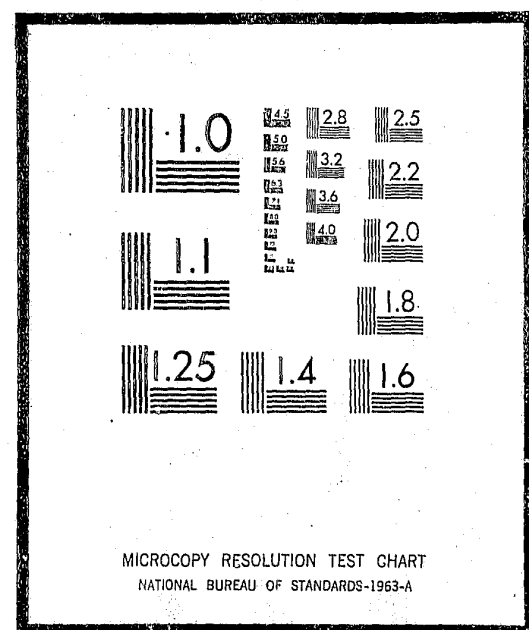


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NATIONAL CRIMINAL JUSTICE REFERENCE SERVICE  
WASHINGTON, D.C. 20531

Date filmed

6/2/76

## Policies and Procedures for Administering a Volunteer Program

New York State  
Division of Probation  
July, 1975

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## PREFACE

The important material presented in this Manual was developed by the staff of the Volunteer's Project of the State Division of Probation in collaboration with representatives of twenty local Probation Departments within New York State.

The program of developing citizen participation in Probation as volunteers is in its second year of operation. Significant progress has been made inasmuch as hundreds of citizens are now participating.

It is timely that the objectives, policies and procedures as expressed in this Manual be promulgated to permit further expansion and enrichment of the program.



Walter Dunbar  
State Director of Probation

/cmb  
July 10, 1975

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## VOLUNTEER PROGRAMS IN PROBATION - NEW YORK STATE

### FOREWORD

"Government agencies must reach into communities and restore citizen participation."<sup>1</sup> Active participation by citizens in Probation is not a phrase the profession can leave dormant in a book on some library shelf. This long, underdeveloped resource means that citizen participation must be actively pursued and programmed by probation departments. "Reaching into communities" requires that Probation staffs broaden their professional position within their communities in order to design, implement and direct effective community-based probation programs that include their fellow citizens. Citizen volunteers must be active and contributing participants within probation departments.

Definite departmental policies and procedures are established in order that probation departments expand to include volunteers in each functional area in an organized and efficient manner.

Policies and procedures that specifically delineate both staff and volunteer responsibilities serve to ensure an organized and rapid presentation of needed services to probationers.<sup>2</sup> Token use of volunteers and poor communications between probation staff, volunteer and client often fragment service and result in a dysfunction to Probation's clients.

The New York State Division of Probation Volunteer Services Unit offers these policies and procedures for the purpose of providing a general framework upon which volunteer programs can be organized in local departments. These policies and procedures, while allowing for local department refinement, provide a basis for evaluation of volunteer programs.

#### FOOTNOTES

1. Manual of Probation Goals and Standards, Ch. 9, p.2
2. Manual of Probation Goals and Standards, Ch. 1, p.5

#### VOLUNTEER PROGRAMS IN PROBATION

##### OBJECTIVES

Volunteers in Probation, operating as an integral part of a Probation Department, assist in extending and enriching present and planned probation programs so that the most comprehensive and effective services are provided to a probationer and awareness and concern for crime prevention through citizen participation are developed.

To achieve this general objective, various probation programs that include volunteers can be initiated or expanded. The accompanying policies and procedures for the various program phases, management-planning, implementation-responsibilities, internal administration, generally apply to each volunteer program in probation.

A sampling of probation programs that would include volunteers follows. Keep in mind that the list is not all-inclusive.

PROBATION PROGRAM

SPECIFIC OBJECTIVES

- |    |  |  |
|----|--|--|
| 1. | Increase Intake/<br>Diversion programs     | - reduce Court referrals<br>- provide viable community<br>alternatives<br>- family counseling<br>- avoid labeling of persons |
| 2. | Increase educational/<br>remedial programs | - improve school attendance<br>- increase student motivation<br>and learning   |
| 3. | Increase family<br>counseling              | - construct/reconstruct whole-<br>some family units  |
| 4. | Increase employment<br>guidance            | - reduce unemployment<br>- improve self-confidence<br>- reduce welfare payments  |
| 5. | Increase health<br>services                | - improve health programs,<br>particularly on "crisis"<br>basis  |
| 6. | Increase staff<br>development              | - develop counseling techniques<br>- improve writing skills<br>- provide law-abiding living                                  |
| 7. | Intensify supervision<br>service           | - reduce recidivism<br>- reinforce strengths of<br>probationer   |
| 8. | Broaden investigation<br>capabilities      | - increase collateral<br>visits<br>- reduce total time of<br>report preparation  |

VOLUNTEER PROGRAMS IN PROBATION

POLICIES

I. MANAGEMENT

The Volunteer Program is administered by  
a County Probation Department.

II. PLANNING

The Volunteer Program is jointly planned  
and objectives are established by the adminis-  
tration and staff of the County Probation  
Department. The planning phase, and subsequent  
program changes will be coordinated by the  
Coordinator of Volunteers.

III. SERVICE AREA

Volunteers shall be considered for utili-  
zation in all units of a Probation Department.

IV. PROGRAM OPERATION

The Volunteer in Probation program will  
function under the direction of a full-time  
coordinator. This coordinator will administer  
the program and will be responsible for program  
evaluation.

V. INTAKE

Volunteers can be utilized in all activities  
of an Intake Unit.

VI. SUPERVISION

Volunteers shall be considered for service in  
all pre and post-adjudicatory supervision programs  
for both juveniles and adults.

VII. INVESTIGATION

Volunteers can be utilized in all areas of  
the investigation process. When the final report  
is written by a volunteer, the report must be  
signed by the assigned probation officer.

VIII. PROBATION STAFF RESPONSIBILITIES

Probation Officers maintain primary responsibility for their work load. Probation Officers supervise the activities of the volunteers assigned to them and maintain regular communication with their volunteers. Regular reports from volunteers are to be included in the cumulative case record.

IX. CLERICAL STAFF

All clerical staff will afford volunteers the same services extended to paid staff for work that pertains to departmental functions.

X. BUDGET

Budget for the Volunteer Program shall be administered by the Coordinator of Volunteers under the direction of the Probation Director.

XI. RECORD KEEPING

The Coordinator of Volunteers shall arrange the maintenance of volunteer files: e.g., applications, references, assignments and data for evaluations. The Coordinator should be knowledgeable of a current listing of community resources, together with a summary of their principal functions, the name of officials in charge of these services and the necessary procedures to procure the service.

XII. PUBLIC RELATIONS

Informing the public about the Volunteer in Probation Program is a total staff responsibility. The Director of Probation shall ensure that adequate time is allotted for this function. Releases to the news media, regarding the volunteer program, are the responsibility of the Coordinator of Volunteers in accordance with policies established by the Director of Probation.

XIII. EVALUATION

An annual volunteer program evaluation is to be presented to the Director of Probation and the New York State Division of Probation by the Coordinator.

Quarterly evaluations are to be conducted by the Coordinator for the purpose of assessing program objectives.

XIV. VOLUNTEER HANDBOOK

The drafting and distribution of a volunteers' handbook is the responsibility of the Coordinator of Volunteers. This packet shall clearly describe: purposes of the Probation Department and its Volunteer Program, the mutual responsibilities of Probation Officers and volunteers, and guidelines for effecting positive relationships with the probationer.

XV. EX-OFFENDERS

A criminal record should not disqualify a person from being a Volunteer in Probation.



## P R O C E D U R E S

The procedures for Volunteer Programs in Probation specify that the Coordinator of Volunteers carries out numerous functions. However, it must be understood that in large Probation Departments, these functions can be delegated.

## PROCEDURES

### VOLUNTEER PROGRAMS IN PROBATION

#### I. MANAGEMENT

*Policy: The Volunteer Program is administered by a County Probation Department.*

1. The Volunteer in Probation Program shall be administered by a full-time Coordinator of Volunteers, appointed by the Director of Probation.
2. The Coordinator shall report directly to the Director of Probation.
3. The position of a Coordinator of Volunteers shall be placed on the Department's organizational chart, at least at the middle management level.
4. The Coordinator of Volunteers is responsible for:
  - Recruitment
  - Screening process
  - Training
  - Program administration
  - Record keeping
  - Evaluation
5. The Coordinator of Volunteers shall meet at least monthly with the Director of Probation and line staff to review staff work loads and develop volunteer activities as well as to discuss program progress and problems encountered.
6. The Coordinator shall provide necessary identification for the volunteers.
7. The Coordinator shall be provided with necessary clerical assistance.

## II. PLANNING

*Policy: The Volunteer Program is jointly planned and objectives are established by the administration of the County Probation Department. The planning phase, and subsequent program changes will be coordinated by the Coordinator of Volunteers.*

1. The Coordinator of Volunteers shall administer the planning phase of the Volunteer Program.
2. Initial meetings are to be held with the Probation staff for the purposes of discussing volunteers in probation, identifying staff and client needs and obtaining staff participation for program implementation.
  - a. The Coordinator shall organize a planning team comprised of staff personnel.
  - b. A timetable for program implementation shall be established and adhered to.
3. The information obtained from staff, #2, will be analyzed by the planning team in order to determine priorities for program implementation.
4. Based upon priorities, specific program objectives are to be established, written, and disseminated to all staff members by the Coordinator of Volunteers\* for final staff reaction.
5. A compilation of final program objectives, and an organizational chart indicating volunteer placement shall be distributed to each staff member \* subsequent to approval by the Director.
6. Volunteer job descriptions shall be developed corresponding to accepted program objectives.
7. Lines of communication between probationers - volunteers - probation officers - supervisors - administrators are specified. These lines of communication appear on the organizational chart of the Department.

\* In large departments, e.g., New York City, this would be carried out by the Branch Office Coordinator.

8. Recruitment plans, training schedules for volunteers and an evaluation component will be developed under the direction of the Coordinator of Volunteers.
9. Changes in program objectives and procedures are subject to the approval of the Coordinator and the Director of Probation.
10. The utilization of volunteers shall be considered in the design of all new or expanded departmental programs.

### III. SERVICE AREA

*Policy: Volunteers shall be considered for utilization in all units of a Probation Department.*

1. Service Agencies that generally work with probationers shall be informed of the volunteer program scope and objectives by the Coordinator of Volunteers or Director of Probation.
2. Members of the Judiciary shall be informed of the volunteer program, its scope and objectives.

### IV. PROGRAM OPERATION

*Policy: The Volunteer in Probation Program will function under the direction of a full-time coordinator. This coordinator will administer the program and will be responsible for program evaluation.*

#### RECRUITMENT

1. The Coordinator of Volunteers shall organize the recruitment campaign.
  - a. Primary recruiters - Probation and clerical staff
  - b. Methods - speaking engagements, brochures, posters, newspaper articles, news releases, public service announcements.
2. The Coordinator shall contact each person recommended or recruited in order to arrange interview appointments.
3. Each volunteer shall be interviewed by the Coordinator and subsequently a Probation staff member (s). This may be done jointly.
4. Each volunteer in probation candidate shall complete an application form. (see attachment V.F. 1)
5. References given by the volunteer are to be contacted by the Coordinator. (see attachment V.F. 2)
6. Volunteers must agree to an orientation training, monthly in-service training, and submit written monthly reports of their activities. (see attachment V.F. 5)

#### REPORTS

7. Monthly written reports from the volunteer are to be sent to the probation officer responsible for the case. (see attachment V.F. 5)
8. After the probation officer has reviewed the volunteer's monthly report, the Coordinator shall see that a monthly summary of volunteer activities, number of hours donated, number of clients serviced and probation officer's assessment of the volunteer are prepared.

9. The Coordinator shall see that the monthly reports of the volunteers are filed in the appropriate case folder.
10. Probation Officers shall include information from the volunteers' written and oral reports in the quarterly case summaries.
11. Volunteers shall be evaluated at least annually.

#### REASSIGNMENT

12. The Coordinator of Volunteers is responsible for the reassignment of a volunteer.

#### TERMINATION

13. The Coordinator of Volunteers is responsible for the termination of volunteers from the program after due investigation and consultation with the Director and the staff officer or officers who have worked with the volunteer.
14. Upon satisfactory termination of their activities, volunteers shall receive a letter of commendation and this shall be the final entry on the volunteer's record.
15. Volunteers, when terminating their activity in the program, will be requested to complete an evaluation of the volunteer program.

#### V. INTAKE

*Policy: Volunteers can be utilized in all activities of an Intake Unit.*

1. Volunteers assigned to the Intake Unit are responsible to the Supervisor of the Unit or a Probation Officer designated by the Supervisor.
2. Volunteers participating in an activity of an Intake Unit shall receive appropriate training: e.g., in-service, on the job.
3. Introduction to client, see VI, 7.

VI. SUPERVISION

*Policy: Volunteers shall be considered for service in all pre and post-adjudicatory supervision programs, for both juveniles and adults.*

1. At the time of initial case planning, the utilization of volunteers is considered.
2. The matching of volunteers and probationers should be considered during regular case reviews by Probation Officers or at the time of the regular assessment of general departmental needs by administrative or supervisory staff.
3. Prior to matching, the Probation Officer must have sufficient knowledge of both the volunteer and the probationer in order to ensure an effective match.
4. From the decision point where a volunteer is to be assigned to a probationer, the matching process shall be completed within two weeks.
5. Probation clients, and in the case of juveniles, their parents shall be notified that a volunteer will be assigned to their case. The introduction of a volunteer shall be initiated by the department.
6. The minimum amount of time that a volunteer must spend with a probationer, in a one-to-one relationship, is specified.
7. Volunteers working on a one-to-one basis with a probationer shall be personally introduced to the client with whom they will be working, and to the parents of juveniles, by the client's Probation Officer.
8. Reports, See IV, 7.

9. Ongoing training, (in-service, on-the-job, individual) shall address difficulties encountered, or that may be, by the volunteer working with a probationer.

## VII. INVESTIGATION

*Policy: Volunteers can be utilized in all types of investigations. When the final report is written by a volunteer, the report must be signed by the assigned probation officer.*

1. Volunteers selected to work in the area of investigations shall receive specialized training.
2. In cases where a volunteer contributes to the investigation process and collaborates in or writes the final report, this report must also be signed by the assigned probation officer.
3. In the recommendation section of the report, the point of view of volunteers should be considered.
4. Types of investigations in which volunteers may participate include: R.O.R., Intake, Presentence, Predisposition, and Support.

## VIII. PROBATION STAFF RESPONSIBILITIES

*Policy: Probation Officers maintain primary responsibility for their work load. Probation Officers supervise the activities of the volunteers assigned to them and maintain regular communication with their volunteers. Regular reports from volunteers are to be included in the cumulative case record.*

1. The Coordinator of Volunteers, and supervisory staff, shall prepare a program designed to assist the Probation staff in the development of techniques for the acceptance and utilization of resources and volunteers.
2. Probation Officers maintain primary responsibility for the management of their caseloads, and shall develop supervision plans with the volunteer assigned to the case. Mutual planning shall also precede staff - volunteer assignment in any area, with primary responsibility remaining with the staff member.
3. Probation staff and volunteers shall periodically discuss the activities of the volunteer and their mutual clients or assignments. The Probation Officer has the responsibility of making certain that such communication takes place at least every two weeks.
4. Probation Officers shall see that volunteer reports are filed in the cumulative case record folder.
5. The Probation Officer, who reviews a volunteer's monthly report, should acknowledge the receipt of the report.
6. The Coordinator is responsible for the development of a training program.
7. Probation staff shall assist in the training programs for volunteers.

8. Probation staff should assist the Coordinator of Volunteers in the education of the community about the department and its volunteer program.

IX. CLERICAL STAFF

*Policy: All clerical staff will afford volunteers the same services extended to paid staff for work that pertains to departmental functions.*

1. Clerical personnel shall be assigned to the Coordinator of Volunteers in order to complete program records, reports, and correspondence.
2. Filings and mailings, for volunteers, shall be carried out as for any paid staff member of the department.

X. BUDGET

*Policy: Budget for the Volunteer Program shall be administered by the Coordinator of Volunteers under the direction of the Probation Director.*

1. The yearly budget for volunteer programming shall be prepared by the Coordinator of Volunteers and submitted to the Director for approval.
2. The Coordinator of Volunteers is responsible for the administration of all funds allocated to the volunteer program, and for the submission of at least quarterly financial reports to the Director.
3. The Coordinator of Volunteers will make certain that the volunteers have proper insurance and liability coverage.
4. Expenses for ordinary office supplies will be part of the regular probation budget.

XI. RECORD KEEPING

*Policy: The Coordinator of Volunteers shall arrange the maintenance of volunteer files: e.g., applications, references, assignments and data for evaluations. The Coordinator should be knowledgeable of a current listing of community resources, together with a summary of their principal functions, the name of officials in charge of these services and the necessary procedures to procure the service.*

1. A volunteer's application form shall be kept on file. (see attachment V.F. 1)
2. References for volunteers shall be kept on file. (see attachment V.F. 2)
3. A profile card on each volunteer may be maintained. (see attachment V.F. 4)
4. Request forms for a volunteer may be made available to all Probation Officers. (see attachment V.F. 3)
5. A list of active volunteers and volunteers available for assignment shall be maintained and updated monthly by the Coordinator of Volunteers.
6. Reports from volunteers shall be reviewed periodically by the Coordinator of Volunteers and made part of the probationer's cumulative record. (see attachment V.F.5)
7. At least an annual evaluation of the volunteer by the Probation Officer, and a volunteer program evaluation by the volunteer are to be filed by the Coordinator of Volunteers.
8. The Coordinator shall keep current records on:
  - a. Hours of service rendered by volunteers,
  - b. Specific services engaged in by volunteers,
  - c. Number of probationers serviced by volunteers, (see attachment V.F.6)



- d. Number of staff utilizing volunteers (see attachment V.F. 7),
  - e. Data needed for evaluation of program,
  - f. Evaluations of the volunteers.
9. A quarterly statistical report shall be sent to the New York State Division of Probation. This report should reflect item #8.

## XII. PUBLIC RELATIONS

*Policy: Informing the public about the Volunteer in Probation Program is a total staff responsibility. The Director of Probation shall ensure that adequate time is allotted for this function. Releases to the news media, regarding the volunteer program, are the responsibility of the Coordinator of Volunteers in accordance with policies established by the Director of Probation.*

1. The Coordinator of Volunteers shall organize a speaker's forum comprised of Probation Officers and volunteers to inform the general public of the program.
2. The Coordinator of Volunteers shall provide information to the public regarding the Volunteer Program.
3. In order to achieve greater community involvement, ad hoc citizen committees may be utilized to accomplish specific assignments such as: Recruitment, Evaluation, and Finances.
4. The Coordinator of Volunteers shall prepare a report for inclusion in the Department's Annual Report.
5. The Coordinator shall organize at least an annual recognition activity for the volunteers

### XIII. EVALUATION

*Policy: An annual volunteer program evaluation is to be presented to the Director of Probation and the New York State Division of Probation by the Coordinator.*

*Quarterly evaluations are to be conducted by the Coordinator for the purpose of assessing program objectives.*

1. An annual volunteer program evaluation is to be completed by the Coordinator of Volunteers.
2. Program objectives shall be evaluated.
3. Periodic evaluations of program objectives are to be conducted by the Coordinator of Volunteers in order to determine program progress.
4. Quarterly statistical reports and annual evaluations are to be forwarded to the New York State Division of Probation. (see attachment V.F.11)

### XIV. VOLUNTEER HANDBOOK

*Policy: The drafting and distribution of a volunteers' handbook is the responsibility of the Coordinator of Volunteers. This handbook shall clearly describe: purposes of the Probation Department and its Volunteer Program, the mutual responsibilities of Probation Officers and volunteers, and guidelines for effective positive relationships with the probationer.*

1. The responsibilities of the volunteer must be in written form and distributed to each volunteer.
2. The description of the volunteers' responsibilities must emphasize that:
  - a. A volunteer is part of a Probation Department's team of employees servicing the community;
  - b. A volunteer consults with his assigned Probation Officer when a violation of probation occurs;
  - c. A volunteer has a defined role within the Probation Department complete with lines of communication to staff personnel and the Coordinator of Volunteers.
3. Suggestions for the Handbook:
  - a. The time volunteers are expected to spend with the probationer;
  - b. The specific requirements from a volunteer: reports, ongoing training, etc.;
  - c. The restrictions on financial involvement with the probationer: i.e., bail, cosigning, loans;
  - d. Confidentiality.
4. Techniques for developing a helping relationship.

V.F.1

SAMPLE APPLICATION FORM

1. Name \_\_\_\_\_ Birthdate \_\_\_\_/\_\_\_\_/\_\_\_\_
2. Address \_\_\_\_\_ City \_\_\_\_\_ Tele. \_\_\_\_\_
3. Education - state highest year completed \_\_\_\_\_
4. Occupation \_\_\_\_\_
5. Previous experience in working with people \_\_\_\_\_
6. Special skills, interests, hobbies \_\_\_\_\_
7. Do you speak any foreign languages \_\_\_\_\_
8. Which of the following types of work are you most interested in:
- Work with probationer \_\_\_\_\_ Investigative Work \_\_\_\_\_
- Educational/Remedial \_\_\_\_\_ Administrative \_\_\_\_\_
- Interviewing (Court Setting) \_\_\_\_\_ Research \_\_\_\_\_
- Other \_\_\_\_\_
9. Do you prefer working with juveniles or adults? Juvenile Adult
10. Indicate person to be notified in case of accident or sudden illness:
- Name \_\_\_\_\_ Address \_\_\_\_\_
- City \_\_\_\_\_ Telephone \_\_\_\_\_
11. List two personal references, not related:
- | Name  | Address |
|-------|---------|
| _____ | _____   |
| _____ | _____   |
12. Drivers License Yes \_\_\_ No \_\_\_ Transportation Yes \_\_\_ No \_\_\_
13. Days, or times not available: \_\_\_\_\_
14. Other comments \_\_\_\_\_

V.F.2

COUNTY PROBATION DEPARTMENT  
VOLUNTEER IN PROBATION  
Reference Form  
Sample

Your name has been given as a reference for \_\_\_\_\_ who wishes to be a Volunteer in Probation. Would you kindly assist us by completing the following form:

In what capacity and for what length of time have you known the applicant? \_\_\_\_\_

Please evaluate the applicant by placing a check in the appropriate column below:

	Excep- tional	Very Good	Good	Fair	Poor	Unable to Judge
A. Capacity for Creativity						
B. Response to Authority						
C. Adaptability						
D. Integrity of Character						
E. Sense of Responsibility						
F. Intellectual Capacity						
G. Sensitivity to Others' Needs						
H. Emotional Stability						
I. Physical Health						
J. Reaction to Stress						

Additional Remarks: \_\_\_\_\_

Date \_\_\_\_\_ Signature \_\_\_\_\_

Return to: \_\_\_\_\_

V.F.3

REQUEST BY PROBATION OFFICER FOR VOLUNTEER  
Sample

REQUEST  
PROBATIONER \_\_\_\_\_ BIRTHDATE \_\_\_\_\_  
DOCKET # \_\_\_\_\_ S.S. # \_\_\_\_\_ SEX \_\_\_\_\_  
ADDRESS \_\_\_\_\_ PHONE \_\_\_\_\_  
PARENTS NAMES & ADDRESS (ES) (Juveniles) \_\_\_\_\_  
\_\_\_\_\_  
HOME SITUATION \_\_\_\_\_  
BROTHERS \_\_\_\_\_ SISTERS \_\_\_\_\_ PARENTS' MARITAL STATUS \_\_\_\_\_  
FAMILY SITUATION \_\_\_\_\_  
SCHOOL/WORK STATUS \_\_\_\_\_  
NEEDS: \_\_\_\_\_  
INTERESTS: \_\_\_\_\_  
POTENTIAL: \_\_\_\_\_  
\_\_\_\_\_  
DATE ASSIGNED \_\_\_\_\_ TERMINATION \_\_\_\_\_  
COURT APPEARANCE (S) PENDING, DATE \_\_\_\_\_  
REASON FOR REQUESTING VOLUNTEER \_\_\_\_\_

\_\_\_\_\_  
Probation Officer

ASSIGNMENT:

Volunteer Selected \_\_\_\_\_ Address \_\_\_\_\_  
Phone \_\_\_\_\_ Occupation \_\_\_\_\_  
Interests \_\_\_\_\_  
Date for Interview, P. O. and Volunteer \_\_\_\_\_  
(Made by Coordinator)

Assignment Accepted Yes \_\_\_\_\_ No \_\_\_\_\_

\_\_\_\_\_  
COORDINATOR OF VOLUNTEERS

V.F.4

VOLUNTEER DATA CARD  
Sample

VOLUNTEER DATA CARD

Name \_\_\_\_\_ Age \_\_\_\_\_ Sex \_\_\_\_\_  
Mailing Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Telephone: Home \_\_\_\_\_ Business \_\_\_\_\_ Date: App. Recd. \_\_\_\_\_  
Interviewer \_\_\_\_\_ Intervwd. \_\_\_\_\_  
Occupation \_\_\_\_\_ Compted. Trng. \_\_\_\_\_  
Organization Affiliations \_\_\_\_\_  
Assgnd \_\_\_\_\_  
Probation Officer \_\_\_\_\_

MONTHLY REPORTS													Other Contacts
Probationer	1	2	3	4	5	6	7	8	9	10	11	12	

(FRONT)

V.F.4

VOLUNTEER DATA CARD  
Sample

Volunteer \_\_\_\_\_ Probation Officer \_\_\_\_\_

Name of Probationer	Phone Number	Length of Probation	Case No.	Date Assigned	Term. Date	Term.	Remarks

Date Volunteer Counselor Terminates \_\_\_\_\_

Reason \_\_\_\_\_

Comments:

(BACK)

V.F.5

PROBATION DEPARTMENT  
MONTHLY  
VOLUNTEER CONTACT REPORT

Date \_\_\_\_\_

Volunteer's Name: \_\_\_\_\_

Client's Name: \_\_\_\_\_

Probation Officer: \_\_\_\_\_

Contact Dates: \_\_\_\_\_

Mileage Hours with Client: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Total

Conduct and progress of client: \_\_\_\_\_

List activities you and your probationer did together this month \_\_\_\_\_

Comments or recommendations, if any: \_\_\_\_\_

Probation Officer's Comments: \_\_\_\_\_

Probation Officer Acknowledged Report \_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_

V.F. 7  
Monthly Worksheet  
for Quarterly Report

1. Intake
2. Investigation
3. R. O. R.
4. Supervision
5. Support
6. Other

VOLUNTEERS

Month \_\_\_\_\_  
Year \_\_\_\_\_  
County \_\_\_\_\_

Volunteer Name	Address	Date Recruited	Date Trained	Date Assigned	Assignment						Hours of Service						Number of Clients						Mileage
					1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6	
1.																							
2.																							
3.																							
4.																							
5.																							
6.																							
7.																							
8.																							
9.																							
TOTALS																							

Month \_\_\_\_\_  
Year \_\_\_\_\_  
County \_\_\_\_\_

MONTHLY REPORT  
VOLUNTEER ACTIVITIES

	Number of Clients	Hours
1. INTAKE		
2. INVESTIGATION		
3. R. O. R.		
4. SUPERVISION		
5. SUPPORT		
6. OTHER		

V.F.8

EVALUATION FORM

EVALUATION OF VOLUNTEER ASSIGNMENT BY PROBATION OFFICER  
Sample

Confidential

PROBATION OFFICER \_\_\_\_\_

VOLUNTEER'S NAME \_\_\_\_\_

CLIENT'S NAME \_\_\_\_\_

OTHER ASSIGNMENT \_\_\_\_\_

Was a matching interview conducted with  
the Volunteer prior to assignment? Yes \_\_\_\_\_ No \_\_\_\_\_

Was a program plan for the probationer  
discussed with the Volunteer? Yes \_\_\_\_\_ No \_\_\_\_\_

Did the Volunteer complete weekly con-  
tacts with the probationer? Yes \_\_\_\_\_ No \_\_\_\_\_

Did the Volunteer submit monthly reports  
to you? Yes \_\_\_\_\_ No \_\_\_\_\_

Did the Volunteer contribute to the  
probationer's program plan? Yes \_\_\_\_\_ No \_\_\_\_\_

Did the Volunteer complete assignments  
as given, i.e., investigation, management,  
special? Yes \_\_\_\_\_ No \_\_\_\_\_

Explain \_\_\_\_\_

Your personal observations regarding the  
Volunteer \_\_\_\_\_

PROBATION OFFICER \_\_\_\_\_

V.F.9

SELF-EVALUATION FORM

VOLUNTEER IN PROBATION

PROGRAM \_\_\_\_\_

EVALUATION CHART  
by Volunteer

Confidential

1. As a volunteer, did you enjoy your assignment? Yes \_\_\_\_\_ No \_\_\_\_\_

What aspects were most enjoyable? \_\_\_\_\_

What aspects were least enjoyable? \_\_\_\_\_

2. About how long did your assignment last? \_\_\_\_\_

3. Did the program demand a reasonable or unreasonable amount  
of your time? \_\_\_\_\_

4. About how much time per week did you spend? \_\_\_\_\_

5. Did you have good communication with:

Probation Officer?	Yes _____	Generally _____	No _____
Chief Probation Officer?	Yes _____	Generally _____	No _____
Co-ordinator?	Yes _____	Generally _____	No _____
Probationer?	Yes _____	Generally _____	No _____

6. If you needed assistance, was it given promptly?  
Yes \_\_\_\_\_ Generally \_\_\_\_\_ No \_\_\_\_\_ Anything specific? \_\_\_\_\_

7. Would you recommend any changes in the volunteer program?  
\_\_\_\_\_

Please explain: \_\_\_\_\_

8. Did you benefit from the monthly meetings? \_\_\_\_\_  
Any suggestions? \_\_\_\_\_

9. What was of most value to you? \_\_\_\_\_

10. Do you wish to be re-assigned?  
PROGRAM \_\_\_\_\_ WHEN? \_\_\_\_\_

11. Do you have any friends you would recommend as Volunteers?  
\_\_\_\_\_ If so, please list names, addresses and telephone  
numbers if known: \_\_\_\_\_

If you have any further comments regarding the program,  
please use reverse side.

(Signature) \_\_\_\_\_ (Date) \_\_\_\_\_

VOLUNTEER PROGRAMEVALUATION PHASES AND TOPIC AREAS

Phase I	Phase II	Phase III	Phase IV
Development Plan vs. Prerequisites (Volunteer Coordinator & P.O.)	Development Progress vs. Plan	Operational Performance	Project Results/Impact
START	3 MONTHS	6 and 8 MONTHS	12 MONTHS
<u>Adequacy of Plans</u>	<u>Adequacy of Progress</u> <u>vs. Plans</u>	<u>Adequacy of Programs</u>	<u>Adequacy of Program</u> <u>Results (Evaluation -</u> <u>1 Month)</u>
<ul style="list-style-type: none"> <li>. Goals</li> <li>. Plans</li> <li>. Resources</li> <li>. Personnel</li> <li>. Organization</li> <li>. Support</li> <li>. Budget</li> </ul>	<ul style="list-style-type: none"> <li>. Meetings Held</li> <li>. Organization Completed</li> <li>. Staffing (screened, recruited &amp; trained)</li> <li>. Advisory Board established</li> <li>. Basic Policies &amp; Guidelines established</li> <li>. Programs Functioning</li> <li>. Forms Completed &amp; Utilized</li> <li>. Policies Written &amp; Followed</li> <li>. Procedures Written &amp; Followed</li> </ul>	<ul style="list-style-type: none"> <li>. Clients Serviced</li> <li>. Volunteers Assigned Cases</li> <li>. Written Reports Submitted</li> <li>. Periodic Meetings Conducted</li> <li>. Community Contacts Established</li> <li>. Termination Procedures Established</li> <li>. Accurate &amp; Complete Volunteer &amp; Case Records Kept</li> <li>. Public Relations &amp; Public Education Programs Conducted</li> <li>. Budget Adequately Handled</li> <li>. Meetings of Advisory Board Held</li> </ul>	<ul style="list-style-type: none"> <li>. Evaluation of Volunteers by: --probation officers/ supervisor</li> <li>--clients</li> <li>. Community Awareness Acceptance of the Program</li> <li>. Service Provided</li> <li>. Number of Volunteers Recruited</li> <li>. Comparison of Adjust- ment of Clients (including recidivism rate) with those in Control Group</li> <li>. Efficiency &amp; Effectiveness of Program</li> <li>. Other Factors Applicable</li> </ul>



STATISTICAL REPORT - VOLUNTEERS IN PROBATION

\_\_\_\_\_, QUARTER, \_\_\_\_\_

Name of Department \_\_\_\_\_ No. of Professional Staff \_\_\_\_\_

I. CLIENT DATA	Intake	Inv.	R O R	Superv.	Support	Other	Tot.
1. Total No. of clients served by Vols. this quarter							
2. Total No. of clients served by Dept. this quarter							

II. VOLUNTEER DATA

A. FUNCTION		No. of Vols.	No. of Clients	Hours Donated
1. Intake				
2. Investigations				
3. R.O.R.				
4. Prob. Supervision				
5. Support				
B. OTHER OR SPECIAL SERVICES (Specify)				
TOTALS				

.II. STATISTICAL DATA

- 1. No. of active Vols. in your program on last day of quarter \_\_\_\_\_
- 2. No. of volunteers recruited this quarter \_\_\_\_\_
- 3. No. of volunteers trained this quarter \_\_\_\_\_
- 4. No. of volunteers assigned this quarter \_\_\_\_\_
- 5. No. of volunteers who left program \_\_\_\_\_
- 6. No. of clients terminating probation from vol. program \_\_\_\_\_
- 7. No. of misdemeanants assigned to Volunteer Sup. \_\_\_\_\_
- 8. No. of felons assigned to Volunteer Sup. \_\_\_\_\_
- 9. Total mileage traveled by volunteers \_\_\_\_\_

IV. PROFESSIONAL STAFF DATA

- 1. % of time coordinator devoted to V.I.P. Program \_\_\_\_\_
- 2. No. of Probation staff working with Volunteers \_\_\_\_\_
- 3. No. of clerical staff working with Volunteers \_\_\_\_\_

Coordinator of Volunteers \_\_\_\_\_

V.F. 12

SAMPLE CONTRACT FOR VOLUNTEER

I, \_\_\_\_\_, having considered the opportunity and responsibilities involved, hereby offer my services as a volunteer in the \_\_\_\_\_ Probation Department. I agree to complete the prescribed training course and thereafter to work in a mutually agreed upon assignment or with a probationer assigned to me by the program director at least \_\_\_\_\_ hour(s) each week for a period of one year. I agree to abide by the laws, policies and rules relating to probation. I further agree to submit monthly reports to the Probation Department on the probationer's progress.

**END**