



Juvenile Justice Services (JJS) Policies & Procedures (P&P)

Title Contractors, Volunteers, and Student Interns

Category Human Resources and Training Plan

Procedure # P.16.11

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1 Overview Statement

Contractors, volunteers, and student interns support CYFD's mission and JJS clients' needs and goals.

2 Purpose

- 2.1 Contractors and volunteers provide a variety of appropriate services and programming to JJS clients in facilities.
- 2.2 Student interns learn skills to further their education and develop their professionalism by serving JJS clients with JJS supervision and guidance.

- 2.3 Contractors, volunteers, and student interns may help JJS clients feel accepted, bring community role models into facilities, and provide learning opportunities for employees and clients.
- 2.4 Additionally, contractors, volunteers, and student interns may help educate the larger community about juvenile justice and serve as advocates for CYFD.

3 Definitions

- 3.1 **Contractor:** For the purposes of this procedure, a person who works at CYFD through an organization that has a current contract with CYFD. The contract obliges the organization to terms and conditions and a scope of work. And although CYFD pays the organization, these individual contractors are not paid for their services. Additionally, all contractors go through the application process for all contractors, volunteers, and student interns.
- 3.2 **Student Intern:** A person who works at CYFD as part of an accredited, post-secondary school/educational program for credit, grades, or experience. The School and CYFD establish parameters that govern the conditions of the internship. Additionally, all students go through the application process for all contractors, volunteers, and student interns.
- 3.3 **Volunteer:** A person who individually provides services to JJS clients or works at CYFD without an affiliation to a contracted organization or school. Volunteers may be members of community organizations, churches, or non-profit entities, but when they work at CYFD, they do so independently of their affiliations and are not paid for their services. Additionally, all volunteers go through the application process for all contractors, volunteers, and student interns.

4 Eligibility

- 4.1 Eligible contractor, volunteer, and student intern applicants are 18 years or older, have a valid government-issued photo ID, commit to an ongoing schedule, and complete all required orientations and trainings.
- 4.2 Volunteers under the age of 18 are considered on a case-by-case basis and, if accepted, they are continuously supervised by a JJS employee or an approved contractor or volunteer.
- 4.3 Ex-offenders may offer a unique and positive perspective for JJS clients. They may apply to volunteer if they have completed the terms and conditions of their probation, parole, and/or release without violation or additional charges.
- 4.4 JJS reserves the right to disqualify applicants based on potential conflicts of interest, ongoing PS referrals, criminal records, relationships to clients and employees, or any other issues.
- 4.5 Applicants who submit false or incomplete information are disqualified.

5 Application Packets

- 5.1 All application packets are submitted to the Coordinator of Volunteer Programs.
- 5.2 Application packets include the following information:
 - JJS Application for Contractor, Volunteer, Student Intern,
 - If applicable, the organization affiliation (contractors),
 - If applicable, the school affiliation (student interns),

Background Investigation Checklist,
Applicant Information for State and Federal Fingerprint Background Checks,
Applicant Notification and Rights to Privacy and Challenge,
Applicant Reference Check Authorization & Release,
CYFD Background Investigation Request & Authorization (2 pages),
CYFD Confidentiality Agreement,
PREA (Prison Rape Elimination Act) Questions, and
Copy of Driver's License.

- 5.3 Some applicants may be required to include copies of relevant/necessary licenses and/or certifications for their area of expertise.
- 5.4 Some applicants may be required to submit additional information and/or participate in an interview.
- 5.5 Ex-offenders are required to include their Certification of Discharge with their application packet.
- 5.6 The Coordinator of Volunteer Programs reviews the application packets for eligibility, completeness, relevance, and placement. In coordination with the designated on-site manager of the facility where the volunteer wants to serve, the Coordinator of Volunteer Programs determines if the applicant may be a good fit for clients, programming, and schedule.
- 5.7 If the applicant is provisionally selected, the Coordinator of Volunteer Programs submits the application packet to the Background Check Unit (BCU) Investigations Supervisor for review.

6 Background Checks

- 6.1 CYFD conducts background checks of all potential contractors, volunteers, and student interns.
- 6.2 After the initial background check, contractors, volunteers, and student interns are obligated to report any active PS investigations or arrests to the Coordinator of Volunteer Programs.
- 6.3 Contractors, volunteers, and student interns scheduled for one-time programming and events are approved by the facility superintendent and may not be required to complete a full application or undergo a full CYFD background check if they are continually supervised by a JJS employee or an approved volunteer or contractor.

7 Orientation and Trainings

- 7.1 All contractors, volunteers, and student interns complete a facility-specific orientation and tour prior to beginning work.
- 7.2 All contractors, volunteers, and student interns complete the following, initial CYFD employee trainings:
 - CYFD 101,
 - PREA, and
 - Mandatory Reporting of Abuse and Neglect (Stand Alone Procedure).

- 7.3 Based on the scope of work included in their contracts, contractors may be responsible for completing additional trainings.
- 7.4 Based on their programs and client contact, contractors, volunteers, and student interns may be responsible for completing additional trainings.
- 7.5 With the support of the CYFD Academy of Professional Development and Training (APDT), the Office of Inspector General (OIG), the Contracts Manager, the facility Training Officer (and/or facility supervisors), and the JJS PREA Coordinator, the Coordinator of Volunteer Programs ensures all contractors, volunteers, and student interns complete appropriate orientation and trainings.
- 7.6 After completing all trainings, contractors, volunteers, and student interns sign acknowledgement forms affirming that they have received and understand their training and that they understand that they serve as mandatory reporters. The Coordinator of Volunteer Programs keeps copies of all these acknowledgement forms.
- 7.7 All contractors, volunteers, and student interns complete recertification trainings as appropriate.

8 Professional Attire and Grooming Standards

Contractors, volunteers, and student interns present a professional and appropriate appearance while on JJS property, per P.16.12 A Professional Attire and Grooming Standards – Facilities.

9 Searches

JJS employees may use the following methods to search contractors, volunteers, and student interns:

- Ask them to remove items from pockets of clothing;
- Ask them to remove outdoor wear such as hats and jackets;
- Visually inspect items from their pockets and outdoor wear;
- Use an electronic search device such as a wand or metal detector; and
- Open and empty their bags, purses, briefcases, or professional carry-ins for inspection.

10 Contraband and Program Materials/Supplies

- 10.1 With prior approval from the Coordinator of Volunteer Programs and designated on-site manager, contractors, volunteers, and student interns may bring materials/supplies into the facility to support programming or assist in an activity or presentation.
- 10.2 Contraband prohibited on facility grounds includes weapons, illegal substances, and alcohol.
- 10.3 Additionally, CYFD categorizes personal cell phones and personal electronic devices, unapproved media, money, tobacco, tobacco paraphernalia, and medications (over-the-counter and prescription) as contraband and, therefore, prohibits them inside the facilities. These items, however, can be stored in a locked, personal vehicle on-site.

- 10.4 Facility employees do not hold, store, or confiscate personal items (except vehicle keys).
- 10.5 Contractors, volunteers, and student interns turn in vehicle keys to Control when they sign in and carry in only their government-issued photo ID or their ID badge.

11 Professional Boundaries

Any physical contact between contractors, volunteers, and student interns and clients must be appropriate and is reserved for particular experiences or events and always occurs within sight of facility employees and on camera.

12 Supervision

- 12.1 Contractors, volunteers, and student interns always remain in line-of-sight supervision of a JJS employee or an approved volunteer or contractor.
- 12.2 While on-site, if any issues arise that need immediate attention, contractors, volunteers, and student interns notify the supervisor. The supervisor notifies the Coordinator of Volunteer Programs of any issues.
- 12.3 If an incident occurs during a visit, contractors, volunteers, and student interns do not engage employees or clients and are expected to remove themselves from the immediate area. Additionally, contractors, volunteers, and student interns take direction from facility employees who are addressing the incident.
- 12.4 If a facility employee suspects or witnesses any inappropriate activity during a program involving a contractor, volunteer, or student intern, the employee notifies the supervisor immediately. The supervisor ends the program, provides escort, notifies the Coordinator of Volunteer Programs, and reports the incident, as required. The contractor, volunteer, or student intern will sign out or be signed out and leave or be escorted from the facility.
- 12.5 Facility employees, contractors, volunteers, and student interns may be required to participate in an investigation of any incidents.

13 Reporting

- 13.1 Contractors, volunteers, and student interns always sign in and out on their designated sign-in sheet as they enter and exit the facility. Additionally, they document their activity/program.
- 13.2 Monthly, contractors, volunteers, and student interns submit a report to the Coordinator of Volunteer Programs. The report includes the dates and times of each visit, number of clients served, number of hours spent at the facility, the housing units they visited, and the type of service (activity/program) provided.
- 13.3 Quarterly, the Coordinator of Volunteer Programs provides the JJS Director a report on contractor, volunteer, and student intern programming, including client contact hours.
- 13.4 Annually, the Coordinator of Volunteer Programs, in coordination with the designated on-site manager, surveys the clients to confirm interest in and efficacy of contractor, volunteer, and student intern programming.

14 Admittance Denial

- 14.1 Any contractor, volunteer, or student intern may be refused admittance to a JJS facility.
- 14.2 If contractors, volunteers, or student interns arrive dressed inappropriately, refuse to be searched, are suspected of being under the influence of drugs or alcohol, or carry contraband, they are refused admittance to a JJS facility.
- 14.3 If a contractor, volunteer, or student intern is denied entry, the designated on-site manager notifies the Coordinator of Volunteer Programs and, if appropriate, law enforcement.

15 Dismissal

- 15.1 JJS may dismiss any contractors, volunteers, and student interns in any of the following circumstances:
 - Inactive for 90 or more calendar days,
 - Termination or expiration of contract,
 - Completion of school requirements,
 - Inappropriate conduct,
 - Sporadic, conflicting scheduling, and
 - Lack of efficacy, diversity, or appropriateness of programming or delivery of services.
- 15.2 Contractors, volunteers, and student interns who did not reveal any issues of sexual misconduct or pending investigations, or provided false and/or incomplete information during the application process, are dismissed.
- 15.3 JJS may dismiss any contractors, volunteers, and student interns who refuse to participate in PREA-specific training or who are involved in sexual misconduct. JJS is obligated to report all allegations of sexual abuse to law enforcement. JJS reports sexual misconduct to relevant licensing and volunteer agencies, oversight boards, and relevant educational institutions.
- 15.4 JJS may dismiss contractors, volunteers, and student interns who refuse to participate in inquiries and/or investigations.
- 15.5 The Coordinator of Volunteer Programs contacts contractors, volunteers, and student interns when they have been dismissed. Dismissed contractors, volunteers, and student interns turn in their badges to the Coordinator of Volunteer Programs and may complete a final report on their experience.

16 Record-Keeping

The Coordinator of Volunteer Programs maintains all application packets and other formal documents on contractors, volunteers, and student interns serving JJS clients for 10 years.

17 Consequences of Noncompliance

An employee who fails to follow this Procedure may be subject to disciplinary action in accordance with the CYFD Code of Conduct.

18 Additional Documentation and Forms

JJS Application for Contractor, Volunteer, Student Intern
Background Investigation Checklist (HR)

Applicant Information for State and Federal Fingerprint Background Checks (HR)
Applicant Notification and Rights to Privacy and Challenge (HR)
Applicant Reference Check Authorization & Release (HR)
CYFD Background Investigation Request & Authorization (2 pages) (HR)
CYFD Confidentiality Agreement
PREA (Prison Rape Elimination Act) Questions (HR)
Volunteer Badge Request form (HR)
Guidelines

19 Issue Date

August 1, 2017

20 Effective Date

September 1, 2017

21 Replaced Procedure

P.16.11 Contractors, Volunteers, and Student Interns, issued 12/30/2010

22 Applicable Policy (Regulation)

NMAC 8.14.16.11 Contractors, Volunteers, and Student Interns

23 Authorizing Signatures



Tamera Marcantel, Director of Juvenile Justice Services



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