

CF OPERATING PROCEDURE
NO. 60-30, Chapter 5

STATE OF FLORIDA
DEPARTMENT OF
CHILDREN AND FAMILIES
TALLAHASSEE, April 10, 2018

Human Resources

VOLUNTEER AND INTERN PROGRAM

5-1. Purpose. The Department of Children and Families (Department) is committed to the development of a strong and viable Volunteer Program as an integral component of the service delivery system. All staff members are encouraged to promote and facilitate the growth of volunteerism in the Department and will be held accountable for carrying out their duties in accordance with the provisions of this operating procedure. Management and supervisory level staff are to become knowledgeable regarding basic fundamentals for Volunteer Program operation and management. They are to ensure that meaningful opportunities, consistent with program goals and objectives, exist for volunteers; and that proper training, supervision, and support are provided to volunteers once they are assigned to service. They are to routinely monitor and evaluate the utilization of volunteer resources to assure maximum benefits to the Department and ensure that monthly Volunteer Program status information is properly reported.

5-2. Scope. This operating procedure applies to all areas of the Department.

5-3. References.

- a. Florida Statutes, Chapter 110.1127, Employee Background Screening and Investigations.
- b. Florida Statutes, Chapter 110, Part IV, Volunteers.
- c. Florida Statutes, Chapter 393, Developmental Disabilities.
- d. Florida Statutes, Chapter 394, Mental Health.
- e. Florida Statutes, Chapter 435, Employment Screening.
- f. Florida Statutes, Chapter 768.1355, Florida Volunteer Protection Act.
- g. CFOP 60-25, Chapter 1, Recruitment and Selection.
- h. CFOP 60-25, Chapter 2, Employee Security Background Screening.
- i. Guidelines on Dress and Grooming for Employees.

5-4. Definition. A volunteer is a person who, of his/her own free will, provides goods or services to an agency with no monetary or material compensation. Section 110.504, Florida Statutes, specifies benefits afforded to volunteers. There are three (3) basic categories of volunteers:

a. Regular Service Volunteer. Any individual, business, corporation, or organization engaged in specific service activities on an ongoing basis, usually at scheduled weekly or monthly intervals. Interns are considered regular service volunteers.

This operating procedure supersedes CFOP 60-30, Chapter 5, dated February 1, 2017.

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b. Occasional Service Volunteer. Any individual, business, corporation, or organization that provides a one-time or infrequent service.

c. Material Donor. Any individual, business, organization, or group who provides funds or materials to the Department. Donations are measured in terms of dollar value.

5-5. Program Operation and Management.

a. All persons who provide regular volunteer services to the Department are to be registered with the local Volunteer Services Coordinator or designated program management (not all locations have a Volunteer Services Coordinator) in order to maintain quality of service and to ensure protection of volunteers, staff, and residents in the event of liability action (Florida Statutes, Chapter 768.1355, Florida Volunteer Protection Act).

b. All persons who provide volunteer services to the Department will be issued appropriate identification badges. The Volunteer Services Coordinator or designated program management will issue or will coordinate the issuance of volunteer identification badges according to local requirements for issuing identification badges.

c. All volunteers who have resident contact will follow any local Communicable Disease Program.

d. A signed agreement between the Department and the Educational Institution must be active for all interns.

5-6. Volunteer Recruitment. Primary responsibility for recruiting volunteers rests with the local Volunteer Services Coordinator or designated program management.

5-7. Application.

a. Any individual wishing to serve as a volunteer must complete the Volunteer Application from Volunteer/Intern (form CF 1474, available in DCF Forms) and the Attestation Requirements for Employment/Volunteering (form CF 739, available in DCF Forms).

b. Volunteer groups must use the following procedures:

(1) The group leader must complete the Volunteer Application.

(2) Group members must complete the Group Volunteer Participation Roster (form CF 1494, available in DCF Forms).

5-8. Primary Screening and Job Matching.

a. In determining the eligibility of a volunteer applicant, the protection and welfare of the persons served by the Department must be the first priority. It is the responsibility of the local Volunteer Services Coordinator or designated program management to determine whether an applicant is eligible for a specific placement or activity. Prior to volunteer placement, the local Volunteer Coordinator or designated program management will contact the manager in charge of the work unit for approval.

b. On the basis of information gathered through the application, interviews, and matching the volunteer applicant with a potential placement, the local Volunteer Service Coordinator or designated program management will determine the level of screening necessary as required by all applicable Florida Statutes.

(1) All Regular Service Volunteers must undergo a level 2 background screening. For volunteers working in child protection, adult protection, the Hotline, Children's Legal Services, and the mental health treatment facilities, a review of child abuse report information in the Florida Safe Families Network (FSFN) may be conducted and evaluated in accordance with CFOP 60-25, Chapter 2, paragraph 2-8.

(2) All individual applicants, regardless of the placement, must provide at least two (2) personal references and submit to Volunteer Services a signed Attestation Requirements for Employment/Volunteering (form CF 739, available in DCF Forms).

c. Age requirements for volunteers shall meet the following regulations:

(1) No one under the age of 18 will be allowed to volunteer in any area of the Department where resident contact occurs with the exception of the Freedom House (a Drop-In Center for residents) at the Florida State Hospital. Students age 16 and over will be allowed to volunteer in the Freedom House. This volunteer experience will be left to the discretion of the Freedom House Director. No one under the age of 13 will be allowed to volunteer without the approval of the Regional Managing Director, Hospital Administrator, or Assistant Secretary.

(2) The Mental Health Treatment Facilities (MHTF) may allow volunteers under the age of 18 to provide entertainment and help with residential parties in other MHTF areas such as the Recreation Hall, Chapel, and John G. Johnson Pavilion at the Florida State Hospital.

(3) All volunteers under the age of 18 must have a Consent by Parent/Guardian for Background Screening of a Child Under 18 (form CF 1479, available in DCF Forms) signed by the parent/guardian on file with Volunteer Services.

d. The Volunteer Coordinator or designated program management will maintain a central registry of occasional service volunteers as a ready reference of those citizens available for occasional, on-call, or emergency help.

e. A Volunteer/Intern Duties Description (form CF 1493, available in DCF Forms) and Volunteer/Intern Services Agreement (form CF 1480, available in DCF Forms) must be secured for each volunteer prior to referring the volunteer for placement.

f. Volunteer Services will follow the State of Florida Personnel Rules in reference to hiring of relatives when direct supervision of the volunteer is provided by an employee (CFOP 60-25, Chapter 1, or local operating procedure).

5-9. Orientation. All volunteers will receive orientation on pertinent Department and local Operating Procedures. Interns will be trained by their supervisor or through New Employee Education. Other volunteers will be trained by the Volunteer Services Coordinator or designated program management.

5-10. Job Training for Volunteers. Volunteer job training is the responsibility of the staff within the service unit utilizing and supervising the volunteer. The training program should be designed to help volunteers acquire specific knowledge and skills they will need in order to carry out assigned duties effectively. Volunteer supervisors must ensure any compliance training is completed.

5-11. Volunteer Supervision. Supervision of volunteers is the responsibility of the staff utilizing them. It is not the responsibility of the Volunteer Program staff.

5-12. Record Keeping, Program Monitoring, and Accountability.

a. Supervisors will be held accountable for Volunteer Program performance within their respective units. They are to assure that staff under their supervision utilizes the services of volunteers wherever a bona fide need exists.

b. Feedback on volunteer utilization is to be gathered through routine monitoring mechanisms, including meetings with staff, volunteers, and the Volunteer Services staff.

c. Supervisors must ensure that the approximate number of hours for each volunteer be submitted monthly to the Volunteer Services staff or designated program management (form CF 1475, available in DCF Forms).

d. At Florida State Hospital, supervisors will assign and provide FSH Form, Florida State Hospital Meal Ticket for Interns and FSH Form Florida State Hospital Meal Ticket for Volunteers to appropriate volunteers/interns and ensure proper use. Eligibility requirements are as follows: Only Interns and Volunteers that are on campus 20 hours a week will be eligible to receive free meals. Interns that live on grounds can receive 3 meals per day. Interns/Volunteers that are on campus during the day are eligible to receive breakfast and lunch meals only. Meal caps are \$4 for breakfast and \$6 for each lunch and dinner meals. Separate meal tickets must be used for each meal.

e. Supervisors are responsible for maintaining selection documentation for volunteers/interns for a period of three years after the individual ends their volunteer services. See the below list for items that are required. Supervisors should ensure that any emergency contact information is readily available so that in the event of an emergency the person or persons identified as emergency contacts can be contacted in an emergency. Items that are required to document the selection shall include:

- (1) Copy of Volunteer Application from Volunteer/Intern (form CF 1474).
- (2) Copy of Volunteer/Intern Services Agreement (form CF 1480).
- (3) Copy of Volunteer/Intern Duties Description (form CF 1493).
- (4) Copy of Volunteer/Intern Checklist (form CF 1482).
- (5) Attestation Requirements for Employment/Volunteering (form CF 739).
- (6) Background Screening Clearance.
- (7) Copy of the Employer Reference Check(s), (if applicable).
- (8) Drug Screening Clearance, (if applicable).
- (9) Driver License Clearance and copy of valid driver license (if applicable).
- (10) Abuse Check Clearance (if applicable).
- (11) Benefit Recovery Check (if applicable).
- (12) Inspector General Check (if applicable).
- (13) Security Agreement (form CF 114, available in DCF Forms).

(14) Employee Nepotism form (if applicable).

5-13. Evaluation of Volunteers.

a. The service provided by volunteers is recognized by the Department as partial fulfillment of state employment requirements for training and experience.

b. All staff supervising regular service volunteers are required to complete an evaluation of the volunteer's work performance (form CF 1481, available in DCF Forms) annually or upon termination of the volunteer from service. Expectations should be provided and signed by volunteers.

c. A copy of this evaluation is to be forwarded to the local Volunteer Services Coordinator or designated program management and should be kept on file by the local Volunteer Services Coordinator or designated program management for future references.

5-14. Reactivation. Reactivation of a previously placed volunteer to active status may occur as follows:

a. If a volunteer returns after being inactive, the volunteer must file an updated application.

b. If the volunteer was not terminated due to inappropriate behavior, unsatisfactory service, or other problems, the volunteer may resume volunteering.

c. If a volunteer opening exists in another area and the program area has an up-to-date volunteer duties description, the volunteer may be reassigned.

d. If the most recent criminal history report, state or federal, is more than 60 days old at the time of commencement of any new volunteering activity, a new criminal history report is required.\

5-15. Termination.

a. Termination may occur as follows:

(1) The assigned activities conclude.

(2) The volunteer's work is unsatisfactory and the supervisor concludes that consultation or additional training will not result in improvement.

(3) The volunteer violates any Department of Children and Families rules, regulations, or other applicable state or federal laws.

(4) The volunteer chooses to terminate services.

b. When termination occurs for any reason the supervisor will notify Volunteer Services personnel, using the Notice of Volunteer Termination (form CF 1498, available in DCF Forms).

c. If the volunteer is terminated from one placement, the volunteer may still be eligible to participate in activities in another placement. Approval to continue participation is at the discretion of the local Volunteer Services Coordinator or designated program management.

d. If the most recent criminal history report, state or federal, is more than 60 days old at the time of commencement of any new volunteering activity, a new criminal history report is required.

5-16. Confidentiality, Conduct and Liability.

a. Volunteers are considered agents of the State and are governed by the same basic conduct rules as paid staff.

b. Volunteers are to follow the basic duties and responsibilities outlined in their respective job description. Volunteers should receive clearance from their supervisors prior to undertaking any activity not included in their job description.

c. Volunteers are privy to information regarding clients/residents being served by them (based upon the need to know) as determined by their supervisors.

d. Volunteers shall hold confidential any client/resident information provided by the agency and any information learned about a client/resident as a result of their volunteer work (Volunteer Code of Ethics).

5-17. Training Requirements. Regular Service volunteers/interns are required to complete the mandatory compliance training within the first 10 calendar days of performing volunteer services as well as any other program specific training.

BY DIRECTION OF THE SECRETARY:

(Signed original copy on file)

SHELBY JEFFERSON
Acting Human Resources Director

SUMMARY OF REVISED, ADDED OR DELETED MATERIAL

No substantive changes have been made.