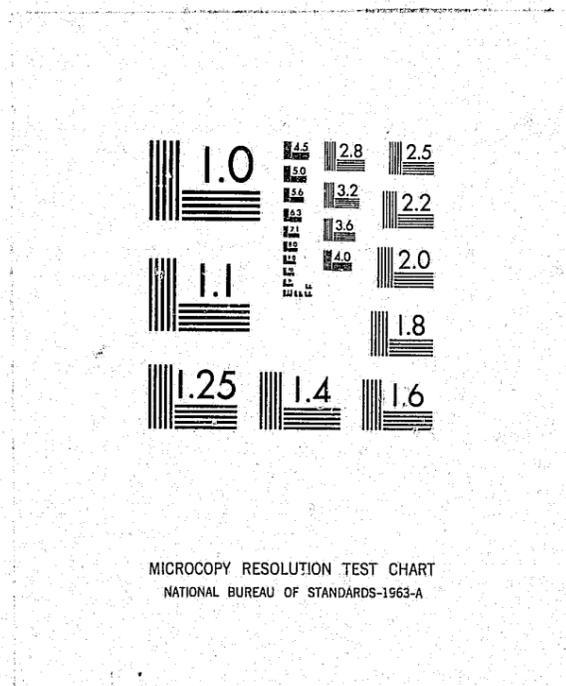


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State of Hawaii
Department of Social Services and Housing
CORRECTIONS DIVISION
VOLINCOR

HANDBOOK FOR VOLUNTEERS
IN CORRECTIONS

59446

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We also would like to acknowledge the following publications, from which we borrowed freely:

1. Volunteers in Corrections, Lawrence J. Ulm, ACSW, Missouri Division of Corrections.
2. A Handbook for Arts Volunteers in Corrections, Margo Koines and Jay Worrall, American Correctional Association's Project CULTURE.
3. Handbook for Volunteers, State of Hawaii, Department of Social Services and Housing, Public Welfare Division.
4. Tower Seven Volunteer Orientation Packet, MOVE, Inc., Montana 1974, Sam Hubert.
5. Handbook for Volunteers in Public Service to the Courts, The Judiciary, Honolulu, Hawaii.

PREFACE

The Volunteer movement, although many decades old in itself, is gaining new impetus in the field of corrections. Volunteers constitute a significant work force within the criminal justice system. The basic purpose of this movement is to increase rehabilitation services to ex-offenders without a corresponding increase of money spent or expenditure of regular staff time.

Volunteers are concerned citizens. They care -- about people, about their families and about their community. They provide services to those in need, using their experience, knowledge and compassion to effect positive change. Also, because they are members of the community they serve, volunteers have the potential of becoming influential allies of the corrections field.

CHAPTER I

BRIEF HISTORY OF VOLUNTEERS IN CORRECTIONS IN AMERICA

Volunteers in American corrections began in 1841 when John Augustus, a cobbler, persuaded the Magistrates in Boston to permit him to work with misdemeanor offenders in the community. The probation system developed as a result of his efforts. In 1958, Dr. Ernest L. V. Shelley, Director of Treatment for the Michigan Department of Corrections, involved citizens from the community in group counseling activities within the prison. Over the years, such venerable organizations as the Salvation Army, Volunteers in America, American Friends Service Committee and Alcoholics Anonymous have served the criminal justice system without pay.

Agencies responsible for the custody and care of convicted offenders have been chronically short of money and manpower. Growing needs have led to the recognition that carefully selected, well-trained volunteers can do much to relieve this shortage.

VOLINCOR

In Hawaii, VolinCor, the Corrections Volunteer Services Program, was created in November 1976, when a grant became available from the Law Enforcement Assistance Administration (LEAA) through the State Law Enforcement Planning Agency (SLEPA).

The services of VolinCor augment those of the Corrections Division. As an integral part of the corrections system, it offers opportunities to persons with a variety of skills to play an important part in the reintegration process of inmates of Hawaii's correctional institutions. By working in corrections, the volunteer develops new insights into the age-old problem of dealing humanely with society's offenders.

The objectives of VolinCor are

1. To enrich and strengthen reintegrative services to the inmate through the use of skills of talented citizens.
2. To develop community awareness of Hawaii's criminal justice system.

VolinCor places volunteers in all branches and units of the correctional facilities as well as the parole system, wherever feasible. Volunteers provide a vast array of services including: counseling, case management, administration, program development, clerical work, public relations, tutoring, recreation, religious instruction and artistic development.

PRISONS AND PRISONERS

Prison (a lock-up), penitentiary (a place to do penance), correctional institution (a place to become "corrected"). These are all terms with different philosophical connotations but meaning essentially the same thing -- a place where individuals are incarcerated for a few or many years as a penalty for an illegal act. A correctional facility is charged with two responsibilities: first, to maintain security, to ensure that the offender does not escape or disrupt the environment; and second, to attempt to rehabilitate or reintegrate the offender into society upon his or her release. Due to severely limited budgets, correctional administrators are forced to assign the large percentage of their budget to security functions.

To increase available program opportunities, volunteers are being recruited in increasingly large numbers to donate their time and expertise for various types of activities in the correctional setting. When properly introduced and sensitive to the needs of the institution and the inmate, a volunteer can be a very valuable and valued addition to the daily life of that institution. Inmates can benefit in many ways, though sometimes subtle and frequently immeasurable, from their contact with caring volunteers. A reduction in tensions, resulting from a properly implemented volunteer activity, is ultimately of benefit to the entire correctional community.

This handbook is prepared by VolinCor to provide guidelines for individuals interested in volunteer work in corrections. The experiences of various organizations have been drawn upon to offer a general approach applicable to volunteers entering a variety of correctional settings.

The descriptions of prison life are harsh. The total rated capacity of America's prisons for adult offenders as designed, redesigned and expanded is 262,768. On September 1, 1978, there were 287,830 adult prisoners in these institutions serving sentences of a year or longer. This means that our prison system is overfilled to 110 percent of its total capacity.

In addition to being overcrowded, more than two-thirds of the inmates in maximum security prisons are in facilities designed and built more than a century ago. Some inmates are crowded into outdated factory buildings or mental hospitals converted for prison use. Prisons are also generally stark, institutional and impersonal.

It is not that correctional administrators are insensitive to these conditions, but they are often without the resources to make substantive changes in the system.

There are many conflicting statistics to be found concerning offenders. However, it is important at the outset to try to get as true an idea as possible about the background of the offenders. Here are some valuable facts which emerge from the statistics:

- More offenders are in their 20's than in any other age group.

- Most come from broken homes.
- Most have some high school education, but few have diplomas.
- Nearly two out of five (38%) were unemployed when they got into trouble.
- Three out of four live below the poverty level.
- About half are married. Two in five have children.
- Most claim some religious preference.
- Most have been in repeated trouble with the law.
- Drugs, especially alcohol, are a part of the reason why one out of three is in trouble.

It is not enough to study these facts and assume that we understand why people with these characteristics are in prison. It is too easy to come to the conclusion that crime is simply the result of imperfect individuals. Crime is also a problem with its roots deep in the social structure, not just a group of problems experienced by individuals.

All too often the effect of incarcerated life is to give status to the kinds of acts which the outside world regards as anti-social, because the rewards for conforming to outside standards of behavior are not forthcoming. Furthermore, it is more difficult for an inmate to feel good about himself, because his incarceration can only intensify the alienation he felt previously.

Understanding the experience of poverty with its powerlessness, anxiety and frustration is also important to the volunteer. But the volunteer must avoid an "ain't it awful" relationship with the inmate. To offer only sympathy is to suggest that the offender is an absolute victim of unmanageable forces. Instead, the volunteer may assist the inmate to discover his options, the resources available, the decisions to be made ... thus, emphasizing the power available to the inmate within the limit of present conditions. To identify these possibilities and to expect the prisoner to decide and follow through is to confirm him or her as an able human being.

THE OFFENDER

By a Former Resident

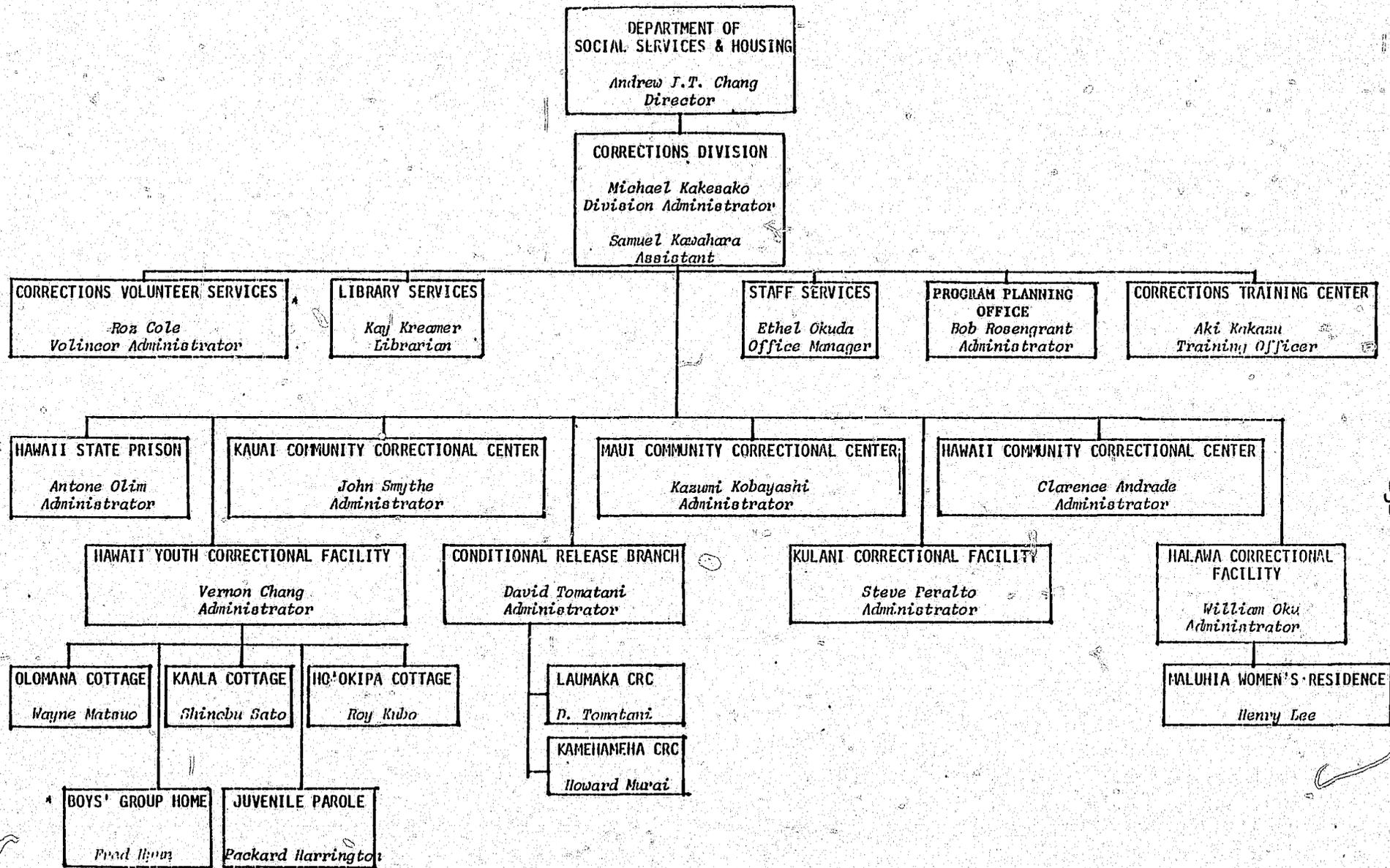
Who is an offender and how has he become one? Any person who is even considering the prospect of entering into a relationship with an offender should understand the answer to this question. In my opinion, the offender is not necessarily an abnormal person. Most people, at some point in their lives, commit an offense for which they could be convicted and sentenced to prison if they were caught. The offender is like any other member of society, except that he has made a mistake for which he was caught and convicted.

Actually, the offender is just another human being, with personality traits, strengths, and weaknesses. Institutions have within them men and women from every level of society. I have met policemen, firemen, doctors, court officials, lawyers, writers, artists, ministers, etc. I feel safe in saying that every profession is represented within our penal institutions. No individual is insulated against becoming an offender; however, the volunteer should remember that the probability of this course of behavior is strongly influenced by such factors as a person's education and social background.

The question, "why is an offender an offender?" cannot be definitely answered, at least not by me. What makes a young man who has inherited several million dollars become a panderer and operator of a call-girl racket? Why does the solid citizen, the civic leader, suddenly become a criminal without apparent rhyme or reason? I don't know why, but the fact is that such inexplicable behavior does occur! I do know that offenders have the same needs and desires as you do -- to be loved, to belong, to love others and be accepted by them, to feel worthwhile, and to be needed.

Most offenders, especially while confined, have difficulty in relating well to others. More often than not, they lack a feeling of self-worth, and also ponder the question of why they are criminal offenders. They have a strong need for love and attention directed toward them personally and individually. To effectively reach the offender, the volunteer is required to demonstrate the kind of patience which is engendered by honest concern for him as a person of value, not as an outcast and dreg of society. All human beings are capable of change. Our relationship with other human beings is the major factor which determines what path that change will follow.

CORRECTIONS DIVISION ORGANIZATION CHART



-5-

*Federally-Funded Program

CHAPTER II

THE CORRECTIONS DIVISION

The Corrections Division (CD) is responsible for the general administration of all confinement programs within the Public Safety Program. The Division seeks to protect society by confining and supervising persons committed to the Department of Social Services and Housing (DSSH) and to assist in the redirection of these persons by operating facilities of varied degrees of control consistent with the offender's attitudes and behavior. These facilities include: Hawaii State Prison, Halawa Correctional Facility, Maui Community Correctional Center, Hawaii Community Correctional Center, Kulani Correctional Facility, Conditional Release Branch, Hawaii Youth Correctional Facility and Kauai Community Correctional Center.

The Division's efforts have been toward establishment of relevant controls for the inmate's correctional reorientation and ultimate successful return to the community.

The Division also strives to aid the inmate through technical training; modification of behavior through education; guidance to improve interpersonal relationships and acceptance of responsibility; and the coordination of corrective services with community support.

HAWAII STATE PRISON

Average Daily Inmate Population: 370

Hawaii State Prison provides custodial care for adult male felons requiring varying levels of security controls and various programs and activities to promote their social reintegration. Programs, including educational/vocational training, work assignments and furloughs, and other activities are aimed at increasing the inmates' sense of self-worth and to encourage them to assume responsibility for their own behavior.

Since July 1978, the Hawaii State Prison has also administered the operation of Keehi Annex, a temporary facility for the confinement of medium/minimum classification pre-trial detainees, misdemeanants and probationers sentenced to short-term confinement.

HALAWA CORRECTIONAL FACILITY

Average Daily Inmate Population: 163

Halawa Correctional Facility provides secure housing and correctional services for misdemeanants, pre-trial detainees and a few felons.

Halawa Correctional Facility is destined to become a high security facility under the Correctional Master Plan.

MALUHIA WOMEN'S RESIDENCE

Average Daily Inmate Population: 22

The Maluhia Women's Residence is a section of the Halawa Correctional Facility Branch. Women were formerly housed at a wing of the Halawa Correctional Facility but due to construction, had to be moved. The Maluhia Women's Residence serves as an interim housing until completion of the Women's unit at the new Oahu Intake Service Center/Community Correctional Center (Oahu ISC/CCC) facility.

All females, whether felon, misdemeanant or non-sentenced, are assigned to the Halawa Correctional Facility but housed at Maluhia Cottage. When the female population rises above capacity, the overflow is handled at the Halawa Correctional Facility.

Upon completion of the Oahu ISC/CCC complex and High Security Facility, the two units for women at Modules 7 and 8 and Maluhia Cottage will be under the administrative control of the Oahu CCC Branch.

NEIGHBOR ISLAND FACILITIES

Average Daily Inmate Population

Hawaii Community Correctional Center (Formerly the Hawaii County Jail)	31
Maui Community Correctional Center (Formerly the Maui County Jail)	28
Kauai Community Correctional Center (Formerly the Kauai County Jail)	15

The neighbor island facilities provide custodial and related services for pre-trial detainees and committed offenders in a limited security facility and promote the social integration of sentenced offenders through residential and in-community programs.

KULANI CORRECTIONAL FACILITY

Average Daily Inmate Population: 51

Kulani Correctional Facility for selected low-medium and minimum security adult male felons is located 24 miles from Hilo, encompasses 9,000 acres and is 5,230 feet up the slopes of Mauna Loa. In-community programs such as work, educational and resocialization as well as extensive work and training activities within the facility are provided.

CONDITIONAL RELEASE BRANCH

Average Daily Inmate Population: 35

The Conditional Release Branch, consisting of the Laumaka and Kamehameha Conditional Release Centers, facilitates the rehabilitation of carefully selected felons by providing in-community living opportunities and normal work/school opportunities under staff monitoring and guidance. These individuals seek to reintegrate themselves with society by co-existing in an open environment, where they pay room and board. Prior to an inmate's arrival to the Conditional Release Branch he is screened by the referring facility and the Conditional Release Center staff. Factors in the screening process include an evaluation of risk to society and the inmate's potential to rehabilitate himself.

Inmates earn home/recreational furloughs on a week-to-week basis depending upon their achievements during the week.

The Branch also serves as liaison between the Corrections Division and the John Howard Association's Liliha House II program, which offers in-community inmate programming for selected felons who are nearing their tentative parole date.

LAUMAKA CONDITIONAL RELEASE CENTER

Average Daily Inmate Population: 16

The Laumaka Conditional Release Center is located across the street from the prison facility in the former Prison Warden's residence.

Programming at the Laumaka Conditional Release Center is accomplished through involvement of the inmate group and staff in decision-making. This method allows for inmate "ventilation" as an acceptable and appropriate manner to release aggravating emotions, as well as providing the opportunity to exercise responsible decision-making authority.

KAMEHAMEHA CONDITIONAL RELEASE CENTER

Average Daily Inmate Population: 19

At the Kamehameha Conditional Release Center, programming is based on a contingency management program. This program utilizes written contracts, a token economy or point system, and inmate input in decision-making in group meetings. Levels of program achievement are graduated toward ultimate parole release.

HAWAII YOUTH CORRECTIONAL FACILITY

Average Daily Inmate Population: 110

The Hawaii Youth Correctional Facility is a facility for the confinement of committed juvenile offenders. Its goals and objectives are to detain and control these youths while providing them rehabilitative programs of education, work training, reformation of attitudes, recreation and treatment.

A Juvenile Parole office, located in Kalihi, is staffed with two Juvenile Parole Officers who provide supervision to juvenile parolees living in the community.

BOYS' GROUP HOME

Average Daily Inmate Population: 3

The Boys' Group Home is a federally-funded project providing residential placement for selected committed male youths. The overall goal of the project is to provide a small group setting which is programmed to provide control and treatment and a more integrated approach not available in traditional foster homes. The program focuses upon the development of responsible behavior through daily living, employment and/or educational experiences.

CHAPTER III

GUIDELINES FOR VOLUNTEERS IN CORRECTIONS

The majority of our volunteers are involved in providing direct services to inmates. For most, this is their first experience in working with offenders. The purpose of this chapter is to provide some guidelines and background information for volunteers working in a correctional setting which volunteers can use throughout their service to the Division.

WORKING WITH CORRECTIONAL STAFF

The Corrections Division is charged with the responsibility of controlling and disciplining the offenders as well as assisting them to rehabilitate themselves. Most administrators are acutely aware that they have neither the budget, trained personnel, nor the facilities to successfully accomplish all of these objectives. A volunteer is invited into the facility to provide specific services, but in so doing, he or she must not interfere with the custodial responsibilities of the administrators or corrections officers.

Activities must be scheduled in strict accordance with existing institutional routines, rules and regulations. If a situation arises where there is a question or doubt as to the proper course of action, the volunteer should consult with his or her supervisor.

Volunteers should be aware of the importance of establishing and maintaining a positive relationship with the administrators, corrections officers and other staff.

WORKING WITH OFFENDERS

Many persons who are incarcerated have had more than their share of frustrations in their early lives. Most have experienced repeated failure and are, at least at the outset, suspicious of any offer of assistance or guidance.

Working with offenders cannot be reduced to "cookbook" form. Much will be left to the good judgment of the volunteer. The guidelines below provide a frame of reference for the volunteer in relating to the offender.

BE YOURSELF - There is no need to establish a facade or to create some kind of special status for yourself in relationship to the offender. Express your feelings genuinely. An honest and unmasked expression of feelings is one important way for the volunteer to show concern.

MEAN WHAT YOU SAY - Never make a promise unless you've thought it through first and are prepared to carry it out. The inmate will test you, call your bluff and see if you will deliver. This is an important part of the inmate's learning to trust you (which will come slowly in any case).

BE SUPPORTIVE, ENCOURAGING, FRIENDLY. BUT ALSO FIRM - It's part of your job to be honest and objective, disapproving, praising, supporting and encouraging when warranted.

RESPECT - Respect is the keystone. The inmate will not be open with you until he or she respects or trusts you. Conversely, you must respect the inmate's individuality and basic rights as a human being. There is no room for narrow prejudices or feelings of superiority. Respond to the inmate's needs and interests, not to your own.

DON'T PROBE - Let the inmate tell you in his or her own good time about the offense committed, the family left behind or any other deeply held guilt-associated matters.

ACCEPT THE INMATE - Accept him or her as an individual who is no better or no worse than anyone else. To pigeon-hole or categorize a person is, in a way, to dehumanize the person.

BE PATIENT - Do not expect overnight miracles. When things have been going wrong for years and years with a person, these things cannot be corrected in a few weeks or months. The positive effect of your relationship with the offender may not have a decisive effect until long after you've stopped working with a person.

WIN RESPECT FOR YOURSELF - The inmate will never respect you until it is clear that you cannot be conned or manipulated. The inmate's manipulations may be expressed in requests for you to influence guards, or a witness, or for you to bring something in or out of the institution which may not be allowed. Never give out your home address or phone number, never loan money or offer a ride to an inmate.

If the inmate asks you to do something which you consider "borderline," say that you will check to see if it is all right. Then ask the appropriate official.

EXPECT HOSTILITY - There will be a time when the inmate, overwhelmed by troubles, will confront you with hostility. At such time, do not force conversation upon the person and above all do not respond in a hostile, sarcastic or anxious manner. Do not act shocked. Retain your composure, ignore the hostility or withdraw for awhile and chances are that the person will regain his composure.

DON'T OVER-IDENTIFY - You cannot take the burden of the other person's problems on yourself. They are the inmate's problems, not yours.

DON'T EXPECT THANKS - You may not receive thanks or any show of gratitude from the inmate. He or she may feel it, but may not know how to express it and may actually feel embarrassed by it. You may never hear a "thank you" but your efforts will be appreciated in the long run, probably more than you or anyone will ever know.

DO'S AND DON'TS

IN DEALING WITH OFFENDERS

DO'S

DON'TS

- . Be Yourself
- . Be Friendly and Firm
- . Show Respect
- . Don't Probe
- . Accept the Inmate
- . Be Patient
- . Win Respect for Yourself
- . Expect Hostility

- . Don't be Conned
- . Don't Over-Identify
- . Don't Expect Thanks

DEFINITIONS

- I. ACTIVE VOLUNTEER - A person providing goods or services to the Corrections Division with no monetary or material gain. Included are the regular and occasional volunteers, material donors and members of boards and advisory councils. Volunteer assignments complement or supplement but NEVER supplant the work of paid staff.
 - A. REGULAR VOLUNTEER - Any person who has completed the requirements for becoming a Corrections Division Volunteer and is engaged in specified voluntary service activities on an on-going, continuous, regularly scheduled basis.
 - B. OCCASIONAL VOLUNTEER - Any person providing on-call or single task volunteer service.
 - C. MATERIAL DONOR - Any person or organization providing funds and/or materials to the Division without material or monetary compensation.
- II. INACTIVE VOLUNTEER - Any regular service volunteer who temporarily withdraws from volunteer activities for a limited period of time with the intention of resuming those activities at some specified time in the future.
- III. VOLUNTEER SUPERVISOR - A paid staff member designated to supervise one or more volunteers.
- IV. BRANCH LIAISON VOLUNTEER COORDINATOR - A paid staff member designated to include among his duties coordination of volunteers at his branch and liaison to the VolinCor Administrator.
- V. INMATE - Any resident of a correctional institution; includes both juveniles and adults.

VOLUNTEER QUALIFICATIONS

The volunteer should be mature, friendly, a good listener, imaginative, highly responsible and able to accept supervision. He or she must relate to the client in an understanding and nonjudgmental manner, be at least eighteen years old and participate in a training program conducted by the Corrections Division.

A successful volunteer is a stable, law-abiding individual who cares about his fellow man. He cares enough to encourage an inmate or ex-offender to overcome the built-in obstacles to securing a job, to gaining personal pride, to beginning to develop healthy social relationships -- all of which result in a life of productivity and personal satisfaction.

VOLUNTEER JOB DESCRIPTIONS

There are two major areas of volunteer service - Indirect and Direct:

- A. INDIRECT SERVICE - The volunteer provides services to the staff or for (but not with) the inmates.
 1. Administrative Assistant - Serves as an aide to the program administrator; helps to supervise other volunteers on special projects.
 2. Newsletter Editor/Newsletter Reporter - Editor writes, edits and proofreads the newsletter. Reporter seeks out and writes interesting stories about volunteers, staff and events within the correctional system and in the community.
 3. Public Relations Assistant - Develops informational material about the program, provides information about community resources.
 4. Clerical Aide - Provides clerical support to staff.
 5. Research and Evaluation Aide - Collects and evaluates data, helps to prepare technical reports.
 6. Organizations and Groups - Volunteer organizations and groups, such as advisory boards, business and professional organizations, community associations and liaison committees.
 7. Seasonal and Special Projects - Volunteer groups and individuals provide goods and services appropriate to specific times of the year such as Easter, Thanksgiving and Christmas.
- B. DIRECT SERVICE - The volunteer works directly with the inmate.
 1. Case Aide - The one-to-one approach is the fundamental volunteer relationship and is the backbone of the VolinCor

program. Because the Corrections Division personnel are responsible for a large number of inmates, it is very difficult for them to devote a great deal of time to any one inmate. In the one-to-one role, the volunteer can devote more time and attention to the inmate. During at least weekly hour-long meetings, the volunteer establishes rapport with the inmate and takes an active interest in his welfare.

2. Counselor Aide - The volunteer supplements services of the correctional counselor in activities such as liaison between inmate and staff/administration, attorney, family; monitors inmate telephone calls.

3. Physical Fitness/Recreation Volunteer - Physical fitness and recreation on the part of inmates can prove very beneficial. Both help in maintaining a clean mind and, with an increasing interest in physical care, aid in keeping an individual in good shape.

The volunteer's condition and personality should be such as to allow him to be a leader, as well as a participant, in exertion.

The recreation volunteer, donating from one to three hours per week/month, is a tremendous asset to building and maintaining a sound recreational program.

4. Tutor - Many inmates have difficulty in learning skills. Thus, it is hard for them to secure and hold employment.

The volunteer, devoting one to three hours per week, can offer instruction, through individual or small group sessions, in reading and basic arithmetic. Further, the tutor can do much to help inmates study for the high school equivalency examination, union or trade proficiency exams and other necessary testing. The volunteer can also help to develop materials for other tutors.

5. Religion - Provides religious instruction programs, and/or religious counseling.

6. Interpreter - Acts as an interpreter for non-English speaking inmates.

7. Substance Abuse Counselor Aide - Provides specialized counseling and support network for inmates with alcohol/drug related problems.

8. Transportation - Volunteers transport inmates to needed services such as medical and dental appointments.

9. Job Adviser - The most basic need of ex-offenders is employment. The client holding a steady job has a far better chance of maintaining a positive life style in the community. The

volunteer can assist by actively seeking employment opportunities for inmates in need of jobs and teaching inmates to successfully fill out job applications and employment forms.

10. Job Trainer - Volunteers with particular skills, such as typing, carpentry, mechanical ability, cooking, etc., who share these skills with inmates of similar aptitudes are rendering a service, not only to the inmate, but to the community as well. Skilled labor leads to employment or better employment. Many inmates have talents which need to be developed. Volunteers giving from one to three hours per week/month can be very beneficial to the rehabilitation of the inmate.

11. Fine Arts Volunteer - This position is for persons who have a recognized skill in the areas of music, choir, arts and crafts and/or drama.

At times, he may also set up displays of art work and participate in programs inside the institution or outside in the community.

TO THE VOLUNTEER:

As a volunteer you have expressed an interest in forming a helping relationship with the goal of helping an individual transform his anti-social behavior into that befitting a productive, socialized citizen. Your own personality will be influential in motivating change in the ex-offender. Working in a one-to-one situation with him, you will be among his closest contacts with the values and ideals of society. Keep in mind that the ex-offender may pattern his life after yours. You have already begun to give him a model by appearing as a volunteer--a caring, involved member of society.

In meeting an individual having an entirely different set of experiences, there is the initial problem of creating trust. We are dealing with the ex-offender's trusting you--making the assumption that your character is strong enough to absorb some let-downs. However, the trust should come to flow both ways.

One way of bringing about trust is expressing care. You will begin working with a man who has at least one month until his release from prison, which is ample time for the beginning of a close relationship. An occasional letter keeps you in contact, makes non-threatening first moves toward communication, shows concern, and makes a necessary introduction. If possible, visit at least once--you will be meeting the client in an environment to which he has adjusted, which should make for a more comfortable first meeting. Nothing shows more concern and sensitivity to a man in prison than his receiving letters and visits.

Trust will continue to grow in the relationship if the client is accepted as a person, with the respect due his individuality. Allow him to give vent to his feelings, to express himself without fear of rejection. Acceptance is the cultivator of trust.

In this personal, trusting relationship, you will be expected to act as a counselor, but please keep in mind that providing counseling does not mean giving advice. You are dealing with his problems, so avoid bringing your own into the discussion. Begin where your client's thoughts are about the situation, and guide from there to considering alternatives and solutions. His end decision may not be the best in your consideration, but the emphasis is upon the process of his considering alternatives to reach an acceptable end. Do not confuse your judgment of the situation with his. You must be careful not to identify with your client so closely that you lose objectivity.

There are critical areas of responsibility in any relationship, but of greatest importance in working with ex-offenders are confidentiality, consistency, and dependability. All interchange between yourself and the client must be held in the strictest confidence, with the mutual understanding that the only exception will be your supervisor. You must present yourself as a consistent person. If you are moody, changeable, erratic in decisions or reactions, you will have your client guessing and further his confusion. You must always be dependable. Punctuality, availability,

and receptivity are important characteristics of an effective volunteer. This man is depending upon you to help him reorganize his life, and it is important that he can come to rely on you.

As a volunteer, you will be adding a new factor to a man's life. Though he may possess a family and numerous friends, they were not enough to prevent his going to prison: you may be the new ingredient which will prevent his returning to prison. To be an effective instrument of change, you must be in close relationship with your client; you both must be able to listen to one another and to freely discuss problems and solutions.

Taken from kit "Tower Seven Volunteer Orientation Packet", Montana, 1974, Hubert, Sam.

THE AMERICAN CORRECTIONAL ASSOCIATION
CODE OF ETHICS

The American Correctional Association expects of its members unfailing honesty, respect for the dignity and individuality of human beings and a commitment to professional and compassionate service. To this end we subscribe to the following principles.

Relationships with clients/colleagues/other professions/the public:

- . Members will respect and protect the civil and legal rights of all clients.
- . Members will serve each case with appropriate concern for the client's welfare and with no purpose of personal gain.
- . Relationships with colleagues will be of such character to promote mutual respect within the profession and improvement of its quality of service.
- . Statements critical of colleagues or their agencies will be made only as these are verifiable and constructive in purpose.
- . Members will respect the importance of all elements of the criminal justice system and cultivate a professional cooperation with each segment.
- . Subject to the client's rights of privacy, members will respect the public's right to know and will share information with the public with openness and candor.
- . Members will respect and protect the right of the public to be safeguarded from criminal activity.

Professional conduct/practices:

- . No member will use his or her official position to secure special privileges or advantages.
- . No member, while acting in an official capacity, will allow personal interest to impair objectivity in the performance of duty.
- . No member will use his or her official position to promote any partisan political purposes.
- . No member will accept any gift or favor of such nature to imply an obligation that is inconsistent with the free and objective exercise of professional responsibilities.
- . In any public statement, members will clearly distinguish between those that are personal views and those that are statements and positions on behalf of an agency.

- . Members will be diligent in their responsibility to record and make available for review any and all case information which could contribute to sound decisions affecting a client or the public safety.
- . Each member will report, without reservation, any corrupt or unethical behavior which could affect either a client or the integrity of the organization.
- . Members will not discriminate against any client, employee, or prospective employee on the basis of race, sex, creed or national origin.
- . Members will maintain the integrity of private information; they will neither seek personal data beyond that needed to perform their responsibilities, nor reveal case information to anyone not having proper professional use for such.
- . Any member who is responsible for agency personnel actions will make all appointment, promotions or dismissals only on the basis of merit and not in furtherance of partisan political interests.

(Adopted August 1975 at the 105th Congress of Correction)

CHAPTER IV

PROCESSES

TRAINING FOR VOLUNTEERS

Applicants will be given the opportunity to participate in the orientation and training program. This program shall include but not be limited to: overview, policies and regulations of the Corrections Division; responsibilities of the volunteers; needs, attitudes and life styles of the inmate population; and values clarification. Orientation and training specific to the volunteer's assignment will be the responsibility of the volunteer's supervisor. Training may be waived by the branch administrator if the volunteer is adequately conversant with security procedures or is an occasional service volunteer.

STUDENT VOLUNTEERS

Any student who wishes to be placed as a volunteer in any Corrections Division Branch for the express purpose of meeting course requirements shall, prior to referral to a branch, provide a written statement from the instructor. This statement shall specify:

1. The expectations of the instructor and student for the training experience.
2. The responsibilities of the student and volunteer supervisor.
3. That the student and instructor will be responsible for supplying copies of all written materials regarding the placement to the student's supervisor.

REFERRAL AND AGREEMENT

Upon completion of training, the potential volunteer is referred to the appropriate Branch Liaison Volunteer Coordinator (BLVC) for consideration for placement. Whenever possible, the potential volunteer is interviewed by the section and branch administrators as well as the BLVC. If accepted for placement, the volunteer and his supervisor, together, complete the Agreement Form (see sample in Appendix). The Agreement Form is signed by them and the section and branch administrators. It is then sent to the VolinCor Administrator, the Corrections Division Administrator and the Director of the Department of Social Services and Housing (DSSH) (in that order) for their approval.

The purposes of the Agreement are to:

1. Clarify expectations of time commitment and role of volunteer.
2. Specify responsibilities of both volunteer and supervisor.
3. Formally authorize the volunteer to work under the auspices of the State of Hawaii.

Note: Agreements are acceptable only when completely filled out. An ending date must be stated. New agreements may be made at the end of that time.

REPORTING

Recordkeeping is a part of your responsibility as a volunteer. As a minimum, you should report the number of hours you have worked during the month. In addition, any information or feedback you can provide your supervisor or the program administrator regarding your job is of great value. Thus, recordkeeping is important for you and for the program. Why?? A few reasons include the following:

1. You must report the number of hours you have worked, so that you will be covered by Workers' Compensation if you are injured as a result of volunteering.
2. Your recorded volunteer experience is documentation to be used to provide information for letters of recommendation.
3. Your records can be used to help evaluate your volunteer job performance.
4. Time reports aid in documenting the contributions volunteers are making to the inmates/wards, the program, the Department of Social Services and Housing and the community.
5. By sharing your experiences and suggestions, you might bring about improvement and change.
6. Through sharing information and consultation, problems can often be solved while they are still small.
7. With a verifiable record of the number of hours worked, you can get employment credit when you apply for a government job.

Monthly Time Report forms are usually included in the program newsletter, VolinCor News. * Please take the time to complete and return one at the end of each month. You can send them by messenger through your supervisor, mail them to our office or deliver them yourself. Or, if you prefer, you can report your hours each month by telephone.

Volunteer group activity should also be reported to show the tremendous contribution community groups are making to the Division's many programs and institutions.

*Additional forms may be obtained from your supervisor (see sample in Appendix).

EVALUATION

1. Volunteers shall have the opportunity to evaluate their placement periodically. This feedback is an important means of measuring volunteer satisfaction and indicating potential problem areas.
2. Volunteers will be subject to periodic evaluation by their supervisor. This provides performance measures for the volunteer as well as information to the Coordinator for possible letters of reference or recommendation in the future.

TERMINATION

1. Involuntary Termination - Volunteers may be asked to leave the Volunteer Program for any of the following reasons:
 - a. Breach of confidentiality.
 - b. Unlawful conduct or breach of Corrections Division Rules and Regulations.
 - c. Physical or emotional illness.
 - d. Inability to cooperate with the staff.
 - e. Any other activity which threatens the order or security of the institution or the safety of the volunteer.
 - f. Erratic, unreliable attendance.
2. Voluntary Termination - A volunteer may initiate a request to terminate service prior to completion of the Agreement.

The volunteer should take responsibility for giving sufficient notice to enable a replacement to be found to ensure continuity of service. Ideally, the volunteer should find his own replacement.

3. Termination Reports - When a volunteer leaves the Volunteer Program, he is asked to complete a Termination Report, reviewing the assignment and reasons for leaving.

Any comments or suggestions you may wish to make to improve the Volunteer Services Program are welcome.

SUMMARY OF EXPECTATIONS

The VOLUNTEER has the right to expect to:

- ... be treated as a co-worker.
- ... be given sufficient information, orientation and training for the assignment.
- ... be involved in a meaningful assignment which utilizes and develops skills.
- ... have supervision, a written activity description of services to be performed and a place to work.
- ... be free to discuss problems, suggestions or changes with staff.
- ... receive recognition for a job well done.

The ADMINISTRATOR and COORDINATOR have the right to expect the Volunteer to:

- ... abide by his commitment.
- ... discuss any problem pertaining to his being a volunteer.
- ... cooperate with the staff person who requested his help.
- ... keep a record of hours and activities and submit the monthly report.
- ... request clarification of an assignment.

The STAFF PERSON (supervisor) has the right to expect the Volunteer to:

- ... be amenable to the assignment.
- ... request clarification of an assignment.
- ... abide by his commitment.
- ... be punctual.
- ... maintain standard of work performance.

The INMATE has the right to expect the Volunteer to:

- ... follow through with the plan to help.
- ... notify him if unavoidably detained.
- ... respect confidential matters.

PLEASE DO...

1. Ask questions until you understand the assignment and the reason for it.
2. Remember that you are not required to have all the answers. Call the appropriate staff person when you need information or consultation. Team work pays off for everybody.
3. Tell your supervisor, the BLVC, or the program administrator when you want a change of assignment.
4. Keep up-to-date records of the items you are to report on and ready to be turned in at the end of the month.
5. Ask for consultation when you need it. The people you work with may have many problems; some of them may seem new or strange to you. You will not be responsible for solving them all. Concentrate on those connected with your assignment.

ONE IMPORTANT DON'T

1. Don't take on so many duties or assignments that you will burn out. Sharing your time and talent with people who need your help will be more rewarding to you and to them if you respect your own needs, too.

CHAPTER V

BENEFITS

1. Workers' Compensation - Volunteers who are injured while performing their duties may be covered for medical expenses only. There is no coverage for death or permanent or partial disability awards. The injury should be reported immediately to the immediate supervisor who calls the VolinCor Administrator. If a physician is seen, he should be notified that it is a Workers' Compensation case.

H.R.S. 1968, Section 386-171:

"Any person who is injured in performing service for the State or any county in any voluntary or unpaid capacity under the authorized direction of a public officer or employee, and who has not secured payment of his hospital and medical expenses from the State or the county under any other provision of law and has not secured payment thereof from any third person, shall be paid his reasonable hospital and medical expenses under this chapter. (L 1963, c 116, pt of 1; Supp, 97-160)."

2. Liability Insurance - All volunteers registered with VolinCor are insured by the Volunteers Insurance Service Association (V.I.S.) underwritten by the Life Insurance Company of North America.

VolinCor's blanket liability policy provides for possible lawsuits by third persons (who are not volunteers with VolinCor) for negligent acts done while performing services in our behalf. The policy covers volunteer liabilities of this nature for up to \$1,000,000 in personal injuries and up to \$3,000,000 in property damages. The insurance company has agreed to also provide legal counsel.

3. Use of State Vehicles - Volunteers may use State vehicles when authorized to do so by the Director of the Department of Social Services and Housing for official business and provided they are duly licensed to operate an automobile. Responsibility for proper documentation that the volunteer is capable (i.e., able to drive standard shift cars) and licensed (current license not expired or suspended) will rest with the unit to which the volunteer is assigned. The names of these volunteers must be submitted to the Director's office for approval. Under the above conditions, the State fleet insurance will automatically cover that individual.

4. Transportation Expense Reimbursements - Since funds are limited, volunteers are urged to claim expenses as income tax deductions rather than request reimbursement.

Volunteers must not assume that reimbursements will be made, but should check feasibility with their supervisors prior to submitting requests.

Transportation costs (i.e., automobile mileage, parking fees and bus fares) incurred by volunteers in providing services as well as for official, authorized State business may be reimbursed, if funds are available.

Volunteers are to keep a record of car mileage on AGS Form 32. The word "employee" should be crossed out and the word "volunteer" inserted in its place. These forms are to be given to the volunteer's supervisor at the end of the month.

CHAPTER VI

CAREER DEVELOPMENT PORTFOLIO

Your work with VolinCor will be a unique experience through which you will be able to develop your personal competencies. Documenting the training you have received and the skills you have acquired in your volunteer job will have great value in your educational pursuits and for career development.

We urge you to use the following forms, designed by the Minneapolis Voluntary Action Center. By doing so, you will help document your work experience and training programs you have attended. By keeping a record of all your volunteer experiences, you will begin to identify the wide range of skills you possess and develop greater satisfaction from your community volunteer services.

VALIDATING EXPERIENCE AND COMPETENCIES

These are examples of skills you may have developed in your volunteer job. Each job might include skills from any or all of these categories. You may also wish to include other skills not listed here.

BASIC PERFORMANCE SKILLS

I CAN:

- show responsibility
- be on time for appointments
- accept a commitment
- identify with and accept agency's goals
- adopt a plan of action
- define tasks and functions
- share work with others
- work with supervision
- demonstrate listening skills
- seek and accept feedback
- evaluate a program
- complete an assignment
- express myself clearly
- demonstrate time management
- work independently

DIRECT SERVICE SKILLS

I CAN:

- relate to a client's needs
- assess needs
- identify problems
- build a trusting relationship
- contribute to learning of others
- give direct and indirect counseling
- help others identify and explore alternative courses
- work with a group
- supervise
- lead a group
- develop leadership
- teach/tutor
- conduct interviews
- develop a program

ADD YOUR OWN SKILLS, IF NOT LISTED ABOVE

I CAN:

ADMINISTRATIVE SKILLS

I CAN:

- make policy decisions
- delegate responsibility
- speak effectively
- express myself clearly in writing
- develop goals and objectives
- chair a meeting
- plan an agenda
- record material clearly
- organize written material
- prepare reports
- do research
- compile statistics
- develop questionnaires
- survey problems
- conduct training sessions
- make financial decisions
- plan a budget
- develop a proposal
- write a grant
- raise money
- supervise others
- represent the agency
- do public speaking
- contact media
- edit publications

OTHER SKILLS

I CAN:

- lead tours
- operate equipment
- advocate for change
- perform office work (specify: type, answer phones, etc.)
- demonstrate artistic ability (specify: decorations, logo, graphics, portraits, etc.)
- Assist in theater productions (specify: perform, write plays, arrange sets, etc.)
- Participate in environmental concerns (specify: park maintenance, tree planting, nature displays, etc.)

WORK EXPERIENCE RECORD

Name: _____

Job title: _____

Agency/Organization: _____

Dates served: _____ No. hours per week: _____ Total hours _____

Supervisor: _____ Title: _____

Job description and responsibilities: _____

Competencies/skills developed and how acquired: _____

Additional Comments: _____

Signature of supervisor (if desired) _____

Suggested attachments:

1. Written statements of actual accomplishments. Detail your progress in achieving your goals, citing statistics and records.
2. Work plans or reviews.
3. Contracts, letters of agreement, job description.
4. Letters of recommendation, citations, awards.
5. Performance appraisals, program evaluations.
6. Finished products (speeches, articles, reports, etc.)
7. Other miscellaneous information.

EDUCATIONAL RECORD
(workshops, conferences, training sessions, etc.)

Attended by: _____

Workshop, Conference, Training Title: _____

Sponsored by: _____

Date: _____ Total hours: _____

Instructor: _____ Title: _____

Topics covered: _____

Resources used: _____

Knowledge acquired: _____

Competencies/skills developed: _____

Additional Comments: _____

Instructor's signature (if desired): _____

Position _____

Suggested Attachments:

1. Course outline
2. Resource materials
3. Manual
4. Evaluation
5. Certification

CHAPTER VII

REMEMBER . . .

Whatever particular job a volunteer does, the most valuable contribution is his or her personal commitment to the correctional process. Citizen participation holds open the door to the vast resources of the community. Only citizens can bring the viewpoint of the community into our correctional programs and the needs of those programs back into the community. They offer a bridge of understanding and strength to a system that must succeed for the sake of the public good, as well as the good of the individual inmates and ex-offenders.

APPENDIX

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DIRECTORY

Corrections Division Administration - P. O. Box 339 (mailing address)
1390 Miller Street (office address)
Honolulu, Hawaii 96809

Kakesako, Michael	Administrator	548-6441
Kawahara, Samuel	Assistant Administrator	548-6440
Cavaco, Valentine	Planner	548-2845
Rosengrant, Robert	Planner	548-3930
Cole, Rosalind	VolinCor Administrator	548-2549
Okuda, Ethel	Office Manager	548-6442

Conditional Release Branch - 647 Laumaka Street
Honolulu, Hawaii 96819

Tomatani, David Administrator 847-5011

Laumaka Conditional Release Center - 647 Laumaka Street
Honolulu, Hawaii 96819

Tomatani, David Administrator 845-1441

Kamehameha Conditional Release Center - 42-455 Kalaniana'ole Hwy.
Kailua, Hawaii 96734

Murai, Howard Administrator 262-0880

Correctional Training Center - P. O. Box 339
Honolulu, Hawaii 96809

Kakazu, Yoshiaki Corrections Training Project
Coordinator 262-8105

Halawa Correctional Facility - P. O. Box 33
Aiea, Hawaii 96701

Oku, William Administrator 488-1931
Hoe, Carole Social Worker; BLVC* 488-7289

Maluhia Women's Residence - P. O. Box 1464
Kailua, Hawaii 96734

Lee, Henry Administrator 261-0873
Kitamura, Jon Social Worker; BLVC*

*BLVC: Branch Liaison Volunteer Coordinator

Hawaii State Prison - 2109 Kamehameha Hwy.
Honolulu, Hawaii 96819 841-8711

Olim, Antone Administrator Ext. 124

Wilhelm, Edith Assistant Administrator Ext. 134

Aquino, Daniel Hoomana School Administrator Ext. 146

Murakami, Miles Correctional Counselor; BLVC* Ext. 132

Keehi Annex - 2247 Kamehameha Hwy.
Honolulu, Hawaii 96819

Sheenan, Jack Administrator 845-6191

Correll, Yvonne Social Worker; BLVC*

Hawaii Youth Correctional Facility - 42-477 Kalaniana'ole Hwy.
Kailua, Hawaii 86734 261-0858

Chang, Vernon Administrator Ext. 110

Matsuo, Wayne Olomana Administrator Ext. 133

Sato, Shinobu Kaala Administrator Ext. 131

Kubo, Roy Hookipa Administrator Ext. 134

Boys' Group Home - 1124 Ukana Street
Honolulu, Hawaii 96818

Hyun, Edmund Acting Administrator 422-0881

Hawaii Community Correctional Center - 60 Punahoe Street
Hilo, Hawaii 96720

Andrade, Clarence Administrator 961-7230

Matsuda, Warren Social Worker; BLVC*

Kauai Community Correctional Center - RR 1, Box 510
Lihue, Kauai 96766

Smythe, John Administrator 245-9581

Visaya, Anthony Social Worker; BLVC*

*BLVC: Branch Liaison Volunteer Coordinator

Kulani Correctional Facility - Star Route 1
Stainbeck Highway
Hilo, Hawaii 96720

Peralto, Stephen Administrator 935-2280

Maedo, Thomas Social Worker; BLVC*

Maui Community Correctional Center - 600 Waiale Drive
Wailuku, Maui 96793

Kobayashi, Kazumi Administrator 244-5505

Nagata, Andrew Social Worker; BLVC*

*BLVC: Branch Liaison Volunteer Coordinator

GLOSSARY

1. Adjudication or Judgment - A judicial determination or decision for acquittal or conviction. A judgment of conviction sets forth the plea, verdict, or finding, the adjudication and sentence.
2. Appeal - An appeal by a defendant may be taken within a certain period after entry of the judgment.
3. Arraignment - The reading of the indictment or information to the defendant or stating to him the substance of the charge and calling him to plead thereto.
4. Arrest - A taking into custody; a suspect may be arrested as a result of direct evidence, a warrant for arrest or probable cause.
5. Bail - The security given for the due appearance of the accused in order to obtain his release from custody. The amount of bail is prefixed by the Circuit Court judge according to the offense.
6. Booking - A police procedure involving registering, photographing and fingerprinting of the suspect or accused.
7. Charge - An accusation of a wrong or offense.
8. Complaint - A written statement of the essential facts constituting the offense charged.
9. Felony - A major crime; upon conviction, the defendant may be sentenced by the Circuit Court to a 5-year probationary term or to a state prison; the minimum sentence is 1 year and the maximum is life without parole.
10. Grand Jury - A group of jurors (not less than 18 or more than 23) who examines accusations or allegations against persons charged with crime and finds bills of indictment if the evidence warrants.
11. Indictment or Information - A written statement of the essential facts constituting the offense charged. An offense which may be punished by imprisonment for life shall be prosecuted by indictment. An offense which may be punished by imprisonment for a term exceeding one year at hard labor shall be prosecuted by indictment or prosecuted by information if the defendant, after being advised of the charge and his rights, waives in open court prosecution by indictment.
12. Misdemeanor - A criminal offense for which the maximum fine in different states varies from \$100 to \$500. The maximum term in a local jail is up to 1 year, with the average term usually 90 days, and the maximum probation period 1 year. They appear in the lower courts, called district courts.
13. Motion - An application to the court for an order is made by motion. It is usually in writing unless the court permits it to be made orally. The motion states the grounds on which it is made and sets forth the order sought. It may be supported by affidavit.

- 14. Parole - A kind of after-care; supervision is provided to help the person adjust to life in the community after he has been in an institution.
- 15. Petition - The legal instrument which initiates formal court involvement with a juvenile; analogous to the information filed by the Prosecuting Attorney on an adult in the adult criminal courts.
- 16. Plea - A defendant is apprised of his right to counsel before plea. He may then plead not guilty, guilty, or with the consent of the court, nolo contendere.
- 17. Preliminary Hearing - A hearing before a District Judge to determine whether the State has sufficient evidence regarding a felony and whether the defendant committed that felony.
- 18. Pre-sentence Investigation and Report - Investigation and report are made to the court before the imposition of sentence or the granting of probation unless the court otherwise directs. The court may disclose information contained in the report to the prosecution or to the defendant's attorney or the defendant without disclosing any source of information which was received in confidence.
- 19. Probation - After conviction of an offense, the defendant may be placed on probation, except where probation is forbidden by law.
- 20. Recidivism - A recidivist is a person who has been through the court and gets in trouble again after the court involvement is terminated.
- 21. Reduction of Sentence - The court may reduce a sentence within 60 days after the sentence is imposed.
- 22. Revocation - Generally, a hearing to show cause why a person's probation or parole should not be revoked when he is alleged to have violated his terms or conditions of probation or parole.

STATE OF HAWAII
 Department of Social Services and Housing
 Corrections Division

Date _____

AGREEMENT BETWEEN
 VOLUNTEER AND SUPERVISOR

_____ will work at _____
 (Name of Volunteer) (Branch)

_____ every _____
 (Unit) (Day(s) of Week)

from _____ to _____, beginning _____ and ending _____
 (Month, Day, Year)

_____. The volunteer position is _____
 (Month, Day, Year) (Title)

and the work to be done includes: _____

The volunteer agrees to maintain confidentiality in regard to the clients, staff, and facility and to abide by all other components of the Code of Ethics for Volunteers.

The supervisor agrees to provide the orientation, training, and support required to enable the volunteer to do the work stated above and to follow the Guidelines for Staff.

The volunteer will keep a record of the time he has worked and submit a Monthly Time Report to the supervisor at the end of each month. The supervisor will sign the form and send it to the Corrections Volunteer Services Program Coordinator by the 3rd working day of each month.

 (Signature of Volunteer/Date) (Signature of Supervisor of Volunteer/Date)

 (Signature of Branch Administrator/Date) (Signature of Section Administrator/Date)

 (Signature of VolinCor Administrator/Date) (Signature of Director, DSSH/Date)

 (Signature of Corrections Div. Adm./Date)

GUIDELINES FOR STAFF

The following guidelines have been adapted from those of the American Red Cross and the New York State Correctional Volunteer Services Program.

The needs of the volunteer are the same as the needs of the employee.

Treat the volunteer as a co-worker. Accept the volunteer as a person who will supplement, complement, amplify, extend, or enhance services provided by the regular staff so that more can be done within time and budget.

1. Provide all essential orientation for the volunteer to your branch and unit: the policies, people, and program.
2. Inform the volunteer in clear detail of what is expected and in what areas the volunteer may make personal and final decisions.
3. Provide thoughtfully planned and effectively presented training as needed.
4. Give the volunteer a significant task, but do not relinquish the lines of authority or responsibility of your job.
5. Encourage the volunteer by recognizing and demonstrating appreciation of progress. Let volunteers know that they are needed and that what they are doing has real purpose.
6. Respect the volunteer's honest opinion and accept constructive suggestions in the spirit that some of the needs of the Corrections Division can be met by concerned citizens.
7. Give the volunteer opportunities to grow, to advance to more responsible positions.

CODE OF ETHICS FOR VOLUNTEERS

As a volunteer I realize that I am subject to a code of ethics similar to that which binds the professionals in the field in which I work. Like them, I assume certain responsibilities and expect to account for what I do in terms of what I am expected to do.

1. I will keep confidential matters confidential.
2. I interpret "volunteer" to mean that I have agreed to work without compensation in money, but having been accepted as a worker, I expect to do my work according to standards as the paid staff expects to do their work.
3. I promise to bring to my work an attitude of open-mindedness; to be willing to be trained for it; to bring to it interest and attention.
4. I realize that I may have assets that my co-workers may not have and that I should use these to enrich the project at which we are working together.
5. I realize also that I may lack assets that my co-workers have, but I will not let this make me feel inadequate but will endeavor to assist in developing good teamwork.
6. I plan to find out how I can best serve the activity for which I have volunteered, and to offer as much as I am sure I can give, but no more.
7. I realize that I must live up to my promise and, therefore, will be careful that my agreement is so simple and clear that it cannot be misunderstood.
8. I believe that my attitude toward volunteer work should be professional. I believe that I have an obligation to my work, to those who direct it, to my colleagues, to those for whom it is done, and to the public.

DEPARTMENT OF SOCIAL SERVICES AND HOUSING
CORRECTIONS DIVISION

Volunteer Monthly Time Report

NAME: _____ JOB TITLE: _____ MONTH/YEAR: _____
BRANCH: _____ UNIT: _____
TOTAL HOURS: _____ NUMBER OF CLIENTS SERVED: _____

(Please insert number of hours worked on each date)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

COMMENTS:

DSSH-CD No. 163 Revised 10/7/77

(Detach on dotted line and return to Volunteer Coordinator via your supervisor on first day of the month)

STATE OF HAWAII
DEPARTMENT OF SOCIAL SERVICES AND HOUSING
CORRECTIONS DIVISION

Volunteer Monthly Time Report

NAME: _____ JOB TITLE: _____ MONTH/YEAR: _____
BRANCH: _____ UNIT: _____
TOTAL HOURS: _____ NUMBER OF CLIENTS SERVED: _____

(Please insert number of hours worked on each date)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

COMMENTS:

-CD No. 163 Revised 10/7/77

CONTACT PEOPLE:

Coordinator: _____

Phone: _____

Address: _____

Staff Supervisor: _____

Phone: _____

Address: _____

ASSIGNMENT:

Date: _____

Name: # _____

Address: _____

Phone: _____

Other Information:

PROCEDURES:

EMERGENCY PROCEDURES:

NOTES:

END