



ADMINISTRATIVE PROCEDURES
Manual of Policies and Procedures

Title

THE DEVELOPMENT AND DELIVERY OF COMMUNITY INVOLVEMENT PROGRAM

Legal References (includes but is not limited to)	Related Policies/Procedures (includes but is not limited to)	Other References (includes but is not limited to)
IC 11-8-2-5(a)(8) IC 11-8-2-5(a)(13) IC 11-10-11-3 IC 11-11-4-1(a)(5)	01-03-101 02-01-101 02-03-101 04-01-101	ACA: ACI: 3-4012, 3-4018, 3-4039, 3-4104, 3-4111 thru 3-4119, 3-4339, 3-4380, 3-4382, 3-4427 JTS: 1A-10, 1A-25, 1D-13, 1G-01, 1G-06, 1G-07, 1G-08, 5G-06 CO: 2-CO-1G-01 thru 2-CO-1G-10

I. DEFINITIONS:

For the purpose of these procedures, the following definitions are presented:

- A. Administrator: The Director of Religious Services and Community Involvement who is responsible for the development and coordination of the community involvement program throughout the department.
- B. Community involvement coordinator: The staff person responsible for the development and management of the Community Involvement Program within a specific facility or facilities, in collaboration with staff who utilize community resources.
- C. Community service provider: An individual, employed by an agency, business, organization or other community resource, who provides a facility(ies) with services related to their employment, without compensation from the department.
- D. Community resource: An organization, agency, educational institution, club, religious or charitable entity, business, media, etc. that is or has the potential of being a source of support for a facility.
- E. Community resource volunteer: Volunteers, interns, practicum students and community service providers.
- F. Group sponsor: An individual who serves as a liaison between the volunteer group and the facility, and who is responsible for supervising their group members.

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- G. Intern/practicum student: A volunteer who is enrolled in a recognized program of an institution of higher learning and who may be receiving academic credit for participation in the Community Involvement Program.
- H. Offender club or organization: An approved voluntary association or grouping of offenders, with the support or sponsorship of an outside agency or organization.
- I. Special service volunteer/group: An individual volunteer or a group which provides a service on a one-time or limited basis, such as sports teams, speakers, choirs or entertainment groups.
- J. Registered individual volunteer: An individual who has completed all the requirements for becoming a volunteer, is approved for and engaged in a specified service activity on a regularly scheduled basis, and has agreed to serve without compensation by the department.
- K. Registered volunteer group: Two (2) or more individuals working together to provide a regularly scheduled service or program to a facility in response to an identified need.
- L. Service project: A planned undertaking or task that contributes to the advantage of another or others, and benefits the community or the facility.
- M. Volunteer: A person who freely provides a facility with services with no significant monetary or material gain.

II. SCOPE OF COMMUNITY INVOLVEMENT:

The scope of Community Involvement includes the effective use of community resources to address identified offender and facility needs and which is supportive of the department's mission and goals.

Community Involvement implies a mutual relationship between the department and the community. The department's role in this relationship can be accomplished by:

- A. The creative use of offender volunteers in community service projects consistent with public safety and security;
- B. The encouragement of staff involvement in community volunteer and service activities in conjunction with the Indiana Commission on Community Service and local community initiatives;

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- C. Dialogue with community resources and the public concerning service projects, volunteer and program needs;
- D. Public relations as noted in these procedures; and,
- E. Extending department resources to the community.

When appropriate, facilities located in close proximity are encouraged to coordinate the use of community resources that may provide a program or service to more than one facility.

III. ADMINISTRATION:

It is the responsibility of the Director/Religious Services and Community Involvement to determine the programmatic components and procedures for community involvement throughout the department. As program administrator, the Director shall:

- A. Provide support for and technical assistance to facilities in the development and management of their community involvement program and with compliance with these Administrative Procedures; and;
- B. Serve as a consultant on community involvement to the department.

The administrator shall report to the Deputy Commissioner of Programs and Community Services.

The Facility Head or designee and the administrator shall work cooperatively regarding facility community involvement programs, including community involvement staffing patterns which ensure the development and implementation of this program.

The administrator shall develop and keep current a departmental resource and training manual(s) applicable to community involvement throughout the department. The administrator shall develop training in community involvement for field staff, in conjunction with Staff Development & Training. It is the responsibility of the Facility Head or designee to ensure that appropriate staff receives this training.

The administrator shall provide to the Deputy Commissioner of Programs and Community Services monthly statistical reports that include information on facility community involvement and an annual report to be submitted by March 10, with copies to Executive Staff, Division Directors, and Facility Heads.

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IV. STAFF COMPETENCY:

Staff employed in the Community Involvement program is to demonstrate competency in the field of volunteerism and community resources. In addition to meeting the minimum qualifications established by the State Personnel Department, community involvement staff shall demonstrate effective human relations skills. (NOTE: The current State Staffing Report position is Community Service Director III.)

Staff who coordinates the Community Involvement program, in addition to their designated job assignment, shall receive specialized training in volunteerism and community resources. This training shall be approved by the Facility Head and coordinated through the administrator and the Director of the Division of Staff Development & Training.

V. EMPLOYMENT OF STAFF:

The administrator shall assist facilities in the recruitment and hiring for the position of Community Involvement Coordinator. The administrator and the Facility Head shall work cooperatively to ensure the employment/assignment of competent and qualified persons. The administrator shall be informed of, and at the discretion of the administrator, shall participate in the interview process.

The Facility Head shall assign a staff member to serve as the Community Involvement Coordinator at facilities that do not have a Staffing Report position. Responsibilities of the Community Involvement Coordinator may be shared among staff as designated by the Facility Head.

VI. PROFESSIONAL DEVELOPMENT:

The professional development of Community Involvement staff is to be endorsed and encouraged. Professional development activities may include conferences, visitations, and intra-departmental and inter-facility community involvement staff meetings. Community Involvement personnel may attend professional development activities with the approval of the Facility Head or designee, in accordance with all applicable state travel rules and regulations and the department's fiscal procedures. The Facility Head or designee, may consult the administrator to verify the effectiveness of the professional development program.

Intra-departmental training shall be coordinated by the administrator in collaboration with the Director of the Division of Staff Development and

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Training. Fiscal impact shall be considered in the scheduling of intra-departmental training.

VII. BUDGET:

The administrator shall compile a biennial budget for department-wide community involvement needs for submission to the Deputy Commissioner of Programs and Community Services.

A facility community involvement program budget shall be sufficient to finance the existing program and staff, maintain professional quality and provide for on-going and changing needs of the program. The coordinator shall advise the Facility Head or designee of the perceived program needs to be considered in the development of the facility budget. The administrator shall consult with the Facility Head concerning community involvement needs and priorities prior to the submission of the facility's budget request.

VIII. DUTIES OF THE COMMUNITY INVOLVEMENT COORDINATOR:

Each facility shall have a staff person assigned the responsibility of coordinating and supervising community involvement programs, activities and the utilization of community volunteers and resources. The coordinator shall work cooperatively with other designated staff and/or department heads in the development of community volunteers, resources and programs.

Responsibilities of the community involvement coordinator shall include, but are not limited to:

- A. Identifying offender and facility needs for possible utilization of community volunteers and resources;
- B. Identifying community volunteers and resources to satisfy the specific offender and facility needs;
- C. Maintaining records of all community resources being utilized by the facility;
- D. Developing volunteer assignments based on the offender/facility needs and available resources and ensuring that related job descriptions are developed;
- E. Recruiting community volunteers and/or resources from all cultural and socioeconomic segments of society without regard to race, color, gender, religion, national origin, or disability;

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- F. Providing the initial processing and screening to determine eligibility of potential volunteer(s);
- G. Providing or ensuring orientation and in-service training of volunteers in conjunction with department heads to whom volunteer is assigned;
- H. Coordinating the supervision and evaluation of volunteers;
- I. Coordinating volunteer recognition events;
- J. Participating on committees related to training, evaluation, policies and procedures and/or other areas regarding community involvement, as approved by the Facility Head or designee;
- K. Generating and maintaining community resource volunteer personnel, program and community resource records;
- L. Conducting exit interviews with volunteers who leave the service of the facility;
- M. Representing the facility with regard to community resources and educating these resources about the facility/department;
- N. Promoting good relationships between staff and volunteers; and,
- O. Submitting budget requests and reports as required and/or requested.

IX. USE OF COMMUNITY RESOURCES:

Community resources shall be utilized to enhance and expand the services and programs offered to offenders and as support to staff. Community resource volunteers may supplement but never supplant activities and functions of staff and these volunteers shall not displace a staff person. However, this restriction does not preclude a community resource volunteer from applying for a staff position with the department.

X. ELIGIBILITY REQUIREMENTS:

The coordinator shall inform all prospective community resource volunteers of the eligibility requirements prior to being approved for service. These requirements shall be reviewed with volunteers as often as deemed necessary.

Criteria for serving in a volunteer capacity include:

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- A. At least 18 years of age;
- B. Not under department supervision or the supervision of any other correctional system or program, or on probation;
- C. Not a relative of an offender in the same facility where volunteering;
- D. Provision of references on request;
- E. Maturity and ability to handle volunteer responsibilities;
- F. Willingness to accept supervision and direction;
- G. Willingness to provide an identified and approved service;
- H. Ability to complement the work of staff;
- I. Agreement to work without compensation;
- J. Ability to accept differences in people, namely culture, race, religion and values;
- K. Willingness to undergo a criminal history check (NCIC) if required by the facility; and,
- L. Subject to the approval of the Facility Head/designee.

NOTE: Exceptions to criteria a. through c. may be made with the approval of the Facility Head and shall be reported to the administrator and the appropriate Regional Director/Adult Operations or Director/Juvenile Services. The administrator may be consulted regarding exceptions.

An individual serving in a volunteer capacity shall not be placed on an offender's visitors' list at the facility where volunteering, except as related to a specific program and approved by the Facility Head or designee.

The volunteer services of individuals who have a criminal history (felony or misdemeanor other than a minor traffic offense) shall require the approval of the Facility Head or designee prior to the provision of a service. Ex-offenders shall not be excluded from volunteer service based solely on their criminal history. Ex-offenders shall be discharged from commitment for at least 1 year prior to serving as a volunteer, and may be restricted from serving as a volunteer at a facility

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where they were housed. (Operational procedures shall designate any other criteria for their approval as a volunteer.)

Staff shall not serve as volunteers in any facility. Any exception shall require the approval of the administrator, the appropriate Regional Director/Adult Operations or Director/Juvenile Services, and the Facility Head involved.

XI. RECRUITMENT:

It is the responsibility of the Community Involvement coordinator, in collaboration with staff and the Facility Head or designee, to recruit volunteers. As approved by the Facility Head or designee, designated staff may also recruit volunteers, interns, practicum students and community service providers for specific program needs related to their departments. In keeping with resources and identified offender needs, qualified volunteers may be recruited by networking with community resources such as, but not limited to, individuals, civic and religious organizations, educational institutions, community agencies, organizations, businesses and the media.

Designated staff may assist in the recruitment of interns, practicum students, and community service providers, as approved by the Facility Head.

XII. INTERNS, PRACTICUM STUDENTS AND COMMUNITY SERVICE PROVIDERS:

Interns and practicum students shall be affiliated with an accredited educational institution or training program or a religious organization. Community service providers shall be affiliated with a recognized community resource, such as an agency, educational institution, business, charitable or religious organization.

Individuals approved as interns, practicum students and community service providers shall adhere to department policies and procedures and facility directives and procedures while performing their assigned tasks.

A record of attendance and services shall be maintained by the coordinator.

A. Interns/Practicum Students

Intern and Practicum Field Experience Applications for internship or field experience shall be directed to the Facility Head, who shall approve or deny the application. Individuals must meet the volunteer eligibility requirements of the department (Procedure X), and any established guidelines of the educational institution/training program and facility where applying.

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When applicable, the department and the educational institution/training program assume joint responsibility in planning productive tasks and learning experiences designed to meet the educational objectives of the field experience program. Interns and practicum students should be provided with a broad exposure to the facility when possible.

A written and signed agreement specifying services, responsibilities and learning goals or educational objectives shall be attached to State Form 9238, APPLICATION FOR REGISTERED VOLUNTEER. Interns and practicum students are responsible for delineating learning goals or educational objectives, in collaboration with the institution/program supervisor and the facility supervisor. Facility and institution/program supervisors shall monitor progress towards these goals.

Prior to any offender interaction, interns and practicum students shall complete all applicable volunteer forms and attend volunteer training, as required by Procedure XIX, and/or other equivalent training as required by the facility. Completion of State Form 41465, STATEMENT OF TRAFFICKING LAWS AND AUTHORIZATION FOR SEARCH, shall be required. (Operational Procedures shall be developed which stipulate any training other than that which is required for registered volunteers, or which shall substitute for this training.)

A written evaluation of the intern's or practicum student's work shall be submitted by the facility supervisor to the educational institution or training program, with a copy to the coordinator and Facility Head.

B. Community Service Providers

The utilization of community service providers, related to specific programs (e.g., Transition) shall require the approval of the Facility Head or designee. Any applicable volunteer forms may be utilized as deemed necessary. Providers shall meet volunteer eligibility requirements as noted in Procedure X. Training, which may be written or in person, shall be consistent with Procedure XX.c., and shall be documented by the coordinator.

Operational procedures shall be developed by each facility to implement this administrative procedure.

XIII. REGISTERED INDIVIDUAL VOLUNTEERS:

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Registered individual volunteers may be approved by the Facility Head or designee in response to assessed offender program needs, need for staff support services, and/or the goals of the department to which the volunteer would be assigned.

State Form 9328, APPLICATION FOR REGISTERED VOLUNTEER, shall be utilized for the purpose of applying as a registered individual volunteer. Qualifications and a written job description shall be established prior to an approval by the Facility Head or designee. The completion of State Form 33061, APPLICATION FOR REGULAR VOLUNTEER GROUP PROGRAM, shall be utilized if a program is being proposed by the potential volunteer.

Registered individual volunteers shall successfully complete facility orientation and training requirements prior to any offender contact.

Operational Procedures shall be developed to implement this administrative procedure.

XIV. REGISTERED VOLUNTEER GROUPS:

Registered volunteer groups may be approved by the Facility Head or designee in response to assessed offender program needs, availability of a sufficient number of qualified volunteers and availability of facility resources. Programs provided by such groups may include, but not be limited to: religious, recreation, education, treatment, support, social, or cultural. A program proposal, including goals, shall be required. Approved regularly scheduled group programs shall be considered as Registered Volunteer Groups.

State form 33061, APPLICATION FOR REGULAR VOLUNTEER PROGRAM, shall be utilized by proposed Registered Volunteer Groups, and shall be completed in full prior to being considered for approval.

If the program is approved, each group volunteer shall complete:

- A. SF 9238, APPLICATION FOR REGISTERED VOLUNTEER;
- B. SF 41465, STATEMENT OF TRAFFICKING LAW AND AUTHORIZATION FOR SEARCH;
- C. SF 46585, REGISTERED VOLUNTEER AGREEMENT; and,
- D. SF 46587, DOCUMENTATION OF VOLUNTEER TRAINING.

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Approval of individual members of the group shall be based on information supplied in these forms and other requirements as designated by these procedures and facility operational procedures.

XV. OFFENDER ORGANIZATIONS:

With the approval of the Facility Head and the sponsorship of a recognized community organization/club, offender organizations/clubs may be approved as an opportunity for offenders to engage in pro-social activities. A Facility Head may determine to approve no offender organizations/clubs or to limit the number thereof by operational procedures.

An approved organization/club shall be subject to all procedures concerning registered volunteers and registered volunteer groups. Offender organizations/clubs shall be considered a Registered Volunteer Group program. Types of organizations/clubs may include cultural, educational, veterans or service. Offender organizations/clubs shall be required to have a minimum of two (2) service projects annually, one (1) of benefit to the outside community and one (1) of benefit to the facility. Service projects shall require the approval of the Facility Head or designee.

A list of all approved offender organizations/clubs and sponsoring community organizations/clubs shall be submitted to the administrator and the appropriate Regional Director or Director of Juvenile Services.

A. PROCEDURE FOR CONSIDERATION OF APPROVAL:

1. State Form 33061, APPLICATION FOR REGULAR VOLUNTEER GROUP PROGRAM, shall be completed by the sponsoring community organization/club.
2. Required additional information:
 - a. A copy of the organization/club's mission, constitution and/or by-laws;
 - b. A list of local officers;
 - c. The methods of organizational fund raising and/or financial support;
 - d. The proposed method of financial support for the related offender organization;

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- e. The proposed service projects involving offender participants; and,
 - f. A completed State Form 33062 for proposed volunteers.
- 3. No offender organization/club shall be granted approval to meet whose purpose or goals include any threat to the safety and security of the facility or persons or to disrupt any local, state or federal governmental body or agency.
 - 4. The organization/club shall be considered for approval based upon facility resources, offender interest, positive contribution to community reintegration and/or effective offender management.
 - 5. If the offender organization/club is approved, all procedures required of Regular Volunteer Groups shall be completed prior to any offender contact.
- B. PROCEDURE FOR TERMINATION OF OFFENDER ORGANIZATION/CLUB:

Approval of any organization/club shall be ongoing until such time as the Facility Head or the sponsoring organization/club proposes to terminate the offender group. The decision to terminate an offender organization/club shall be based upon the inability to continue to meet the criteria for a Regular Volunteer Group Program and/or this administrative procedure, or as determined by the Facility Head, based upon reasonable grounds. In the event that an offender organization/club is terminated, the decision of the Facility Head shall be final and there shall be no appeal process.

An approved offender organization/club shall have continuing ability to meet until:

- 1. The supporting community organization/club and the related offender organization/club receives written notice from the Facility Head or designee revoking the approved status; or,
- 2. The sponsoring organization/club notifies the Facility Head of the intent to terminate sponsorship.

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Prior to the facility terminating an offender organization/club, an attempt shall be made to address and correct, with the assistance of the sponsoring organization/club, the reasons for termination.

If reasonable grounds exist to believe that an offender organization poses a threat to the security and safety of the facility or persons, the organization/club shall not be permitted to meet pending the results of an investigation. In such case, the Facility Head shall inform, in writing, the offender members and the supporting community organization/club of the fact of this action and the reason(s) for the action.

C. PROCEDURE FOR GOVERNANCE OF AN ORGANIZATION/CLUB:

1. The coordinator shall be responsible for recruitment, training and evaluation of any organization/club.
2. For reasons of security and for supervisory purposes, a staff advisor, approved by the Facility Head or designee, may be assigned to each organization/club. Duties related to staff supervision of offender organizations/clubs shall be performed in conjunction with assigned duties and during scheduled work hours. Schedule adjustments may be permitted for attendance at approved meetings.
3. The offender organization/club shall be governed by the sponsoring organization/club's constitution and by-laws. Offenders participating in the program shall be considered members of the sponsoring organization/club.
4. Membership in offender organizations/clubs shall be open to the general offender population, with the exception of organizations/clubs which have required membership criteria (e.g., veterans' organizations) and Procedure XV.C.7. A reasonable restriction of the number of members may be imposed by the facility.
5. Offenders may be appointed by the sponsoring organization/club to fulfill organizational functions, under the direct supervision of the volunteers from the sponsoring organization/club. Such organizational functions shall be defined by the community organization/club and are subject to the approval of the Facility

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Head or designee. Criteria for appointment, length of service and for removal from an organizational function shall be established by the facility. Proposed appointees to an organizational function shall be subject to the approval of the Facility Head or designee. Offender elections shall not be permitted.

6. Membership dues, not exceeding \$ 5.00 annually, may be established and required of offenders for participation in an offender organization/club. Dues may be waived or reduced for an offender considered to be indigent. Membership dues shall be paid to the sponsoring community organization/club in accordance with Policy 04-01-104, "Inmate Trust Fund." The sponsoring organization/club shall provide any additional needed financial support. The Facility Head may approve other methods of fund raising within the facility. Funds raised by an offender organization shall be contributed to the sponsoring organization/club for support of offender group activities.

The sponsoring organization/club shall provide the facility with a quarterly financial report explaining the use and disbursement of offender dues and/or donated funds. Evidence of the misuse of such funds shall be grounds for termination of the offender organization/club.

An annual budget approved by the sponsoring organization/club and the offender group shall be submitted to the Facility Head or designee for approval within the first quarter of meeting.

7. No identified member of a security threat group shall be allowed to be a member of any offender organization/club. The verification of membership in a security threat group shall be in accordance with Policy 02-03-105, "Security Threat Groups."
8. A report developed cooperatively between the sponsoring organization/club and the offender group shall be submitted to the Facility Head or designee on an annual basis. This report shall include: activities for the year, membership, service projects, fund raising activities and a financial report. This report shall be considered in the determination as to whether the approval of the offender organization/club is to be continued.
9. Any "official" writings, notices or literature from the offender organization/club shall be approved by the sponsoring

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organization/club and the Facility Head/designee prior to distribution within the facility or mailing out of the facility.

10. Records of offender organizations/clubs shall be maintained by the coordinator.

Operational procedures shall be developed to implement these administrative procedures.

XVI. SPECIAL SERVICE VOLUNTEERS (INDIVIDUALS AND GROUPS) AND GUESTS:

Individual special service volunteers and special service volunteer groups shall be those who provide services on a one-time or infrequent basis (four [4] or fewer times annually). Approval of these special service volunteers and groups shall be at the discretion of the Facility Head or designee.

State Form 33062, APPLICATION FOR SPECIAL VOLUNTEER PROGRAM, and State Form 46588, SPECIAL VOLUNTEER PROGRAM MEMORANDUM, shall be used for special service volunteer groups. Training, as stipulated in procedure XX.C., may be written or in person, and shall be documented by the coordinator.

Training, as stipulated in procedure XX.C., shall be provided to individual special service volunteers. This training may be provided by the coordinator, department head or group sponsor, and shall be documented by the coordinator.

Outside guests attending programs may be approved by the Facility Head or designee. The facility shall establish a procedure that assures such guests receive information necessary for their safety and for the security of the facility.

Operational Procedures shall be developed to implement this administrative procedure.

XVII. SCREENING AND SELECTION OF REGISTERED AND SPECIAL SERVICE VOLUNTEERS AND VOLUNTEER GROUPS:

The Facility Head or designee shall ensure that the screening and selection process for registered and special service volunteers and volunteer groups is as follows:

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- A. The coordinator and affected department head shall interview in person all prospective registered individual volunteers and group sponsors of potential registered volunteer groups (Special service volunteers and groups may be interviewed as determined by facility operational procedure.);
- B. Prospective volunteers shall complete all state forms required according to their proposed function;
- C. The Facility Head or designee shall review the prospective volunteer applications and program proposals for approval or denial;
- D. Registered volunteer(s) and regular volunteer programs shall be approved for a maximum of one (1) year and may be renewed based on an annual evaluation, continued program need and offender interest; special service volunteers and groups shall require approval for each occasion at the facility;
- E. Registered volunteers who provide services once per month or more, shall provide annual documentation of a negative TB test. Facilities may provide the testing if time and resources allow, or they may request the volunteer provide documentation from an outside source.
- F. The coordinator shall inform the prospective registered individual volunteer or group sponsor of the approval or denial, and, if approved, of relevant information regarding orientation, job assignment, schedule and, if applicable, the need for a picture identification. In the event of a denial, the reason(s) shall be stated.
- G. An identification card showing the individual as a volunteer (or visitor) is required of all community resource volunteers while on facility grounds. If personalized identification cards are utilized, these shall be accounted for in accordance with facility procedures. When the individual's service is completed, the personalized identification card shall be returned to the facility and disposed of in accordance with facility procedures.

Operational procedures shall be developed by each facility to implement this administrative procedure.

XVIII. PROFESSIONAL SERVICES:

Individuals offering specialized professional services on a volunteer basis shall provide the Facility Head or designee with a copy of their credentials/licenses

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prior to the rendering of these services. Specialized professional services include, but are not limited to, religious, treatment and educational services.

In accordance with Policy 01-03-101, "The Development and Delivery of Religious Services", State Form 8603, CLERGY AND RELIGIOUS PROFESSIONAL APPLICATION, shall be utilized for religious professionals and accredited representatives. State Form 47031, CLERGY CONFIDENTIALITY, shall be required of religious professionals providing services that include the possibility of claiming privileged communication.

State Form 9238, APPLICATION FOR REGISTERED VOLUNTEER, shall be utilized for other professionals.

XIX. PLACEMENT OF COMMUNITY RESOURCE VOLUNTEERS:

The coordinator, in collaboration with the Facility Head or designee and department/program to which the community resource volunteer or group would be assigned, shall place community resource volunteers according to the needs of the offender population, the facility and the department. The interests and capabilities of the volunteer or group shall be considered in determining the placement.

The approval and placement of community resource volunteers shall be gender-neutral when eligibility requirements have been met, provided that the safety and security of the facility and the persons involved are maintained.

XX. REQUIRED TRAINING:

An orientation shall be required of all community resource volunteers. In-service training shall be required on an annual basis for continued service to a facility. The coordinator, or other staff as designated by the Facility Head or designee, shall be responsible for the provision and/or scheduling of orientation and in-service training.

A. Orientation for Registered Individual Volunteers, members of Registered Volunteer Groups, Interns and Practicum Students

This orientation shall include, but is not limited to:

1. Mission, history and philosophy of the department and the facility;

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2. Volunteer responsibilities (professionalism, confidentiality, standards of conduct, records, evaluation, reasons for dismissal, effective communication, trafficking);
3. Safety, security and emergency situations;
4. Level of risk;
5. Liability and emergency services;
6. Description of the offender population;
7. Relevant facility rules and procedures;
8. Facility dress code;
9. Tour of the facility, if possible;
10. Eligibility requirements; and,
11. Training as needed by the direct supervisor of the volunteer/program.

Completion of State Form 46587, DOCUMENTATION OF VOLUNTEER TRAINING, and SF 46585, REGISTERED VOLUNTEER AGREEMENT, shall be required.

These volunteers shall not have contact with offenders until the orientation program has been completed. Failure to attend or satisfactorily complete an orientation shall result in revocation of approval.

B. In-Service Training

The coordinator shall develop an annual in-service training program which shall be required of all registered individual volunteers and registered group members whose service is renewed according to Procedure XXII. This training shall include, but not be limited to:

1. Review of pertinent orientation information;
2. Facility changes in the past year;
3. Update on the offender population;

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4. Effective communication skills;
5. Identified problems and concerns;
6. Community involvement goals and objectives;
7. Review and update of volunteer's personal information on SF 9238, REGISTERED VOLUNTEER APPLICATION;
8. General review of volunteer evaluations of service to the facility;
9. Training as required by the direct supervisor of the volunteer/program; and,
10. Other pertinent information.

Failure to attend in-service training shall result in the volunteer being denied access to the facility until the training is completed, dismissal of the volunteer, and/or termination of the volunteer group program.

State Form 46587, DOCUMENTATION OF VOLUNTEER TRAINING, shall be utilized to document in-service training.

C. Special Service Volunteer or Group and Community Service Providers Training

Training for a special service volunteers or groups and community service providers shall include, but not be limited to:

1. Trafficking, definition and law (signing of State Form 41465, STATEMENT OF TRAFFICKING LAWS AND AUTHORIZATION FOR SEARCH, may be required);
2. Risk factors (e.g., facility security level, entering at own risk);
3. Relevant facility rules and procedures;
4. Eligibility requirements;
5. Identification needed to enter facility; and,
6. Facility volunteer dress code.

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This information shall be supplied in writing or in person prior to offender contact, and shall be documented by the coordinator.

Operational Procedures shall be developed to implement this procedure.

XXI. SCHEDULE OF VOLUNTEER ACTIVITIES:

The Facility Head or designee shall ensure that all offenders are advised during the facility Admission and Orientation of the availability and nature of volunteer services and the role and responsibility of volunteers. Notice of current volunteer activities shall be posted in offender housing units and/or other appropriate locations.

Operational Procedures shall be developed to implement this procedure.

XXII. EVALUATION OF VOLUNTEER SERVICES AND PROGRAMS:

The coordinator shall be responsible for ensuring that a written evaluation of each Registered Volunteer Group program and services provided by Registered Individual Volunteers are completed and reviewed with the group sponsor or individual volunteer annually or at the completion of the service. The result of the evaluation shall be a consideration in the continuation of the program/volunteer. Continuation of service shall require the approval of the Facility Head or designee.

The written evaluation shall include, but is not limited to:

- A. Program effectiveness;
- B. Offender interest;
- C. Achievement of or progress toward goals and objectives;
- D. Attendance and timeliness;
- E. Adherence to facility rules and procedures;
- F. Self-evaluation by the group or individual;
- G. Group or individual's experience of service to the facility; and,
- H. Desire of the group or individual to continue service to the facility.

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To assist in the preparation of the written evaluation, registered individual volunteers and volunteer group sponsors shall be responsible for providing to the coordinator an annual individual or group self-evaluation regarding their assessment of the effectiveness of the program, offender interest, fulfillment of goals, concerns and suggestions, desire to continue and any new or revised goals and objectives.

Information from these evaluations may be used for program planning, in-service training development, and the coordinator's annual report.

Operational Procedures shall be developed to implement this procedure.

XXIII. SUSPENSION, DISMISSAL OR TERMINATION OF VOLUNTEER SERVICES:

Community resource volunteers shall abide by the rules, policies and procedures of the department and the facility which they are serving. The Facility Head has the authority to suspend or dismiss a community resource volunteer or suspend or terminate a community resource volunteer program. For non-emergency purposes, the recommendation of the coordinator and/or department head, shall be considered.

Reasons for dismissal or suspension of volunteers or suspension or termination of a volunteer program include:

- A. Unlawful conduct;
- B. Failure to comply with department policies and procedures and/or facility rules, directives and procedures;
- C. Unsatisfactory job performance;
- D. Inability to cooperate with staff;
- E. Fraternalization with offenders;
- F. Group or individual no longer meets the program needs of the facility;
- G. Unreliable attendance;
- H. Behavior that threatens the security of the facility or the safety of individuals, or failure to report knowledge of such threats;

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- I. Non-compliance with training and evaluation procedures;
- J. Breach of confidentiality unrelated to safety and security;
- K. Misrepresentation of community sponsorship;
- L. Completion of assignment or program; or,
- M. Other reasons, as deemed appropriate by the Facility Head.

The Facility Head or designee is authorized to order a community resource volunteer to leave the facility grounds for violations of the rules, policies or procedures of the facility, or other reasons as deemed appropriate by the Facility Head. (Operational Procedures shall be developed that indicate procedure and staff so authorized.)

When a volunteer is dismissed, the individual may be prohibited from entering the facility for any other reason (e.g., visitation) for a period of time deemed appropriate by the Facility Head.

Operational procedures shall be developed to implement this procedure.

XXIV. NOTIFICATION OF SUSPENSION, DISMISSAL, OR TERMINATION OF VOLUNTEER SERVICES:

Notification of suspension, dismissal or termination shall be the responsibility of the coordinator, upon the approval of the Facility Head/designee.

Following the decision to suspend, dismiss or terminate a community resource volunteer or group program, the coordinator shall contact the individual or group sponsor in person or by telephone to advise of the action. Suspension, dismissal or termination shall be effective immediately.

Following the personal notification of the community resource volunteer or group sponsor, the coordinator shall send written notification of reasons for suspension, dismissal or termination. A copy of this written notification shall be sent to the Facility Head, the facility supervisor of the volunteer or group, and the administrator.

Operational procedures shall be developed to implement this procedure.

XXV. LIABILITY AND EMERGENCY SERVICES:

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Community resource volunteers shall enter departmental facilities at their own risk. They shall accept responsibility for any bodily injury, death or property damage caused by their negligence while serving at the facility.

Emergency medical services may be provided to those who are volunteering if they become ill or injured when at a facility, in accordance with Policy 04-06-103, "The Development, Implementation and Review of Service Programs".

XXVI. COMMUNITY RESOURCE VOLUNTEER RECOGNITION:

The Facility Head, or designee, shall provide a special opportunity to recognize annually the contributions and achievements of volunteers. When deserving, nominations for community awards and the conferring of special facility awards are encouraged.

Operational procedures shall be developed to implement this procedure.

XXVII. DONATIONS:

The Facility Head may accept in-kind or monetary donations for specific purposes and programs. Donations shall be accepted in accordance with Policy 04-01-101, "Inventory Accounting", Procedure XVIII.

The need for donations for specific purposes and programs may be made known to the outside community by the coordinator and/or other designated staff with the approval of the Facility Head or designee.

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The coordinator or other designated staff may discuss the needs of the facility with members of the public in the normal course of their regularly assigned duties (e.g., indicating facility needs when asked how the public could be of assistance, as at meetings or during approved speeches).

Written approval of the Facility Head shall be required for any active solicitation, including telephoning or personally contacting, during business hours, members of the public or organizations/companies for the sole purpose of attempting to persuade that person or organization/company to donate funds or items either for general use or for a specific purpose. Active solicitation shall not be directed toward individuals, organizations or businesses that provide services to the department, excluding those providing volunteer services.

The wishes of the donor as to the recipient or use of the donation shall be honored or the item/monies not accepted. Donations may be designated, in writing, by the donor for the use of staff or offenders.

Facilities shall not solicit or accept any donation under circumstances in which it can reasonably be inferred that the donation could result in special consideration of the donor or place the department or the State of Indiana in any form of indebtedness.

Monetary donations shall be assigned to the Recreation Fund, for use as designated by the donor or as approved by the Facility Head, if no purpose is specified. Use of such funds shall be in accordance with Policy 04-01-105, "Recreation Fund Administration."

The facility shall determine the appropriate use of unsolicited donations of a material nature, e.g., publications, greeting cards, audio/videotapes, etc.

Offenders may make voluntary donations to recognized charities or religious organizations, in accordance with Policy 04-01-104, "Inmate Trust Fund." Offender donations to individuals or groups with contractual or volunteer relationships with the facility shall be monitored closely.

Each facility shall develop operational procedures to implement this procedure.

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A. Tours

The Facility Head or designee shall be responsible for all aspects of facility tours. Approved tours may be canceled as deemed necessary by the Facility Head.

Tours provided to the general public shall be administered according to these guidelines:

1. Tours shall be conducted for educational and/or valid informational purposes only;
2. Tours shall be scheduled in accordance with the availability of appropriate staff and the security and safety of the facility and visitors; and,
3. The Facility Head or designee shall assign staff to coordinate the date, time, scope, and format of a tour.

Operational procedures shall be developed to implement facility tours.

B. Pamphlets

Information related to the history and mission of the facility may be made available for distribution to the public. The Facility Head shall approve and designate the development of brochures, pamphlets, or other such sources of information for the public. Cost and printing of such publications shall be the responsibility of the facility. Copies shall be sent to the department's Public Information Officer.

C. Community Involvement Advisory Council

The Facility Head or designee may approve the development of a Community Involvement Advisory Council for the purpose of enhancing community involvement, including recruiting quality volunteers, networking with community resources, promoting effective public relations, and participating in philanthropic endeavors. The coordinator shall be designated to chair this council.

The Facility Head shall inform the administrator and the appropriate Regional Director/Adult Operations or Director/Juvenile Services of the intention to form an advisory committee, prior to any formal action.

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Operational procedures shall be developed prior to developing a council.

D. Offender service projects

Offender service projects, as approved by the Facility Head and which are appropriate to the security level of the facility, are encouraged. Offender service projects are to contribute to the facility or the outside community.

The coordinator shall maintain records of such projects which shall be included in the monthly report to the administrator. A copy of this information shall be made available to the Department's Public Information Officer.

Appropriate staff shall be assigned to coordinate approved service projects.

E. Staff public service and volunteer projects

Staff working individually and together to provide public service and volunteer projects beneficial to the outside community are encouraged. Such activities shall not take place during the staff person's duty hours. The coordinator may be designated to publicize opportunities for such service, subject to the approval of the Facility Head/designee.

F. Participation on Community Boards, Committees and Task Forces

Staff is encouraged to participate on boards, committees and task forces of community agencies. When participation is requested and it appears to be in the best interest of the department and/or facility, the Facility Head may approve the staff person's participation. Additionally, the Facility Head will need to approve, in writing, any participation which requires the requested staff person to be away from his/her job assignment. Any such approval shall be in accordance with all applicable State Personnel Department Rules and Regulations and department policies and procedures.

XXIX. REPORTS AND RECORDS:

Personal information related to community resource volunteers shall be considered confidential and shall be maintained in a secured area inaccessible to the offender population.

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Documentation of volunteer service shall be maintained in accordance with the appropriate records retention schedule. Documentation shall include required state forms, evaluations and termination or resignation notice.

The coordinator shall submit to the administrator a standard monthly statistical report, due on the 10th of each month. An annual report approved by the Facility Head shall be sent to the administrator by January 30. The annual report shall include information on the community involvement program's operation at the facility and any other information deemed appropriate by the administrator and coordinator.

The coordinator shall keep a record of:

- A. Community resource volunteers and their assignments, hours, services, program and individual evaluations;
- B. Donations in cash and kind;
- C. Required volunteer forms;
- D. Records of recognition;
- E. Annual and monthly reports;
- F. Notifications of suspension or dismissal of community resource volunteers and/or suspension or termination of group programs;
- G. Correspondence; and,
- H. Offender organization records.

XXX. COMMUNITY INVOLVEMENT AUDIT:

The Community Involvement program shall be audited consistent with the Administrative Procedures related to Policy 00-02-101, "The Development and Delivery of Field Audit Services." Supplemental program audits may be developed and implemented by the administrator, with the approval of the Deputy Commissioner/Programs and Community Services.

XXXI. APPLICABILITY:

These administrative procedures shall be applicable to all department facilities and staff.

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Date