# State of Iowa Department of Corrections

# Policy and Procedures

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Chapter 1: ADMINISTRATION & MANAGEMENT
Sub Chapter: CITIZEN INVOLVEMENT-VOLUNTEERS, INTERNS AND CONTRACTORS
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Administrative Code Reference: N/A
Subject: VOLUNTEER PROGRAMS IN COMMUNITY-BASED CORRECTIONS
PREA Standards: 115.232(a-c), 115.235(d), 115.277(a-b)
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## 1. PURPOSE

To describe the philosophy of the volunteer program and to provide procedural guidelines for program implementation within the Iowa Department of Corrections (DOC) districts.

## 2. POLICY

It is the policy of the DOC to recognize the value that volunteers contribute to accomplishing our mission. Volunteers can provide significant assistance in meeting the needs of the DOC.

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## 3. DEFINITION - As used in this policy:

Volunteer - An unpaid, non-DOC staff member, who directly or indirectly provides an in-person service to the DOC, its staff, or clients. There is neither a recognized employer/employee relationship between the DOC and the volunteer, nor is the volunteer entitled to any benefits or compensation associated with their provision of services.

## 4. PROCEDURES

### A. Functions of Volunteers

1. A volunteer program serves to supplement existing DOC staff resources to provide services that are not currently available, and to promote the integration of public and correctional entities.

2. The level of knowledge and skill necessary to deliver volunteer services may vary greatly. When professional level or specialized services are provided, DOC staff shall ensure that the volunteer has the proper credentials (license, certification, etc.) to perform the services.[1]

[1] 115.235(d)

3. Services may be provided directly or indirectly for clients, the district or for staff. Services may include providing ongoing mentoring of clients as part of a structured reentry program.

4. As members of the public, volunteers are representatives of those we serve. Volunteers' interactions with others within their communities has a direct impact on the public's knowledge and perception of the work we do.

5. The District Director/Designee may temporarily discontinue volunteer services due to facility emergencies or staffing shortages at their discretion. An attempt shall be made to notify volunteers of cancellation of services.

## B. Program Coordination

1. Each district shall appoint a staff member to be responsible for coordinating the volunteer program and activities.

2. Districts shall utilize the Non-IDOC Personnel PREA Database on the DOC Portal to maintain a system wide master list of volunteers providing services in the DOC and as documentation of the completion and currency of training, record checks and screening requirements. https://docwebapps.doc.gov.state.ia.us/VolunteerPREA/main/

3. The district coordinator shall oversee the recruitment, screening, orientation/training, and supervision of all volunteers and their activities.

4. Volunteer applications, approvals, and training records shall be retained by the district volunteer coordinator/designee for three years following the completion of their volunteer services.[2]

## C. Eligibility

1. Volunteers must be at least 18 years of age and of good character.

2. No person has an entitlement to selection as a volunteer.

3. Former incarcerated individuals/clients previously under supervision may be considered for approval providing they have displayed successful

[2] 115.232(c)

adjustment in the community for a minimum of 18 months after discharging all correctional supervision and remain crime free. The decision to approve a former incarcerated individual/client once they have met these minimum requirements is subject to the District Director/Designee's approval.

4. Relatives and approved visitors of clients shall not normally be approved as volunteers. The District Director must approve any exceptions.

5. Former DOC staff members that left in good standing may be approved as volunteers. Former DOC staff members who were not in good standing at the time they left employment or have not remained in good standing shall not be approved as volunteers.

6. The screening process should be uniform and consistent with security practices.

## D. Application Process

1. Applicants interested in providing volunteer services must complete **AD-CI-03 F-1** *Volunteer Application Form*, which is designed to collect pertinent information to assist with the screening and assignment of the potential volunteer.

2. Applicants must designate the services they wish to provide on their application. New or non-approved programming may be subject to a full review including but not limited to requiring the individual/program to submit a manual establishing their mission, purpose, and goals.

3. The application form must be filled out completely and honestly. Any attempt to omit or falsify information shall constitute cause to deny volunteer privileges.

4. If a visitor has been removed from an incarcerated individual/client's visiting list, six months must elapse before a volunteer application can be made. The District Director must approve any exceptions.

5. All applicants shall have a criminal history check through the National Crime Information Center (NCIC).

6. All applicants shall have an ICONView check conducted.

7. The district volunteer program coordinator or other executive level staff shall make a final determination to allow or deny the volunteer.

## E. Registry and Identification of Volunteers

1. The site coordinator will be responsible for maintaining entries in the Non-IDOC Personnel PREA database. This includes entering ICON View/NCIC check dates annually and ensuring the required checks are completed prior to the approval expiry date.

2. Volunteer IDs shall be issued to regularly scheduled volunteers and shall be worn and visible while they are on the premises and acting in their volunteer capacity.

## F. Training and Supervision

1. Approved volunteers who have an active Corrlinks account shall delete their Corrlinks account before beginning their volunteer training.

2. An orientation/training session shall be completed with volunteers appropriate for their functions and the service they provide.[3] This shall be completed and documented prior to initiation of the volunteer service. This may be completed electronically.

3. All volunteers shall sign the *IDOC Liability Release Form* **AD-GA-22 F-1** prior to being transported in a state vehicle.

4. Training provided to volunteers shall be documented on **AD-CI-03 F-2** *Volunteer Orientation Checklist* and at a minimum, include:[4]

    a. Confidentiality of incarcerated individual/client's information IDOC policy **AD-PR-29.**

    b. DOCs zero tolerance policy regarding sexual abuse and violence, and their responsibilities regarding prevention, detection and response to sexual violence while working in DOC facilities.

[3] PREA Standard §§115.232(b)

[4] PREA Standard §§115.232(a)

c. PREA Training for Volunteers/Contractors (online training)

d. Limitations of their responsibilities

e. Situational Awareness

f. Professional Boundaries / Manipulation Techniques

g. CJIS Training, if required based upon the Access Level & Activity following the guidelines below:

1) Tier 1 (High) - Unescorted access to virtual and physical areas where CJI is stored, processed, or transmitted, or performing functions that grant logical access to CJI. CJIS Training and Fingerprinting required. Examples: IT Staff (contracted or employee), Network Engineers, Facility Maintenance with full access, Vendors performing CJI-related work.

2) Tier 2 (Medium) - Escorted access to physical areas where CJI is stored, processed, or transmitted, or performing work that could inadvertently expose them to CJI. CJIS Training not required. Examples: General Building Maintenance, Cleaning Services, Volunteer in the vicinity of CJI-processing areas. (Escort is required and staff shall ensure CJIS security requirements.)

3) Tier 3 (Low/Exempt) - No access to physical areas where CJI is stored, processed, or transmitted. Access is limited to public/common areas, or they are servicing equipment where CJI is probably not present. CJIS Training not required. Examples: Vending Machine Vendors (in public areas), Landscapers, Delivery Personnel (who do not enter secured areas), etc.

## G. Conduct

1. Volunteers shall abide by all district rules and regulations, shall cooperate with staff at all times, and shall refrain from inappropriate conduct with clients, a client's family, or associates. Incidental and non-planned community contact with clients is not a violation of this policy.

2. Volunteers shall adhere to maintaining confidentiality while serving as a volunteer with the DOC. This includes refraining from posting on social media sites about the nature of their volunteer services without written permission from the DOC Chief of Staff or approved designee. Each district may elect to complete random checks for compliance.

## H. Volunteer Status Review

Volunteers continuing their services shall complete the PREA online training annually. District procedures shall establish protocol for a yearly review of volunteer programs and individual volunteers. The review of individual volunteers shall include a current NCIC check, ICONView search, an evaluation of performance, and determination of continued volunteer involvement. Program review may include review of the program goals, progress toward those goals, and determination of need for the program revision or elimination.

## I. Denials and Termination

1. Volunteers and their services may be denied or discontinued at the discretion of the District Director/Designee at any time. Denials and terminations must be entered in the Non-IDOC Personnel PREA Database and communicated with any other facility/district that is identified as an approved site.

2. Any volunteer who engages in sexual abuse shall be prohibited from contact with clients and shall be reported to law enforcement agencies, unless the activity was clearly not criminal, and to relevant licensing bodies.[5]

3. The district shall take appropriate remedial measures and shall consider whether to prohibit further contact with clients, in the case of any other violation of IDOC sexual violence or sexual harassment policies by a volunteer.[6]

## J. Gratuity & Recognition

1. While not paid for their services, volunteers may receive limited and nominal considerations as a display of gratitude for services provided. This may include a meal being provided, permission to travel in, but not drive, a state vehicle,

[5] PREA Standard §§115.277(a)

[6] PREA Standard §§115.277(b)

when doing so is directly related to their volunteer service, or other similar considerations. Providing anything of value to a volunteer requires approval from the District Director.

2. The recognition of the contributions and achievements of volunteers is vital to any citizen volunteer program and is encouraged. This may include certificate of appreciation, awards banquets/ceremonies, special recognition at staff meetings, or simply a personal thank you.