

Minnesota Department of Corrections

Policy Number:	300.041
Title:	Volunteer Services – Field Services
Effective Date:	1/15/19

PURPOSE: To provide procedures regarding field services volunteers.

APPLICABILITY: Field services

DEFINITION:

Designated staff person – supervisor, agent, or support staff assigned to train, monitor, and supervise a volunteer.

Volunteer – qualified person with interpersonal, oral, and written communication skills authorized to provide specific services within the unit.

PROCEDURES:

- A. Recruitment
Eligibility for volunteer service is open to any individual from any cultural or socioeconomic group of the community, based on the needs of field services and the qualifications of the volunteers.
- B. The agency provides for volunteer and intern involvement in programs, and may use qualified persons to enhance the activities of the field services unit.
- C. Application and approval
 - 1. Each prospective volunteer must complete a Field Services Staff Volunteer Application (attached), background release form, and DOC criminal record form, and submit all forms to the field services district supervisor/designee. All completed forms are retained by the appropriate district supervisor/designee.
 - 2. All volunteers must complete appropriate orientation/training and undergo a criminal history check.
 - 3. Volunteer applicants are encouraged to submit suggestions to the district supervisor or designee concerning improvements for their functions.
 - 4. Each volunteer has a designated staff person.
- D. Orientation/training of volunteers
All approved volunteers must complete orientation/training commensurate with, and prior to, proposed duties as determined by the field services manager or district supervisor. Volunteers must agree in writing to abide by all agency policies. Records of the duration and nature of training are kept in the appropriate district office. All training is documented and retained in the agency-approved electronic training management system (TMS).
- E. Volunteer/resource guidelines

1. Volunteers must abide by professional ethics, respect offender legal and civil rights, maintain positive and professional relationships, and report any observed unethical or illegal behavior to the designated staff person or district supervisor.
2. Field services may terminate volunteers at any time. A volunteer receives written notification if the volunteer's approval is withdrawn. A copy of this notification is retained in the volunteer's personnel file.
3. A designated staff person supervises volunteer services. Volunteers providing professional services are assigned to a senior or career corrections agent who reviews and co-signs all reports prior to submission.
4. Each volunteer is at the field offices for the sole purpose of the volunteer's duties and must not use the volunteer role to solicit business or donations from offenders.
5. Any volunteer who is the subject of a gross misdemeanor or felony investigation, charge, arrest, and/or conviction, or is incarcerated for any reason, must immediately notify the designated staff person or district supervisor. When notified, the designated staff person immediately notifies the district supervisor. Notification consists of direct telephone or written communication and must include the formal charge date, time, and jurisdiction of the alleged occurrence, and any other relevant information. The district supervisor keeps the field services manager apprised of the progress and final disposition of the charge.
6. Offenders who have been discharged (off paper) for two years or more may become volunteers with the approval of the field services manager or district supervisor.

INTERNAL CONTROLS

- A. All completed volunteer applications and forms are retained by the district supervisor/designee.
- B. All training is documented and retained in the agency-approved electronic training management system.

ACA STANDARDS: 4-APPFS-1C-03, 4-APPFS-1C-06

REFERENCES: [Minn. Stat. § 241.01, subd. 6](#)
[Policy 103.015, "Internship Program"](#)

REPLACES: Division Directive 300.041 "Volunteer Services - Field Services," 10/21/14.
All Field Services policies, memos, or other communications whether verbal, written, or transmitted by electronic means regarding this topic.

ATTACHMENTS: [Field Services Staff Volunteer Application](#) (300.041A)

APPROVALS:

Deputy Commissioner, Facility Services
Deputy Commissioner, Community Services
Assistant Commissioner, Facility Services
Assistant Commissioner, Operations Support