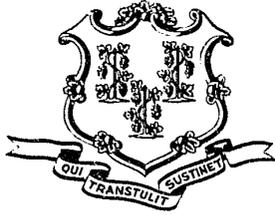


OFFICE OF ADULT PROBATION



STATE OF CONNECTICUT

58966

Handbook
unteer Programs

NCJRS

JUN 25 1979

ACQUISITIONS

INTRODUCTION

As a Volunteer in the Adult Probation Department, you will have an opportunity to make a significant contribution to the agency in terms of meeting its professional duties, as well as to grow personally from your experiences within the system.

Your participation in a Volunteer Program will be facilitated through a thorough understanding of the contents of this handbook, which contains pertinent information on this department and all operational volunteer programs.

Good luck and thanks.

VOLUNTEERS IN PROBATION



The Department of Adult Probation would like to welcome you as a community volunteer and wants you to know that we sincerely appreciate your interest in probation and the contributions you will make to our PROBATION PROGRAM.

The professional in the field of criminal justice can only go so far in the treatment of crime and delinquency without the necessary ingredient of community involvement. Through the interest of people like you from the communities of the state, we know that the criminal justice system can become most responsible to the needs of the public. Volunteers working with probation officers in our Volunteer In Probation Program are helping probationers to reconstruct their lives and adjust to their different life situations. It is a contribution that is vital to the success of our approach to dealing with probation clientele. Your involvement in the court process as a Volunteer In Court enables line officers to concentrate on case work supervision and investigation, their primary duties. Your contributions as a volunteer in the Volunteer Assistance Program have proven to be most helpful to agency secretarial personnel throughout our 21 field offices.

I hope that you, as an agency volunteer, will gain real satisfaction from your contacts within the agency and from your participation in this community program.

TERRY S. CAPSHAW
Director, Adult Probation

As Supervisor of Volunteer Services for the Adult Probation Department, I want to welcome you to the agency as a volunteer.

Since 1970, Volunteers in Adult Probation has grown significantly with a variety of programs operational in all 21 field offices presently. The agency is fortunate to have over 400 concerned volunteers actively involved in our programs, and I want you to know that staff and I have a primary concern that your introduction to the probation process and your volunteer work will be both orderly and productive.



I am pleased that you have decided to accept the challenge to work as a volunteer in this agency. I believe that your affiliation, whether it be as a Volunteer In Probation, a Volunteer In Court or as a Volunteer in the Assistance Program, will be most interesting and, at the same time, most beneficial to our clientele and to the agency. Best of luck.

MICHAEL L. ROEDER
Supervisor, Volunteer Programs

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ABOUT THE AGENCY

The Department of Adult Probation was created by an act of the Connecticut Legislature in 1955. On February 23, 1956, the Department formally began operations, utilizing 43 officers who had an average of five years experience in the field of probation. Presently, 150 line officers work in 21 field offices statewide, supervising some 17,000 probationers in 28 state criminal courts.

Organizationally, the state is divided into four districts, each administered by a District Supervisor. The larger field offices in each district are managed by a Chief Probation Officer. Smaller offices have Deputy Chief Probation Officers. Overseeing the department's daily operations are a Director and a Deputy Director. They are assisted by an Administrative staff consisting of a Personnel Manager, an Administrative Assistant in charge of Training, a Supervisor of Planning and Research, a Supervisor of Volunteer Services, a Caseload Classification Coordinator, a Business Manager, and a complete computer operation section, a recent addition to administrative staff.

The probation process developed as a positive alternative to incarceration of offenders. The criminal justice system, which Adult Probation is an integral part, has the responsibility to effectively deal with the enforcement of the criminal statutes and to service those individuals who come into contact with the system.

The Department's responsibilities are varied and include the supervision, counseling and referral of persons placed on probation through the process of adjudication in the Courts. In addition, probation officers complete thousands of Court ordered investigations — pre-sentence and post-sentence reports — annually.

The agency utilizes experienced officers in specialized units to deal with Youthful Offenders, drug addicts and the unemployed. Other probation personnel work in drug screening and pre-trial diversion. A Pilot Probation Specialized Services Project enables agency personnel to purchase community services — food, housing, treatment — for its clientele in emergency situations.

A new system of caseload management, Differential Caseload Management by Objective (DCMBO) has been implemented by the agency to assist officers in case processing.

All of the functions mentioned above are primarily geared to service probationers with the ultimate objective of directing them permanently out of the criminal justice system.

Volunteers have come to play an important role in the probation operation in Connecticut. The volunteer movement began in the agency's New Haven office in 1970. In September, 1971, the Department was awarded a federal grant to sponsor a Volunteer Program consisting of two components: A Volunteer in Court (VIC) and a Volunteer in Probation (VIP) program. Starting with four volunteers that year, the agency presently benefits from the hard work of 500+ volunteers and interns in 21 field offices. In fiscal year 1978, volunteers contributed 52,000 hours to the agency which represents a service value in excess of \$425,000. Volunteers are utilized in four program categories:

Volunteers in Probation (VIP): A program where volunteers work in a one-to-one relationship with selected probationers.

Volunteers in Court (VIC): A program where volunteers work in the State's 28 courts, replacing and/or assisting the probation officer in court.

Volunteers Assistance Program (VAP): A program where volunteers assist department secretarial staff in the performance of their duties.

Probation Intern Program (PIP): A program where college seniors majoring in a related field, work with professional staff for one or two semesters, supervising cases, conducting investigations and assisting in Court.

The concept of probation staff and volunteers working together has proven to be most successful over the past several years. Volunteer programs have matured to the point where they are considered to be an important part of the agency's daily operations. To assure a smooth day to day administration of volunteer programs in Adult Probation, a staff of seven coordinators, strategically placed in agency field offices throughout the state, administer volunteer programs in their area of responsibility, working in close cooperation with Chief Probation Officers and line staff. Additional information on the locations of these area coordinators is contained elsewhere in this handbook.

Section I

Volunteers in Probation



VOLUNTEERS IN PROBATION (VIP)

PREFACE

The information contained herein is intended to serve as a practical guide for all persons who volunteer to work with a probationer. This section of the handbook does not attempt to provide specific answers to all questions which may arise as you work on a one-to-one basis with a probationer. Rather, it is intended to give you the necessary background upon which a successful and satisfying relationship can be built.

Each person is a mixture of strength and weakness, good qualities and bad. Most people, because of innate abilities, strong family ties and/or disciplined lives, never come into contact with the criminal justice system. Others, perhaps less endowed with personal and family resources, do break the mores and laws of our society and thus become involved ultimately with the Adult Probation Department. The Volunteer in Probation Program (VIP) uses the powerful wedge of citizen concern to help such people separate themselves from past failures and become productive citizens. Your time and your talents are needed to make this program effective.

JOB DESCRIPTION

TITLE	Volunteer in Probation
SUPERVISOR	Coordinator of Volunteers and assigned Probation Officer
PURPOSE	To assist the Connecticut Department of Adult Probation in the supervision of probationers.
TIME COMMITMENT	Length of probation period usually 9-12 months, meeting at least once weekly.
QUALIFICATIONS	Preferably over eighteen years old, mature, stable, concerned about the welfare of others, and a good adult model. Willingness to attend training sessions, meetings, submit reports.
TRAINING	Volunteers must attend the assigned training session. Volunteers are also advised to attend in-service training sessions.
MAJOR RESPONSIBILITIES	The volunteer must meet weekly with the probationer and submit monthly reports on progress. The volunteer must also meet with the probation officer at assigned time. Counseling is a major component of this program.

THE PROBATIONER

Who is the probationer?

The probationer is, in most ways, indistinguishable from the "man on the street." He is unique only in that he has been convicted of a crime. In the Adult Probation Department, State of Connecticut, he is likely to be between the ages of 17 and 35. He is likely to be unskilled, a high school drop out, but inclined to be unrealistic regarding his future. He is the last to be hired and the first to be laid off the job. He marries young and his marriage has less chance of success than that of his counterparts. He changes residence quite frequently and when he moves he leaves more bills unpaid than his counterparts.

He is more inclined to be suspicious of others' motives than is the average individual and he tends to project blame for his failures on others. In many cases, his unhappy experiences with those in authority from childhood on have left him resentful of anything having the aura of authority; yet, he respects and responds to directness. He is not above manipulation in his dealings with persons who can be useful to him. He has difficulty in forming close and lasting relationships with others and he is much more impressed with actions than with words.

Nevertheless, he has the same need for love, security and for happiness that we all have and he is prey to the same fears and worries that plague all of us. He has claim to dignity and is capable of change if he can be motivated to desire it and to work for it.

THE COURT PROCESS

A person may enter the criminal justice system if he is arrested while committing a criminal act or he may be arrested at a later date when a warrant for his arrest is issued. After investigation of a crime, if the police agent wishes to arrest a person who he believes has committed a crime, the officer must make out an affidavit specifying that a crime was committed and why he feels that this particular person committed the crime. The affidavit is submitted to a judge who signs a warrant for the person's arrest if he agrees with the officer's position. The affidavit is also signed by a State's prosecuting attorney before it can be legally served.

Armed with the legal basis for an arrest, the warrant, police then proceed to locate and arrest the individual expeditiously. A person arrested is presented before a judge as soon as possible, usually the next morning. This process is called "the Arraignment." At the Arraignment, the offender is advised of his constitutional rights and the matter of bond, his representa-

tion by legal counsel, and a continuance date are discussed. In today's court process most accused persons are allowed to leave court under a written promise to appear or minimal bond. A person accused of a crime may ask for the services of a public defender or he may request a continuance date to retain his own attorney.

In any case, ultimately, the next step in the system is for the defense attorney to discuss the case with the prosecutor. During these discussions, commonly called plea bargaining, the defense attorney is trying to determine what kind of case the State has against his client while at the same time considering the strength of his client's situation.

The defense attorney then discusses with his client, the next course of action. Eventually, the accused will enter a plea of guilty or not guilty to the charges. For our purpose, here, let us assume that the defendant decides to plead guilty.

The defendant appears before the judge and indicates his desire to plead guilty. The judge will question the defendant as to his culpability and awareness of the penalties he may face. If a guilty plea is accepted by the Court, the judge may order the Probation Department to do a pre-sentence investigation before sentencing. The pre-sentence investigation is a social and criminal history of an individual from the time he is born to the present. The investigation is a detailed study of an individual in order to provide the judge with as much information as possible about the defendant.

This report is the main tool the judge has to use to help him decide what kind of sentence he will impose. At the time of sentencing, the State prosecutor will advocate for the State while the defense attorney gives sole representation for his client. The pre-sentence investigation report presents an unbiased view of the defendant and thus helps the judge decide the appropriate sentence.

In most instances, the Court has the option of disposing of a case in one of five ways:

FINE

IMPRISONMENT

FINE AND IMPRISONMENT

SUSPENDED SENTENCE WITHOUT PROBATION

SUSPENDED SENTENCE WITH PROBATION

It is the fifth alternative that will be used for the persons with whom you are dealing.

THE PROBATION PROCESS

The standard Probation and Parole Act (1955) defines probation as follows:

"Probation is a procedure under which a defendant, found guilty of a crime upon verdict or plea, is released by the Court, without imprisonment, subject to conditions imposed by the Court and subject to the supervision of the Probation Officer."

In other words, probation is a reasonable alternative to incarceration. When a person is placed on probation, he is given a specific sentence to a jail or prison but not usually confined. Instead, he is placed under the supervision of a Probation Officer whose responsibility is to see that the probationer abides by the conditions imposed on him by the Court. It is made clear to the probationer that, should he violate any of the conditions of his probation, the sentence which was suspended can be imposed through the Court process. In some instances, a judge may feel that some punishment is due the offender and he may sentence that offender, for example, to a year in jail, suspended after six months, and then place him on probation. Thus, a person can be placed on probation right at the time of sentencing or he can be placed on probation after having served a part of the sentence.

The net effect of probation is to give an individual a "second chance." It is the concept of another chance that is the very heart of the probation process. Probation also has a dual purpose. The punitive side is suspended sentence "hanging over the person's head," coupled with any conditions or restrictions the judge may impose. The positive side is the possibility of rehabilitation in the normal community setting where there is access to the resources that might lead to constructive change and ultimately a useful life.

It is this aspect in which the volunteer becomes involved. Any given probation officer in the State of Connecticut is supervising between 110 and 150 cases which have been assigned to him/her. It is difficult for the officer to give the individual attention to each probationer which is often necessary. A partial solution, which seems to have some chance of success, is a partnership between the probation officer and the volunteer and the probationer. The probation officer is the authority figure and the link between the probationer and the Court. The volunteer supplies the interest and attention so vital to the rehabilitative process, which the probation officer would like to give but often cannot. Thus, the volunteer adds an extra dimension to the work of the probation officer.

Suffice it to say that a probation officer's main goal is to supervise the

probationer in conformity with the conditions of probation which the probationer has signed and is aware of. The probation officer's role is a difficult one because he does represent an authority figure, the individual who can present the probationer in Court as a violator should the individual violate any of the conditions of probation. The probation process, then, is really a series of interactions between the probationer and the probation officer which hopefully brings about positive results. Even if a probationer is arrested for violation, he has all the legal rights to a hearing before the Court, with representation by counsel, before a judge makes a definitive decision as to whether or not the probation has in fact been violated. Should an individual on probation be found in violation of the conditions of his probation, he in effect faces the full length or part of the suspended sentence he received when placed on probation by the Court.

The volunteer who agrees to work on a one to one basis with an offender has a real opportunity to help the probation officer supervise and counsel that individual, hopefully, out of the criminal justice process all together.

THE VOLUNTEER'S ROLE

In order to be effective, the Volunteer must familiarize himself with his role, the means for establishing a meaningful relationship with a probationer, and the limitations of the assignment. The Volunteer is basically asked to establish and maintain a "friendship." But friendship is an empty word unless it takes concrete shape. It is assumed that the Volunteer is not seeking to serve his/her own needs in the course of the relationship, but is attempting at all times to determine the points at which the probationer has genuine needs.

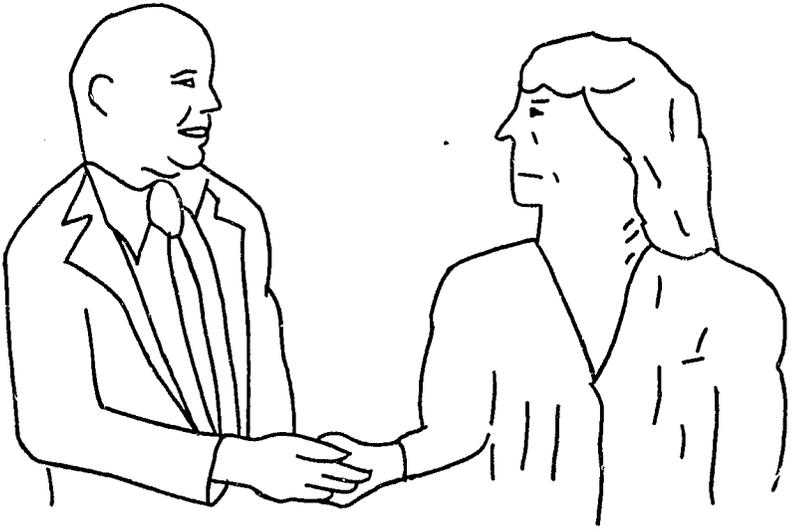
The following are legitimate ways in which the Volunteer can act:

CONFIDANT:

Most offenders desperately need people in whom they can confide, especially someone who has no angle and whose concern arises out of basic humanity. No one can exist for long without such relationships of mutual trust, and the probationer is usually lacking in that respect.

COUNSELOR:

Volunteers are not expected to be professional counselors. However, a Volunteer can attempt to understand the offender's point of view and to help him to find problem areas. At appropriate times, a Volunteer can help a probationer honestly and objectively appraise situations the probationer may find himself in.



FRAME OF REFERENCE:

The Volunteer represents the "square" community, the "establishment," whether he wants to or not. And, whether he admits it or not, the probationer usually harbors a desire to be part of that community. It stands for everything he lacks — freedom, dignity, security, a satisfying job, and the love and respect of his peers. The Volunteer can often demonstrate how a member of the "square" community faces crises and what his values are. Hopefully, at some point, the probationer may take over some of that pattern and incorporate it into his own lifestyle.

PROBLEM SOLVER:

Occasionally, a situation may arise in which the probationer is either helpless or hapless. This might involve finding a job, contacting a community agency for help or giving transportation. If the Volunteer can meet the need and feels it might be a useful contribution to the probationer's own development, the Volunteer is encouraged to explore the possibility. Any reasonable request for service can probably be met.

On the other hand, no personal relationship can be built on the basis of one-sided giving. Gifts at Christmas and on birthdays might be appropriate but requests for money or the service of an attorney, as examples, should be denied. Any unusual or major requests should be brought to the attention of the probation officer also involved in the case.

SPECIFIC RESPONSIBILITIES

In order for the Volunteer to be most effective, and for everyone involved with the probationer to be informed as to the direction of a case, there are certain basic responsibilities which the Volunteer contracts to do when accepted into the program:

Keep in contact with your probationer at least once a week.

Keep the Probation Department informed regarding your contacts, either by phone or by submitting timely reports. A key person in this process is the area coordinator who will maintain contact with the Volunteer on a regular basis as well. More importantly, the Volunteer should not feel apprehensive about calling the probation officer on a regular basis to keep him/her posted on any developments in the case.

All written reports that are sent to the coordinator are automatically referred to the probation officer for his information and for inclusion in the officer's offender file.

Attend scheduled training sessions.

Know your job, your goals and your role in relation to the probationer, the probation officer and the area coordinator.

Be prepared to fulfill your volunteer commitment. In this particular program, the commitment coincides with the offender's length of probation, which may be a minimum of six months or a maximum of two years.

BUILDING THE RELATIONSHIP

There are no definite rules which guarantee a satisfactory relationship. However, there are certain guidelines which will be helpful to you as you work with a young offender.

KEEP IN CONTACT.

Be prepared to invest some time with your probationer. Occasional contacts are unlikely to build the kind of relationship which is essential. Therefore, we recommend at least one visit a week along with phone calls. As the relationship grows, this can be more flexible, but the goals you are trying to achieve can only be reached by steady contact over a period of time.

BE PATIENT.

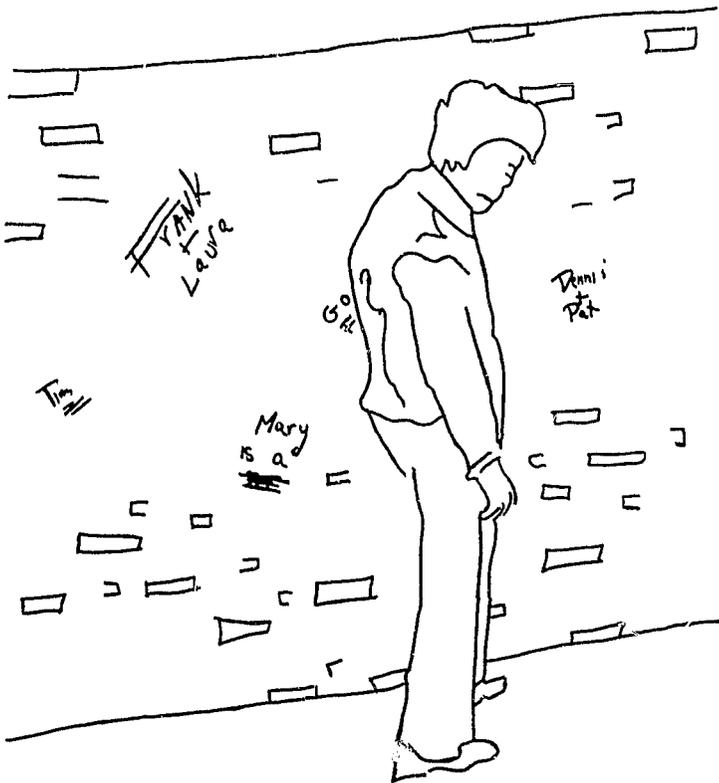
Do not expect miracles overnight. When things have been going wrong for years with a probationer, they do not get corrected in a few weeks, months, or even years. Indeed, the positive impact of your work may not have decisive effect until long after you have stopped working with a probationer. It takes time. Even when slow progress is visible, there may be frequent setbacks.

BE PREPARED FOR SETBACKS.

You may be disappointed at times and feel that your efforts have been wasted, but do not vent frustration and anger on the probationer. It is a very easy trap to fall into without being aware of it. Although we all like to achieve success, please remember that a probationer does not owe it to the volunteer, he owes it only to himself.

GIVE ATTENTION AND AFFECTION.

The probationer you are working with may never have known real sustained attention and affection, and (at least at first) he may not know how to handle it in a normal way. He may tend to just take without giving in return. Do not expect the probationer or his family to come out and thank you for your interest and effort. Even if the probationer feels it, he may not know how to express and communicate the feeling, or he may be embarrassed by it. In fact, puzzled by what your role is and angry at being on probation, he may frequently focus his resentment on you. This may be hard for you to take when you are only trying to help. In the long run, your work is probably appreciated more than you will ever know.



BE PREPARED TO LISTEN AND UNDERSTAND WHAT YOUR PROBATIONER SAYS.

Maybe it is easier for you to do most of the talking, even to preach, but chances are, the probationer has had plenty of this before and has not responded to it positively. What he very likely has not had is an adult who will hear him out and really listen to what he has to say. What the probationer has to say may shock you in his differences from your own set of values and standards. Try, therefore, to think of it objectively in terms of its causes without either judging or condoning. One of the probationer's important problems is communication with other people, not because they haven't talked to him but because they haven't listened to him adequately. Too much talk on your part is more likely to break communication than bring it about.

BE A DISCERNING LISTENER.

Listening does not mean you have to believe everything you hear. Some probationers are very skilled at manipulating and come to believe stretching the facts a bit is an effective lifestyle. Much of this will be just letting off steam, getting things off one's chest so to speak, and within limits, is a good thing. Still, do not be naive or all believing. Check facts whenever you can, see how well what the probationer tells you accords with reality. When it does not, it is frequently good to let him know you know this, kindly, firmly. As he comes to know you, expect accuracy. The probationer may get into the habit of producing it more often and very likely he will respect you all the more because you expect it.

DO NOT PREJUDGE, PARTICULARLY AT FIRST.

Keep an open mind on the probationer, especially at first when you are getting to know him. Avoid forming fixed and premature opinions, until you have done a lot of discerning listening and gathered all the background information you can.

RESPECT CONFIDENTIALITY COMPLETELY.

Whatever you know about a probationer is, under no circumstances, to be revealed to or discussed with anyone but a person authorized by the Court to receive this information. Not even the fact that he is an offender should be disclosed. This is a must! Breaches of trust like this are not only highly unethical, they are the surest way to destroy a relationship with a probationer, if discovered, as they frequently are. As a related point — respecting the privacy of the probationer — be cautious about asking probing questions especially early in the relationship. The response may be one of resentment, until such time as the relationship can support discussion of personal matters. Nor would you assume the probationer wants to hear you discuss your personal life. Quite frequently, the

probationer himself, once he has gained confidence in you, will bring forth personal problems. In fact, probing is seldom, if ever, necessary.

REPORT VIOLATIONS.

Confidentiality does not include keeping known violations a secret from the probation officer in charge of the referral or from the volunteer coordinator. However easy and nice it may seem to do, in the long run, sweeping such things under the rug does the probationer a disservice. He will continue to think he can always get away with it, and you, by *sacrificing everything to win his relationship, will end up by losing his respect.* You become a "tool" he can do anything with. Report all violations promptly. Whenever you have any doubt as to what your responsibilities are in a particular situation, check with the probation officer. In discussing with the probationer any kind of behavior, be honest and firm when you disapprove. This is not inconsistent with being supportive and friendly. After all, if you do not stand for something in his eyes, *there are very few others who will.*

DO NOT RUSH THE RELATIONSHIP.

Take your time in building the relationship. Once you feel it has developed, you can encourage the probationer to think about himself, his actions, and his goals. From that knowledge you can plan together more *constructive activities from which he will gain self-respect and success.* Many probationers have previously done little, if any, careful thinking about themselves or planning for their own future in any meaningful way. They almost seem to run away from self-awareness and improvement.

KNOW YOUR JOB.

Be sure you understand your particular role as a volunteer before beginning work. In every case it will be necessary for you to discuss the probationer with the probation officer or the coordinator before your first contact and to think about goals. In general, your volunteer initiatives are encouraged, but do not expand your role, even unofficially, until you consult with the probation officer or the coordinator.

WHAT DO YOU NEED TO KNOW ABOUT THE PROBATIONER?

In general, the more you know about the probationer, the better you will be able to help. Knowing something of his family background, his educational level, his job skills, or lack thereof, as well as the immediate problem means accepting him where he is. He will not expect either too little or too much of him and will be able, together with the probation officer, to set realistic goals. It is essential that you have some knowledge of the probation process. It is also useful to familiarize yourself with community resources, particularly for job training. You should be aware of the fact that an agency resource manual broken down by probation district is available to you through the volunteer coordinator.

AVOID BEING CAUGHT IN THE MIDDLE.

You can help the probationer to see his world as it really is, but be careful not to get "caught" between the probationer and his family or anyone else. Sometimes the probationer might try to get you to "take sides" in a difference of an opinion. You might be tempted to do this in order to be liked by the probationer. You have to be careful that you are building a relationship that is based on respect not manipulation.

ALWAYS MEAN WHAT YOU SAY AND BE CONSISTENT.

Never make a promise or a proposal unless you have thought it through first, and you are fully prepared to back it up. Your probationer will test you, "call your bluff," and see if you will consistently deliver his promise either as a reward or in backing up the limits you have set. All this is an important part of his learning to trust you. Do not let the probationer down even in apparently small things, i.e. showing up for an appointment and being on time. These things show that you care.

REMEMBER THAT YOU ARE A MODEL.

It is important that you become, in your own behavior, a good model for the probationer. Also, it is important to remember you are working within the framework of the Probation Department. You are, in effect, a representative of this agency. So, your conduct in the community can reflect on the entire department.

BE YOURSELF.

Only by really being yourself can you earn the respect of the offender you're working with. You volunteered because you care about the probationer, not because you never made any mistakes. You have encountered and solved some of Life's common problems successfully. Regardless of your age, experience, educational level, or professional experience, you can extend the priceless gift of friendship, warmth, and human understanding to those who are having some difficulty in adjusting to their personal situation.

FORMS

In the interest of minimizing the bureaucratic activities a volunteer must encounter, this agency has developed one, specific form which is utilized by the volunteers to report on the match. Of course, phone calls and personal visits to the P.O. or the coordinator are encouraged whenever possible. In the same sense, probation officers and coordinators are encouraged to keep in touch with all volunteers.

The Volunteer In Probation Monthly Report (form 1-2), must be submitted to the Coordinator each month. A copy of this form is then forwarded to the referring probation officer for his information and for the office file.

Because all volunteers are unable to see or call the probation officer or the coordinator regularly, it is imperative that this report form be submitted each month.

The form is self-explanatory. Additional copies may be requested from your coordinator.

**STATE OF CONNECTICUT
DEPARTMENT OF ADULT PROBATION**

Terry S. Capshaw, Director

Probationer _____

Probation Officer _____

Number of Contacts _____

Type of Contact (Number) _____

Personal _____ Phone _____ Other _____

Total Time Spent _____

Summary of Contacts _____

Problem Areas Not Previously Noted _____

VIP Signature _____

Volunteers In Probation
Monthly Report
(Form 1-2)

TRAINING

Volunteers in Probation, upon acceptance into the program, receive a one day orientation session at the Connecticut Criminal Justice Academy in Haddam, Connecticut whenever possible. These sessions are held throughout the year and begin at 9:00 a.m. and end at 4:00 p.m., always on Saturday.



Each of the seven agency area coordinators holds four local in-service training sessions a year — in October, February, May, and August — for its Volunteers In Probation. These sessions are held from 7:00 p.m.-11:00 p.m. on selected week nights and are designed to give volunteers an opportunity to come together to discuss their matches and to exchange ideas. Also, coordinators will often schedule guest speakers to talk on areas of interest pertinent to the interaction process between the volunteer and the probationer. When an interested volunteer is unable to attend the Saturday orientation session, coordinators conduct localized in-service training to assure that the volunteer is acclimated to the agency and to the volunteer role properly.

Once accepted into the program, volunteers may enroll in non-credit courses to increase skills. (See benefits section of the handbook for details).

Section II

Volunteers in Court



VOLUNTEERS IN COURT

PREFACE

This section of the handbook is designed to familiarize Volunteers with the forms and terminology utilized in the criminal courts of the State of Connecticut.

A thorough review of the contents in this section of the handbook will facilitate the Volunteer's understanding of the court process as it relates to the important and particular role of the Probation Department.

JOB DESCRIPTION

TITLE:	Volunteer in Court
SUPERVISOR:	Volunteer Coordinator
PURPOSE:	To relieve Probation Officers of extensive work in Court while offering Volunteers valuable exposure to the State's Criminal Justice System.
TIME COMMITMENT:	Approximately seven to eight hours weekly.
QUALIFICATION:	A desire to participate in court work and the ability to communicate effectively. The Volunteer must be able to conduct in-take interviews.
TRAINING:	On the job training in courtroom setting.
MAJOR RESPONSIBILITIES:	To perform all duties connected with Court such as in-take, checking the docket, and reading probationer's Conditions of Probation as well as answering questions concerning the Conditions of Probation and related matters.

COURT PROCESS

Volunteers in this program should refer to section I; "Court Process," pages 3 and 4 and to section IV; "Abbreviations & Terminology," pages 31 and 32 of this handbook.

It is important to note that Volunteers in Court will respond to his or her role as dictated by the method of operation in each court, since many courts process cases under varying conditions and time tables.

The office of Adult Probation is mandated to process those individuals placed on probation in a timely and efficient manner. For many years, Probation Officers handled this responsibility. In recent years, Volunteers have come to play an important, if not critical, role in assuming this responsibility in close cooperation with the Court and Probation personnel.

VOLUNTEERS' ROLE

Generally speaking, each court volunteer will perform the following common functions:

1. Attend the court session which usually begins at 10 a.m. each weekday morning.

- a. Make out appropriate referral forms for cases involving probation dispositions.
- b. Record court ordered probation decisions and other relevant court actions.
- c. Direct new probationers to the probation office for intake.
- d. Via the prosecutor, delay court proceedings to notify the probation officer of any cases involving probation revocation.
- e. Retrieve from court and prosecutor files - police and F.B.I. reports, court information - on any cases referred to the probation department.

2. Complete intake at the probation office.

- a. Interview the probationer using the information forms which are listed in this section of the handbook.
- b. Read the Conditions of Probation to the probationer and make sure all conditions are understood.
- c. Have the probationer sign the Conditions of Probation.
- d. Inform the probationer of the procedure for meeting the probation officer assigned to that particular case.

Court and intake procedures vary with each court. Your area coordinator and local probation staff maintain responsibility for making your adjustment to this position as comfortable and as complete as possible. In addition to the above procedures, you will find that there are several other intake forms which are used and which are described in this section of the handbook.

RESTRICTIONS

Volunteers in Court cannot assume the position of a probation officer in court or during intake. You are encouraged to call for assistance whenever necessary. Most importantly, file materials are confidential. No unauthorized persons may gain access to file material. Finally, volunteers may not challenge any decisions of the court (judge) relating to sentencing of individuals.

FORMS

A variety of agency forms are used during the in-take process. It is imperative that these forms be filled out accurately and legibly.

In this agency, in-take centers on four types of referrals from Court: Probation, Pre-sentence Investigation requests, application for Youthful Offender status and Accelerated Rehabilitation cases.

PROCESS FOR PROBATION IN-TAKE

1. Introduce yourself and give the client an idea of what to expect.
2. Completely fill out form P-100, face sheet.

SAMPLE
STATE OF CONNECTICUT
DEPARTMENT OF ADULT PROBATION

P-100

State No. 2-1-9999 Docket No. 94349

FACE SHEET

Probation Department	9th C.A.	Court	Submitted by	Probation Officer
	Middlesex	County	Date	Sept. 15, 1978

Court Name of Defendant Last, First, Middle	True Name Last, First, Middle	Alias or Nickname (None)
JONES, Arthur Edward	(Same)	(None)

Date of Birth:	6-6-42	Age:	36	Present Offense:	Poss. of Narcotics 19-481(a) 7 yrs./\$3,000
Place of Birth:	Meriden, CT	Statute and Penalty:			
Sex: Male	Ht: 5'10"	Wt: 175	Complexion:	Convicted by Plea <input checked="" type="checkbox"/> Jury	Court Confined: No
Race: Cau.	Eyes: Blue	Hair: Blonde	Build: Medium	Date of Arrest: 4-8-77	Bond: 5,000
Identifying Marks:	1" scar on forehead			Judge:	Arnold Grass
				State's Attorney:	James Brown
				Defense Attorney:	John Landson
				Co-Defendants:	None

Time in county: Life	State: Life	U.S.A. Life	Criminal Record:	Yes - See FBI report On probation - 1972
Nationality:	English/Irish			
Citizenship:	U.S.A.			
School Attainment:	16 - Corning University (1963)			
Occupation:	Real Estate Salesman			
Military Service:	U.S. Army - Honorable			
Social Security Number:	013-36-3137			
Present Address Defendant:	58 Stone Drive Meriden, CT - Phone 238-6231			

Address: Closest Relative:	Wife: Sharon Jones 16 Hill Avenue Meriden, CT 06117 Phone: 238-5155	DISPOSITION
		Date: 9-15-78
		Commitment: 1-3 e.s.
		Institution:
		Years:
		Probation: Years: 3 years
		Fine: None
		Restitution: None
		Family Support: None
		Special Condition: Enter Dartec immediately.

Marital Status:	Single
	Married: (2 children)
	Divorce: Separated: <input checked="" type="checkbox"/> Widowed:

- a. Complete each item - write clearly or print, whichever is most legible.
- b. Ask follow-up questions to any confusing answers.
- c. Please do not leave any blank spaces. Use N/A or the word none to indicate that the questions have been asked.

3. Complete form P-110, Conditions of Probation (3 copies).

P-110
(5/75)

SAMPLE
STATE OF CONNECTICUT
DEPARTMENT OF ADULT PROBATION
CONDITIONS OF PROBATION

STATE #: 2-1-9999

In accordance with the authority conferred by the State of Connecticut and in keeping with the requirements of the Connecticut General Statutes 54-10f; 53a-30, you Arthur Edward Jones have on this date 9-15-78 been placed on probation for a period of 3 years by the 9th Geographical Area Court, in Middlesex, Middletown, Connecticut. (Arnold Grass)
County, City, Town Judge

You are hereby advised that the court may at any time during the period of probation, modify or enlarge the conditions of your probation, and may extend the period of probation, as authorized by Sections 53a-29 and 53a-31. The court may also revoke your probation in accordance with 53a-32 for a violation of any of the conditions of your probation.

During this period you shall abide by the following conditions:

Do not violate any criminal law of the United States, this state or any other state.

Report as a Probation Officer directs and permit the officer to visit you as circumstances require.

Keep the officer informed of your whereabouts and give immediate notice of any change in address, employment.

Do not leave the State of Connecticut without permission

Agree to waive extradition from any state or territory.

Court Ordered/Special Conditions:

Enter Dartec House immediately.

I have read and the officer has reviewed the conditions of probation with me. I understand them and I shall abide by them.

9-15-78

Arthur E. Jones

Date

Probationer

Witness: Jane Doe, Volunteer

Howard Smith

Probation Officer

- a. Repeat and explain each condition to the client. (If primary language is Spanish, use the Spanish form with an interpreter if one is available).
- b. Be sure to include any "special conditions."
- c. Have client sign the Conditions of Probation.
- d. Have probation officer sign conditions. If probation officer is not available the volunteer will sign the Conditions as a witness and then date the form. When a probation officer has not signed, do not give one copy of the Conditions of Probation to the client. Otherwise, client does receive one copy of form P-110.

4. Complete form 2000, Application and Registration for Service subsidy form. (See coordinator on this document).

- a. This is an optional form which client may decline to sign.
- b. Client should be informed that the state receives Federal subsidies to assist low income persons when form is completed.
- c. If client agrees to answer questions, complete form.
- d. Have client, or guardian, if the client is under 18, sign the document.

5. Terminate Interview

- a. Answer any questions from client or family.
- b. Inform client of the procedure leading to the initial meeting with his assigned probation officer.

NOTE: In most Courts, certain documents from prosecutor and police files pertinent to the investigation or the probation are taken from the files for agency use. Your area coordinator will clarify how this procedure is accomplished.

PROCESS FOR THE PRE-SENTENCE INVESTIGATION INTERVIEW

1. Introduce yourself and give client an idea of what to expect.
2. Complete form P-100, Face Sheet.
3. Explain the importance of client cooperation in this upcoming investigation and client's responsibility to keep all appointments.
4. Give client appropriate unit chief's business card (See Area Coordinator for exact procedure).
5. Terminate interview.

NOTE: In most Courts, certain documents from prosecutor and police files pertinent to the investigation or the probation are taken from these files for agency use. Your area coordinator will clarify how this procedure is accomplished.

PROCESS FOR YOUTHFUL OFFENDER APPLICATION

1. Introduce yourself and give client an idea of what to expect.
2. Complete form P-128, Youthful Offender Proceedings.

SAMPLE

P-128

STATE OF CONNECTICUT

DEPARTMENT OF ADULT PROBATION

YOUTHFUL OFFENDER PROCEEDINGS

State No. <u>2-1-8765</u>	Docket No. <u>G.A. 14-36173</u>
NAME: Thomas Smith Address: 14 Hollow Wood Avon, CT 07316	Court 14 G.A. City/County: Hartford, CT Offense: Breach of Peace
DOB: 6-12-62	Statute: 53-174(a)
VFD By: Birth Certificate	Date of Offense: 7-8-78
POB: Hartford, CT	Elig. Inv. Ordered <u>8-4-78</u> Due <u>8-21-78</u>
Sex <u>M</u> Ht. <u>5'6"</u> Wt. <u>170</u> Complexion <u>Light</u>	P.O. <u>Carson</u> Completed _____
Race <u>Cauc.</u> Eyes <u>Bl.</u> Hair <u>Brn.</u> Build <u>Heavy</u>	Date to court <u>8-24-78</u>
Id Marks None	Eligibility: Denied _____ Granted <u>X</u>
Soc. Sec. # 031-76-9431	Plea: G <u>X</u> NG _____ TRIAL _____
Record: Prevl. YO Treatment None	Adjudicated Youthful Offender Judge: Samuel Rogers
Adult None	P'A - S/A: Ralph Hart Def. Att'y Attorney Tom Skilll
Drugs Smokes Marijuana Occasionally	Disposition date: 8-24-78 Commitment: None Probation: 60 e.s., Probation 2 years Other: Fined \$50

NOTE:

- a. Offender's date of birth must be verified!
- b. Criminal record must be verified!
- c. Client must provide agency with documented proof of birth date as soon as possible, if not during the interview.
- d. Only clients between 16 and 18 years of age at time of offense are eligible for YO status.

3. Complete form 2000, Application and Registration for Service Subsidy.
4. Terminate Interview.
 - a. Remind client of his return Court date.
 - b. Answer any questions from client or family.

PROCESS FOR ACCELERATED REHABILITATION CASES

1. Introduce yourself and give client an idea of what to expect.
2. Complete form P-100, Face Sheet.
3. Complete form P-110, Conditions of Probation (three copies).
4. Complete form 2000, Application and Registration for Service Subsidy (optional).
5. Terminate interview.
 - a. Inform client that because of the Accelerated Rehabilitation Act, he or she is not on Probation in the technical sense. (Usually, if this type client remains free of further arrest for 90 days, his case is returned to Court and dismissed). Supervision of this type case is not usually in-depth.
 - b. Answer any questions.
 - c. Inform client of procedure to contact his probation officer. (See Area Coordinator for procedure in your Court).

COURT REFERRAL FORM

There is no question that the volunteer's role in the intake process is critical to the smooth operation of the Court. For those volunteers who have the responsibility to work in the actual Court room setting, the Probation Department utilizes the Court Referral Form to gather the important information which is referred to the Intake Volunteer. A filled out copy of the Court Referral Form is listed on the next page and all in the Court Program should become familiar with it since it is used in the majority of Criminal Courts in the State of Connecticut.

DEPARTMENT OF ADULT PROBATION

COURT REFERRAL

X Enter
Do Not Enter

Date9-15-78.....

NameArthur E. Jone.....Age36.....

Offense #1 Poss. Narcotics.....Sect.# ..19-48(a).....

Offense #2Sect.##

Offense #3Sect.#

Offense #4Sect.##

Offense #5Sect.#

Attorney: Guard. Ad. Litem

Ever on ProbationYes.....

Marital StatusDivorced..... Name: Husband/WifeSharon.....

Plea: Guilty/Not Guilty Referring JudgeSpillane.....

Finding Guilty/Not Guilty ProsecutorBrown.....

Continued Date: Final Disposition
..... 1-3 e.s. Probation 3 years.....

..... Special - Enter Dartec
..... immediately.....

..... Sentencing JudgeGrass.....

Probation Officer Smith

The process for recording Court dispositions is relatively uncomplicated once the form is understood. It is critical that the form be filled out accurately and in depth because the intake volunteer will be taking vital information off this form during the intake process. Once again, your area coordinator or a member of the probation staff has the responsibility to facilitate your understanding of the Court process.

TRAINING

Volunteers in Court are trained in an "On-the-Job status" in court of assignment by a Veteran Volunteer, the area coordinator or an assigned Probation Officer.

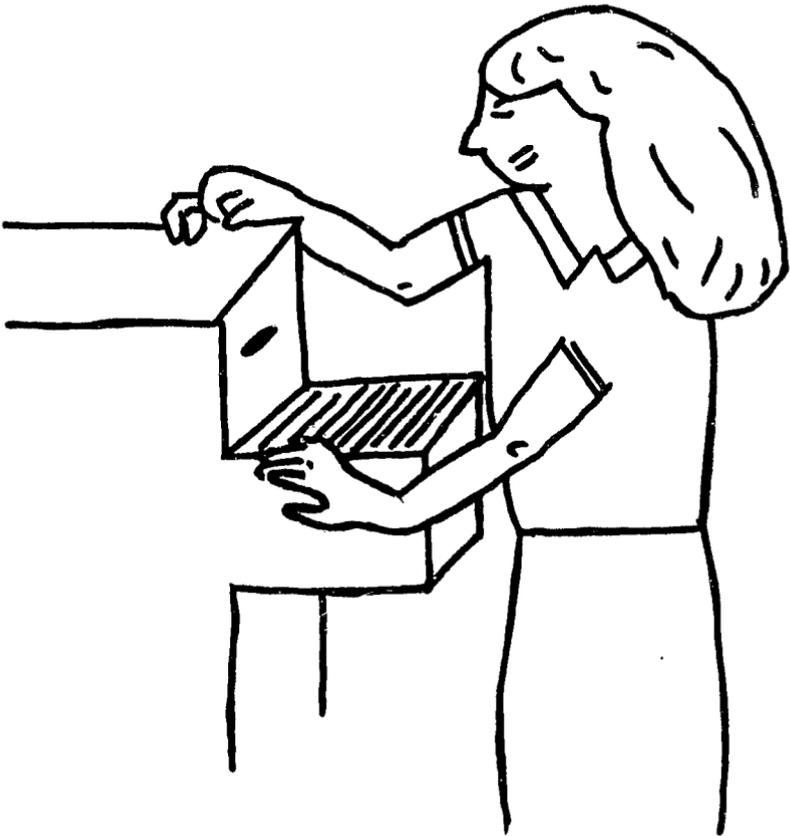
Volunteers will become familiar with the Court and in-take aspects of the program through observation and actual "hands on" experience. Volunteers progress at their own rate and, before accepting any individual duties, will be totally acclimated to the job.

In recent months, Coordinators have begun to hold separate in-service training sessions in their districts for Court Volunteers exclusively. Volunteers are encouraged to attend these sessions to keep updated on the court operation.

The key contact person for the Court program is the Coordinator in your area. Please feel free to contact this individual or designated Court person on any question or problems.

Section III

Volunteer Assistance Program



VOLUNTEER ASSISTANCE PROGRAM

PREFACE

The Volunteer Assistance Program in the Office of Adult Probation has proven to be extremely valuable to the Agency's Secretarial Staff throughout the state. Volunteers are utilized strictly as "assistance" to the staff, not as replacements. In the past four years, VAP Volunteers have worked in many field offices contributing thousands of man hours.

The program is available in those field offices where adequate space exists for Volunteer placement. The Coordinator in your area will determine where VAP Volunteers can be placed, working closely with Chief Probation Officers to define Volunteer duties and responsibilities.

JOB DESCRIPTION

- TITLE:** Volunteer Assistance Program
- SUPERVISOR:** Chief Probation Officer of Head Secretary in a field office.
- PURPOSE:** To help alleviate the heavy workload of secretarial staff.
- TIME COMMITMENT:** Approximately eight hours a week.
- QUALIFICATIONS:** A willingness and ability to assist the clerical staff, typing ability is recommended but not necessary. A pleasant disposition and ability to deal with client phone inquiries.
- MAJOR RESPONSIBILITIES:** To perform assigned clerical duties — i.e. general typing, filing, phone message recording.

VOLUNTEERS ROLE

Volunteers in the VAP program perform a wide variety of secretarial duties to include typing, filing, channeling clients, recording phone messages, card-indexing and whatever is required in a particular field office.

This program is, obviously, agency-oriented rather than client-oriented. However, volunteers, especially those who want to improve secretarial skills or those who have experience (retired secretaries, for example), enjoy the experience offered by this program.

Volunteers will function under the day to day direction of the Chief Probation Officer having authority for a field office. A Volunteer Coordinator is always available to answer questions or respond to volunteer problems and situations.

TRAINING

"On the Job" training is the most successful way to orient the volunteers in this program. OJT is supervised by the head secretary in a field office. Training is ongoing in nature, giving the volunteer ample time to learn the office methodology. It is not usually the practice for the area coordinator to become involved in training of volunteers in this program.

Section IV

Abbreviations & Terminology

ABBREVIATIONS AND TERMINOLOGY

PREFACE

No matter what program you become involved with, it is wise to become familiar with Court and agency jargon used by professional, Court and secretarial staff as they go about their work.

A general understanding of the abbreviations and terminology which follow will increase your understanding and awareness of the Criminal Justice process as it relates to probation and the Courts.

COMMON ABBREVIATIONS

- L.B.C. Letter of notification to appear in court from the office of the bail commissioner.
- P.S.I. Pre-sentence Investigation — a report ordered by the Judge on a convicted *criminal offender for the purpose of helping the Judge ascertain personal information as an aid in deciding sentencing.* The pre-sentence report is completed by the Probation Officer.
- R.C. Record Center — files known to the Probation Department which are no longer active and are housed in a facility in Rocky Hill, Connecticut.
- Y.O. Youthful Offender — a 1971 statute under which minors between sixteen and eighteen years of age may be judged in a closed court. Records in this type of case are confidential.
- B.P. Breach of Peace.
- AKA Also known as an alias.
- G Guilty.
- NG Not Guilty.
- M.V. Motor Vehicle case usually designated on the motor vehicle court docket.
- P.T.A. Promise to appear also known as WPTA — written promise to appear.
- CR Criminal case usually designated on the court criminal docket.
- E.S. Execution suspended.
- B.O. Bound over.
- OR. Own recognizance, a form of release without bail being required.

- DVR** Division of Vocational Rehabilitation.
- PT** Accelerated Rehabilitation act, created by statute to give first offenders a second chance. People adjudicated under this act are supervised by the Probation Department for a period usually not to exceed ninety days. Information related to PT cases is strictly confidential.

TERMINOLOGY GLOSSARY

- Adjudication** -- A judicial decision or sentence.
- Advised** -- Defendant is required by law to be told or "advised" by the judge of his legal rights (i.e., right to counsel, right to remain silent, etc.).
- Bail** -- The security given for the due appearance of a prisoner in order to obtain his release from confinement.
- Bond** -- An obligation to appear in court made binding by a money forfeiture. Bond is set by the judge.
- Bond Commissioner** -- A state appointed person who recommends to the court the amount of bond which should be set on each criminal case.
- Bondsman** -- A private businessman who lends money to a prisoner in return for bail and a percentage of the amount of bond.
- Bond Stay** -- A time extension which a bondsman is given in order to produce a defendant who has failed to appear in court.
- Clerk of Court** -- Officer of the court who is in charge of maintaining the records of the court.
- Conditional Discharge** -- A release from sentence or obligation based on the fulfillment of stated conditions. This is not a responsibility of the Probation Department.
- Companion Cases** -- A number of cases which are tried together are companion cases. (One defendant with more than one case is put to trial on all cases or several defendants are charged in one case and are tried together).
- Court Reporter** -- A stenographer who records verbatim what is said in court.
- Court (Superior)** -- Under the court reorganization effective July 1, 1978, all the criminal courts are now called Superior Courts and will try a wide variety of cases from the juvenile to the adult level.
- Court Trial** -- Trial by a judge, as opposed to a trial by jury.

- Continuance Date** — Date on which the case will next be heard in court.
- Docket** — A list of cases to be presented on a given day or week.
- Dismissal** — Action taken by a judge or jury after hearing evidence which is considered to be insufficient. In effect, to put the case out of judicial consideration.
- Disposition** — The manner in which a case is settled or "disposed of."
- Drug Dependency Exam** — A medical examination ordered by the court as to the extent of drug involvement. These are referred to the Probation Department and the appointments made and reports received by them. A two week continuance is usually requested.
- Emancipated Minor** — A person under the legal majority age who is married, or legally declared emancipated because of other circumstances.
- Execution Suspended** — A prison sentence which is not imposed as long as certain conditions are met. The sentence may be carried out at any time that the conditions are not met. Suspended sentences are usually given along with periods of probation.
- Family Relations** — The department of the court designed to give family counseling and to arrange wife and child support.
- Face Sheet** — A Probation Department form which indicates basic information about the probationer such as his name, birth date, terms of probation, etc.
- Felony** — A serious crime so declared by statute because the penalty carries over one year of incarceration.
- Guardian Ad Litem** — A guardian appointed by the court for specific proceedings. If a family member is not available, a member of the court can be appointed.
- Honor Court** — A program of out-patient group therapy for alcoholics, often required as part of a sentence. Not usually a concern of the Probation Department.
- Incarceration** — Confined to a state correctional institution or a correctional center.
- Information Sheet** — A form in the prosecutor's file, a copy of which must be submitted to the Probation Department along with the court referral slip when a pre-sentence investigation or youthful investigation is ordered.

Medical Examinations — All venereal disease and psychiatric examinations are ordered for the court by the Department of Family Relations unless otherwise specified.

Minor — A person under the age of legal majority.

Misdemeanor — A crime less serious than a felony which carries the maximum penalty of one year in jail.

Nolle — An entry on the legal record that the prosecutor or plaintiff will take no further action at this time. If, in a year, there is no further reason to reopen the case, its existence may be removed from the defendant's criminal record.

Nolo Contendre — A plea by the defendant in a criminal prosecution that, without admitting guilt, subjects him to conviction but does not preclude him from denying the charges in collateral or civil action.

New Arrest — A docket which is brought up sometime after court opens. It includes the cases of those arrested that morning for first arraignment.

Order of Probation — A form that is completed by the clerk of the court which gives the Department of Probation the responsibility of supervision. This form stipulates the specific sentence ordered by the court.

Police Report to the Prosecutor — A form in the prosecutor's file which must be submitted to the Probation Department along with the court referral slip on all files referred to the Probation Department.

Passed Case — If, when a case is called by a prosecutor, there is reason for a temporary delay, the case is passed for a short time during the court session of that day.

Plea — An accused person's answer to a charge.

Probationer — A person who is convicted of a criminal act and sentenced for a specific period of time to be supervised by the office of Adult Probation.

Probation Officer -- An officer of the court who is responsible for:

1. Supervision of those remanded to his care.
2. The critical examination and the evaluation of an individual who has cases pending in the criminal court.

Probation — The act of suspending a sentence to allow the defendant a "second chance" and to place that individual under supervision of a probation officer for a specified period of time, during which all conditions of probation must be met.

Prosecutor — An attorney paid by the State who conducts proceedings in the court on behalf of the State.

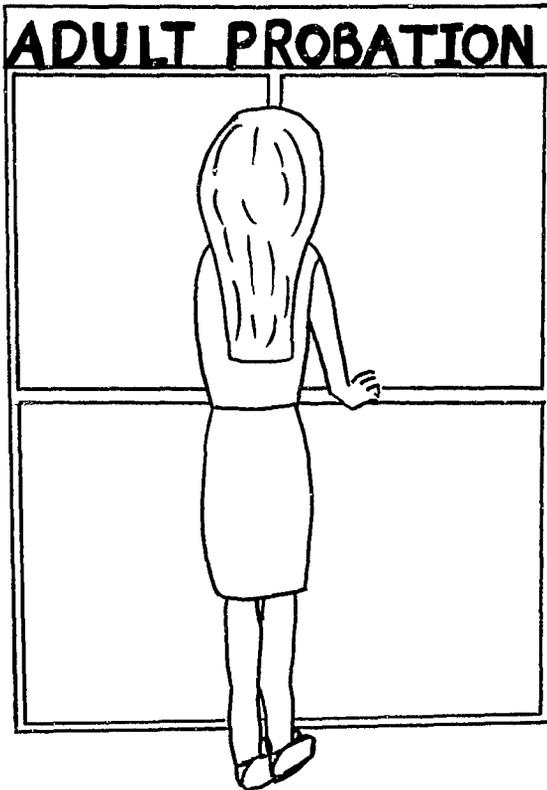
Public Defender — An attorney paid by the State and appointed by the court. He provides legal defense for any defendant who is found by the court to be financially unable to engage private counsel.

Substitute Charge — A charge which is put in place of the original charge by the prosecutor because of additional information or circumstances. Commonly the result of plea bargaining.

Voluntary Plea — A plea which is given freely and not as a result of coercion or promises.

Section V

Field Office Locations Coordinator Locations



FIELD OFFICE LOCATIONS

District I

District Office: Robert L. Breen, District Supervisor
P.O. Box 348
Willimantic, CT 06226
Phone: 423-6318

Field Offices:
Danielson Area: 134 Main St.
Danielson, CT 06239
Phone: 774-5735

Norwich Area: County Court Building
Norwich, CT 06360
Phone: 889-8351

New London Area: 302 State Street
Room 315
New London, CT 06320
Phone: 442-9426

Manchester-East Hartford Areas: 341 Broad Street
Manchester, CT 06040
Phone: 649-1650

Middletown Area: 90 Court Street
Middletown, CT 06457
Phone: 347-8577

District II

District Office: James Coughlin, District Supervisor
643 Maple Avenue
Hartford, CT 06114
Phone: 549-3100

Field Offices:
Enfield-Windsor Areas: 11 North Main St.
P.O. Box 124
Enfield, CT 06082
Phone: 745-1608, 566-5224

New Britain Area: Police & Common Pleas Building
177 Columbus Boulevard
New Britain, CT 06050
Phone: 827-7754

District II (continued)

Torrington-Winsted Areas: 104 Church St.
Torrington, CT 06790
Phone: 482-7697, 482-9568

Bristol Area: 83 Laurel St.
Bristol, CT 06010
Phone: 584-0073

District III

District Office: Thomas S. Kavanaugh, District Supervisor
1188 Main Street
Bridgeport, CT 06604
Phone: 579-6241

Field Offices:

Danbury Area: 74 West Street
Danbury, CT 06810
Phone: 797-4414

Norwalk Area: 606 West Avenue
Norwalk, CT 06851
Phone: 866-5025

Stamford Area: 20 Somer Street
Stamford, CT 06901
Phone: 324-9518

District IV

District Office: William F. Hayes, Jr., District Supervisor
188 Bassett Street
New Haven, CT 06511
Phone: 789-7876

Field Offices:

Ansonia Area: 1 Kingston Street
Ansonia, CT 06401
Phone: 734-2579

Milford Area: Court of Common Pleas Building
Milford, CT 06460
Phone: 878-7979

Meriden Area: 251 West Main Street
Meriden, CT 06450
Phone: 238-6230

Waterbury Area: 61 Field Street
Waterbury, CT 06702
Phone: 756-4643

COORDINATOR LOCATIONS

The coordinating staff, consisting of a chief coordinator and six area coordinators of volunteers, is responsible for the daily operations of volunteer programs in the four districts. The following names, addresses and phone numbers are listed for your information:

Michael L. Roeder
Supervisor
643 Maple Avenue
Hartford, Connecticut 06114
Phone 549-3100, Ext. 255

Claire Collins, Chief Coordinator
643 Maple Avenue
Hartford, Connecticut 06114
Phone 549-3100, Ext. 214

Claire covers field offices in the Greater Hartford Area to include Enfield, New Britain, Bristol, and the Manchester Office in District 1.

District I

Nadine Lipman, Coordinator
302 State Street, Room 315
New London, Connecticut 06370
Phone 44209426

Sara Doonan, Coordinator
90 Court Street
Middletown, Connecticut 06457
Phone 347-8577

Nadine covers the Danielson, Willimantic, Norwich and New London Offices.

Sara covers the Meriden and Middletown Offices.

District III

Errol Dimenstein, Coordinator
1188 Main Street
Bridgeport, Connecticut 06604
Phone 579-6241

Margaret Mandulak, Coordinator
606 West Avenue
Norwalk, Connecticut 06851
Phone 866-5025

Errol covers the Greater Bridgeport Metropolitan Area.

Margaret covers the Norwalk, Stamford and Danbury Offices.

District IV

Shirley Maus, Coordinator
188 Bassett Street
New Haven, Connecticut 06511
Phone 789-7876

Jane Perrelli, Coordinator
61 Field Street
Waterbury, Connecticut 06702
Phone 756-4643

Shirley covers the New Haven, Ansonia and Milford Offices.

Jane covers the Waterbury and Torrington Offices.

Applications for Volunteer Service are available from the offices listed above.

Section VI

Volunteer Benefits

VOLUNTEER BENEFITS

The office of Adult Probation is pleased to provide agency volunteers with a variety of benefits to include opportunities for personal growth through in-house educational programs.

VOLUNTEER INSURANCE

All agency volunteers are covered by the Master Insurance Plan provided by the Insurance Company of North America. The provisions of the policy are listed below for your information.

1. Protects the volunteer for his own injury and for a liability claim against him while serving as a volunteer.

2. Within 60 days of an accident, medical treatment, hospitalization or care of a registered nurse is covered to \$2,500.00, incurred within one year from the date of accident.

3. Dental care up to \$500.00 resulting from injury or accident while acting as a volunteer. X rays are not included.

4. Accidental death or dismemberment coverage:

Life	\$2,000.00
Loss of both hands, feet, eyes, or any combination thereof	2,500.00
Either hand, foot or eye	1,250.00

5. Liability: Protects the volunteer for a personal injury and property damage liability claim while serving as a volunteer. Amount of protection is \$1,000,000.00 for each acurrent and is an excess of any other collectable insurance.

6. Effective date of policy occurs when the volunteer is officially accepted into a program.

7. Principal exclusions:

Sickness, bacterial infections
or

Eyeglasses or prescriptions

Air travel

Travel to and from the volunteer's assigned job

Use of automobile unless authorized by the department
(incidental travel)

Any questions concerning volunteer coverage should be directed to the Area Coordinator.

TRAVEL REIMBURSEMENTS

This benefit applies to those volunteers in the Volunteers in Court (VIC) Program. Volunteers are authorized to receive reimbursements for any parking costs related to Court work. Your area coordinator will provide reimbursement instructions to you. It is anticipated that all volunteers will eventually be included as the funding base for this benefit is increased.

VOLUNTEER NEWSLETTER

Agency volunteers receive the monthly edition of the Volunteer Newsletter, DAP RAP, which covers department/volunteer events state-wide. Volunteers are encouraged to submit for publication any comments or ideas they feel are relevant to their volunteer work or to the agency.

EDUCATIONAL OPPORTUNITY

All volunteers in the agency may enroll in non-credit educational courses held at the Connecticut Justice Academy in Haddam, Connecticut or at local universities and colleges. These courses are part of the in-service training program for professional staff and are available on a space basis to volunteers wishing to expand educational horizons. Courses include, but are not limited to, Management Techniques, personal inter-relationships, supervision techniques and communication skills. Your area coordinator will provide you with information on application procedures.

VOLUNTEER RECOGNITION BANQUET

Each year, a volunteer recognition banquet is held for department volunteers to recognize and thank them for their hard work and dedication. The banquet is held during National Volunteer Week in April at the Ambassador Restaurant in Hamden, Connecticut. Volunteers may attend at no cost with a nominal charge for guests.

NOTES

NOTES

NOTES

Suggestions for Improvement of this Manual
Should Be Forwarded to:

MICHAEL L. ROEDER
643 Maple Avenue
Hartford, Connecticut 06114



END