency Contact Information Form

Please complete the following information to ensure we maintain a current record of contact information for you and your emergency contacts.

Name:

Last

First

Phone: (____) _____

Address: _____
Street City State Zip

Email: _____

Emergency Contact Name: _____
Last First

Cell Phone: (____) _____ Home Phone: (____) _____ Other Phone: (____) _____

If unavailable **(2nd) Contact Name:** _____
Last First

Cell Phone: (____) _____ Home Phone: (____) _____ Other Phone: (____) _____

If unavailable **(3rd) Contact Name:** _____
Last First

Cell Phone: (____) _____ Home Phone: (____) _____ Other Phone: (____) _____

Preferred local hospital: _____

Comments (include any special medical or personal information you would want an emergency care provider to know – or special contact information)



Division of Community Correction, Central Office
1302 Pike Avenue, Suite B
North Little Rock, AR 72114
501-743-0959

Name:	
Assignment Area:	
Date of Photo:	

VOLUNTEER

***** Escort Required with Limited Supervision*****

Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

VOLUNTEER WITH US!



DIVISION OF COMMUNITY CORRECTION

CENTRAL OFFICE

1302 PIKE AVE, SUITE B

NORTH LITTLE ROCK 72114

501-743-0959