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Volunteer Services and Programs

I. Volunteers/Interns/Probation Facility Volunteers

- A. Community volunteers are a valuable asset to the Probation Department. These volunteers assist staff in various capacities. The primary goal of the volunteer program is to maintain a viable cadre of volunteers who will work closely with Probation staff to meet various support needs. Such a program will:
 - 1. Encourage greater community involvement in and understanding of the operations of the Probation Department and Criminal Justice System.
 - 2. Assist paid professional staff in improving services through a team effort.
- B. All volunteers are required to have a background check and be processed by the Probation Department's Professional Standards Unit (PSU). Volunteers will be required to give a specific time commitment, be oriented to the role of a volunteer, and be given defined, non-supervisory tasks to complete. All volunteers will receive an orientation regarding safety and security concerns, confidentiality, appropriate topics of conversation, dress code, sharing of information and contraband issues.

II. Volunteer Classifications and Services

- A. Classifications
 - 1. Volunteers are classified into one of three categories depending on the type and intensity of services they render.
 - a. Probation Services Volunteer (PSV) - The PSV may not require direct staff supervision and could be exposed to confidential information such as medical, psychological, psychiatric and arrest records. They will likely have computer access and will be required to commit to a minimum of 20

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hours of service per month on an ongoing basis. The PSV is subject to evaluation.

- b. Interns- Many local colleges and universities are encouraging students to become personally involved in social projects with various departments and agencies. The Probation Department has a unique opportunity to offer qualified and sincere students a meaningful learning experience and potential career opportunity. The intern will fall under the same guidelines as the PSV. The differentiating factor for this category is that these are students who are receiving college credit for their hours, are subject to evaluation for the receipt of credit, and have a finite amount of internship service hours they must complete.
- c. Probation Facility Volunteers (PFV) - The PFV is involved in limited contact with clients/youth on a periodic basis under staff supervision. This includes, but is not limited to:
 - 1) Reading/Literature
 - 2) Religion
 - 3) Recreation
 - 4) Mentoring
 - 5) Art Projects
 - 6) Guest Speakers
 - 7) Special Presentations

III. General Policies

- A. The primary function of the Probation Department is to protect the community by requiring responsible offender behavior, operating safe and secure detention and treatment facilities, providing victim services, enforcing court orders and providing information and recommendations to the Court.
- B. Volunteers may be recruited by any staff member, but shall be processed by the PSU for clearance to work.
- C. Volunteers must be at least 21 years of age to be assigned to the Institutions Division.

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- D. Volunteers/Interns will be required to be issued the appropriate visitor's badge and sign in/out on the Visitor's Log.
- E. The Department reserves the right to suspend or terminate any volunteer on the basis of record, performance or conduct.

IV. Acceptable and Prohibited Activities

- A. In order to ensure consistent utilization of volunteer services, the following non-exhaustive list of activities may be conducted by the PSV under supervision:
 - 1. Computer data entry
 - 2. Access computer records
 - 3. Read files
 - 4. Call programs
 - 5. Obtain Court information (i.e. dockets, E-Court)
 - 6. Accompany Deputy Probation Officers (DPO) on field contacts (must stay in the vehicle until the DPO or Juvenile Institutions Officer (JIO) determines that the location is safe)
 - 7. Be present during office visits with probationers
 - 8. Monitor community service workers
 - 9. Assist with fine/fee/restitution collection
- B. Volunteers may not conduct the following activities:
 - 1. Drug testing
 - 2. Independent intake conference/office visit
 - 3. Drive a county vehicle or use their own vehicle during the course of duties.
 - 4. Search or assist in the search of a probationer's person, vehicle or residence.
 - 5. Give out personal information (i.e. address, phone number) to clients.
 - 6. Conduct or assist in the arrest of a probationer.

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V. Recruitment and Selection

- A. It is the policy of the Santa Barbara County Probation Department that all Volunteers/Interns are processed through the PSU and that each applicant meets the minimum standards established herein.
1. The volunteer must complete an application form.
 2. The volunteer will be interviewed by the Volunteer Coordinator in the PSU.
 3. The Volunteer Coordinator arranges for Live Scan printing, local and state records checks and photograph.
 4. If there are issues or questions regarding the volunteer applicant, the matter will be staffed with the Supervising Probation Officer (SPO) or Manager in PSU.
 5. When a volunteer is approved, the Volunteer Coordinator will place all necessary paperwork in a file that is to be maintained by PSU. The information will be entered in to the database for record keeping purposes.
 - a. The file will include a record of completion of orientation and training and future evaluations.
- B. If a volunteer group is coming to a site/facility on a routine basis, at least one regular member of the group, with PFV status, will complete the application and screening process as a PSV.
- C. A time card will be completed by a PSV/Intern each pay period and signed off by the Deputy Probation Officer (DPO), Sr. DPO or SPO to which they are assigned to work. The time card will be forwarded to PSU once completed for maintenance in the file. Because of the limitation of the PFV, there is no need for a time card.
- D. Santa Barbara County Probation Department volunteers/interns who have access to protected health information will receive HIPAA Privacy and

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Security Training and will complete a comprehensive quiz within thirty (30) days of approval.

- E. Any person with a felony conviction, who has not received relief pursuant to Penal Code Section 1203.4 or through some expungement process, will be deemed an ineligible applicant as a PVS/Intern. They can be considered as a PFV on a case-by-case basis by the Chief or Institutions Deputy Chief Probation Officer.
 - 1. The Department retains discretion to exclude on an individual basis any person with an arrest record, notwithstanding any relief that might have been granted pursuant to Penal Code Section 1203.4 or other expungement process.
 - 2. Performance evaluations will be requested by PSU on a periodic basis regarding the PSV/Intern and his/her job performance. These are to be completed in a short form version in the EPR database and submitted to PSU for inclusion in the file.

VI. Recognition

Volunteers who have tenure and have performed exceptionally for the Department can be nominated for recognition at the annual Staff Recognition event.

VII. Tracking Volunteer Participation

- A. All volunteers are required to sign the visitor log upon arrival at Santa Maria Juvenile Hall.
 - 1. If there are multiple people in the volunteer group, such as for chapel or AA, each person must be entered in the visitor log.
 - 2. Visitor logs are available in the Administration office and in the dorm for arrivals after business hours.
- B. A complete list of all approved volunteers is available on the Portal and must be consulted before allowing a person access to youth.

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- C. The Administrative Office Professional (AOP) will be responsible for tracking a volunteer's participation and will notify PSU if a volunteer is no longer active.

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