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<p>POLICY AND ADMINISTRATIVE PROCEDURE Manual of Policies and Procedures</p>				

<p>Title</p> <p>COMMUNITY ENGAGEMENT</p>

Legal References (includes but is not limited to)	Related Policies/Procedures (includes but is not limited to)	Other References (includes but is not limited to)
IC 11-8-2-5(a)(8) IC 11-8-2-5(a)(13) IC 11-10-11-3 IC 11-11-4-1(a)(5)	00-03-101 01-02-101 01-03-101 01-03-104 01-05-101 02-01-101 02-01-115 02-01-102 02-03-101 04-01-101 04-03-103 04-06-103	ACA: ACI: 4-4011, 4-4017, 4-4039, 4-4107, 4-4114 thru 4-4122, 4-4392, 4-4428, 4-4431, 4-4485 JTS: 1A-10, 1A-25, 1D-13, 1G-01, 1G-06, 1G-07, 1G-08, 5G-06 CO: 2-CO-1G-01 thru 2-CO-1G-10

I. PURPOSE:

The purpose of this policy and administrative procedure is to establish the development and implementation of community engagement and the use of community resources, including volunteers, in the Department of Correction.

II. POLICY STATEMENT:

The Department of Correction shall use volunteers, interns, community service providers, and other community resources in its divisions and facilities, whenever possible. The use of these persons and services shall be to enhance and expand the services and programs offered to offenders. They shall not be used to replace services provided by Department staff.

Community Engagement encourages:

- A. Bringing about environmental and behavioral changes that will improve the health of the community and its members;
- B. Partnerships and coalitions that help mobilize resources;
- C. Mutual investment between the community and the facility population; and,
- D. Information sharing between the Department and the community.

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The use of volunteers, interns, community service providers and other community resources shall be consistent with Department and facility missions; safety of individuals; facility security, management, and the welfare of the offender population.

III. DEFINITIONS:

For the purpose of this policy and administrative procedure, the following definitions are presented:

- A. **ACTIVITY:** Facility specific activities that are approved by the Warden, which do not meet the criteria of a program or course.
- B. **COMMUNITY ENGAGEMENT COORDINATOR (CEC):** The staff person responsible for the development and management of Community Engagement within a specific facility or facilities.
- C. **COMMUNITY RESOURCE:** An organization, individual, agency, educational institution, club, faith-based or charitable entity, business, media, etc. that is or will be a source of monetary and/or non-monetary support for a facility.
- D. **COURSE:** Group or self-study approved by the Commissioner or designee with standardized curriculum that does not qualify for a time cut/earned credit time.
- E. **DIRECTOR OF COMMUNITY and MENTOR ENGAGEMENT:** The position responsible for planning and directing the areas of community engagement and mentoring for the Department.
- F. **IMMEDIATE FAMILY:** The immediate family of an offender includes his/her father, mother, siblings, spouse, children, grandparents, grandchildren, and legal guardians including those with a “step,” “half” or adoptive relationship and those persons with the same relationship to the offender's spouse.
- G. **INTERN:** An individual who is enrolled in a higher educational institution and participates as part of the requirements for an academic program.
- H. **MENTEE:** An offender who has completed the requirements to apply for a mentor.
- I. **MENTOR:** A volunteer who has completed the requirements to become a mentor.

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- J. MENTOR COORDINATOR: A staff person assigned by the Warden to oversee the management of the facility’s mentor operations.
- K. OFFENDER: An adult or juvenile person committed to a department of correction (federal, state, or local) and housed or supervised in a facility either operated by the department of correction or with which the department of correction has a contract, including an adult or juvenile under parole supervision; under probation supervision following a commitment to a department of correction; in a minimum security assignment, including an assignment to a community transition program.
- L. OFFENDER CLUB: An approved voluntary organization, association or grouping of offenders, with the support or sponsorship of an outside organization.
- M. PROGRAM DIRECTOR: Any staff person assigned to administer approved facility programs.
- N. VOLUNTEER GROUP: Two (2) or more individuals working together to provide a regularly scheduled activity or course to a facility.
- O. SERVICE PROJECT: An activity or task that contributes to the advantage of another or others, and benefits the community or the facility.
- P. VOLUNTEER: An individual who has completed all the requirements for becoming a volunteer, is approved for and engaged in a specified service or regularly scheduled activity or course and has agreed to serve without compensation from the Department.
- Q. WARDEN: The chief administrator of a facility appointed by the Commissioner, or designee, to oversee the operation of a facility.

IV. SCOPE OF COMMUNITY ENGAGEMENT:

The scope of Community Engagement includes the effective use of community resources to address the needs of the facility and the population and supports the Department's mission and vision. Community Engagement implies a mutual relationship between the Department and the community. The Department's role in this relationship can be accomplished by:

- A. Providing goods or services to the community such as donations or volunteer work crews;

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- B. Recruiting community resources to provide goods or services to the Department;
- C. Communicating to the public regarding service projects, volunteer and activity/course needs, and donations;
- D. Organizing staff and offenders for community service projects; and,
- E. Performing community outreach (i.e. facility tours, community presentations, attending community meetings) in collaboration with the facility's Public Information Officer.

V. COMMUNITY ENGAGEMENT EXPECTATIONS AND RESPONSIBILITIES:

The staff member with the primary responsibility for the development and implementation of community engagement at the facility is the Community Engagement Coordinator (CEC).

The CEC shall solicit information from other staff involved in various areas that may impact community engagement including, but not limited to, the Public Information Officer, the Chaplain(s), Custody, Education, Recreation, Addiction Recovery, and Program staff.

The Warden or designee shall establish the working hours and schedule for the CEC. CEC's shall be scheduled to ensure their availability to volunteers and staff.

If any position designated in this policy and administrative procedure does not exist at a facility, the Warden shall designate a staff position to carry out these duties.

The Director of Community and Mentor Engagement, or designee, shall be invited to serve as a member of the interview and selection panel for facility CEC.

- A. Director of Community and Mentor Engagement Responsibilities:
 - 1. Support the CEC and other facility staff in the area of community and mentor engagement;
 - 2. Collaborate with facility staff to maintain updated policy, training requirements, and other guidance;
 - 3. Provide community and volunteer resources to the facility;
 - 4. Produce an annual report; and,

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5. Host an annual retreat.

B. Deputy Warden of Re-Entry Responsibilities:

1. Supervise the Program Director;
2. Support the CEC in the direction of community engagement and the management of volunteers;
3. Ensure the compliance of policies and administrative procedures of the Department; and,
4. Direct appropriate staff in the delivery of community engagement activities.

C. Program Director Responsibilities:

1. Support the CEC in the direction of community engagement and the management of volunteers;
2. Ensure the compliance of policies and administrative procedures of the Department; and,
3. Direct appropriate staff in the delivery of community engagement activities.

D. Community Engagement Coordinator Responsibilities

Each facility shall have a staff person assigned the responsibility of coordinating and supervising volunteers and their activities, engaging the community, and the utilization of community resources. The Community Engagement Coordinator (CEC) serves as the connection between the facility and the community. The CEC shall work in cooperation with other appropriate staff that engage with volunteers and the community including, but not limited, to the Public Information Officer (PIO), Chaplin, and/or PLUS Coordinator. The duties and responsibilities below may or not be performed solely by the CEC at the discretion of the Warden.

1. Documentation
 - a. The CEC manages volunteer files containing background checks, Tuberculosis (TB) tests, application materials, and evaluations. Volunteer paperwork must be updated annually and the CEC is responsible for maintaining current files. The

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CEC must also abide by the appropriate retention policy concerning the archiving and destruction of volunteer files.

- b. The CEC is responsible for managing the volunteer sign-in/sign-out log and recording the number of active volunteers and volunteer hours served.
- c. The CEC shall collect donation information from the appropriate staff and include in the monthly report.
- d. The CEC shall assist in managing gate releases for materials for volunteer activities by ensuring the form is complete and submitted and the volunteer is notified if the item(s) is permitted.
- e. The CEC shall ensure volunteers are acting in accordance to policy and procedures of the Department. The CEC shall document events surrounding volunteer discipline and gate closures. In the event of a gate closure, the CEC or other appropriate staff shall discuss the gate closure with the volunteer as well as communicate the gate closure to the Director of Community and Mentor Engagement.

2. Training

- a. The CEC or other appropriate staff interviews potential volunteers and determines whether the potential volunteer is a good fit for the facility and whether the proposed service is needed.
- b. The CEC ensures the volunteer reviews the Volunteer Handbook, eLearning Training Modules, and completes all of the required paperwork and maintains a current TB test. The CEC conducts volunteer orientation and issues the volunteer an ID once all of the requirements have been met. If a volunteer is to be a Blue Badge volunteer, the CEC coordinates training with the facility's Staff Development and Training Department. The CEC connects potential volunteers to the area that supervises their interest (i.e. Religious Services, PLUS).

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- c. The CEC shall lead annual in-service for current volunteers. This is designed as a summary of updates, changes, and reminders from the past year as well as an opportunity for volunteers to network, review topics, and be provided a summary of community and volunteer related events. Volunteer paperwork is updated annually, as well.
- d. The CEC shall train Facility interns in accordance to the volunteer guidelines listed in this policy and administrative procedure.

3. Community Engagement

- a. The CEC, in cooperation with other relevant staff, shall assess the community/volunteer and donation needs of the facility and communicate those needs with the community through the facility website, social media, the volunteer newsletter, etc.
- b. The CEC may attend community meetings to maintain a positive working relationship between the community and the facility. Additionally, the CEC shall invite the community to volunteer activity events within the facility, at the discretion of the Warden.

4. Volunteer Recognition

The CEC, in cooperation with other relevant staff, shall plan and host an annual Volunteer Celebration. The Volunteer Celebration provides an opportunity for staff to thank volunteers and stress the importance and value of their work in the facility. It also allows volunteers to network and celebrate the accomplishments of the past year. Every current volunteer is invited via email, mail, volunteer newsletter, signs at the facility, or other appropriate manner.

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5. Volunteer Communication

- a. The CEC is responsible for distributing a volunteer newsletter. The newsletter serves to inform volunteers of upcoming events, provide reminders of policy such as dress code, ask for donations, and update volunteers on current events. This newsletter shall be distributed on a quarterly basis. The content of the newsletter shall include contributions from any relevant staff, in addition to the offender population.
- b. The CEC, in cooperation with other relevant staff, is responsible for contacting volunteers in the event of a lockdown or other disruption of service. The facility may use phone calls, emails, social media, or other suitable means of communication.
- c. Volunteer groups and individuals shall be evaluated annually to assess whether or not the activity aligns with Department and facility goals. The supervising staff member conducts the evaluations and discusses the outcome with the volunteer group or individual. The CEC collects and reviews each evaluation. If the evaluation does not meet the standards of the facility, the CEC and supervising staff member shall discuss what further action is necessary.

6. Community Communication

The CEC shall be an available resource for the community regarding any inquiries related to volunteering, volunteer programming, and donation. The CEC shall be responsible for responding to inquiries in a timely and professional manner. The CEC shall attend the facility's Community Advisory Board. This may include a presentation updating the community about the volunteer and community engagement efforts at the facility, fundraisers, donations, new activities/courses, and soliciting the need for volunteers and donations.

7. Facility Communication

- a. The CEC communicates with staff, administration, and offenders to determine volunteer and donation needs of the facility.

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- b. The CEC communicates and collaborates with the Facility Public Information Officer (PIO) to ensure volunteer activities are covered through various media outlets.
 - c. The CEC, in collaboration with other relevant staff, communicates with Custody staff concerning gate releases, gate closures, and the sign-in/sign-out log.
 - d. The CEC maintains contact with staff who supervise volunteer activities (i.e. Chaplains, PLUS Coordinators).
8. Central Office Communication
- a. The CEC shall be responsive to the Director of Community and Mentor Engagement concerning inquiries about volunteers, volunteer activities, donations, and community engagement.
 - b. The CEC shall submit a monthly report documenting information related to volunteers, donations, and community engagement.
 - c. The CEC shall submit an annual report providing an overview of community engagement throughout the year.
 - d. The CEC shall attend CEC meetings, retreats, and trainings as requested.

VI. ELIGIBILITY REQUIREMENTS:

The Community Engagement Coordinator shall inform all prospective community volunteers of the eligibility requirements prior to being approved for service. These requirements shall be reviewed with volunteers as often as deemed necessary.

Criteria for serving in a volunteer capacity include:

- A. At least 18 years of age;
- B. Not under Department supervision or the supervision of any other correctional system or program or on probation;
- C. Not immediate family member of an offender where personal contact cannot be avoided;

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- D. Provision of references on request;
- E. Maturity and ability to handle volunteer responsibilities;
- F. Willingness to accept supervision and direction;
- G. Willingness to submit to a Tuberculosis screening;
- H. Willingness to provide an identified and approved service;
- I. Ability to meet attendance and performance requirements;
- J. Willingness to meet and complete all training requirements;
- K. Ability to complement the work of staff;
- L. Agreement to work without compensation;
- M. Ability to accept differences in people, namely culture, race, religion and values;
- N. Willingness to undergo a criminal history check (NCIC); and,
- O. Subject to the approval of the Warden or designee.

NOTE: Exceptions to criteria B and C may be made with the approval of the Warden/designee and shall be reported to the Director of Community and Mentor Engagement Director and the appropriate Regional Director or the Executive Director of Youth Services. The Director of Community and Mentor Engagement may be consulted regarding exceptions.

Volunteers must notify the CEC when made aware of friends or family that are incarcerated in the Department.

Individuals who have a criminal history must be approved by the Warden/designee. This approval or disapproval shall be written on the individual's volunteer application.

Volunteers shall adhere to the guidelines set forth by Policy and Administrative Procedure, 04-03-103, "Information and Standards of Conduct for Departmental Staff."

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All training and volunteer requirements must be met before volunteers may enter a facility. Volunteers may only enter a facility on the date/time agreed upon with the CEC.

Staff may serve as volunteers in any facility where volunteer services are rendered with the approval of the Warden. If the facility of employment and the location of volunteer service are at separate facilities, the approval of Wardens of both facilities is required.

VII. ADDITIONAL OFFENDER CONTACT:

- A. Volunteers may apply for offender visitation in accordance with Policy and Administrative Procedure 02-01-102, "Offender Visitation."
- B. Volunteers may not correspond with offenders, their family, or any known acquaintances through the mail, telephone, electronically, or in any other capacity without prior approval from the Warden. Volunteers must immediately report to staff any unapproved communication received from an offender, their family, or any individual related to an offender.
- C. Volunteers shall not serve as advocates for any individual offender in any capacity including, but not limited to, facility discipline, programming, rules of supervision, employment matters, character references, or any matters involving parole, pardon, commutation, or other judicial matters.
- D. Volunteers shall not communicate with offenders post-release without the prior knowledge and approval of the Warden. If a volunteer is discovered to be in contact with an offender post-release without approval, his/her involvement with the facility may be discontinued.
- E. Volunteers interested in visitation or correspondence outside the scope of their volunteer duties may request approval from the Warden via State Form 56513, "Request for Volunteer Contact with Offender." This form may be requested and submitted through the CEC, Chaplain, PLUS Coordinator, or other staff as designated by the Warden.

VIII. USE OF VOLUNTEER MENTORS:

The CEC, in cooperation with other relevant staff designated by the Warden, shall develop a network of volunteers to provide mentoring services to the offender population. The Warden shall designate a staff person to serve as the Mentor Coordinator.

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Individuals interested in serving as a mentor must complete all of the mentor training requirements in addition to the requirements to become a volunteer. The mentor training requirements may be administered by the Department or by an approved mentoring organization.

The Mentor Coordinator shall work with the appropriate facility staff to determine the date, time, and meeting location. Mentors may be approved to correspond with their assigned Mentee, outside of their meeting times, by the Warden/designee. If such correspondence is approved, the preferred method of correspondence is via email, using the kiosks in the housing units.

Mentors shall be permitted to maintain contact with their Mentee post-release. Such contact shall be considered a normal part of the Mentor’s duties and shall be limited to that contact necessary to assist in the Mentee’s successful reentry into the community.

IX. RECRUITMENT:

It is the responsibility of the CEC, in collaboration with staff designated by the Warden, to recruit volunteers, interns, and other community service resources as approved by the Warden. Qualified volunteers shall be recruited from all cultural and socioeconomic parts of the community by networking with community resources.

Active volunteers who are current with their training requirements under this policy and administrative procedure, with the approval of the Warden/designee, may bring a guest with them during their volunteer service in an effort to expose them to possible volunteer service with the Department. The Warden/designee shall determine the requirements and stipulations.

X. INTERNS:

Interns shall be affiliated with an institution of higher learning training program or religious organization.

Applications shall be directed to the Warden/designee for approval or denial. Individuals must meet the volunteer eligibility requirements of the Department (Section VI) and any established guidelines of the educational institution/training program and facility where applying.

When applicable, the Department and the educational institution/training program shall assume joint responsibility in planning productive tasks and learning experiences designed to meet the educational objectives of the field experience

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program. Interns should be provided with a broad exposure to the facility when possible.

Prior to any offender interaction, interns shall complete all applicable volunteer forms and attend volunteer training, as required by Section XVI, and/or other equivalent training as required by Sections XV and XVI.

XI. VOLUNTEER FORMS:

Individuals interested in volunteering for the Department must complete the following forms in addition to a background and warrants check:

- State Form 9238, “Volunteer Application”
- State Form 46587, “Documentation of Volunteer Training”
- State Form 41465, “Statement of Trafficking Laws and Authorization for Search”
- Applicable forms as described in Policy and Administrative Procedure 02-01-115, “Sexual Assault Prevention.”

XII. VOLUNTEER GROUPS:

Volunteer groups may be approved by the Warden in response to assessed offender needs. Activities/courses may include, but are not limited to: religious, recreation, education, treatment, support, social, or cultural. An activity/course proposal, including goals, shall be required.

State Form 33061, “Application for Regular Volunteer Program,” shall be used by proposed volunteer groups, and shall be completed in full prior to being considered for approval.

If activity or course is approved, each group volunteer shall complete the forms in Section XI.

Approval of individual members of the group shall be based on information supplied in the applicable volunteer forms and other requirements as designated by this policy and administrative procedure and facility requirements.

XIII. OFFENDER CLUB:

An offender club must be approved by the Warden and sponsored by a community organization.

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Types of clubs may include cultural, educational, veterans, or service. Examples include but are not limited to the American Legion and Toastmasters. Offender clubs shall be required to have a minimum of two (2) annual service projects, which are approved by the Warden/designee.

A. Procedure for Consideration of Approval:

1. State Form 33061, "Application for Regular Volunteer Group Program," shall be completed by the sponsoring community organization/club.
2. Required additional information:
 - a. A copy of the club's mission, constitution and/or by-laws;
 - b. A list of local officers;
 - c. The methods of organizational fund raising and/or financial support;
 - d. The proposed method of financial support for the related offender organization; and,
 - e. The proposed service projects involving offender participants.

B. Procedure for Termination of Offender Club:

The Warden or sponsoring club may terminate the offender club. The Warden's termination cannot be appealed. An offender club shall be terminated when:

1. Offender club is unable to fulfill the volunteers' procedures and meet the criteria of the volunteer group;
2. Offender club poses a threat to the safety and security of the facility or persons;
3. Offender club does not fulfill the sponsoring club requirements; or,
4. Misuse of club's funds.

Prior to an offender club's termination, the sponsoring club and/or staff advisor shall attempt to address and correct the reasons for termination.

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If reasonable grounds exist to believe that an offender club poses a threat to the safety and security of the facility or persons, the club shall not be permitted to meet pending the results of an investigation. In such case, the Warden/designee shall inform, in writing, the supporting community club of the fact of this action.

C. Procedure for Governance of a Club:

1. The CEC shall recruit, assist with training, and evaluate any club.
2. A staff advisor, approved by the Warden, may be assigned to each club. Staff advisor supervision duties shall be performed in conjunction with assigned duties and during scheduled work hours. Schedule adjustments may be permitted for attendance at approved meetings.
3. The offender club shall be governed by the sponsoring club's constitution and bylaws when applicable. Offenders participating in the facility club shall be considered members of the sponsoring club.
4. Membership in offender clubs shall be open to the general offender population, with the exception of clubs which have required membership criteria (e.g., veterans' organizations), and in accordance with Section XIII, C, 7.
5. The sponsoring club may appoint an offender with approval of the Warden/designee to fulfill organizational functions. The sponsoring volunteers shall supervise these functions.
6. Membership dues may be established and required of offenders for participation in an offender club. Membership dues shall be a reasonable amount established by the outside sponsoring organization. The sponsoring organization shall provide any additional needed financial support. Membership dues shall be paid to the sponsoring community organization in accordance with Policy and Administrative Procedure 04-01-104, "Inmate Trust Fund." The Warden may approve other methods of fundraising within the facility. Funds raised by an offender club shall be contributed to the sponsoring organization for support of offender group activities.

The sponsoring organization shall provide the facility with a quarterly financial report explaining the use and disbursement of

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offender dues and/or donated funds. An annual budget shall be submitted to the Warden for approval within the first quarter of the first meeting.

7. An identified member of a Security Threat Group may be allowed to be a member of any offender club at the discretion of the Warden. The verification of membership in a Security Threat Group shall be in accordance with Policy and Administrative Procedure 02-03-105, "Security Threat Groups."
8. An annual report from the sponsoring organization and the offender club shall be submitted to the Warden. This report shall include: activities for the year, membership, service projects, fundraising activities, and a financial report. This report shall be considered in the determination of the offender club continuation.
9. Any "official" writings, notices, or literature from the offender club shall be approved by the sponsoring organization and the Warden prior to distribution within the facility or mailing out of the facility.
10. Records of offender clubs shall be maintained by the CEC.

XIV. SCREENING AND SELECTION OF VOLUNTEERS AND VOLUNTEER GROUPS:

The Warden/designee shall ensure that the screening and selection process for volunteers and volunteer groups is as follows:

- A. The CEC and/or the staff member that supervises the affected area shall interview in person all prospective volunteers and/or group leaders of potential volunteer groups;
- B. Prospective volunteers shall complete all State Forms required according to their proposed function;
- C. The Warden shall review the prospective volunteer applications and activity/course proposals for approval or denial;
- D. Volunteer(s) and volunteer activities/courses shall be approved for a maximum of one (1) year and may be renewed based on an annual evaluation, continued need, and offender interest. Volunteer groups shall require approval for each occasion at the facility;

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- E. Volunteers shall comply with the Department’s “Tuberculosis: Prevention and Control Manual.”
- F. The CEC shall inform the prospective volunteer or group leader of the approval or denial, and, if approved, of relevant information regarding orientation, volunteer role, job assignment, schedule and, the need for a picture identification. In the event of a denial, the reason(s) shall be communicated in writing via letter or email.
- G. A photo identification card shall be issued to all volunteers and shall always be displayed while on grounds. These identification cards shall be issued in accordance with Policy and Administrative Procedure 04-03-103, “Information and Standards of Conduct for Department Staff,” and accounted for in accordance with facility procedures. An identification card may only be used at the issued facility unless given explicit permission for its use at another Department facility by all Wardens involved.
- H. Individuals offering specialized professional services on a volunteer basis shall provide the facility, via the CEC, with a copy of their credentials/licenses prior to the rendering of these services. Specialized professional services include, but are not limited to, religious, treatment, and educational services.
- I. Individuals interested in providing faith-based services shall do so in accordance with Policy and Administrative Procedure 01-03-101, “The Development and Delivery of Religious Services.”

XV. VOLUNTEER CATEGORIES AND SPECIAL GUESTS:

A. Volunteer Categories

In order to differentiate the amount of supervision and the training required to complete the services, two (2) volunteer categories have been developed. These designations do not imply seniority or rank.

1. Green Badge Volunteers

Green Badge volunteers are the most common volunteer designations. They shall be escorted by staff to their area of service. Staff must be located in the general vicinity and able to respond appropriately if assistance is required by the volunteer.

2. Blue Badge Volunteers

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Blue Badge Volunteers are the less common volunteer designation. They may take on more responsibility than Green Badge Volunteers in roles such as an intern or volunteer chaplain. They are not typically escorted by staff nor is staff required to be present in their volunteer service area. With the Warden’s approval, this designation may draw keys and/or a radio after the completion of the appropriate training.

B. Special Guests

Special Guests shall be defined as any individuals or groups interested in visiting a facility for special one-time or infrequent visits. Examples of special guests include, but are not limited to, a choir, guest speaker, group performance, individual performer, and/or potential volunteer. Special Guests must be supervised and escorted by staff at all times and shall have very little offender contact. Special Guests must appear on a gate release and maintain a visitor badge at all times.

Special Guests must complete the following forms prior to their visit. The Wardens may also require a criminal warrants and background check at their discretion

- State Form 33062, “Application for Special Guest”
- State Form 46588, “Special Guest Memorandum”

XVI. VOLUNTEER TRAINING:

A. Volunteer Orientation

The CEC shall be responsible for conducting volunteer orientation for all new volunteers and ensuring the following are completed:

1. Self-Study and Skill-Based training and tests;
2. Tuberculosis screening;
3. Criminal Background/Warrants checks;
4. Photo Identification Cards;
5. Volunteer photos; and,
6. Forms from Section XI.

Orientation to the facility shall consist of, but is not limited to:

1. Facility mission, vision, and history;
2. Facility rules and procedures;

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3. Volunteer responsibilities;
4. Requirements for volunteering; and,
5. Facility tour, if possible.

Blue Badge Volunteers require skill-based training in addition to volunteer orientation. Staff Development and Training instructors shall be responsible for the administration and documentation of the skill-based training and self-study testing according to Policy and Administrative Procedure 01-05-101, “Staff Development and Training.”

The CEC shall work with the Training Department to coordinate/schedule all Blue Badge volunteers for their required skill-based training. The Facility’s Training Department will be responsible maintaining a Training Packet for each volunteer at their Facility.

To ensure accurate tracking of Blue Badge Volunteers’ training records, the Training Department, in collaboration with the State Personnel Department, will assign them with PeopleSoft ID numbers. It shall be the responsibility of the Community Engagement Coordinator to submit a “Contingent Worker Request for PSID” form to the facility Training Coordinator or Training Liaison with all necessary information included.

The Community Engagement Coordinator is also responsible to submit any of the following changes to the Facility Training Coordinator or Training Liaison:

1. Changes in status for any Blue Badge Volunteers (including change in volunteering location or discontinuation of volunteering); and,
2. Changes in personal information (e.g. change of name due to change in marital status).

B. Annual Volunteer In-Service

The CEC shall be responsible for conducting in-person annual in-service training for every volunteer. This may be conducted at the facility or in the community. The CEC shall ensure the following are completed:

1. Self-Study and Skill-Based training and tests;
2. Tuberculosis screening is updated; and,
3. Forms from Section XI.

Annual In-Service Training shall consist of, but is not limited to:

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1. Staffing changes;
2. Policies and procedures updates;
3. Review of safety and security protocols;
4. Highlights of volunteer activities/course and events;
5. Highlights of facility community engagement; and,
6. Preview of upcoming events, courses/activities, and initiatives.

Blue Badge Volunteers require skill-based training updated on an annual basis. Staff Development and Training instructors shall be responsible for the administration and documentation of the skill-based training and self-study testing according to Policy and Administrative Procedure 01-05-101, “Staff Development and Training.”

At the Warden’s discretion, each facility shall determine the frequency of conducting a criminal background and warrants check which cannot exceed every four (4) years.

XVII. SCHEDULE OF VOLUNTEER ACTIVITIES:

The Warden/designee shall ensure that all offenders are advised during the facility Admission and Orientation of the availability and nature of volunteer services and the role and responsibility of volunteers. Notice of current volunteer activities shall be posted in offender housing units and/or other common locations.

XVIII. VOLUNTEER HANDBOOK:

The Director of Community and Mentor Engagement shall maintain a Volunteer Handbook to include pertinent information that is consistent throughout the Department. The Volunteer Handbook shall be made available to volunteers electronically through the CEC, the Department website, and printed as needed. The Handbook shall be reviewed and updated annually by the Director of Community and Mentor Engagement to include input from the facilities.

XIX. EVALUATION OF VOLUNTEER SERVICES AND ACTIVITIES/COURSES:

The CEC shall be responsible for ensuring evaluation of each Volunteer and Volunteer Group’s activity or course and services annually or at the completion of the service. The result of the evaluation shall be a consideration in the continuation of the activity/course or the volunteer. Continuation of service shall require the approval of the Warden.

The written evaluation shall include, but is not limited to:

- A. Offender interest;

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- B. Achievement of or progress toward goals and objectives;
- C. Attendance and timeliness;
- D. Adherence to facility rules and procedures;
- E. Self-evaluation by the group or individual;
- F. Group or individual's experience of service to the facility; and,
- G. Desire of the group or individual to continue service to the facility.

All volunteers shall be responsible for a self-evaluation regarding their assessment of their activity or course, offender interest, fulfillment of activity or course goals, concerns and suggestions, desire to continue, and any new or revised goals and objectives.

XX. VOLUNTEER SUSPENSION OR DISMISSAL, NOTIFICATION, AND EXIT SURVEY:

All volunteers shall abide by the rules, policies, and procedures of the Department and the facility they are serving. The Warden has the authority to suspend or dismiss a volunteer or a volunteer activity/course. For non-emergency purposes, the recommendation of the CEC and/or department head shall be considered.

Reasons for dismissal or suspension of volunteers or a volunteer activity/course include:

- A. Unlawful conduct;
- B. Failure to comply with Department policies and procedures and/or facility rules, directives and procedures including, but not limited to:
 - 1. Fraternalization with offenders;
 - 2. Behavior that threatens the security of the facility or the safety of individuals, or failure to report knowledge of such threats;
 - 3. Non-compliance with training and evaluation procedures;
 - 4. Breach of confidentiality unrelated to safety and security;
 - 5. Unreliable attendance; and,
 - 6. Inability to cooperate with staff.
- C. Unsatisfactory job performance;
- D. Other reasons, as deemed appropriate by the Warden.

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Notification of suspension or dismissal of the volunteer shall be the responsibility of the CEC or other staffer designated by the Warden. The volunteer shall be notified in person, email, or by telephone, with copies to the Deputy Warden of Re-Entry and the CEC. The CEC shall also notify additional facilities where the volunteer also serves, when applicable. In the event of a suspension, the threshold, duration, and consequences shall be administrated at the discretion of the Warden. The CEC shall place the notification in the volunteer’s file.

When a volunteer is suspended or dismissed, the individual shall be prohibited from entering the facility for any reason and the Director of Community and Mentor Engagement shall be notified.

A volunteer may decide to stop volunteering or the facility may determine their service is no longer needed, or the volunteer may complete their volunteer assignment. When a mutual decision is made to discontinue the services of a volunteer and/or a volunteer group, they shall be provided with a link to the Volunteer Exit Survey to capture their feedback about their volunteer experience.

XXI. LIABILITY AND EMERGENCY SERVICES:

Volunteers shall enter Department facilities only for scheduled activities/services and at their own risk. Volunteers shall accept responsibility for any bodily injury, death, or property damage caused by their negligence while serving at the facility.

Emergency services may be provided to those who are volunteering at a facility in accordance with Policy and Administrative Procedure 04-06-103, “The Development, Implementation, and Review of Service Programs.”

XXII. VOLUNTEER NOTIFICATION:

In the event of a temporary stoppage of volunteer activities due to facility operations, each facility shall have a procedure established to systematically notify affected volunteers. The procedure shall include both a plan for notification during business hours and non-business hours. The procedure shall also include protocol for social media, where applicable.

XXIII. VOLUNTEER RECOGNITION:

The Warden shall provide a special opportunity to annually recognize the contributions and achievements of volunteers. The CEC shall notify the Director of Community and Mentor Engagement when these events are scheduled. When deserving, nominations for community awards and the conferring of special facility awards are encouraged.

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XXIV. DONATIONS:

The Warden may accept monetary and non-monetary donations for specific purposes. Donations shall be accepted in accordance with Policy and Administrative Procedure 04-01-101, “Fixed Asset Management.” Donations to the facility shall use State Form 43280, “Request for Donation.”

XXV. PUBLIC RELATIONS:

A. Tours

The Warden/designee shall be responsible for facility tours in accordance with the administrative procedures for Policy and Administrative Procedure 00-03-101, “Distribution of Information.”

B. Pamphlets

The Warden shall designate staff to develop a brochure, pamphlet, or other such sources of information to present information regarding the facility in accordance with Policy and Administrative Procedure 00-03-101, “Distribution of Information.”

C. Volunteer Newsletter

The CEC shall produce a newsletter that is distributed to volunteers and appropriate community stakeholders. This shall be distributed on a quarterly basis. The purpose shall include, but is not limited to:

1. Highlighting individual volunteers, groups, and/or recent events;
2. Announcing new or upcoming activities or events;
3. Informing volunteers of new or current policies and procedures;
4. Soliciting for volunteer services or donations; and,
5. Staff contact information for questions, comments, and concerns

The Director of Community and Mentor Engagement shall ensure the newsletter is posted on the facility website.

D. Department of Correction Website

The Warden shall designate staff to regularly review the information listed on the facility website on the Department’s homepage related to Community Engagement to ensure the information is updated.

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E. Community Advisory Board

Every Department facility housing offenders shall form and host a Community Advisory Board in a manner consistent with the procedures that follow.

The members of the facility Community Advisory Board shall include, but not be limited to, individuals in the following listing. Those marked as “Mandatory” must be invited to participate (actual participation is a voluntary decision). Those marked as “Encouraged” shall be invited when possible:

1. Warden of the facility (Mandatory);
2. Facility staff member appointed by the Warden to act as the secretary to the Community Advisory Board; (Mandatory)
3. Chief Communications Officer and/or the Director of Communication (Mandatory);
4. Director of Community and Mentor Engagement (Mandatory);
5. Local Parole District Supervisor (Mandatory);
6. Facility Community Engagement Coordinator; (Mandatory)
7. Facility Public Information Officer (Mandatory);
8. Approved members of the General Assembly whose district(s) include the county in which the facility is located; (Encouraged)
9. Judge(s) of the county in which the facility is located (Mandatory);
10. Local elected officials (Mandatory);
11. Local Law Enforcement representatives (Encouraged);
12. Staff from local community corrections or probation (Encouraged);
13. Local community faith leaders (Encouraged);
14. Local business leaders (Encouraged);
15. Members of local media (Encouraged);
16. A current and/or former volunteer(s) (Encouraged);
17. Former Offender(s) (Encouraged);
18. Other interested individuals from the community (Encouraged);
19. One (1) member of the Department’s Executive Staff will attend at the Commissioner’s discretion.

Members of the General Assembly shall not be invited to be a member of the facility’s Community Advisory Board without consulting with, and receiving approval from, the Department’s Legislative Liaison. The goal is to invite members of the General Assembly, whose districts include the area in which the facility operates. In areas that include multiple facilities, the goal is to identify different lawmakers for each facility to include as many members of the Legislative Branch as possible.

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Local elected officials may include mayors from nearby cities or towns and shall include the local prosecutor. Members of the city council or nearby town council may also be included.

Local law enforcement may include the County Sheriff, city police chiefs, or a representative from a nearby Indiana State Police post. Leaders of local faith groups should also be invited and encouraged to attend. Invitations should be made to a diverse array of faith groups, so that attendance be diverse and generally representative of the beliefs of the facility offender population.

A representative from a local media outlet should also be included. The Department’s Chief Communications Officer may be contacted for assistance in contacting media representatives.

Interested individuals to invite to the Community Advisory Boards may include local business leaders, community activists, offender advocates, victim advocates, or other individuals with a strong interest in corrections.

The purpose of a facility’s Community Advisory Board is:

1. To open avenues of communication between the facility and the communities near its operation;
2. To assemble an eclectic group of community stakeholders to observe the operations of the facility from time to time, and to advise facility administrative staff on quality of life issues, and provide diverse perspectives on the effectiveness of facility operations and programs;
3. To assist with the recruitment of a diverse and professional workforce;
4. To promote the hiring of former offenders;
5. To help identify available community resources that could enhance the facility’s operation; and,
6. To assist with promoting community awareness and understanding of correctional issues, and facility and Department initiatives.

At sites where the Department operates more than one (1) facility within the same geographic area (e.g., Plainfield, Pendleton, LaPorte County), with agreement of the Wardens, a Community Advisory Board may be created

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that relates to more than a single facility. Each facility shall be equally represented and involved.

The Chair of the Community Advisory Board shall be the Warden of the hosting facility. In cases in which there is more than one facility per Board, the Wardens are to rotate the location of the meeting, with the co-chair presiding over a meeting to be the Warden of the facility hosting that particular meeting.

The facility's Community Advisory Board shall meet twice per year (every six months), but may meet more often as the members of the Board deem appropriate. Meetings are to be scheduled a month in advance and the Commissioner's Chief of Staff and the Director of Community and Mentor Engagement advised as to the date, time, and location of each meeting. Although meetings will often be held at the facility in order to accommodate periodic tours for Board members, there are no limitations placed on the time or place of any meeting, which shall be scheduled to accommodate as many of the Board members as possible.

During each meeting of a facility's Community Advisory Board, notes shall be recorded by the designated secretary to the Board, who shall prepare minutes of the meeting to be approved by a majority of attendees at the next meeting. Meeting minutes shall include the participants of the Board meeting listed by their category in the invitees section above. The Warden chairing the meeting shall maintain all meeting minutes. A copy of all approved minutes shall be forwarded to the Commissioner's Chief of Staff, the Chief Communications Officer, and the Director of Community and Mentor Engagement.

The Commissioner's Chief of Staff and the Director of Community and Mentor Engagement shall be notified of any changes in the composition of facility Community Advisory Board membership.

Meetings held at facilities should include a tour for Board members to view any aspect or operation of the facility they wish to see, time permitting. Time shall also be reserved for the Warden to describe new developments pertaining to the facility and/or new initiatives being pursued by the Department. There shall be a time during each meeting in which Board members may raise any issue of interest to the community and provide any recommendations they may have to the Warden.

F. Offender Service Projects

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Offender service projects, approved by the Warden or designee, are encouraged. Offender service projects are to contribute to the facility or the outside community.

The CEC shall maintain records of such projects, which shall be included in the monthly report to the Director of Community and Mentor Engagement. A copy of this information shall be made available to the Department's Chief Communications Officer (CCO).

G. Staff Public Service and Volunteer Projects

Staff working individually and/or together to provide public service and volunteer projects beneficial to the outside community are encouraged.

H. Participation on Community Boards, Committees and Task Forces

Staff is encouraged to participate on boards, committees, and task forces of community agencies. When participation is requested and appears to be in the best interest of the Department and/or facility, the Warden may approve the staff person's participation. Additionally, the Warden must approve, in writing, any participation which requires the staff person to be away from his/her job assignment. Any such approval shall be in accordance with all applicable State Personnel Department rules and Department policies and procedures.

XXVI. REPORTS AND RECORDS:

Personal information related to volunteers is highly sensitive and shall be considered confidential. Volunteer records may be stored inside the secured perimeter of the facility but shall be maintained in a secured storage unit or area, not accessible by the offender population.

Documentation of volunteer service shall be maintained in accordance with the Records Retention and Disposition Schedule of the Indiana Archives and Records Administration (IARA). Documentation shall include required State Forms, evaluations, and termination or resignation notice.

The CEC shall submit to the Director of Community and Mentor Engagement a standard monthly statistical report, due on the tenth (10th) of each month. An annual report approved by the Warden shall be forwarded to the Director of Community and Mentor Engagement by the last business day in January. The annual report shall include information on Community Engagement operations at the facility and any other information deemed appropriate by the Director of Community and Mentor Engagement and CEC. The Director of Community and Mentor Engagement shall

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submit the annual report by March 10 with copies to Executive Staff, Division Directors, and Wardens.

XXVII. APPLICABILITY:

This policy and administrative procedure is applicable to all Department facilities and staff.

signature on file
Robert E. Carter, Jr.

Date