

Montgomery County Juvenile Court

Center for Adolescent Services

Chapter: Citizen Involvement and Volunteers
Subject: Program Coordination
Lines of Authority, Responsibility and Accountability
Policy: 1G-02
Pages: 1 of 3
Standard(s): ACA-3-JCRF-1G-02
Revised: August 2007
Reviewed: October 2014, December 2015, April 2016
Authorized by: Mike Garrett, Director

- I. Policy:** Written policy and procedure specify who is responsible for operating a citizen involvement and volunteer service program, and his or her lines of authority, responsibility, and accountability.
- II. Definitions:**
- A. Citizen/Volunteer- A community member who elects to donate a service or provide assistance on his/her own free will. Citizens and volunteers are not paid for his/her services
 - B. Intern- A student or recent graduate undergoing supervised practical training. Interns are not paid for services conducted during the course of his/her internship.
 - C. Orientation Checklist - Checklist outlining training(s) designed for new employees, citizens, volunteers, and/or interns to participate in. The checklist is specific to the position or the role held within the facility.
- III. Procedure**
- A. Authority, Responsibility and Accountability**
- 1. Citizen involvement, volunteer service programs, and intern services are under the supervision of the Program Manager, or designee, during his/her tenure with Montgomery County Juvenile Court.
 - a. Lines of authority and supervision are illustrated on the Table of Organization.
 - 2. Face-to-face supervisory conferences will be held between the Program Manager, or designee, and citizens, volunteers, and interns at least monthly.
- B. Training and Orientation**
- 1. Citizens, volunteers, and interns will be oriented on the population served by Montgomery County Juvenile Court prior to final selection and confirmation.
 - 2. Citizens, volunteers, and interns are required to follow agency policies and procedures relevant to their role within the facility.
 - a. Training and Orientation for citizens, volunteers and interns is documented on the Citizen, Volunteer, and Intern Orientation Checklist.
 - 3. Citizens, volunteers, and interns are prohibited from being used as a replacement for paid staff and shall not be counted to meet staff ratios.

C. Goals and Objectives

1. Under the supervision of the Program Manager, or designee, citizens, volunteers, and intern goals will include the following:
 - a. Provide youth with a range of views and opinions so that each individual has options and information to make good decisions.
 - b. Provide youth with innovative ideas and insight regarding the following:
 - i. Treatment;
 - ii. Career options;
 - iii. Life skills;
 - iv. Recreational and cultural activities within the community; and
 - v. Services available to youth post release

D. Services and Activities

1. Services and activities offered by citizens, volunteers, and interns are sought through community resources, colleges, and local community activities for assistance in providing or coordinating services that include, but are not limited to:
 - a. Tutoring;
 - b. Nondenominational religious studies;
 - c. Mentoring;
 - d. Recreation;
 - e. Life Skills;
 - f. Job Readiness;
 - g. Plays;
 - h. Musical Presentations;
 - i. Holiday Programs;
 - j. Cultural Presentations;
 - k. Guest speakers on various subjects (i.e. alcoholics anonymous, narcotics anonymous, sexually transmitted diseases, etc.).
2. Activity will be reviewed and approved by the Program Manager, or designee.
 - a. Materials and/or supplies needed for services and activities will be reviewed and approved prior to entering the secure perimeter.
 - b. Additional services and activities may be provided on a case-by-case basis.
 - c. Activities that prove to be a risk toward the safety and security of youth, staff, and/or other parties, will be prohibited.

E. Communication & Participation

1. Citizens, volunteers, and interns are encouraged to voice their thoughts and opinion concerning policy, procedure, practices and/or the citizen, volunteer, internship experience to the Program Manager, or designee, and Director.
 - a. Communication of this nature can be provided in the face-to-face supervisory conferences, and
 - b. The written reflection of the citizen, volunteer, and/or internship experience.

F. Registration

1. Citizens, volunteers, and interns are covered under CAS' liability insurance when acting in their official capacity.
 - a. The visitation sign in serves as record of their involvement with CAS.
 - b. Each citizen/intern/volunteer will be required to wear a CAS identification badge and Emergency Code Card when on shift and must also adhere to CAS' dress code.

G. Resignation and Termination

1. Citizens, volunteers, and interns may choose to terminate their services at any time. At the time of termination, the Program Manager, or designee, will request an exit interview to determine the reason for termination.
2. The Director and Program Manager, or designee, reserve the right to curtail, postpone, or terminate the services of a citizen/intern/volunteer or organization provided there is a substantial reason for doing so. Reasons include, by are not limited to:
 - a. Any violation of policies and procedures.
 - b. A breach in confidentiality;
 - c. Situations that violate the safety and security of youth and staff.

Montgomery County Juvenile Court

Center for Adolescent Services

Chapter: Citizen Involvement and Volunteers
Subject: Screening and Selection
Policy: 1G-03
Pages: 1 of 2
Standard(s): ACA-3-JCRF-1G-03
Issue Date: Jan 2001
Reviewed: October 2014, December 2015, April 2016
Authorized by: Mike Garrett, Director

I. Policy: The screening and selection process allows for recruitment from all cultural and socioeconomic parts of the community.

The Program Manager, or designee, under the direct supervision of the Director, is responsible for overseeing the screening process of all citizen volunteers/interns.

II. Definitions:

- A. Citizen/Volunteer: A community member who elects to donate a service or provide assistance on his/her own free will. Citizens and volunteers are not paid for his/her services
- B. Intern: A student or recent graduate undergoing supervised practical training. Interns are not paid for services conducted during the course of his/her internship.
- C. Orientation Checklist: Checklist outlining training(s) designed for new employees, citizens, volunteers, and/or interns to participate in. The checklist is specific to the position or the role held within the facility.
- D. CAS: Center for Adolescent Services
- E. MCJC: Montgomery County Juvenile Court.
- F. ODYS: Ohio Department of Youth Services

III. Procedure

- A. Screening and Selection
 1. Locating suitable citizens/interns/volunteers is an opportunity to be shared by each employee.
 2. A potential volunteer or intern, that appears to be credible and interested in working with CAS, should be referred to the Program Manager, or designee, for follow-up.
 3. The screening and selection of citizens, volunteers, and/or interns allows for recruitment from all cultural and socioeconomic parts of the community.
- 4. **Citizens & Volunteer: Criteria**
 - a. CAS will not discriminate on the basis of sex, disability, race, creed, national origin, or gender in the acceptance of referrals or in making decisions regarding selection of citizens, volunteers, and/or interns.

- b. Persons must be at least eighteen (18) years of age, and sufficiently mature to handle the responsibilities involved in dealing with delinquent youth is eligible to apply to become an citizen/intern/volunteer.
 - c. Ex-offender's, not currently on probation or parole status, may be accepted as citizens, volunteers, and interns on an individual basis with the approval of the Director, in consultation with the MCJC Court Administrator and ODYS legal services.
 - d. Relatives of youth in the care of CAS may not serve as citizens, volunteers, and/or interns
5. CAS will have a written agreement with each school placing internship students. This agreement shall, at a minimum, include:
 - a. A statement of student's role and responsibilities.
 - b. A description of minimum qualifications the student must possess.
 - c. A statement outlining the respective supervisory and evaluation responsibilities of the facility and the placing school.
6. Any interested party must complete an employment application and make an appointment to meet with the Program Manager, or designee.
7. The Program Manager, or designee, will maintain a binder on each citizens, volunteers, and/or interns that includes, but is not limited to:
 - a. Completed application, including the EEO Sheet;
 - b. Orientation checklist;
 - c. Current drivers license or identification that includes photograph, address, and date of birth.
 - d. Release of Information;
 - e. Copy of diplomas and transcripts;
 - f. Proof of TB test;
 - g. Citizen, volunteer, and/or intern written summary; and,
 - h. Criminal background check and fingerprinting.
8. Citizens, volunteers, and/or interns recruited to provide professional services for which certification or licensure is required, shall provide specific evidence of proper credentials prior to providing any services.

Montgomery County Juvenile Court

Center for Adolescent Services

Chapter: Citizen Involvement and Volunteers
Subject: Screening and Assessment
Termination of Services
Policy: 1G-04
Pages: 1 of 1
Standard(s): ACA-3-JCRF-1G-04
Issue Date: Jan 2001
Reviewed: October 2014, December 2015, April 2016
Authorized by: Mike Garrett, Director

- I. Policy:** Written policy, procedure, and practice provide that the program director may curtail, postpone, or terminate the services of a volunteer or volunteer organization when there are substantial reasons for doing so.

The Program Manager, or designee, under the direct supervision of the Director, is responsible for overseeing the screening process of all citizen volunteers/interns.

II. Definitions:

- A. Citizen/Volunteer: A community member who elects to donate a service or provide assistance on his/her own free will. Citizens and volunteers are not paid for his/her services
- B. Intern: A student or recent graduate undergoing supervised practical training. Interns are not paid for services conducted during the course of his/her internship.
- C. CAS: Center for Adolescent Services

III. Procedure

A. Resignation and Termination

1. Citizens, volunteers, and interns may choose to terminate their services at anytime. At the time of termination, the Program Manager, or designee, will request an exit interview to determine the reason for termination.
2. The Director and Program Manager, or designee, reserve the right to curtail, postpone, or terminate the services of a citizen/intern/volunteer or organization provided there is a substantial reason for doing so. Reasons include, by are not limited to:
 - a. Any violation of CAS' policies and procedures.
 - b. A breach in confidentiality;
 - c. Situations that violate the safety and security of CAS' youth and staff.

Montgomery County Juvenile Court

Center for Adolescent Services

Chapter: Citizen Involvement and Volunteers
Subject: Screening and Assessment
Policy Agreement
Policy: 1G-05
Pages: 1 of 2
Standard(s): ACA-3-JCRF-1G-05
Issue Date: Jan 2001
Reviewed: October 2014, December 2015, April 2016
Authorized by: Mike Garrett, Director

- I. Policy:** Volunteers agree in writing to abide by facility policies, particularly those relating to the security and confidentiality of information.

The Program Manager, or designee, under the direct supervision of the Director, is responsible for overseeing the screening process of all citizen volunteers/interns.

II. Definitions:

- A. Citizen/Volunteer: A community member who elects to donate a service or provide assistance on his/her own free will. Citizens and volunteers are not paid for his/her services
- B. Intern: A student or recent graduate undergoing supervised practical training. Interns are not paid for services conducted during the course of his/her internship.
- C. CAS: Center for Adolescent Services

III. Procedure

A. Screening and Selection

1. Persons interested in becoming a citizens, volunteers, and/or interns must complete an employment application and make an appointment to meet with the Program Manager, or designee.
2. The Program Manager, or designee, will maintain a binder on each citizens, volunteers, and/or interns that includes, but is not limited to:
 - a. Completed application, including the EEO Sheet;
 - b. Orientation checklist;
 - c. Current drivers license or identification that includes photograph, address, and date of birth.
 - d. Release of Information;
 - e. Copy of diplomas and transcripts;
 - f. Proof of TB test;
 - g. Citizen, volunteer, and/or intern written summary; and,
 - h. Criminal background check and fingerprinting.
3. Citizens, volunteers, and/or interns recruited to provide professional services for which certification or licensure is required, shall provide specific evidence of proper credentials prior to providing any services.

B. Orientation and Training

1. As part of the orientation process, all citizens, volunteers, and/or interns must agree in writing to abide by agency policies and procedures, particularly those relating to the security and confidentiality of information, such as:
 - a. Abuse and Neglect issues;
 - b. Statement of Confidentiality;
 - c. Sexual Harassment policy;
 - d. Policy and Procedure statements;
2. All documents are maintained on file.
3. Training that is available to CAS staff shall be open to citizens, volunteers, and/or interns, if desired.

C. Communication & Participation

1. Citizens, volunteers, and/or interns are encouraged to voice their thoughts and opinion concerning policy, procedure, practices and/or the citizen, volunteer, internship experience to the Program Manager, or designee, and Director.
 - a. Communication of this nature can be provided in the face-to-face supervisory conferences, and
 - b. The written reflection of the citizen, volunteer, and/or internship experience.

Montgomery County Juvenile Court Center for Adolescent Services

Chapter: Citizen Involvement and Volunteers
Subject: Screening and Assessment
Registration
Policy: 1G-06
Pages: 1 of 2
Standard(s): ACA-3-JCRF-1G-06
Issue Date: Jan 2001
Reviewed: October 2014, December 2015, April 2016
Authorized by: Mike Garrett, Director

I. Policy: There is an official identification and registration system for volunteers.

The Program Manager, or designee, under the direct supervision of the Director, is responsible for overseeing the screening process of all citizen volunteers/interns.

II. Definitions:

- A. Citizen/Volunteer: A community member who elects to donate a service or provide assistance on his/her own free will. Citizens and volunteers are not paid for his/her services
- B. Intern: A student or recent graduate undergoing supervised practical training. Interns are not paid for services conducted during the course of his/her internship.
- C. CAS: Center for Adolescent Services
- D. Registration: Process of obtaining and documenting identification for persons visiting, volunteering, and/or interning within CAS. All persons will be identified using said identification and a wearable id.

III. Procedure

A. Screening and Selection

- 1. Persons interested in becoming a citizens, volunteers, and/or interns must complete an employment application and make an appointment to meet with the Program Manager, or designee.
- 2. The Program Manager, or designee, will maintain a binder on each citizens, volunteers, and/or interns that includes, but is not limited to:
 - a. Completed application, including the EEO Sheet;
 - b. Orientation checklist;
 - c. Current drivers license or identification that includes photograph, address, and date of birth.
 - d. Release of Information;
 - e. Copy of diplomas and transcripts;
 - f. Proof of TB test;
 - g. Citizen, volunteer, and/or intern written summary; and,
 - h. Criminal background check and fingerprinting.

3. Citizens, volunteers, and/or interns recruited to provide professional services for which certification or licensure is required, shall provide specific evidence of proper credentials prior to providing any services.

B. Registration

1. Citizens, volunteers, and interns are covered under CAS' liability insurance when acting in their official capacity.
 - a. The visitation sign in serves as record of their involvement with CAS.
 - b. Each citizen/intern/volunteer will be required to wear a CAS identification badge and Emergency Code Card when on shift.

Montgomery County Juvenile Court

Center for Adolescent Services

Chapter: Citizen Involvement and Volunteers
Subject: **Orientation and Training**
Policy: 1G-07
Pages: 1 of 2
Standard(s): **ACA-3-JCRF-1G-07**
Issue Date: Jan 2001
Reviewed: October 2014, December 2015, April 2016
Authorized by: Mike Garrett, Director

- I. Policy:** Written policy, procedure, and practice provide that each volunteer will complete an appropriate, documented orientation and/or training program prior to assignment.

The Program Manager, or designee, under the direct supervision of the Director, is responsible for overseeing the screening process of all citizen volunteers/interns.

II. Definitions:

- A. Citizen/Volunteer-** A community member who elects to donate a service or provide assistance on his/her own free will. Citizens and volunteers are not paid for his/her services
- B. Intern-** A student or recent graduate undergoing supervised practical training. Interns are not paid for services conducted during the course of his/her internship.
- C. Orientation Checklist -** Checklist outlining training(s) designed for new employees, citizens, volunteers, and/or interns to participate in. The checklist is specific to the position or the role held within the facility.

III. Procedure

A. Authority, Responsibility and Accountability

1. Citizen involvement, volunteer service programs, and intern services are under the supervision of the Program Manager, or designee, during his/her tenure with Montgomery County Juvenile Court.
 - a. Lines of authority and supervision are illustrated on the Table of Organization.
2. Face-to-face supervisory conferences will be held between the Program Manager, or designee, and citizens, volunteers, and interns at least monthly.

B. Training and Orientation

1. Citizens, volunteers, and interns will be oriented on the population served by Montgomery County Juvenile Court prior to final selection and confirmation.
2. Citizens, volunteers, and interns are required to follow agency policies and procedures relevant to their role within the facility.
 - a. Training and Orientation for citizens, volunteers and/or interns is documented on the Citizen, Volunteer, and Intern Orientation Checklist.
3. Citizens, volunteers, and/or interns are prohibited from being used as a replacement for paid staff and shall not be counted to meet staff ratios.

- a. MCJC staff is responsible for supervising the citizens, volunteers, and/or interns while observation, activities, and/or services are being held with youth.
4. Citizens, volunteers, and/or interns must agree in writing to abide by agency policies and procedures, particularly those relating to the security and confidentiality of information, such as:
 - a. Abuse and neglect issues;
 - b. Statement of Confidentiality;
 - c. Sexual Harassment policy;
 - d. Policy and Procedure statement;
5. All training documentation is maintained on file. .
6. Training that is available to CAS staff shall be open to citizens/interns/volunteers, if desired.

C. Communication & Participation

1. Citizens, volunteers, and/or interns are encouraged to voice their thoughts and opinion concerning policy, procedure, practices and/or the citizen, volunteer, internship experience to the Program Manager, or designee, and Director.
 - a. Communication of this nature can be provided in the face-to-face supervisory conferences, and
 - b. The written reflection of the citizen, volunteer, and/or internship experience.

Montgomery County Juvenile Court Center for Adolescent Services

Chapter: Citizen Involvement and Volunteers
Subject: Offer of Professional Services
Policy: 1G-08
Pages: 1 of 1
Standard(s): ACA-3-JCRF-1G-08
Issue Date: Jan 2001
Reviewed: October 2014, December 2015, April 2016
Authorized by: Mike Garrett, Director

I. Policy: Written policy specifies that volunteers may perform professional services only when they are licensed to do so.

II. Definitions:

- A. Citizen/Volunteer: A community oriented person who chooses to give help, donate a service, or provide assistance on his/her own free (unpaid) will.
- B. Intern: A student or recent graduate undergoing supervised practical training.
- C. CAS: Center for Adolescent Services

III. Procedure:

A. Offer of Professional Services

- 1. Citizens, volunteers, and/or interns recruited to provide professional services for which certification or licensure is required, shall provide specific evidence of proper credentials prior to providing any services.

Montgomery County Juvenile Court

Center for Adolescent Services

Chapter: Citizen Involvement and Volunteers
Subject: Participation in Policy Making
Policy: 1G-09
Pages: 1 of 1
Standard(s): ACA-3-JCRF-1G-09
Issue Date: Jan 2001
Reviewed: October 2014, December 2015, April 2016
Authorized by: Mike Garrett, Director

I. Policy: There is a provision for volunteers to contribute suggestions regarding the establishment of policy and procedure for the volunteer service program.

The Program Manager, or designee, under the direct supervision of the Director, is responsible for overseeing the screening process of all citizen volunteers/interns.

II. Definitions

- A. Citizen/Volunteer-** A community member who elects to donate a service or provide assistance on his/her own free will. Citizens and volunteers are not paid for his/her services
- B. Intern-** A student or recent graduate undergoing supervised practical training. Interns are not paid for services conducted during the course of his/her internship.

III. Procedure

A. Authority, Responsibility and Accountability

1. Citizen involvement, volunteer service programs, and intern services are under the supervision of the Program Manager, or designee, during his/her tenure with Montgomery County Juvenile Court.
 - a. Lines of authority and supervision are illustrated on the Table of Organization.
2. Face-to-face supervisory conferences will be held between the Program Manager, or designee, and citizens, volunteers, and interns at least monthly.

B. Communication & Participation

1. Citizens, volunteers, and/or interns are encouraged to voice their thoughts and opinion concerning policy, procedure, practices and/or the citizen, volunteer, internship experience to the Program Manager, or designee, and Director.
 - a. Communication of this nature can be provided in the face-to-face supervisory conferences, and
 - b. The written reflection of the citizen, volunteer, and/or internship experience.