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CHAPTER 90 - VOLUNTEER SERVICES

90.00 DEFINITION

90.02 PURPOSES OF ESSO COMMUNITY RESOURCE (VOLUNTEER) PROGRAM

90.04 VOLUNTEER RECRUITMENT

90.06 ENROLLMENT OF VOLUNTEERS

90.08 VOLUNTEER TRAINING

90.10 VOLUNTEER SERVICES

90.12 REQUEST FOR VOLUNTEER SERVICE

90.14 AREAS TO BE COVERED IN INITIATING OR CHANGING A VOLUNTEER PROJECT

90.16 FUNCTIONAL STAFF SUPERVISION

90.18 VOLUNTEER ASSIGNMENT

90.20 TRAVEL REIMBURSEMENT AND INSURANCE

90.22 EVALUATION

90.30 INACTIVE VOLUNTEER

90.40 TERMINATION

90.42 AWARDS

90.44 REPORTS AND RECORD KEEPING

CHAPTER 90 - VOLUNTEER SERVICES

90.00 DEFINITION OF A VOLUNTEER

"A volunteer shall mean a person who performs any assigned or authorized duties for the Department of Social & Health Services, brought about by his or her own free choice, receives no salary, and is registered as a volunteer with the Department of Social & Health Services for the purpose of engaging in volunteer services. The volunteer is not a replacement or substitute for paid staff, but adds new dimensions to the services of the agency and symbolizes the community's concern. The volunteer may be granted maintenance and reimbursement for acutal expenses necessarily incurred in performing his assigned or authorized duties." (Definition from Union-Management Agreement.)

90.02 PURPOSE OF ESSO COMMUNITY RESOURCE (VOLUNTEER) PROGRAM

1. Citizen participation in the ESSO volunteer program is a valuable opportunity to:

   a. Increase the flow of information between the agency and community,

   b. Augment the services of the staff,

   c. Promote coordination/cooperation between DSHS and other community resources,

   d. Encourage development of community resources to meet client needs.

2. Client participation in the ESSO volunteer program can be an integral part of a socialization case plan. (See Manual G, 14.12, 50.32, Manual F, 42.05.) This may take the form of a case plan for:

   a. Pre-training or trying out various types of work experience while waiting for a training slot.

   b. An opportunity to retain skills following training or former employment.

   c. An opportunity to develop or regain a sense of contributing.

   d. An opportunity to be with people while doing something worthwhile.

   e. An advocacy role for fellow clients who need to know how to use available services.

   f. Service on local, regional and state advisory committees.

3. Volunteer Services.

   Leading types of volunteer service projects currently developed:

a. Assisting the support services staff,

b. Supplementing the social services staff activities,

c. Developing/coordinating community resources,

d. Developing services to meet client needs.

e. Seasonal/holiday activities,

f. Outreach.

4. Program Development & Evaluation.

Temporary, experimental or innovative programs can be developed and evaluated. If successful, they can be incorporated into the agency program.

90.04 VOLUNTEER RECRUITMENT

1. Community Resource (Volunteer) Coordinator Responsibility - The Community Coordinator (or other staff person responsible to manage the volunteer program) has primary responsibility for the recruitment of individual volunteers and voluntary organizations participating in the volunteer program. This can include requests approved by the administrator for referral of volunteers to other programs within DSHS. (See 90.06-2)

2. Sources of Volunteers.

a. Recruitment activity of the Coordinator.

b. Referral of clients by staff.

c. Public relations activity - speakers bureau, news releases, office newsletters and volunteer program pamphlets.

d. Referral of friends or relatives by staff or other volunteers.

e. Administrative Advisory Committee activity.

f. Community Voluntary Action bureaus.

g. Schools, Colleges, Universities.

3. Different Types of Volunteers.

a. Clients,

b. Non-clients from the community,

c. Students (all levels, but not including graduate students carrying case loads). Students may receive class credit or maintenance reimbursement from the school for their services but shall be enrolled and serve as volunteers (not students) in the volunteer program. (Manual G, 90.00)

d. Retired staff.

e. Voluntarily terminated staff interested in maintaining professional or job skills.

f. Service organizations interested in service projects.

g. Church organizations and assoications interested in charitable or social service activities.

h. Professional persons.

i. Department staff providing services outside of work hours without compensation.

90.06 ENROLLMENT OF VOLUNTEERS

1. Referral - Any interested person or organization may apply to the Coordinator. Clients may offer to volunteer on their own initiative or be referred by a service worker as a service case plan.

2. Screening - The Coordinator will accept and register only those volunteers for whom an assignment is available, or can be developed within a short time, which comes within the scope of the purposes of the volunteer program. (90.02)

3. Volunteer Registration - Each volunteer and volunteer organization is registered on a volunteer registration form (DSHS 15-54 is available for this purpose). Only registered volunteers are eligible for the following benefits:

   a. Medical benefits under the Workman's Compensation Act. Time loss is not covered. (L & I memo #71-121.)

   b. Travel reimbursement (Manual G, 90.20).

   c. Application of volunteer experience to minimum requirements for state employment. (Manual G, 90.22, Item 4.)

4. Orientation to Agency - The new volunteer should be given specific information about the department and ESSO, about the rights and responsibilities of a volunteer, what volunteer opportunities can be available to him and how the assignment fits into the overall program of the agency.

The volunteer is an agent of the department and subject to the same regulations as paid staff regarding confidentiality, policies and regulations of the state and department. The Coordinator and the staff person to whom the volunteer is assigned, and the volunteer will review how this might apply in the specific assignment he accepts.

5. Service Agreement - The Coordinator (or representative) establishes an oral or written agreement with each volunteer or organization. The agreement includes:

   a. Review of information on the volunteer application form or registration card (DSHS 15-54) or a similar appropriate form.

   b. Commitment to perform service as instructed by functional supervisor or trainer, with the option to request reassignment or terminate if an appropriate reassignment is not available.

   c. Initial conservative commitment for service which can be increased with experience.

   d. Time-limited contract not to exceed six months, which can be renewed or terminated by mutual agreement.

6. Identification Card (DSHS 1617) - An ID card is issued to a volunteer or representative of a volunteer organization who is expected to provide direct services to clients or otherwise represent the Department in the community. The expiration date should correspond with the contract (90.06 Item 5 (d) above).

90.08 VOLUNTEER TRAINING

The Coordinator provides orientation for the volunteer and has responsibility for the overall coordination of training opportunities for volunteers. The staff person or supervisor responsible for the services of the volunteer trains the volunteer in areas specific to the assignment. The entry skills required by the job should reasonably match those of the selected volunteer(s).

1. Training sessions of general interest about the department or its services are available to interested volunteers.

2. Volunteers requesting placement in a particular type of services may be required to complete a training course to demonstrate their ability, as a condition for such placement.

90.10 VOLUNTEER SERVICES

Volunteer services require the following:

1. Request for volunteer service (90.12).
2. Volunteer project approval (90.14).
3. Functional staff supervision (90.16).
4. Volunteer assignment (90.18).
5. Review and assessment or evaluation.
6. Development of overall goals and objectives for volunteer program.

90.12 REQUEST FOR VOLUNTEER SERVICE

1. The Coordinator will maintain a record or log of requests for volunteer services. A volunteer request form submitted by a staff person or a notation by the Coordinator may be used.

   When a service request is assigned to a volunteer an entry will be made on the volunteer's registration form or other record.

2. Referral of a client to receive direct volunteer services requires:

   a. Request by or with the approval of appropriate staff.

   b. Understanding and consent of the client.

3. Request for referral of a client to receive services from a resource developed by the ESSO volunteer program requires:

   a. An agreement between the resource and the Coordinator (90.06, Item 4).

   b. Consent of the client with the understanding that responsibility for the volunteer service is between the client and the resource.

4. A request for continuing volunteer services is valid for as long as the service continues, even though the volunteer(s), client, functional supervisor or the Coordinator may change.

90.14 AREAS TO BE COVERED IN INITIATING OR CHANGING A VOLUNTEER PROJECT

1. To initiate or change a volunteer project, it is necessary that the Coordinator:

a. Plan a proposed project, consulting with appropriate staff and volunteers.

b. Review the proposed project with appropriate supervisors for their suggestions and endorsement.

c. Submit the endorsed proposal to the office administrator or his representative for approval.

2. The Community Resources Coordinator will review approved projects with the supervisor at least twice a year and evaluate any changes that have occurred in the operation of the project.

3. Lead-in time should be included in planning for seasonal project proposals. A tickler system is useful for this purpose.

90.16 FUNCTIONAL STAFF SUPERVISION

1. Functional supervision or training of the volunteer is the responsibility of the staff person who has been delegated the authority to perform the task with which the volunteer(s) assist. The functional supervisor or trainer:

   a. Determines what the volunteer(s) will do; trains and directs the activity of the volunteer(s).

   b. With the Coordinator, evaluates the effectiveness of the project in providing satisfaction to the volunteer and service to the agency.

   c. Refers the volunteer back to the Coordinator when:

      (1) The assignment is completed,

      (2) The volunteer requests reassignment, or

      (3) The volunteer is unable to or refuses to provide the service as directed.

90.18 VOLUNTEER ASSIGNMENT

The Community Resource Coordinator (or representative) selects the interested volunteer(s).

1. If a staff service is involved, the assignment is discussed and agreed to between the volunteer, functional staff supervisor, and the Coordinator.

2. When direct services to a client are involved, the following procedure is recommended:

a. The functional supervisor (service worker) discusses the service with the client. The client must understand and want the service.

b. The Coordinator and the functional supervisor develop a job description and select and discuss the service with an interested volunteer.

c. The functional supervisor and the volunteer discuss the service with the client for mutual approval of the service.

d. If there is a problem in the service which involves the volunteer, the staff person supervising the volunteer will initiate a conference with the volunteer to make sure the volunteer understands the assignment and the appropriate actions to take. The Coordinator will be available for consultation as needed. If no mutually satisfactory solution can be found, the volunteer will be referred to the Coordinator for reassignment or termination. If another volunteer is not available for replacement, the service will be terminated.

90.20 TRAVEL REIMBURSEMENT AND INSURANCE

1. When the volunteer applicant and the coordinator agree that reimbursement for travel expenses is necessary to allow a person to volunteer, the method of reimbursement is detailed in Manual E, 45.25.

2. Appropriate controls must be established in each administrative unit to insure that reimbursement for travel expense will be paid only to registered volunteers providing a service to DSHS clients. Employees of DSHS or other agencies providing service within their job description during their regular work day are not volunteers. (Manual G, 90.00).

3. The department has authorized medical transportation reimbursement to and from the doctor's office or other sources of routine treatment, when

   a. Donated transportation is not available, and

   b. Client is physically unable to use public transportation. (See WAC 388-86-085 and 388-87-035.)

   These medical transportation funds should be used instead of travel funds whenever possible.

4. As an agent of the department, the volunteer has the same vehicle liability coverage as paid staff (see current Vehicle Liability Insurance Memorandum). When an uninsured employee or volunteer is driving his own car on state business and is involved in an accident

where he is liable, the state's insurance carrier will assume payment of damages to the limit of the policy but has the option to take action against the employee or volunteer. Volunteers without liability insurance should not drive on state business.

5. Medical Aid coverage under Workmen's Compensation Act is applicable only to registered volunteers who are working on an assigned project at the time of the accident. (Labor & Industries Memo #71-121). There is no reimbursement for time loss.

90.22 EVALUATION

1. The Community Resources Coordinator will initiate an evaluation (oral or written) with the volunteer and the functional supervisor

   a. When the service is completed, or

   b. At the end of the agreement period (see 90.06, Item 4) which will not be more than six months.

2. The functional supervisor or trainer will immediately contact the community resource coordinator when a volunteer's service is not satisfactory and provide an evaluation (oral or written) as soon as possible.

3. The Coordinator enters the evaluation information on the volunteer registration card (DSHS 15-54) or other appropriate form.

4. Accurate records to be maintained to show number of hours of service and type of activity. These will be required if the volunteer chooses to claim volunteer service as part of qualifying experience for state service, on the Volunteer Experience Supplemental Form. A copy of the documenting record is to be given to the volunteer at termination of service.

90.30 INACTIVE VOLUNTEER

1. An inactive volunteer or organization can continue to be reported in the volunteer program for up to three months. They are then terminated.

2. A registration form is placed in an inactive file and flagged for not longer than three months from registration or end of last active service.

90.40 TERMINATION

The Community Resources Coordinator is responsible for the termination of volunteers and volunteer organizations from the program.

1. Termination may be initiated by:

   a. The volunteer who does not want to continue a service.

   b. The coordinator when the service is unsatisfactory and a suitable reassignment or referral is not possible.

2. A letter confirming the termination and expressing the department's appreciation for interest and service is sent to the volunteer or representative of the volunteer organization.

90.42 AWARDS

1. The use of the certificate of service or other awards, recognition dinners and other means of acknowledging the volunteer is the prerogative of the administrator.

2. A certificate of service form is available from the Washington State Office of Voluntary Action, 1057 Capitol Way, Olympia WA 98504.

90.44 REPORTS AND RECORD KEEPING

1. The volunteer coordinator prepares the Monthly Volunteer Program Report (X) Rev. 8/74) (DSHS 15-70) and sends a copy of the report to the Community Resources Program Coordinator, Special Welfare Services Section, MS 419, State Office. The report is due by the 20th working day following the end of the reporting month. Other copies of the report will be distributed by the administrator.

2. The Coordinator will maintain accurate records of the volunteer activities of individuals and groups, including but not limited to, types of services provided, number of hours, donations and reasons for termination. These data are necessary for 90.44 (1) and 90.20. They are also the basis for program development, project planning and budget/staffing needs.