	DEPARTMENT OF PUBLIC SAFETY	EFFECTIVE DATE: October 16, 2023	POLICY NO.: COR.19.02
	CORRECTIONS ADMINISTRATION POLICY AND PROCEDURES	SUPERSEDES (Policy No. & Date): COR.19.02 of 5/25/2018	
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1.0 PURPOSE

To establish standards and guidelines relating to the Contract Agency & Volunteer Services (VolinCor) Program under the Corrections Program Services Division, and to ensure the efficient and effective use of contract agency employees, contract employees, and volunteers who provide specific services for correctional facilities.

2.0 SCOPE

This policy applies to all Contract Agency Employees, Contract Employees, and Volunteers assigned to correctional facilities.

3.0 REFERENCES, DEFINITIONS & FORMS

1. References

- a. Department of Public Safety (PSD), Policy and Procedures (P&P), ADM.03.09, Personal Appearance and Dress Code.
- b. PSD, P&P, ADM.08.08, Prison Rape Elimination Act.
- c. PSD, P&P, COR.01.17, Internship Programs.
- d. PSD, P&P COR.08.02, Searches of Visitors and Staff, Delivery Vehicles, and Delivered Items.
- e. PSD, P&P, COR.493.09.03, Meals, Staff and Guests.
- f. PSD, P&P, COR.14.18, Inmate Consent to be Interviewed, Photographed, and/or Videotaped.
- g. Director's Directive dated October 25, 2018, To All PSD Employees, RE: PREA, Fraternalization between Staff and Inmates and Reporting of Incarcerated Relatives.
- h. Hawaii Administrative Rules (HAR), Title 23, Department of Public Safety, Subtitle 1, Administration, Chapter 1, General Provision, § 23-1-4, Department's Programs.

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- i. HAR, Title 23, Department of Public Safety, Subtitle 1, Administration, Chapter 10, Suitability Determinations for Staff Members and Prospective Staff Members.
- j. HAR, Title 23, Department of Public Safety, Subtitle 2, Corrections, Chapter 101, Contraband.
- k. Hawaii Revised Statutes (HRS), Chapter 90, State Policy Concerning the Utilization of Volunteer Services in State Government.
- l. HRS Chapter 386, Worker’s Compensation Law, Chapter 386-171 to 386-174, Volunteer Personnel.
- m. HRS Chapter 662-D, Volunteer Service; Immunity.
- n. HRS Chapter 662-2, State Tort Liability Act, Waiver and liability of State.
- o. HRS Chapter 707, Offenses Against the Person, Chapter 707-730 to 707-733, Sexual Offenses.
- p. *State v. Cardus*, 86 Haw. 426, 949 P.2d 1047 (Haw.App. 1997).

.2 Definitions

- a. Branch Liaison Volunteer Coordinator or Designee (BLVC): Coordinator of the Volunteer Services Program in a correctional facility.
- b. Contract: A formal agreement between the Department and agency or an individual to provide specific services as stated.
- c. Contract Agency Employee: An employee hired by an agency contracted by the Department to provide specific services.
- d. Contract Employee: An employee contracted directly by the Department to provide a specific service. Also included in this definition are students who are in an official capacity (assigned internship) from a university, learning to provide a specific service or are to provide a specific service for the Department in accordance with PSD Policy P&P, COR.01.17, Internship Programs. Student interns may or may not receive a stipend from the particular programs they are assigned.
- e. CJIS: Criminal Justice Information System.

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- f. Corrections Program Services Administrator (CPSA): Administrator of the Corrections Program Division.
- g. Corrections Program Supervisor – Volunteers (CPS-V): Administrator of the Statewide Volunteer Services Program.
- h. Fraternalization: To develop a social and personal relationship with people who are unrelated or of a different class (i.e., co-workers), as if they were family members, siblings, personal friends and/or lovers.
- i. NCIC: National Crime Information Center.
- j. Potential Applicant: An applicant seeking placement within the Corrections Program Services Division. The applicant has not yet undergone or is in the middle of training and orientation.
- k. PREA: Prison Rape Elimination Act of 2003.
- l. Protective Order: An order issued by the court instructing an individual to desist from abusing, harassing, stalking, assaulting, threatening, and/or contacting the petitioner. A protective order may include but is not limited to a Temporary Restraining Order (TRO) or an injunction.
- m. Social Media – Computer mediated tools which allow people, companies, and other organizations to create, share and/or exchange information, ideas, videos/pictures/photographs in virtual communities and networks, which include but not limited to Facebook, Instagram, Twitter, Flickr, blogs, etc.
- n. VolinCor: PSD’s Volunteer Services Program.
- o. Volunteer: An individual or organization who provides goods or services to PSD without monetary or material compensation from PSD.
- p. Level I Volunteer – Has completed all the training and orientation requirements set forth by PSD and is engaged in specific services and/or activities on an ongoing, continuous, and regularly scheduled basis. This shall also include volunteers who provide services on a sporadic, periodic, occasional, and/or on-call basis. Level I volunteer is allowed into the assigned facility areas unescorted.

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- q. Level II Volunteer – Has not completed all the training and orientation requirements set forth by PSD. These volunteers may be a material donor (provides materials or monetary donations) or may be a faith group or part of a faith group providing one-time or occasional services. These volunteers are not allowed into the facility unescorted.
- r. Volunteer Supervisor: Supervisor of a unit where volunteer services are provided (i.e., Chaplains, Librarians, Educational Specialists, etc.).

.3 Forms

- a. KaMakani Monthly Volunteer Time Record (online).
- b. PSD 8009, Volunteer & Contract Staff Consent for Criminal Background Check form (attached).
- c. PSD 8101, Volunteer/Contract Staff Application form (attached).
- d. PSD 8102, Volunteer Reference form (attached).
- e. PSD 8103, Acknowledgment Between Volunteer or Contract Employee and Department of Public Safety form (attached).
- f. PSD 8110, Code of Ethics form (attached).
- g. PSD 8112, Volunteer & Contract Staff Program Services Requirements form (attached).
- h. PSD 8113, CPS Training Evaluation form (attached).
- i. PSD 8117, Prison Rape Elimination Act - PREA form (attached).
- j. PSD 8118, Confidentiality form (attached).
- k. PSD 8119, Mandatory Reporting form (attached).
- l. PSD 8252, Notice of Consent to Search form (attached).
- m. PSD 8318, Personnel Management Office PREA form (attached).
- n. PSD 8328, Minor Consent for Program Use form (attached).

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- o. PSD 8740, Inmate Consent to be Interviewed, Photographed and/or Videotaped form (attached).

4.0 POLICY

It is the policy of PSD to utilize contract agency employees, contract employees and volunteers, where feasible, to supplement employees in all correctional facilities and programs, in order to enhance and expand the services and/or programs offered to the inmates. Contract agency employees, contract employees and volunteers shall never supplant the functions of employees of PSD, nor shall they be substituted for classified staff where authorized positions may be filled. They shall not displace a paid worker nor be placed in a job slot for which funding is available; however, volunteers are able to apply for paid positions.

The use of volunteers enables increased personal contact for the inmate, broadens community resources for the Department, increases public awareness of the correctional system, develops management skills among employees, and is an integral component of all service delivery activities.

Volunteering is a privilege and not a right. Therefore, PSD reserves the right to decline the services of any volunteer whom it deems inappropriate, a threat to the safety and security of the facility, staff, and inmates, and/or fails the training, and/or background criminal checks.

5.0 PROCEDURES

- .1 Each facility shall designate an individual to act as the liaison between the facility, VolinCor, contract agency employees, contract employees, and volunteers.
- .2 Each facility shall have a list of names of the contract agency employees, contract employees, and volunteers assigned to enter the facility. The list for each facility shall be updated monthly.
- .3 Responsibilities: The following lists are guidelines and do not limit the individual's responsibilities.
 - a. Corrections Program Services Administrator (CPSA)
 - 1) Assists CPS Officers/Managers (includes Education, Food Services, Library, Sex Offender Treatment, Substance Abuse Treatment, and

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VolinCor), in the acquisition of appropriate funding from the State Legislature and/or Federal funding sources.

- 2) Allocates adequate staffing resources.
- 3) Allows staff time to be trained to work with, support, supervise, and/or train contract agency employees, contract employees, and volunteers.
- 4) Adequately trains CPS Officers/Managers in appropriate monitoring of contract agency employees and/or contract employees.

b. Corrections Program Services Officer/Manager

- 1) Ensures that all contract agency employees and contract employees are notified of criminal background checks that will be conducted. The Department and/or Warden of each facility has the discretion to deny access to a correctional facility based on the criminal background check's outcome.
- 2) Requires that contract agencies submit a list of names of all their employees who will potentially provide services in the correctional facilities.
- 3) All contract agency employees and contract employees must complete and sign PSD 8009, PSD 8101, PSD 8103, PSD 8110, PSD 8112, PSD 8113, PSD 8117, PSD 8118, PSD 8119, PSD 8252, and PSD 8318.
- 4) Provides copies of completed PSD 8009 and PSD 8101 to CPS-V for processing and scheduling of VolinCor training.
- 5) Allows staff time to train, to work with, support, supervise contract agency employees and/or contract employees.
- 6) Notifies Warden and CPS-V in writing of additions and deletions of contract agency employees and/or contract employees.
- 7) Maintains a file on each agency and/or individual contracted. File should contain each of the applicable above-mentioned forms.
- 8) Monitors, supervises, and regularly evaluates the contract agency employee or contract employee accordingly. Monitoring should include

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site visits, reviewing established files on offenders or the progress of services provided, ensuring that all services included by the contract are provided, record keeping of all monitored events.

c. Corrections Program Supervisor – Volunteers (CPS-V)

- 1) Oversees the VolinCor program, including but not limited to recruiting and training volunteers, and establishing procedures and guidelines for the program.
- 2) Shall conduct the NCIC and CJIS criminal background check, including a warrants check, on each contract agency employee, contract employee, or volunteer.
 - a) The results of the criminal background check shall be submitted to the facility Warden/designee for approval only if the check reports a concern.
 - b) If the background check is not completed within 10 days, it shall be the Warden's option to allow the Volunteer into the facility, pending the background check.
- 3) Establishes and maintains referral, reporting, and record keeping systems.
- 4) Facilitates recognition of volunteers.
- 5) Ensures that appropriate training is provided to all volunteers and contract employees prior to participating in program activities.
- 6) Develops and provides in-service training in response to needs expressed by volunteers and contract employees.
- 7) Monitors and supervises BLVCs/Designees assigned to VolinCor. Monitoring should include site visits, reviewing established files on volunteers, progress of services provided, and ensuring that all services provided are fulfilling the facilities' needs and are meaningful to the volunteers and inmates.

Supervision also includes program direction, support and encouragement, training in specialized areas, and assurance that the Department Policies and Procedures are followed.

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- 8) Counsels BLVCs regarding volunteers.
 - 9) Counsels' volunteers as needed.
- d. Branch Liaison Volunteer Coordinator (BLVC):
- 1) Receives and screens referral of potential volunteers.
 - 2) Conducts training for contract agency employees, contract employees, and volunteers including but not limited to policies and roles and responsibilities as it pertains to the inmate population.
 - 3) For internships, matches the student to a position and supervisor.
 - 4) Processes completed volunteer forms (PSD 8009, PSD 8101, PSD 8102, PSD 8103, PSD 8110, PSD 8112, PSD 8113, PSD 8117, PSD 8118, PSD 8119, PSD 8252, and PSD 8318) and maintains facility records for Volunteer Services. Upon termination, records shall be kept for three (3) years then destroyed.
 - 5) Serves in advisory capacity on committees organized by CPS-V.
 - 6) Ensures that volunteers receive recognition, both formal and informal, for their contribution to the Department.
 - 7) Collects data on volunteer activities and hours worked at their facility.
 - 8) Completes and submits all reports as requested by CPS-V to the Volunteer Services Office.
 - 9) Each BLVC on the Neighbor Island will have these additional responsibilities:
 - a) Defines need for volunteers.
 - b) Identifies volunteer resources in the community.
 - c) Recruits volunteers.
- e. CPS Program Facility Supervisor

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- 1) Arranges for clearance for the contract agency employee, contract employee, or volunteer to have access to the facility at the agreed upon hours of service and handles the scheduling of programs/services.
 - 2) Provides essential program/services information and orientation concerning the inmate(s) as well as training for specific tasks.
 - 3) Entrusts the contract agency employee, contract employee, or volunteer with confidential information that may be needed in carrying out the assignment.
 - 4) Gives the contract agency employee, contract employee, or volunteer a significant task, one that is worthwhile and challenging, without relinquishing authority or responsibility.
 - 5) Directs and supports the contract agency employee, contract employee, or volunteer in carrying out the assigned responsibilities.
 - 6) Provides orientation for the inmate(s), indicating mutual responsibilities and obligations of inmate(s) and contract agency employee, contract employee, or volunteer.
 - 7) Processes the KaMakani form for monthly Volunteer Time Report, keeping a copy and forwarding the original to BLVC.
 - 8) Writes letters of reference for volunteers upon request, if warranted.
- f. Contract Agency Employee & Contract Employee
- 1) Complete and sign PSD 8009, PSD 8101, PSD 8103, PSD 8110, PSD 8112, PSD 8113, PSD 8117, PSD 8118, PSD 8119, PSD 8252, and PSD 8318.
 - 2) Abides by all Department policies and procedures, rules and regulations.
 - 3) Provides services as specified by contract.
 - 4) Shall attend VolinCor and PREA training as scheduled by CPS-V.
 - 5) Maintains communication with CPS Program Facility Supervisor.

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g. Volunteer

The responsibilities of the volunteer include but are not limited to these functions:

- 1) Complete and sign PSD 8009, PSD 8101, PSD 8102, PSD 8103, PSD 8110, PSD 8112, PSD 8113, PSD 8117, PSD 8118, PSD 8119, PSD 8252, and PSD 8318, along with a current TB clearance.
- 2) With the exception of Chaplains, work only within the role and terms specified in PSD 8103.
- 3) Participates in orientation, training, and supervision to assure maximum effectiveness on the job.
- 4) Works cohesively with other employees and volunteers developing a unified team.
- 5) Works according to the same standards expected of employees in terms of reliability, punctuality, and professionalism.
- 6) Adheres to all facility rules, with emphasis placed on those relating to security issues or concerns, confidentiality of inmate personal and medical records, and other privileged information.
- 7) Retrieves and wears a VISITOR identification badge from the screening desk while in the correctional facility. Returns badge to screening desk before departure.
- 8) Participates in evaluations and surveys.
- 9) Follow all PSD and facility policies and procedures.
- 10) If a request from an inmate is received for advice or assistance relating to a matter outside of the volunteer's duties, he/she will:
 - a) Explain to the inmate that the request does not come under his/her assigned duties and jurisdiction.
 - b) Advise and assist the inmate in contacting the proper staff member.

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.4 General provisions

- a. In accordance with PSD P & P, ADM.03.09, Personal Appearance and Dress code, clothing shall be neat, clean, and appropriate for the environment, workstation, and function of the wearer.
- b. Guidelines for civilian employees shall also be applied to contract agency employees, contract employees and volunteers; however, the Warden has the discretion to further specify clothing guidelines for each facility.
 - 1) Clothing should be consistent with general community standards, and which are applicable to the wearer's trade and profession, and mindful of the environment in which he/she is working.
 - 2) In no instance shall the wearer wear anything that is unsafe, gaudy, or less formal than the community with whom they come in contact during their period of service. The following are **prohibited** in all facilities:
 - a) Tank tops or T-shirts without collars; however, polo shirts are acceptable.
 - b) Shirts printed with and/or displaying profanity, sexual symbols or facsimiles, symbols relating to drugs or narcotics, slogans which are indicative of racial prejudices or violence, etc.
 - c) Vests without a shirt or blouse underneath.
 - d) Mini skirts or slit skirts which expose the leg above the knee.
 - e) Abnormally tight trousers or skirts.
 - f) See-through, backless, crop, mid-drift, low-cut blouses and/or tops.
 - g) See-through, backless, low-cut, cut-out, and spaghetti strap dresses.
 - h) Rubber zoris or similar rubber slippers, and any type of open-toe, strapless sandals.
 - i) Any type of clothing which resembles inmate clothing.

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- 3) Under garments shall be worn at all times, including bras and panties for women.
 - 4) Footwear (boots, shoes) shall be clean and in good repair.
 - 5) Neckties may be worn but must be the break-away type.
 - 6) Sunglasses shall not be worn in the facilities.
- c. Cell phones and smart watches are not allowed in the facilities and should be locked in the car or in a locker if provided by the facility.
 - d. Electronic equipment such as laptops, tablets, cameras, radios, TV, etc., are not allowed in the facilities unless utilized for training and/or educational purposes, and previously authorized by the Warden or designee.
 - e. If working in a secured area of the facility and/or with inmates, all jewelry should be removed; however, a wristwatch, personal medical ID bracelet, and wedding ring or band are allowed. Jewelry that is permanently fixed to the body may qualify as an exception but must be authorized by the facility Warden or designee.
 - f. Large bags are not allowed in secured areas and should be locked in the car. Small clear bags are allowed.
 - g. Outside food is not allowed in the facilities.
- .5 Fraternization
In accordance with Director's Directive, dated October 25, 2018, the following shall apply:
- a. Fraternization is strictly prohibited with inmates, including entering consensual sex with an inmate.
 - b. Fraternization with an inmate's family, and/or act as an intermediary between the inmate and his/her family is not allowed.
 - c. Delivering any items and/or messages to the inmate is not allowed, other than approved course or service materials, and with prior authorization from the Warden or designee.
 - d. Delivering any items and/or messages from the inmate to his/her family, friends and/or relatives, is not allowed.

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- e. Taking any item(s) out of the facilities, for any reason, without the express authorization of the facility Warden or designee, is not allowed.
- f. Gesture of “fist bumps” and/or handshakes, when first greeting the inmates is allowed. Having any other physical contact with the inmates (e.g., hugging, group hugs, hand holding) is not allowed.
- g. Contacting the inmate’s families and/or relatives unless it is a part of the volunteer’s duties, is not allowed.
- h. Contacting the victim(s) of the inmate(s) or the victim’s family and/or relatives at any time, is not allowed.
- i. Any violations of these provisions shall be banned from the facility.

.6 Videotaping and/or photographs are not allowed in accordance with PSD P&P, COR.14.18, Inmate Consent To Be Interviewed, Photographed, and/or Videotaped, any inmates to be videotaped and/or photographed shall sign PSD 8740. If an inmate declines to sign PSD 8740, the inmate is not to be videotaped and/or photographed.

- a. Videotapes and/or photographs taken of inmates shall not be published on social media.
- b. Should a non-profit organization desires to post photographs and/or videotapes of inmates on its website in conjunction with religious services offered to inmates, prior written authorization shall be obtained from the Director of the Department of Public Safety.

.7 Conducting interviews with inmates without prior written consent from the Director of the Department of Public Safety is not allowed.

.8 Searches

In accordance with PSD P&P, COR.08.02, Searches of Visitors and Staff, Delivery Vehicles, and Delivered Items, contract employees and volunteers are subject to search as confirmed by PSD 8252.

6.0 ELIGIBILITY OF CONTRACT AGENCY EMPLOYEES, CONTRACT EMPLOYEES, AND VOLUNTEERS

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- .1 Any person of good character, who desires to provide services, is qualified to provide the specific services contracted for, and is at least eighteen years (18) of age.
 - a. Individuals under the age of 18 years may be permitted to provide volunteer services as a part of a faith or service group, provided that PSD 8328 has been submitted to the facility Warden at least ten (10) working days prior to the date of admission to the facility. A State-issued identification or birth certificate must accompany PSD 8328.
 - b. The facility Warden or designee retains the discretion to deny admittance to anyone under the age of 18.

- .2 Any person who does not have past, present or pending criminal charges or convictions and is not on supervisory release, probation, or parole. Anyone with the aforementioned status will not be considered:
 - a. Convicted felons must have been in the community for five (5) years, during which time they must be completely arrest free, and off all supervision for at least two (2) years.
 - b. Convicted misdemeanants must have been in the community for two (2) years, during which time they must be completely arrest free, and off all supervision for at least two (2) years.
 - c. Individuals with a sexual harassment and/or sexual assault, as defined in HRS Chapter 707-730 to 707-733, complaint against them, either pending or resolved, will require special review and approval.
 - d. Individuals found not guilty of a crime by reason of insanity or mental defect will require special review and approval.
 - e. Individuals with substance abuse histories and/or problems should be with his/her referring agency for one (1) year and clean and sober for at least one (1) continuous year, although two (2) continuous years is recommended.
 - f. Individuals who fail to fully disclose his/her criminal history, falsifies and/or withholds information on PSD 8009 shall be rejected.
 - g. Persons currently on probation or parole, or with pending criminal charges are not eligible to become a Level I Volunteer.

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- h. However, on a case-by-case basis, an individual with a criminal background (i.e., someone on parole) may become a Level I or II volunteer with the written recommendations of the CPS-V and facility Warden, and written approval by the Deputy Director for Corrections (DEP-C).
- .3 Any person who is not a relative or friend of an inmate confined in the same facility may provide services. A friend or relative of an inmate confined in the same facility may provide services with prior written approval from the Warden. In addition, a friend or relative of an inmate may not provide services with that particular inmate.
- .4 Any person on any inmate visit list must immediately notify the BLVC. The contract agency employee, contract employee, or volunteer shall not serve in the same facility as the inmate unless prior written approval from the Warden has been obtained.
- .5 Any employee of the facility may serve as a volunteer at any facility with written approval from the particular facility's Warden.
- .6 Any person seeking to provide a specific service as a volunteer (i.e., educational, medical/mental health services, chapel services, etc.) must provide appropriate credentials.
- .7 Any person seeking to provide services must complete training and orientation with VolinCor. Upon completion of training and orientation, the applicant must take a written test and pass with 80% or higher. For volunteers, taking/passing a written test bi-annually is required to continue his/her eligibility status.
 - a. Should a volunteer terminate his/her service and subsequently desires to restart his/her volunteer service, the volunteer shall be required to submit a current TB clearance, retake the training and orientation, along with the written test.
 - b. In accordance with PSD P&P, ADM.08.08, Prison Rape Elimination Act, all contractors and volunteers shall also undergo PREA training during the VolinCor training and orientation sessions. However, if the individual is required to spend a considerable amount of time working with inmates (20 or more hours per week), he/she shall be required to attend the complete PREA training that is given to PSD staff.

For contractors, taking/passing the VolinCor written test and completing the PREA training bi-annually is required to continue eligibility status.

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- c. Certain individuals, including but not limited to those providing services in the Mental Health Unit, or Substance Abuse Treatment, or with the Sex Offender Treatment Unit, along with Chaplains and Chapel Assistants shall attend the complete PREA training.
- .8 The potential applicant must consent to and pass a criminal background check prior to training.
 - a. A NCIC and/or CJIS criminal background check shall be performed by the CPS-V.
 - b. A check for any for any protective orders against and/or by the potential applicant shall be conducted.
 - 1) The Judiciary's Public Access to Court Information (Ho'ohiki), <http://hoohiki.courts.hawaii.gov/#/search>, and eCourts Kokua, <http://jimspss1.courts.state.hi.us:8080/eCourt/ECC/ECC.iface>, should be checked to verify if there is an active protective order against or by the inmate.
 - 2) The name of the potential applicant should be checked in Ho'ohiki and eCourts Kokua.
 - 3) The NCIC may be checked to see if there is an out of state protective order by or against the potential applicant.
 - 4) If there is an active protective order by the potential applicant against an inmate, or an inmate against the potential applicant, prior written approval shall be obtained from the Warden prior to allowing the applicant to attend training.
 - c. If the potential applicant does not meet the approval criteria (background check), but the facility Warden believes the services offered by the applicant will be of value to the inmates and/or PSD, the Warden may submit a request for approval to the Institutions Division Administrator.
 - d. The Institutions Division Administrator will then submit a request for an exception of the potential applicant and obtain written approval from the Deputy Director for Corrections (DEP-C).
- .9 Upon completion of the training and passing the test, all potential volunteers shall complete all forms as outlined in Section 2.2.

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- a. Potential volunteers shall have 90 days in which to turn in all completed forms. If completed forms are not submitted within 90 days, the volunteer will be considered terminated or withdrawn from the program.
 - b. If an individual did not submit the required forms within 90 days, but subsequently decides to re-enter the program, the individual shall retake the training, and resubmit the application packet.
- .10 A TB clearance must be submitted after approval of the volunteer's application and prior to entering the facility.
- a. The TB clearance must be within two (2) years of the start of service.
 - b. While not mandatory, volunteers are encouraged to have an annual TB clearance.
 - c. Should there be a break in service of one (1) year or more, the volunteer will be required to obtain a TB clearance prior to restarting service.

7.0 RECRUITING (VOLUNTEERS)

- .1 Recruiting volunteers, as defined in HRS Chapter 90, State Policy Concerning the Utilization of Volunteer Services, is a staff responsibility under the supervision of the CPS-V.
- .2 Recruiting efforts may include public, media, civic organizations, educational institutions, public agencies, and individuals.
- .3 Individuals from all segments of the community are encouraged to apply as PSD volunteers.

8.0 PLACEMENT

- .1 A request for volunteers may be submitted to the CPS-V.
- .2 The CPS-V or BLVC will recruit to fill the position requested, review the Volunteer Application packet, then conduct a preliminary interview to determine the applicant's aptitudes, abilities, preferences, and other qualifications necessary for suitable assignments.
- .3 If the applicant is suitable, a referral will be made to the appropriate CPS Facility Program Supervisor for consideration of placement.

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- .4 If the BLVC is unable to match a potential volunteer with an appropriate placement, the volunteer will be referred to the CPS-V for assistance.
- .5 If a potential volunteer is accepted for placement, PSD 8103 shall be completed prior to the volunteer participating in the actual program.
- .6 The volunteer placement should be made soon after all necessary forms have been completed and submitted to BLVC. In addition, the volunteer must have attended the Volunteer Orientation/Training session or have been oriented to the correctional institute placed at.
- .7 Volunteers will be placed in direct or indirect service assignments according to their interests, capabilities, and credentials in accordance with security requirements of the facility in the following general categories of work: administrative/clerical, academic/education, vocational training, counseling or therapy, recreation (physical or arts/crafts), personal development and religious services.
- .8 Volunteers approved to work in specialized areas (i.e., medical, mental health services, substance abuse counseling, etc.) will be supervised by the departmental officer(s) or unit supervisor of the designated area.
- .9 Contract Agency Employees or Contract Employees will be placed in direct or indirect services according to specifics in their contract.

9.0 VOLUNTEER BENEFITS

- .1 Volunteers shall be covered under HRS Chapter 662D, Volunteer Service; Immunity, and HRS Chapter 662, State Tort Liability Act.
- .2 Procedures covering cases of injury shall be in accordance with HRS Chapter 386, Worker's Compensation Law, Sections 171 and 172, Volunteer Personnel.
- .3 Reimbursement for transportation costs may be furnished when funding permits. State vehicles may be utilized in the performance of Department or agency-related duties, if approved by the facility Warden.
- .4 In accordance with PSD Policy 493.09.03, Meals, Staff and Guests, meals may be provided without charge to volunteers working over four hours per shift, provided that their shift covers a meal period. When budgetary constraints do not permit eligible volunteer's free meals, they may purchase meal tickets with

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administration approval. The Warden, in consultation with the Institutional Food Service Manager (IFSM), shall have the discretion to withhold such meals on grounds of fiscal or resource limitations.

- .5 Volunteers shall be provided with recognition in the form of certificates, awards, or recognition ceremonies as deemed appropriate and when funding permits.

10.0 GRIEVANCES

- .1 Grievances shall be processed fairly and promptly.
- .2 Problems and conflicts concerning performance of duties or any other matter, excluding suspension or dismissal, shall be discussed between the individual(s) and the BLVC and/or CPS Program Facility Supervisor.
- .3 The individual(s) may submit a written statement to the BLVC and/or CPS Program Facility Supervisor detailing the problems.
- .4 The BLVC and/or CPS Program Facility Supervisor shall meet with all parties involved in an attempt to resolve the problem.
- .5 If the matter is not resolved, the Contract Agency Employee, Contract Employee or Volunteer may request mediation or review by the facility Warden and/or CPSA.

11.0 EVALUATIONS

- .1 Contract Agency Employees, Contract Employees, and Volunteers shall have the opportunity to evaluate their placement periodically. They shall discuss with their departmental supervisors and/or on-site supervisors their concerns and areas of difficulties. Feedback is important for a successful learning experience.
- .2 Contract Agency Employees, Contract Employees, and Volunteers should be monitored regularly by a CPS Program Facility Supervisor, BLVC and/or CPS-V to ensure that agreements with their respective supervisors are being fulfilled. Refer to responsibilities for particulars.

12.0 TERMINATION

- .1 Contract Agency Employees, Contract Employees, and Volunteers may be terminated from services by the Department for any of the following reasons:

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- a. Services are no longer needed or desired; or contract period has ended.
 - b. Breach of Confidentiality (i.e., security procedures, inmates' personal information, etc.).
 - c. Unlawful conduct or breach of Department and/or facility rules and regulations.
 - d. Physical or emotional illness which adversely affects job performance.
 - e. Failure to follow directions of their immediate supervisor without just cause.
 - f. Any acts which threaten the order or safety of employees, inmates, or volunteers.
 - g. Erratic and unreliable attendance or failure to comply with assigned tasks.
 - h. Failure to perform in a professional manner (i.e., engaging in personal relationships with inmates, constant display of vulgarity to staff and/or inmates, etc.).
 - i. Pending criminal charges or investigation.
 - j. Fraternizing with inmates and/or inmates' families and relatives.
 - k. Bringing in or taking out contraband as defined by HAR, Title 23, Department of Public Safety, Subtitle 2, Corrections, Chapter 101, Contraband.
- .2 Allegations that the services of a Contract Agency Employee, Contract Employee, or Volunteer(s) threatening the order and safety of the Department or facility shall be investigated by the CPS Program Facility Supervisor or BLVC, then shall discuss the charges with the individual(s) and/or Warden/Designee and CPS Officer/Manager.
- a. The CPS Program Facility Supervisor of the individual involved will thoroughly investigate any allegation(s) that this individual(s) committed any acts listed in contained in this policy.
 - b. This investigation will be conducted and completed in a timely manner. Upon completion of the investigation, the supervisor will present its findings to the Warden, CPS Officer/Manager, and to the CPSA.

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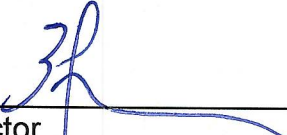
- c. If the Warden substantiates the allegations, appropriate disciplinary actions shall be taken. If a Contract Agency Employee, Contract Employee, or Volunteer is terminated via this means, the individual(s) involved will not be eligible to provide services for the Department.
- .3 In the instance of suspension or termination, the individual(s) involved will be denied access to the facility, pending the outcome of the grievance procedure.
- a. The CPS Program Facility Supervisor or BLVC in charge of the contract employee or volunteer may ask for a review from the Warden. The basis for making the request shall be made in writing and addressed to the facility Warden involved.
 - b. Within ten working days of receipt of the request, the Warden shall review this matter and render a decision. The decision of the Warden shall be final.
 - c. Copies of all relevant information will be forwarded to CPSA. Originals will be maintained by CPS-V.

APPROVAL RECOMMENDED:


10/16/2023

Deputy Director for Corrections Date

APPROVED:


10/17/23

Director Date

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