

STATE OF HAWAII
DEPARTMENT OF SOCIAL SERVICES AND HOUSING
CORRECTIONS DIVISION
VOLINCOR

EVALUATION OF VOLUNTEERS

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CORRECTIONS VOLUNTEER SERVICES PROGRAM
MAY 1978

48945

EVALUATION OF VOLUNTEERS

I. INTRODUCTION

A. Purposes of the Evaluation

1. The evaluation of volunteers provides an opportunity for staff to review the performance of volunteers who work with them.
2. The evaluations will be kept on file in the VolinCor Office to serve as a basis for preparation of letters of reference for school or work as requested by the volunteer.
3. The evaluation serves as a reminder that volunteers are actually unpaid staff, and, as such, have specific privileges and responsibilities.
4. The evaluations delineate areas to be addressed in: developing Staff and Volunteer Handbooks; refining policies and procedures; planning training for staff and volunteers.

B. Evaluation Staff

1. Nancy Hugus, Human Development student in practicum with VolinCor, was responsible for collecting the evaluation data at Maluhia Women's Residence (MWR).
2. Robert Chan, graduate student in Social Work in practicum with VolinCor, was responsible for collecting the data at the Hawaii State Prison (HSP) and the Hawaii Youth Correctional Facility (HYCF).
3. Robert Chan collated and analyzed the data and prepared the report.

C. Instrument

The 10-question, multiple choice questionnaire (see Appendix 1) was designed by Donald Kuriki, VolinCor Volunteer Administrative Assistant.

D. Sample

1. The intent of this evaluation was to have volunteers reviewed by their supervisor. However, not all volunteers had specific supervisors. In such cases, staff who worked or were acquainted with the volunteers were asked to complete the questionnaires.
2. The volunteers serving HSP, MWR, and HYCF were the subjects of the evaluation.
3. The volunteers in the religion program at HSP were omitted from this review because they are recruited, trained, and monitored by Chaplain Rick Bartosik rather than by VolinCor.

4. Volunteers on the Neighbor Islands were omitted because they were very recent recruits and staff was not yet well enough acquainted with them.

II. METHODS

A. Communication

1. At the January 1978 Branch Administrators' Meeting, Branch Administrators were notified of the impending evaluations and invited to suggest revisions in the forms and procedures.
2. On February 7, 1978, an Internal Communication Form was sent to all Branch Administrators describing the evaluation procedure. (see Appendix 2)

B. Procedures

1. VolinCor evaluation staff called supervisors of volunteers (and other staff) for appointments.
2. Most of the evaluation forms were completed by the evaluation staff in interviews.
3. A few supervisors completed the forms themselves and returned them by messenger.

III. RESULTS (See Appendix 3)

- A. A total of 78 volunteers were evaluated by 13 supervisors (or other staff) at three branches. Several volunteers served more than one unit; therefore, five were evaluated by two supervisors and one was evaluated by three.

	<u>HSP</u>	<u>HYCF</u>	<u>MWR</u>	<u>TOTAL</u>
Number of Staff	5	7	1	13
Number of Evaluations	15	58	12	85
Number of Volunteers	33	89	19	141

Thus, 55% of the volunteers were evaluated at these three branches.

- B. More than 85% of the responses were positive regarding the volunteers' work with about half overall giving ratings of excellent. Sixty-eight percent recommended that the volunteer be retained without charge in tasks while 21% would be willing to give the volunteer more responsibilities and a higher job status.

The vast majority of the volunteers reviewed get along well with other volunteers (70%) and staff (90%).

More than 70% of the volunteers reviewed respond well to supervision and are rated as having good or excellent quality and quantity of work. An even greater proportion, 80%, demonstrated a high level of initiative and nearly all, 90%, are described as dependable. As might be expected, most, 95%, were found to be interested in their work and demonstrated appropriate control of emotions.

IV. CONCLUSIONS

By virtue of having participated in the evaluation, the 13 supervisors and other staff now have an expanded awareness that volunteers are indeed unpaid staff possessing innate qualities necessary to assume responsible roles in the field of corrections. The fact that those who reviewed the volunteers recommended that 89.4% be retained in their present roles or given more responsibilities indicates a high quality of job performance of both paid and unpaid staff. The evaluation indicates further that most of the volunteers are well placed, contributing to the effectiveness of the correctional system.

Since the preponderance of the evaluations are highly positive, there are no clear-cut areas to be addressed in developing volunteer training, handbooks, or policies and procedures.

NAME _____ BRANCH/UNIT _____ DATE _____

NAME OF VOLUNTEER _____

I. EVALUATION OF VOLUNTEER

- A. Volunteer's relations with other volunteers (if applicable)
1. very poor - Disliked by other volunteers
 2. poor - Keeps to himself. Doesn't make friends easily.
 3. satisfactory - Gets along with most but not all.
 4. good - Gets along well with almost everyone.
 5. excellent - Cooperative. Gets along very well with everyone.
- B. Volunteer's relation with staff
1. very poor - Defiant and/or disrespectful.
 2. poor - Resistive.
 3. neutral - Not very warm but not resistive and defiant.
 4. good - Cooperative. Gets along with staff.
 5. excellent - Friendly, warm, very cooperative. No difficulties.
- C. Response to supervision
1. very poor - Resents supervision. Sulks or argues when criticized.
 2. poor - Ignores criticism and suggestions. Makes same mistakes.
 3. fair - No argument, but doesn't make the most of suggestions.
 4. very good - Tries to improve.
 5. excellent - Makes the most use of criticism and suggestions. Eager to improve.
- D. Quality of work
1. very poor
 2. poor
 3. satisfactory
 4. good
 5. excellent
- E. Quantity of work (if applicable)
1. very poor
 2. poor
 3. satisfactory
 4. good
 5. excellent
- F. Initiative
1. very poor - Waits for instruction. Needs help getting started.
 2. poor - Usually relies on someone to tell him what to do.
 3. satisfactory - Will start work without being told.
 4. good - Plans work well. Acts on his own most of the time.
 5. excellent - Has good ideas on improving methods. Plans and works very well on his own.
- G. Dependability
1. very poor
 2. poor
 3. satisfactory
 4. good
 5. excellent
- H. Volunteer's interest in his/her work
1. very poor - Shows no interest in job.
 2. poor - Shows minimal interest in learning about his job.
 3. satisfactory - Shows average amount of interest. Wants to learn and improve but does not put forth extra effort.
 4. good - Strong interest. Seeks information that will improve his work. Spends extra effort and time to improve.
 5. excellent - Wants to master work. Extremely interested in his work. Reads and researches information to improve.
- I. Control of emotions in stress situations
1. poor - Falls apart at any sign of stress. Hotheaded. Very often upset, angry, or worried about something.
 2. average - Usually displays appropriate level of emotions for each situation.
 3. excellent - Degree of emotion is always appropriate for each situation. Is always calm and cool in trying situations.
- J. I recommend that this volunteer be:
1. Removed from the volunteer program.
 2. Transferred to a less demanding task.
 3. Kept at his/her present branch without change in tasks.
 4. Given more responsibilities and a higher job status.

DEPARTMENT OF SOCIAL SERVICES AND HOUSING

Subject: Evaluations

Originator: R. Cole,
2549

To: All BAs

From: CDA

Date: 2/10/78

Memo No. 1

At the January Branch Administrators meeting, you were informed of several types of evaluations that were planned for completion within two months. The Volunteers' Evaluation of Placement is nearly complete and you will be sent a copy of the findings as soon as the report is ready.

We can now proceed with the other two evaluations. Nancy Hugus, Human Development student in practicum with VolinCor, will be responsible for collecting the evaluation data at Maluhia Women's Residence. Robert Chan, graduate student in Social Work in practicum with VolinCor, will be responsible for collecting the data at all other Oahu branches. Neighbor Island evaluations will be conducted by mail and/or telephone. The evaluations will proceed as described at the January meeting:

1. Evaluation of Volunteers

The students will make appointments to interview staff who are responsible for volunteers in their unit. The interview will take 3-5 minutes to complete a form for each volunteer.

Upon request, copies of evaluations will be given to staff to share with their volunteers.

The evaluations will be kept on file in the VolinCor office to serve as a basis for preparation of letters of reference for school or work when requested by the volunteer.

2. Evaluation of the Volunteer Program

The students will leave these forms for all staff to complete. These should be returned to CVSA within one week.

The information gained from these evaluations will enable improvement in volunteer aid to staff. The data will be of value in: recruiting and screening volunteers; planning training for volunteers and staff; preparation of handbooks for volunteers and staff; refinement of policies and procedures of the program.

Volunteers have accomplished a great deal of high quality work in the development of VolinCor. With your continued courtesy and cooperation, volunteers will prove invaluable at all Branches.

Acts.

Division Administrator

DSSH-0615 (6/77) (DSS-ADM-11) Use superseded form until exhausted
CD:RC:1n

cc: Branch Volunteer Coordinators

APPENDIX 3

EVALUATION OF VOLUNTEER

Questions and Answers	Malakia Women's Residence		Hawaii Youth Correctional Facility		Hawaii State Prison		Totals	
	No.	Per Cent	No.	Per Cent	No.	Per Cent	No.	Per Cent
A. Volunteer's relations with other volunteers.								
Satisfactory	6	50.00	11	18.97	1	6.67	18	21.18
Good	3	25.00	20	34.48	3	20.00	26	30.59
Excellent	2	16.67	23	39.66	11	73.33	36	42.35
Not Applicable/No Answer	1	8.33	4	6.89	—	—	5	5.88
B. Volunteer's relation with staff.								
Satisfactory	3	25.00	10	17.24	1	6.67	14	16.47
Good	6	50.00	15	25.86	2	13.33	23	27.06
Excellent	2	16.67	31	53.45	12	80.00	45	52.94
Not Applicable/No Answer	1	8.33	2	3.45	—	—	3	3.53
C. Response to supervision.								
Satisfactory	2	16.67	10	17.25	1	6.67	13	15.29
Good	6	50.00	25	43.10	2	13.33	33	38.82
Excellent	3	25.00	19	32.76	11	73.33	33	38.82
Not Applicable/No Answer	1	8.33	4	6.89	1	6.67	6	7.07
D. Quality of work.								
Satisfactory	1	8.33	9	15.51	2	13.33	12	14.12
Good	5	41.67	19	32.76	3	20.00	27	31.76
Excellent	5	41.67	23	39.66	10	66.67	38	44.71
Not Applicable/No Answer	1	8.33	7	12.07	—	—	8	9.41
E. Quantity of work.								
Satisfactory	1	8.33	11	18.97	3	20.00	15	17.65
Good	4	33.34	18	31.03	1	6.67	23	27.06
Excellent	6	50.00	18	31.03	11	73.33	35	41.18
Not Applicable/No Answer	1	8.33	11	18.97	—	—	12	14.11
F. Initiative								
Satisfactory	—	—	12	20.69	2	13.33	14	16.47
Good	4	33.34	26	44.83	4	26.67	34	40.00
Excellent	7	58.33	18	31.03	9	60.00	34	40.00
Not Applicable/No Answer	1	8.33	2	3.45	—	—	3	3.53
G. Dependability								
Poor	1	8.33	—	—	—	—	1	1.18
Satisfactory	1	8.33	10	17.24	4	26.67	15	17.65
Good	3	25.00	23	39.66	2	13.33	28	32.94
Excellent	6	50.00	23	39.66	9	60.00	38	44.70
Not Applicable/No Answer	1	8.33	2	3.44	—	—	3	3.53
H. Volunteer's interest in his/her work.								
Satisfactory	—	—	7	12.07	1	6.67	8	9.41
Good	3	25	22	37.93	4	26.67	29	34.12
Excellent	8	66.67	27	46.35	10	66.66	45	52.94
Not Applicable/No Answer	1	8.33	2	3.45	—	—	3	3.53
I. Control of emotions in stress situations.								
Poor	—	—	1	1.72	—	—	1	1.13
Satisfactory	6	50.00	16	27.57	3	13.33	27	31.76
Good	5	41.67	39	67.24	10	66.67	54	63.33
Not Applicable/No Answer	1	8.33	2	3.45	—	—	3	3.53
J. I recommend that this volunteer be:								
Transferred to less demanding branch.	—	—	2	3.44	—	—	2	2.35
Transferred to a less demanding task at the same branch.	—	—	2	3.44	—	—	2	2.35
Kept at his/her present branch without change in tasks.	11	91.67	41	70.69	6	40.00	58	68.24
Given more responsibilities and a higher job status.	—	—	9	15.52	9	60.00	18	21.18
Not Applicable/No Answer	1	8.33	6	10.35	—	—	7	8.23
Total Responses	12		58		15		85	

END