
	DISTRICT OF COLUMBIA DEPARTMENT OF CORRECTIONS POLICY AND PROCEDURE		EFFECTIVE DATE:	September 10, 2018	Page 1 of 17
			SUPERSEDES:	1310.3G January 17, 2017	
			OPI:	PROGRAMS	
			REVIEW DATE:	September 10, 2019	
			Approving Authority	Quincy L. Booth Director	
	SUBJECT:	VOLUNTEER SERVICES PROGRAM			
	NUMBER:	1310.3H			
Attachments:	Attachment A – Volunteer Services Form Attachment B – Application for Volunteer Program Development Attachment C – PREA Standard Form Attachment D – Volunteer Application/Volunteer Service Agreement Attachment E – District Governmental Employee Application Attachment F -- Background Investigation Authorization Form Attachment G – Message to Volunteers Regarding Incoming Publications and Program Materials				

SUMMARY OF CHANGES:

Section	Change
	<i>Change ALL references of "Correctional Administrator for Programs" to "Deputy Warden for Programs and Case Management".</i>
	<i>Changed ALL references of "The Director of Personnel" to "Chief of Human Resource Management".</i>
Added Attachment	<i>Attachment E-District Governmental Employee Application</i>

APPROVED:



Quincy L. Booth, Director

9/10/2018

Date Signed

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1. **PURPOSE AND SCOPE.** To establish uniform policy and procedures for the administration and management of the Volunteer Services Program in the DC Department of Corrections (DOC).
2. **POLICY.** It is DOC policy to utilize a diverse group of volunteers to supplement programs, resources and to provide a positive link between the DOC, inmates and the community. Volunteers may include local citizens, students in local universities, and members of local businesses and community organizations. It is also the policy of DOC to partner with other District Government agencies to provide services to our inmate population. The eligibility requirements for those employees are also addressed in this policy.
3. **PROGRAM OBJECTIVES.** The expected results of this program are:
 - a. DOC shall recruit, screen and select citizens and organizations to provide direct services to inmates at the Central Detention Facility (CDF) and the Correctional Treatment Facility (CTF).
 - b. Volunteers provide services to inmates to include, but not limited to, spiritual growth, marriage and family enrichment, substance abuse education, health education, job readiness, literacy, special needs and reentry services.
 - c. Volunteers shall only perform duties consistent with their credentials and training.
 - d. Ensure inmates are involved in positive activities to enhance successful reentry.
4. **RESPONSIBILITY.** The Volunteer Coordinator has direct responsibility for program administration and day to day operations for the Volunteer Program at the CDF and CTF.
5. **DIRECTIVES AFFECTED**
 - a. **Directives Rescinded**

PP 1310.3G

Volunteer Services Program (1/17/17)

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b. Directives Referenced

- 1) PP 3040.6 Personnel Security and Suitability Investigations
- 2) PP 1310.4 Citizens Advisory Committee
- 3) PP 3300.1 Employee Code of Ethics and Conduct
- 4) PM 3360.2 Employee Attire
- 5) PP 3700.2 Employee Training and Staff Development
- 6) PP 4090.4 Inmate Correspondence and Incoming Publications
- 7) PP 5020.1 Entrance and Exit Procedures
- 8) PP 6050.1 Tuberculosis Control Program
- 9) SOP 6050.4-17 Mandatory Employee Drug and Alcohol Testing Program (MEDAT)

6. NOTICE OF NON-DISCRIMINATION

- a. In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code § 2-1401.01 et seq., (Act) the District of Columbia does not discriminate on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, status as a victim of an intra-family offense, or place of residence or business. Sexual harassment is a form of sex discrimination that is also prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

7. AUTHORITY

- a. D.C. Personnel Manual Title 6, Chapter 40, Utilization of Voluntary Services

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- b. D.C. Code § 1-319.01 et seq., Governmental Volunteers
- c. D.C. Code § 1-623.01 (1) (B) Definitions, - Public Sector Workers Compensation

8. STANDARDS REFERENCED

American Correctional Association 4th Edition Standards Local Detention Facilities 4-ALDF-5A-02, 4-ALDF-7B-03, 4-ALDF-7F-04, 4-ALDF-7F-05 and 4-ALDF-7F-06.

9. DEFINITIONS

- a. **Volunteer-** A person who donates his or her services to a specific program or department at DOC, by his or her free choice and without payment for the services rendered. The reimbursement of the actual expenditures by volunteer on behalf of DOC shall not make that person an employee for purposes of this policy.
- b. **District Governmental Non-DOC Employee-** An employee who works for a District of Columbia Government agency other than DC DOC but is assigned to the DOC to provide services to the inmate population. This employee does not receive a salary from the DOC. They have to meet the DOC requirements and be recertified annually in order to be allowed to work in the facility with the inmate population.

10. VOLUNTEER TYPES

- a. Organizations. Generally most individuals who provide volunteer services to DOC are members of local organizations, faith based communities and universities who are either recruited or apply to provide volunteers.
- b. Individuals. Individuals may also apply independently to provide a specific service based upon a skill or area of expertise they possess.

11. VOLUNTEER ELIGIBILITY

- a. In either instance each individual or member of a group or organization shall meet the following minimal qualifications:

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- 1) Must be a person of good character.
 - 2) Must be at least twenty-one (21) years of age.
 - 3) Must pass a criminal background investigation for a determination of suitability to provide services in a correctional setting.
 - 4) Must pass “Mandatory Employee Drug and Alcohol Testing (MEDAT)”;
prior to acceptance as a volunteer and at least annually.
 - 5) Must provide written proof of a recent negative test for Tuberculosis (TB)
before beginning volunteer work pursuant to PP 6050.1, “Tuberculosis
Control Program”. TB tests are available through the D.C. Department of
Health at a nominal fee to the applicant.
 - 6) Must have the capability of making a worthwhile contribution to the
mission, goals, and objectives of the DC Department of Corrections.
 - 7) Individuals who offer volunteer services shall provide a copy of their
licensure, credentials, and/or certification with their initial application, to
include but not limited to Imams, Ministers, Priests, Rabbis, Social
Workers, Psychologists, Instructors, or other disciplines.
 - 8) Volunteers are eligible to apply to function in any volunteer capacity for
which they are professionally qualified.
 - 9) Groups/organizations seeking to place volunteers in the D.C. Department
of Corrections in order to gain experience, earn credit(s), or for
philanthropic reasons, may be required to provide indemnification and
representation and/or produce proof of liability insurance upon request by
the DOC General Counsel.
- b. Ex-Offenders as Volunteers
- 1) Eligibility. The following criteria shall be met before an ex-offender may
be approved as a volunteer:

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- a) The volunteer shall not have been incarcerated or sentenced to a period of probation within the past three (3) years. This is evaluated on a case by case basis.
 - b) There must be verification that the ex-offender does not have any separation orders from inmates within the DOC. If an ex-offender does have separations from an inmate currently housed in DOC, that person shall not be allowed to volunteer.
- 2) Approval
- a) The Warden shall be the approving authority for high profile ex-offender/applicants.
 - b) The Office of Investigative Services (OIS) may recommend the denial of an ex-offender as a volunteer if the individual's criminal conviction has a specific relationship to the job/volunteer service performance or does not meet the criteria set forth in §11 (d 1) a)). The Chief of the OIS will submit a written explanation upon request to the Director and provide supporting documentation when denial is recommended.
 - c) The Director is the approving authority.
 - d) A volunteer applicant can appeal a denial to the Director of the DOC.

12. EXCEPTIONS FOR PARTICIPATION AS A VOLUNTEER

- a. Current DOC employees, contract employees, former employees terminated for cause and District of Columbia employees assigned to DOC, e.g., Department of Human Services or Department of Employment Services, are prohibited from serving as volunteers. An individual who is approved to visit an inmate on a social basis shall not be certified as a volunteer.
- b. DOC shall not accept a volunteer application from an individual who at the time of application has a relative confined at the CDF, the CTF or both.

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- c. Volunteers shall notify the Volunteer Coordinator when a relative is admitted to the CDF or the CTF. The Volunteer Coordinator shall notify the volunteer of their temporary suspension. Once the volunteer's relative has been released, the volunteer may request a reinstatement.

13. PROVISIONS

- a. DOC is authorized to accept and utilize the services of persons on a voluntary basis.
- b. Volunteers may be utilized to perform services for any purpose which is in the interests of DOC, except where specifically provided otherwise by this policy, any rule or regulation, or the laws of the District of Columbia.
- c. No volunteer shall fill an authorized position or be utilized to perform any function or service which is currently being performed by an employee of the District of Columbia. Volunteers may be utilized to perform the following:
 - 1) Any service or function which augments or supplements an existing function, service, or program which is staffed by employees of the District of Columbia;
 - 2) Any service or function which creates a community service capability which would not be available under existing programs or within the level of available resources;
 - 3) The duties assigned to a regular employee during the temporary absence of the regular employee, provided the volunteer is qualified to perform the assigned duties; or
 - 4) The duties assigned to a regular employee on a temporary basis during periods of heavy workload or to assist in relieving an existing backlog of work.

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- d. Volunteers may be used only to enhance District functions by contributing a service which would not otherwise be available. Therefore, normal recruitment, employment, and internal placement activities will not be affected by the use of volunteers.
- e. In no case shall the utilization of voluntary services or the availability of voluntary services be used as the basis for a reduction in force. The availability of voluntary services may be considered as a factor in determining the allocation of limited resources.
- f. The standards of conduct prescribed for employees of the District of Columbia shall be applicable to all volunteers.
- g. The services of a person on a voluntary basis shall not be accepted or utilized where such services or the use of such services would constitute a conflict of interest or could reasonably give rise to the appearance of a conflict of interest, as set forth in D.C. Code § 1-319.03.
- h. Persons whose services are utilized on a voluntary basis shall not be eligible for any benefits normally accruing to employees of the District of Columbia, including health insurance, retirement, life insurance, leave, or the right to organize for collective bargaining purposes, unless such benefits are specifically provided by the laws of the District of Columbia.
- i. Persons rendering personal service to the District of Columbia government similar to the service of a civil officer or employee of the District of Columbia without pay, pursuant to D.C. Code 1-623.01 (1)(B) are eligible for compensation for work-related injuries to the extent authorized by that provision. However, when organizations which supply volunteers to perform services for the District of Columbia also provide disability or workers' compensation for such volunteers, the coverage provided by such organizations would be applicable.
- j. Persons whose services are utilized on a voluntary basis shall be considered employees of the District of Columbia for the purposes of liability for tortious

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injuries caused by the volunteer while acting within the scope of duty under the supervision and control of the District of Columbia.

- k. All rules and procedures with respect to the confidentiality of personnel records and release of personnel information which are in effect for employees of the District of Columbia shall be applicable to persons whose services are utilized on a voluntary basis
- l. The acceptance and utilization of the services of any person on a voluntary basis shall be at the discretion of each agency, and the utilization of such services may be discontinued by the agency at any time for any reason.
- m. The decision by an agency official to discontinue the utilization of the voluntary services of any person shall not be considered an adverse action and shall not give rise to any right or process of appeal.
- n. Each volunteer shall be assigned to an employee of the agency utilizing the volunteer's services, who shall be responsible for assignment of duties; supervision and control of the activities of the volunteer; evaluation of performance; and establishment and monitoring of the hours during which voluntary services are performed, if appropriate.
- o. Volunteers shall not engage in political activities during the time voluntary services are being performed
- p. Persons who offer services on a voluntary basis shall only be utilized to perform services for which they are qualified based on training, education, experience, and maturity
- q. Volunteers must be mentally and physically capable of performing the duties assigned without unreasonable danger of harm or injury to the volunteer or any other person.
- r. Although physical examinations shall not ordinarily be required, the agency head or designated supervisor may require a physical examination where voluntary services involve the handling of food or participating in activities which may be strenuous or potentially hazardous.

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- s. Any volunteer whose services are utilized to perform duties which would ordinarily require that the person be licensed in a trade or craft under the laws of the District of Columbia shall be required to have or obtain the required license(s) prior to the performance of voluntary services.
- t. The Chief of Human Resource Management shall establish guidelines for the acceptance and utilization of voluntary services in the agency, including guidelines for the deployment and supervision of volunteers pursuant to the provisions of this section. Agency heads may supplement such guidelines when appropriate.
- u. Volunteers shall not be subject to residency requirements.
- v. No agency head, supervisor, or other employee of the District of Columbia shall be authorized to limit, waive, amend, or otherwise modify the restrictions and requirements on the use of voluntary services set forth in this section without the approval of the Chief of Human Resource Management.
- w. Each volunteer shall be informed of the requirements and restrictions set forth in this section and in the guidelines established by the agency head.
- x. Prior to engaging in the performance of voluntary services for the District of Columbia, each volunteer shall be required to sign a Volunteer Services Form (Attachment A) which acknowledges the following:
 - 1) That the volunteer has been informed of the nature and scope of the voluntary services to be performed;
 - 2) That the volunteer has been informed of and understands all of the provisions of D.C. Code §§ 1-319.01-1-319.05, and of the applicable agency guidelines for the use of volunteers; and
 - 3) That the volunteer agrees to perform voluntary services under the terms and conditions set forth in the provisions of D.C. Code, §§ 1-319.01-1-319.05 (Attachment A) and in the applicable agency guidelines for the use of volunteers.

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- y. Volunteers shall report to the Volunteer Services Coordinator any past or present personal relationship with an inmate in accordance with PP 3300.1, *Employee Code of Ethics and Conduct*.
- z. DOC shall notify volunteer applicants pursuant to PP 3040.6, “*Personnel Security and Suitability Investigations*”, that a criminal background investigation is required for a determination of suitability to provide services in a correctional setting.
- aa. DOC shall notify volunteer applicants that pursuant to SOP-6050.4B-17, “*Mandatory Employee Drug and Alcohol Testing (MEDAT)*”; they are subject to drug testing prior to acceptance as a volunteer and at least annually.
- bb. DOC shall notify volunteer applicants that pursuant to PP 6050.1, “*Tuberculosis Control Program*” that the individual must provide written proof of a recent negative test for Tuberculosis (TB) before beginning volunteer work. TB tests are available through the D.C. Department of Health at a nominal fee to the applicant.

14. RECRUITMENT, APPLICATION, SCREENING AND SELECTION

- a. Recruitment. The DOC Office of Volunteer Services shall:
 - 1) In conjunction with the Deputy Warden for Programs and Case Management and Program Managers, develop a comprehensive volunteer program to meet assessed inmate, program and operational needs and established performance measures. The use of volunteers is encouraged in all program areas.
 - 2) Develop, cultivate and monitor volunteer resources in academic, business, civic and religious communities with emphasis on organizations that employ or provide services/assistance to inmates as they return to the community.
 - 3) Maintain a sufficient complement of qualified volunteers along with an updated listing of individuals and groups willing to serve as direct service providers or other needed resources.

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- 4) Through the Volunteer Services Coordinator and/or the Chaplain, train key staff on the strategies for developing effective working relationships, roles, and appropriate use of volunteers and community groups.
 - 5) In collaboration with the Office of Government and Public Affairs and at the request of the Director or Warden, develop strategies to enhance outreach to potential volunteers.
 - 6) Provide an overview and orientation of the Department's programs to prospective volunteers and community groups.
- b. Applications from Organizations
- 1) The organization shall submit a request to provide volunteer services on its official letterhead to the DOC Volunteer Services Coordinator or designee.
 - 2) The application shall include an organizational profile and the specific service/program the organization proposes to provide. The organization may include supportive information about the benefits of their program to DOC inmates and references from other programs or correctional facilities where they have provided similar volunteer services.
 - 3) Volunteers desiring to promote specialized programs are required to complete an Application for Volunteer Program Development Form (Attachment B) and submit the completed form to the Volunteer Services Coordinator.
 - 4) The organization shall submit names to the volunteer coordinator and potential volunteer team members.
 - 5) The organization shall submit a summary of each volunteer's current professional credentials when such is required for the service the individual proposes to perform.
- c. Applications from Individuals. For the purposes of this directive, individual volunteers are defined as persons who are not members of an organization.

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Individual volunteers shall make their request to the Office of Volunteer Services.

- 1) The application shall include a personal profile and the specific service or program the individual proposes to provide. The individual may include supportive information about the benefits of his/her program to DOC inmates and references from other programs or correctional facilities where he/she has provided similar volunteer services.
- 2) The individual shall submit documentation of current professional credentials when such is required for the service the individual proposes to perform.
- 3) The applicant shall complete the PREA Standards Form (Attachment C).
- 4) The individual shall submit two (2) letters of reference.

d. Screening

- 1) The Volunteer Services Coordinator may interview the organization or individual volunteer for further information before making a determination of either eligibility or that the services meet DOC goals.
- 2) The Volunteer Services Coordinator shall notify the organization or individual in writing of eligibility determination. If the determination is favorable, the Volunteer Coordinator shall forward documents for completion and notice of screening requirements.
- 3) Each new volunteer shall submit a Volunteer Application/Volunteer Service Agreement Form (Attachment D). Each new District Governmental Non-DOC Employee shall submit a District Governmental Employee Application (Attachment E).
- 4) Read and sign the Background Investigation Authorization Form (Attachment F) and submit the completed forms to the Volunteer Services Coordinator.

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- 5) The Volunteer Services Coordinator shall submit the forms to the Office of Investigative Services (OIS) and a personal and criminal background investigation.
 - 6) OIS shall, based upon background information, determine if the applicant meets criteria set forth in § 9 and §10 of this directive. OIS shall advise in writing if there are additional concerns regarding the applicant's suitability.
- e. Upon a favorable determination of suitability set forth in subparagraph 5 above, the applicant shall submit to drug testing at a DOC test site and shall obtain TB testing from a private physician Pre- Service Training
- 1) The Training Administrator, in conjunction with the Volunteer Services Coordinator, shall ensure that each volunteer and District Governmental Non-DOC Employee receives orientation prior to entering CDF or CTF to provide services. Training shall be provided during scheduled times by the DOC Center for Professional Development and Learning.
 - 2) Mandatory orientation for volunteers and District Governmental Non-DOC Employees is set forth in PP 3700.2, *"Employee Training and Staff Development"*.
 - 3) The Volunteer Services Coordinator shall further advise volunteers and District Governmental Non-DOC employees of specific lines of authority, and any responsibility and accountability related to the service the volunteer is providing.
- f. Identification Cards
- 1) Upon completion of orientation, the Volunteer Services Coordinator shall coordinate with the Human Resources Division to issue the volunteer a photo volunteer identification card.
 - 2) Volunteer identification ("ID") cards are valid for one (1) year.
 - 3) Volunteer ID cards are the property of the D.C. Department of Corrections. The volunteer shall surrender the ID card upon the demand

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of the Volunteer Coordinator, the Chaplain, the Shift Commander or higher authority.

- g. Annual Requirements - Each Volunteer shall undergo the following:
 - 1) Attend In-Service Volunteer Recertification Training,
 - 2) Criminal background check,
 - 3) TB testing and clearance,
 - 4) Receive a new photo identification card, and MEDAT screening may be required
- h. Volunteer Records. The Volunteer Services Coordinator and/or the Chaplain shall:
 - 1) Maintain files on all volunteers. The files shall include current address, telephone number, and other relevant information.
 - 2) Maintain an accurate database of current and former volunteers and ensure timely training, records management, and certification for all volunteers.

15. FACILITY ACCESS. Volunteers are subject to the rules set forth in PP 5020.1, *“Entrance and Exit Procedures”*.

- a. Volunteers shall enter the facility through the Visitor’s/Staff Entrance and upon entering the building, display his/her DOC Volunteer Identification Card to the visitation officer. The volunteer shall wear the identification card at all times while in the facility and ensure his/her photograph is visible.
- b. Volunteers that require publications and program materials to conduct programs (i.e. books, newspapers, magazines, pamphlets) will be searched at the Visitor/Staff Entrance to maintain the safety, security and order of the facility. The materials must be collected from the inmate(s) upon completion of the program, lesson, meeting or group and taken out of the institution by the volunteer when they leave. The mailing procedures set forth above must be followed in advance of the activity if the authorized distributor, volunteer or program provider wants to allow the inmates to keep the publications and materials.

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- c. All Volunteers and District Governmental Non-DOC Employees shall familiarize themselves with the *Message to Volunteers Regarding Incoming Publications and Program Materials* (Attachment G).
- d. Upon entry into the facility, the volunteer shall record the following information into the *Volunteer's Logbook at Staff Entrance*: name, affiliation, time-in, destination and upon leaving the facility, the departure time. All information must be legible.
- e. The Visitation/Staff Entrance Officer shall check the volunteer's ID card and expiration date against the Volunteer Memorandum/Mat provided at checkpoint. All volunteers cleared for entrance into the facility shall be listed on the Volunteer Mat.
- f. After verifying identification and approved program participation, the Visitation/Staff Entrance Officer shall contact an escort to escort new volunteers into the facility.
- g. All volunteers and District Governmental Non-DOC Employees shall comply with the department dress code as identified in PM 3360.2, "*Employee Attire*".

16. VOLUNTEER SERVICES PROGRAM. The Volunteer Services Program shall provide the following program management:

- a. Program Oversight and Management
 - 1) A current schedule of volunteer services shall be posted in inmate housing units and program areas.
 - 2) Volunteers shall receive the guidance and administrative support that they need.
 - 3) The Volunteer Services Coordinator and/or Chaplain shall randomly conduct unannounced visits to volunteer program activities and document observations and recommendations based upon the visit.
 - 4) The Volunteer Services Coordinator and/or the Chaplain shall accept and take into consideration all suggestions submitted by volunteers. The

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POLICY AND PROCEDURE		SUPERSEDES:	1310.3G January 17, 2017	
		REVIEW DATE:	September 10, 2019	
SUBJECT:	VOLUNTEER SERVICES PROGRAM			
NUMBER:	1310.3H			
Attachments:	Attachment A – Volunteer Services Form Attachment B – Application for Volunteer Program Development Attachment C – PREA Standard Form Attachment D – Volunteer Application/Volunteer Service Agreement Attachment E – District Governmental Employee Application Attachment F – Background Investigation Authorization Form Attachment G – Message to Volunteers Regarding Incoming Publications and Program Materials			

Volunteer Coordinator shall approve and make any recommended changes as applicable. Volunteers shall not be authorized to make adjustments to the schedule or programming without prior approval.

- 5) The Volunteer Services Coordinator and/or Chaplin shall make recommendations to the Deputy Warden for Programs and Case Management for the termination or temporary suspension of a volunteer when deemed necessary.
- b. Volunteer Appreciation.
- 1) The Volunteer Services Coordinator shall coordinate the Director's Annual Volunteer Appreciation Reception held in April in conjunction with the National Volunteers Week and other volunteer recognition programs.
 - 2) The Volunteer Services Coordinator shall forward a completed draft plan for the Volunteer Appreciation Reception to the Deputy Warden for Programs and Case Management for approval.
 - 3) After the approval of the draft plan by the Deputy Warden for Programs and Case Management the Volunteer Services Coordinator shall forward the plan to the Director through the Deputy Director for Operations.
- c. Reporting. The Volunteer Services Coordinator shall report to the Deputy Warden for Programs and Case Management regarding volunteer program participation as well as at least an annual evaluation of the effectiveness of the volunteer services program.