

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

NCJRS

JUL 18 1978

ACQUISITIONS

VOLUNTEERS' EVALUATION OF PLACEMENT

48947

ROSALIND COLE, ADMINISTRATOR
CORRECTIONS VOLUNTEER SERVICES PROGRAM
MAY 1978

VOLUNTEERS' EVALUATION OF PLACEMENT

I. INTRODUCTION

A. Purposes of the Evaluation

1. To provide volunteers an opportunity to express opinions of their placement.
2. To ascertain the extent to which supervisors have been attending to their agreements with the volunteers.
3. To delineate the areas in which staff needs orientation and training to work with volunteers.
4. To provide a basis for identification of subjects that should be covered in the Volunteer and Staff Handbooks.
5. To provide a basis for delineation of areas to be addressed in preparation of policies and procedures.

B. Evaluation Staff

1. Six volunteers were recruited by VolinCor to conduct the evaluation interviews. (see Appendix 1)
2. Branch Volunteer Coordinators were invited to join the Evaluation Team at the planning meeting for the evaluation on December 27, 1977.

C. Instrument

The 10-question evaluation form (see Appendix 2) was designed by Donald Kuriki, VolinCor Volunteer Administrative Assistant.

D. Sample

1. All corrections volunteers on Oahu, with the exception of the religion volunteers at Hawaii State Prison (who are recruited, trained, and supervised by Good News Mission Chaplain Rick Bartosik), were asked to participate in the evaluation.
2. There was a 36.2% response with 51 volunteers for Hawaii State Prison (HSP), Maluhia Women's Residence (MWR), and Hawaii Youth Correctional Facility (HYCF) completing evaluations.

II. METHOD

A. Communication

1. At the January 1978 Branch Administrators' Meeting, Branch Administrators were notified of the impending evaluation and invited to suggest revisions in the forms and procedures.

2. In February, a memorandum was sent to all Branch Administrators regarding the evaluations and restating the procedures. (see Appendix 3)

B. Procedure

1. During the month of February 1978, the Evaluation Team sent letters to the volunteers asking them to participate in the evaluation. (see Appendix 4)
2. Team members followed up the letters within one week by telephoning the volunteers.
3. Most of the interviews were conducted on the telephone; a few were completed in person.
4. Those who could not be reached by telephone were not interviewed.

III. RESULTS (see Appendix 5)

A. Positive

1. The general tendency of the responses is positive. The most consistently positive responses (all over 75%) in all three branches were in answer to questions 4 and 7 which deal with ability to communicate with the supervisor and cooperative teamwork.
2. Other areas with consistent positive responses (over 50%) were questions 1, 5, 6, 8 and 9 which relate to provision of orientation, good use of time and skills, supervisors' comprehension of problems, solicitation of opinion, and demonstration of appreciation.

B. Negative

1. The negative pattern was not so clearly distributed as the positive. Negative responses for all three branches were highest, with 37.3% noting a lack of clear and complete job description. More than half of the MWR volunteers responded negatively to this item.
2. A second area of negative response related to opportunities for advancement, with 50% of the MWR and one-third of the total volunteers saying nay.

C. Respondents' Comments (see Appendix 6)

1. Forty-five volunteers gave 53 responses to the request for comments.
 - a. 30% stated that they found their work personally gratifying.
 - b. 20% were unclear or expressed negative feelings about the facility programs, security requirements, or role of staff.
 - c. 17% stated that a greater variety of volunteer-directed activities are needed.

IV. CONCLUSIONS

In general, it would appear that supervisors have been attending to their agreements with the volunteers at HYCF, HSP, and MWR. At least in the areas of rapport and actual work the majority of the responses are positive.

Areas with room for improvement include management activities such as preparation of job descriptions, staff development, and participatory decision-making.

Therefore, training for staff will be developed with emphasis on providing opportunities to practice these management skills.

The Staff Handbook as well as policies and procedures will also stress these areas.

INTERNAL

Suspense

COMMUNICATION FORM

DEPARTMENT OF SOCIAL SERVICES AND HOUSING

Subject: Volunteers' Evaluation of Placement

Originator: R. Cole/2549

To: All BAs and Branch Liaison Volunteer Coordinators

From: CVSA

Date: 1/19/78

Memo No. 1

Attached is a list of names of the volunteers who are interviewing branch volunteers for the Evaluation of Placement. They will try to conduct all interviews by telephone. If unable to reach a volunteer at his home or place of business, they will call the Branch during that volunteer's usual working hours.

We hope that no interviewing will need to be done at the Branch.

Thank you for your courtesy and cooperation.

Rosalind Cole
Coordinator

CD:CVSA:RC:rp

Att.

EVALUATION TEAM

Volunteers' Evaluation of Placement

The following persons comprised the Evaluation Team and were responsible for interviewing the volunteers at the branches and units indicated.

- | | |
|----------------|---|
| Alyson Yamada | 1. Hookipa Cottage, Hawaii Youth Correctional Facility |
| | 2. Boys' Group Home |
| Don Kegler | 1. Olomana Cottage, Hawaii Youth Correctional Facility |
| Myrna Sonson | 1. Kaala Cottage, Hawaii Youth Correctional Facility |
| | 2. Juvenile Parole, Hawaii Youth Correctional Facility |
| | 3. Unspecified, Hawaii Youth Correctional Facility |
| Malka Strachan | 1. Hawaii State Prison |
| Nancy Hugus | 1. Maluhia Women's Residence |
| Don Kuriki | 1. Administrative and other Services, Hawaii Youth
Correctional Facility |

VOLUNTEERS' EVALUATION OF PLACEMENT
APPENDIX 2

Name: _____ Date: _____

Branch/Unit: _____ Supervisor's Name _____

How long have you been a volunteer here? _____

1. Has your supervisor at your present branch provided all the essential orientations to the policies, people and program?

____ yes ____ no Comments:

2. Has your supervisor provided opportunities for you to grow and advance to a more responsible volunteer position?

____ yes ____ no Comments:

3. Have you and your supervisor agreed to a clear and complete job description?

____ yes ____ no Comments:

4. Do you feel free to talk to your immediate staff supervisor about your job?

____ yes ____ no Comments:

5. Do you feel the supervisor utilizes your skills and time to the best advantage?

____ yes ____ no Comments:

6. Does your supervisor comprehend the problems you face as a volunteer?

____ yes ____ no Comments:

7. Is there cooperative team work between staff and volunteers?

____ yes ____ no Comments:

8. Has your supervisor ever asked for your honest opinion and constructive suggestions in any matter?

____ yes ____ no Comments:

9. Does the staff recognize and demonstrate appreciation for your work?

____ yes ____ no Comments:

10. Additional comments pertaining to the quality of your volunteer placement:

INTERNAL
COMMUNICATION FORM

Suspense

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.

Atts.

Division Administrator

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

cc: Branch Volunteer Coordinators



TELEPHONE
548-2549

STATE OF HAWAII
DEPARTMENT OF SOCIAL SERVICES AND HOUSING
CORRECTIONS DIVISION

MICHAEL KAKESAKO
ADMINISTRATOR

VOLINCOR
Corrections Volunteer Services
P.O. Box 339
Honolulu, Hawaii 96809

ROSALIND COLE
COORDINATOR

January 4, 1978

APPENDIX 4

As you know, Chaplain Wakai has retired and there is no one to carry his work forward. I will miss him and I know that you will, too.

Before Mas left, he gave me an up-to-date list of volunteers and your name as a Coordinator for your Church. Someday soon I would like to meet with you, and also perhaps with the volunteers you have been bringing to the Youth Facility, that we may discuss ways to assure continuity of service and to expand programs if possible.

Right now, I have a favor to ask. VolinCor will be conducting several kinds of evaluations within the next two months. Since you are your groups' leader, it would be helpful if you would participate in the evaluation first and then tell your volunteers what to expect.

The Evaluation Team will meet at my office Monday evening, 1/9/78, to make the initial calls. If you cannot be reached by telephone, one of us will try to see you at the Youth Facility. The interview need take no more than ten minutes.

The letter enclosed will be sent to all of the 120 or so volunteers serving the Corrections Division.

If you have any comments or questions about the evaluation, or anything else pertaining to VolinCor, please call me at 548-2549.

Your dedicated service to the Youth Facility is appreciated and I am grateful for your assistance in this matter.

Sincerely,

Rosalind Cole
Coordinator

Enclosure





TELEPHONE
548-2549

STATE OF HAWAII
DEPARTMENT OF SOCIAL SERVICES AND HOUSING
CORRECTIONS DIVISION

MICHAEL KAKESAKO
ADMINISTRATOR

VOLINCOR
Corrections Volunteer Services
P.O. Box 339
Honolulu, Hawaii 96809

ROSALIND COLE
COORDINATOR

APPENDIX 4

The Corrections Volunteer Services Program, now known as VolinCor (Volunteers in Corrections), has just completed its first full year of operation. You are probably aware that VolinCor exists in order to: develop volunteer resources to aid staff by enhancing correctional programs; provide a bridge to the community for those who are incarcerated; train staff in effective use of volunteer services.

As a volunteer, your services are highly valued by the Corrections Division. Therefore, we need you to share your opinions and give us the benefit of your experience that we may improve volunteer service throughout the Division.

A volunteer will call you in a few days and ask you ten questions regarding your volunteer placement. If you cannot be reached by telephone, please expect a volunteer to contact you at your volunteer work station.

Information which you provide will be held in strict confidence.

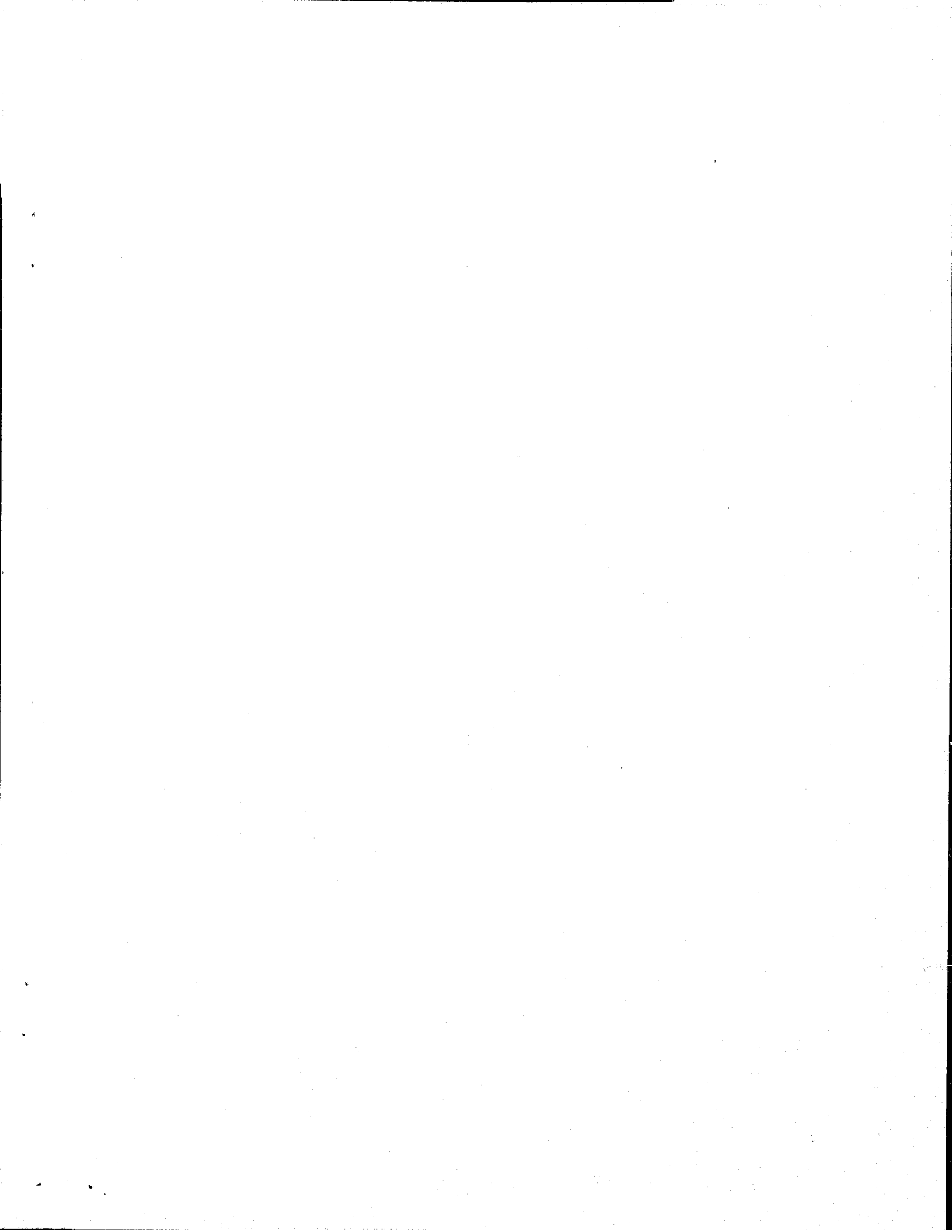
If you have any questions, or if there is anything you wish to discuss with me, I would be delighted to hear from you.

Aloha,

Rosalind Cole
Coordinator

CD:CVSP:RC:rp





DEPARTMENT OF SOCIAL SERVICES AND HOUSING
Corrections Division

VOLUNTEERS' EVALUATION OF PLACEMENT

QUESTIONS		Maluhia Women's Residence		Hawaii Youth Correctional Facility		Hawaii State Prison		Total	
		No.	%	No.	%	No.	%	No.	%
1. Has your supervisor at your present branch provided all the essential orientations to the policies, people, and program?	Yes	8	50.0	23	76.7	4	80.0	35	68.6
	No	8	50.0	4	13.3	1	20.0	13	25.5
	No Ans.	0	0.0	3	10.0	0	0.0	3	5.9
2. Has your supervisor provided opportunities for you to grow and advance to a more responsible volunteer position?	Yes	5	31.3	15	50.0	2	40.0	22	43.1
	No	8	50.0	7	23.3	2	40.0	17	33.3
	No Ans.	3	18.7	8	26.7	1	20.0	12	23.5
3. Have you and your supervisor agreed to a clear and complete job description?	Yes	5	31.3	18	60.0	1	20.0	24	47.0
	No	9	56.3	9	30.0	1	20.0	19	37.3
	No Ans.	2	12.5	3	10.0	3	60.0	8	15.7
4. Do you feel free to talk to your immediate staff supervisor about your job?	Yes	12	75.0	26	86.7	4	80.0	42	82.4
	No	4	25.0	1	3.3	0	0.0	5	9.8
	No Ans.	0	0.0	3	10.0	1	20.0	4	7.8
5. Do you feel the supervisor utilizes your skills and time to the best advantage?	Yes	10	62.5	25	83.3	3	60.0	38	74.5
	No	6	37.5	3	10.0	1	20.0	10	19.6
	No Ans.	0	0.0	2	6.7	1	20.0	3	5.9
6. Does your supervisor comprehend the problems you face as a volunteer?	Yes	10	62.5	26	86.7	4	80.0	40	78.4
	No	3	18.7	1	3.3	0	0.0	4	7.8
	No Ans.	3	18.7	3	10.0	1	20.0	7	13.7
7. Is there cooperative team work between staff and volunteers?	Yes	16	100.0	26	86.7	4	80.0	46	90.2
	No	0	0.0	2	6.7	0	0.0	2	3.9
	No Ans.	0	0.0	2	6.7	1	20.0	3	5.9
8. Has your supervisor ever asked for your honest opinion and constructive suggestions in any matter?	Yes	11	68.7	16	53.3	3	60.0	30	58.8
	No	5	31.3	10	33.3	0	0.0	15	29.4
	No Ans.	0	0.0	4	13.3	2	40.0	6	11.8
9. Does the staff recognize and demonstrate appreciation for your work?	Yes	14	87.5	26	86.7	3	60.0	43	84.3
	No	1	6.25	0	0.0	0	0.0	1	2.0
	No Ans.	1	6.25	4	13.3	2	40.0	7	13.7
TOTAL RESPONDING		16		30		5		51	
TOTAL VOLUNTEERS (at each facility)		19		89		33		141	
PERCENTAGE OF TOTAL VOLUNTEERS RESPONDING			84.2%		33.7%		15.2%		36.2%

APPENDIX 6

Question #10

Additional comments pertaining to the quality of your volunteer placement, 45 respondents commented, some providing more than one statement. The following statements are categories of responses to the question.

1. Personnaly gratifying	16
2. Questions program or security requiremets or role of staff	11
3. Greater variety of volunteer-directed activities needed	9
4. Feels need for supervision or guidance	6
5. Facility conditions not conducive to learning and teaching	3
6. Good relationship with supervisor	2
7. Financial resources for programs inadequate	2
8. Looking forward to new facility	1
9. Location inconvenient	1
10. Personal goals not attained	1
11. Experience has influenced career choice (law School)	<u>1</u>
 TOTAL	 <u>53</u>



END