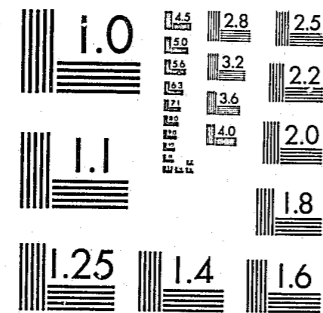


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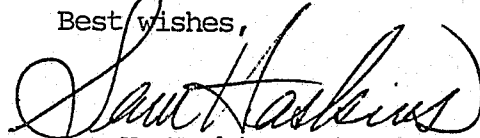
Community Corrections Volunteer  
 State of Tennessee

Dear Community Volunteer:

This training manual will provide you with an essential background for beginning your participation as a volunteer in corrections. It is our belief that by increasing your understanding of the criminal and juvenile justice systems, you will experience maximum opportunity for success in your work as a volunteer.

The justice system affects every one of us, regardless of the nature and extent of our participation. I salute your willingness to become part of an active and informed citizen constituency, a vital component of our community corrections effort.

The Commissioner and all Departmental staff extend to you our appreciation for your time and skills contributed to the rehabilitative functions of the Department.

Best wishes,  
  
 Sam H. Haskins, Director  
 Volunteer Services

SHH:dkc

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NCJRS

FEB 16 1983

ACQUISITIONS

\*ADMINISTRATION

Governor Lamar Alexander

Commissioner of Correction, H. B. Bradley

Deputy Commissioner, Robert Morford

Assistant Commissioner Adult Services, Dorothy Greer

Assistant Commissioner Youth Services, Paul Humphries

Assistant Commissioner Agri-Industries, Larry Daniels

Assistant Commissioner Administration, Catherine Walton

Assistant Commissioner Organizational Development, John E. Moore

Director of Adult Probation, George Hattaway

Director of Juvenile Probation, Robert Derington

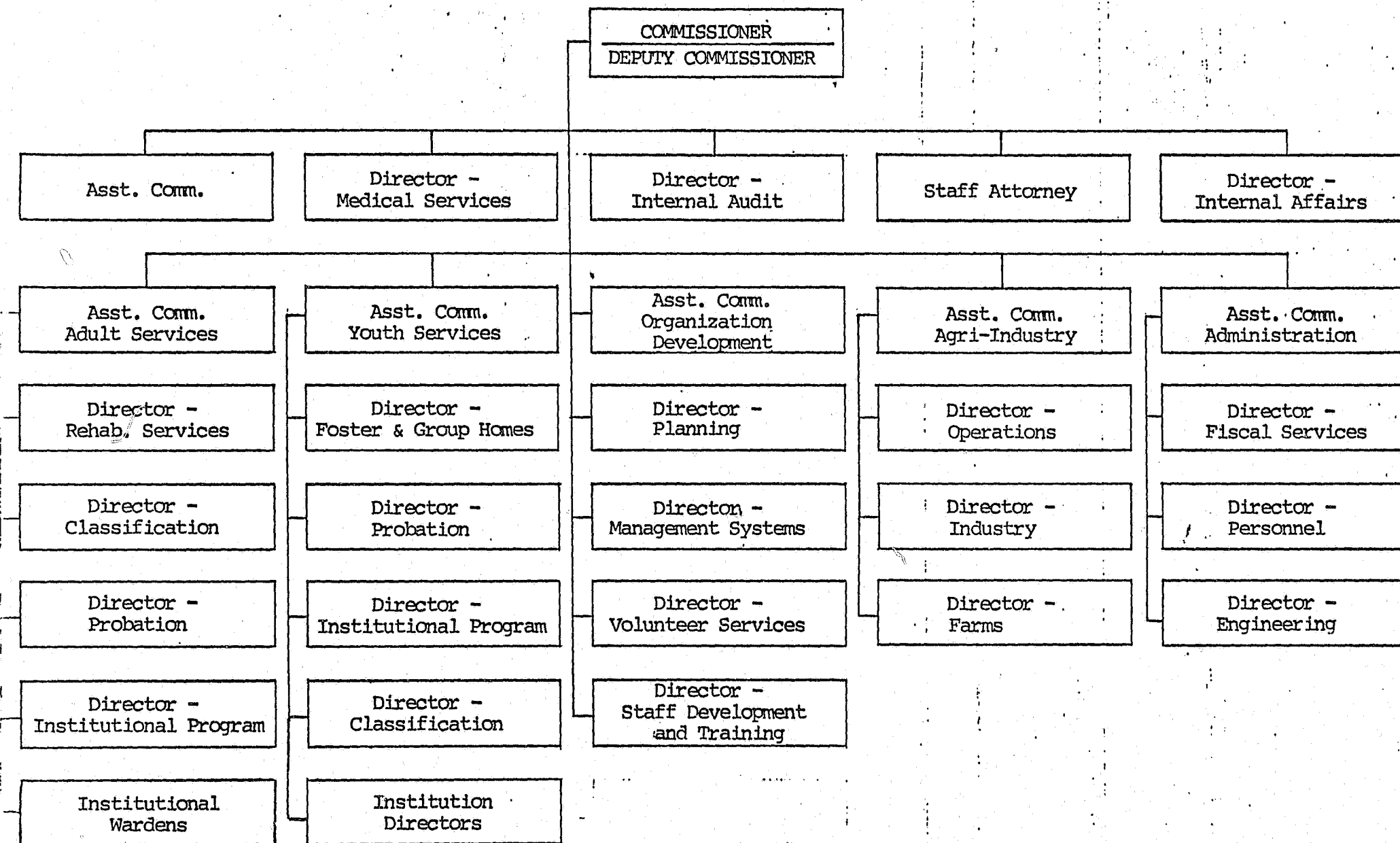
Director of Foster and Group Homes, Albert Dawson

Director of Rehabilitative Services, Jim Dickman

Director of Volunteer Services, Sam Haskins

Executive Director of Parole Board, Charles David Morison

\*These administrative officials relate most directly to Volunteer Services in the Department. A complete chart of Department of Correction staff follows.





DIRECTORY OF VOLUNTEER SERVICES, FIELD OFFICES AND INSTITUTIONS

VOLUNTEER SERVICES

Sam Haskins, Director  
304 State Office Building  
Nashville, TN 37219  
(615) 741-1067

REGIONAL OFFICES

First Tennessee Region  
221 West Main Street  
Johnson City, TN 37601  
(615) 928-8111

East Tennessee Region  
707 North Central Avenue  
Knoxville, TN 37917  
(615) 523-4101

Upper Cumberland Region  
Medical Arts Building  
125 South Jefferson Street  
Cookeville, TN 38501  
(615) 526-7165

Southeast Region  
3rd Floor, Interstate Building  
540 McCallie Avenue  
Chattanooga, TN 37402  
(615) 266-6442

Mid-Cumberland Region  
600 Doctor's Building  
706 Church Street  
Nashville, TN 37203  
(615) 741-3966

South Central Region  
110 East Lauderdale Street  
P. O. Box 281  
Tullahoma, TN 37388  
(615) 455-2641

West Tennessee Region  
3rd Floor, State Office Building  
225 Madison, Box 31  
Jackson, TN 38301  
(901) 424-4071

Delta Region  
Suite 1001, State Office Building  
170 North Main Street  
Memphis, TN 38103  
(901) 725-0127

Paul Lewin, Director  
Randy Taylor, Volunteer Coordinator

John Clabo, Director

Eudelle Newport, Director  
Kathy Boles, Volunteer Coordinator

Tom Biggs, Director  
Tennie Lindsey, Volunteer Coordinator

Harold Jones, Director  
Servella Lee Terry, Volunteer  
Coordinator

William Clardy, Director  
Rachel Bernhardt, Volunteer Coordinator

Jay Gaffney, Director  
, Volunteer Coordinator

Lillie K. Markle, Director  
Lillie K. Markle, Volunteer Coordinator

JUVENILE INSTITUTIONS

Highland-Rim School  
Box 580  
Tullahoma, TN 37388  
(615) 455-5413

Spencer Youth Center  
Route 3, Stewart's Lane  
Nashville, TN 37218  
(615) 741-4140

Taft Youth Center  
Route 4, Box 400  
Pikeville, TN 37367  
(615) 881-3201

Tennessee Youth Center  
3000 Morgan Road  
Joelton, TN 37080  
(615) 741-3188

Wilder Youth Development Center  
Somerville, TN 38068  
(901) 465-3624

COMMUNITY SERVICE CENTERS

Chattanooga Community Service Center  
815 North Hickory Street  
Chattanooga, TN 37404  
(615) 624-2643

Knoxville Community Service Center  
3735 Riverside Drive  
Knoxville, TN 37914  
(615) 523-2115

Memphis Community Service Center  
6031 State Road  
Memphis, TN 38134  
(901) 382-4330

Nashville Community Service Center  
Route 3, Stewart's Lane  
Nashville, TN 37128  
(615) 741-4126

NOTE: Regional Volunteer Coordinators are affiliated with community service centers

Barbara Hall, Director  
Thomas Little, Chaplain  
Volunteer Coordinator

Howard Cook, Director  
Faye Alexander, Volunteer Coordinator

Director  
Sandy Shoemate, Volunteer Coordinator

Albert Murray, Director  
Norm Idema, Dorm Supervisor  
Volunteer Coordinator

Seth Garrington, Director  
Floyd Key, Chaplain  
Volunteer Coordinator

John Patterson, Warden

D. W. Harris, Warden

David Poindexter, Warden

Charles Bass, Warden

ADULT INSTITUTIONS

Bledsoe County Regional Facility  
Route #4, Box 600  
Pikeville, TN 37367  
(625) 881-3251

Brushy Mountain Prison  
Petros, TN 37845  
(615) 324-4011

DeBerry Correctional Institute  
3250 Ezell Pike  
Nashville, TN 37211  
(615) 833-9415

Fort Pillow State Farm  
Fort Pillow, TN 38032  
(901) 738-5051

Lake County Regional Facility  
Tiptonville, TN 38079  
(901) 253-9995

Memphis Correctional Center  
6000 State Road  
Memphis, TN 38134  
(901) 372-2080

Morgan County Regional Facility  
Route #2  
Wartburg, TN 37887  
(615) 346-6641

Nashville Regional Prison  
7177 Cockrill Bend Industrial Park  
Nashville, TN 37203  
(615) 383-7595

Tennessee State Penitentiary  
Station A West  
Nashville, TN 37203  
(615) 741-4648

Turney Center  
Route #1  
Only, TN 37140  
(615) 729-5161

Women's Prison  
Route #3, Stewart's Lane  
Nashville, TN 37218  
(615) 741-4171

Gary Livesay, Warden  
Sandy Shoemate, Volunteer  
Coordinator

Herman Davis, Warden  
Horace Beene, Counselor,  
Volunteer Coordinator

Aileene Love, Warden  
Claudia Oswalt, Psychiatric Social  
Worker,  
Volunteer Coordinator

Jimmy Harrison, Warden  
Eugene Keele, Chaplain,  
Volunteer Coordinator

Billy McWherter, Warden

Ben Poindexter, Warden

Otie Jones, Warden  
Jerry Veach, Counselor,  
Volunteer Coordinator

Bob Stevens, Warden

Jim Rose, Warden  
Louise Cunningham, Acting Volunteer  
Coordinator

Marshall Hamby, Warden  
John Gebhart, Chaplain  
Volunteer Coordinator

Eileen Radeker, Warden  
Ray Stewart, Chaplain  
Volunteer Coordinator

THE CRIMINAL JUSTICE SYSTEM

The overall goals and functions of the criminal justice system have evolved and changed, sometimes radically, throughout the course of civilized history. These goals influence our opinions about criminal justice, often resulting in ambivalent feelings and/or contradictory actions. We must recognize that all these feelings and actions are valid, at least to some degree. Our purpose here is to identify these various functions of the criminal justice system. Some have ancient origins. Others are generally thought to have originated as late as the eighteenth and nineteenth centuries. We know, for instance, that punishment of the offender is as ancient as the earliest societies. While some forms of restitution were actively practiced during the Roman era, we generally think that rehabilitative functions are of a much later origin, perhaps even as late as the nineteenth century. Certainly the twentieth century has experienced upheavals and reform movements, indicating our continuing struggle to reconcile "society's" rights and responsibilities with those who are "criminal" within a given society.

Briefly, the criminal justice functions are:

THE PUNITIVE FUNCTION

There is no question that this oldest purpose of the criminal justice system will probably always be present. While most people would intend for punishment to be in direct proportion to the seriousness of the offense, few would agree that this in fact occurs. The punitive function permeates the entire system, from police to parole, and frequently controls and/or prevents other functions.

THE DETERRENT FUNCTION

Deterrence is closely related to punishment. Specifically, some people feel it necessary to make an example of an offender in order to "scare" others from criminal behavior. This assumption is, at the very least, difficult to

document. It may actually be that the knowledge of certain arrest, speedy trial and predictable consequences may be more of a deterrent than perceptions concerning severity of punishment.

#### THE PROTECTIVE FUNCTION

Community protection is the function that reinforces society's extensive use of prisons. Adherence to the need to protect communities from criminals and delinquents is as well established as punishment for these individuals. Prisons and the maintenance of prisoners is enormously costly. The allocation of resources, financial and human, has become so immense that it actually serves as an impetus for prison alternatives. Further, the protective function has an impact on the entire criminal justice system. Arrest, jail detention, trial, confinement and community supervision are all viewed as efforts to protect society. Terms of sentencing and some of the rehabilitative programs are also utilized under this broad function.

#### THE CORRECTIVE FUNCTION

The corrective function is viewed by many as the prerogative of the state-wide Department of Correction. As we have noted, however, the state sees its own function as punishment and community protection in addition to "correction." Correctional programs (i.e., programs of rehabilitation or reintegration) are not the sole responsibility of the Correction Department. The police and the courts develop and maintain rehabilitative programs. A wide range of community linkage programs are based on the premise that individuals can be successfully reintegrated into society.

It is to this larger mission that a well informed public must address itself. Practically every person committed to the Department of Correction will return at least once to his or her own community. If we are to break the cycle of crime for these individuals, we must turn all effective resources to the matter of "correcting" those societal factors that contribute to criminal be-

havior in the first place.

#### THE DUE PROCESS FUNCTION

We are increasingly aware of the need to follow due process in all areas of the criminal justice system. It is not a function of the court but is a principle of fairness necessary in all the steps of the process.

With these five purposes in mind, let us now look at the three major elements of the criminal justice system: police, courts, and correction. The normal sequence of events in the system begins with the commission of a crime. When the crime is reported, the police begin their investigation. This investigation may continue until the time of the trial. At the point when the District Attorney determines there is sufficient information to do so, a grand jury indictment is requested. This may occur before or after arrest. If the suspect is arrested before the indictment is sought, he/she is entitled to a preliminary hearing within hours of arrest. If the offense is a misdemeanor, the case may be concluded at this point.

After the grand jury indictment has been handed down, the offender must then appear before the court for arraignment. If he/she enters a plea of guilty, the court will set a time for sentencing; if not, the defendant proceeds to trial. If the defendant pleads guilty, the judge will determine the sentence. If the case is heard before a jury in Tennessee, the jury will set the sentence.

It is estimated, however, that 85% to 90% of the criminal cases in Tennessee never go to trial. These are settled through the practice of plea bargaining. The defendant enters a guilty plea and an agreed upon sentence is handed down without a trial.

At any point along the process - arrest, preliminary hearing, grand jury, arraignment, or trial - the charges may be reduced or dropped and the accused dismissed. An offender's bail is set at the initial hearing. The court may

also release the defendant on his/her own recognizance; in this case, there is no bond.

Once the sentence is set, the judge may set a date to hear arguments on an application for probation. If the judge places the offender on probation, he/she will suspend the sentence. In addition to the standard conditions of probation, the court may set additional conditions deemed necessary. These conditions may include such requirements as a program for drug or alcohol abuse. He/she is then committed to the Department of Correction for supervision of probation.

If a male offender is not placed on probation, he is committed to the Department of Correction and sent to the Classification Center in Nashville where he will begin to serve his sentence. Once the offender has completed classification, he will be transferred to one of the seven correctional institutions for adult males in the state. If the offender is female, she will be sent to the Women's Prison from the court. Classification in this case is done by and for that institution.

In most cases, an offender becomes eligible for parole consideration after serving approximately one half his/her minimum sentence. When the offender appears before the Parole Board, his/her case is reviewed and witnesses are heard. If the Parole Board grants paroles, he/she is then released to the community under parole supervision, which is provided by officers employed by the Parole Board. If not, a new date is set for a second appearance before the Board.

Upon release, the parolee must sign a certificate of parole. On this certificate are listed nine standard conditions. In addition to these, the Board may stipulate additional special conditions. The parolee must report immediately to his/her parole officer who is responsible for supervision and maintenance of the parolee's program throughout the term of parole.

Violation of any of the conditions may result in revocation of parole. Unless there is a persistent violation, however, the parole officer will not, in most cases, file for revocation. Conviction of another offense, particularly a felony, will usually result in revocation of parole. The individual is then returned to prison.

The length of parole is determined by the offender's original sentence. The time under parole supervision can be reduced in two ways. The parole officer, after twelve months, may request a letter of relief from the Parole Board or after two years may request, through the State Director of Parole, that direct supervision be suspended. Data indicates that a person who successfully completes twelve months under parole supervision has a 90% chance of maintaining his or her life without further criminal offense.



#### VOLUNTEERS IN THE COMMUNITY JUSTICE SYSTEM

The administration of criminal justice in this country has traditionally included rehabilitation in addition to its functions of apprehension, judgment, protection of society and punishment of the criminal. The juvenile system, more recent and even less consistent than its adult counterpart, purports to have an even greater emphasis on rehabilitation. Courts have attempted, primarily through the Department of Correction, to provide significant services and reintegration opportunities to offenders both juvenile and adult. Clearly the number of individuals that are presently involved and the extent of needed services exceeds the courts' capabilities; new resources must be sought.

Community volunteers who support the efforts of correctional personnel have increased both in terms of numbers and impact on the community justice system. Probation itself began as a volunteer service in the nineteenth century. Citizens are now involved at every juncture of the justice process: state legislatures, courts, correctional institutions, field services, alternative placements, parole and aftercare services.

The extent of citizen participation is seldom restricted simply by the law. Public mistrust and misunderstanding of the correctional system can seriously restrict the volunteer program. Community volunteers and correctional staffs must bring a high degree of respect and cooperative commitment to the enterprise. Two common goals must be agreed upon: (1) increased services for individuals and (2) increased community awareness of the criminal and juvenile justice systems and their problems.

Whatever your area of service, you will add a new dimension to the Department's service through your own background, knowledge, skills and concern. Some of what you contribute can never be documented except as you integrate the experiences into your own realm of understanding.

#### VOLUNTEERS IN TENNESSEE CORRECTIONS

Citizen involvement on an ad hoc basis has operated in correctional programs in Tennessee for at least a hundred years. During the nineteenth century volunteers, individually or in groups, were primarily motivated for participation through theological and/or denominational directives. Initial impetus for service with prison residents came often from professors of Nashville's colleges and universities. From this leadership, citizens and citizen groups became active in movements for both institutional and legislative reform in corrections. Regardless of motivation, citizens who have contributed voluntarily to the correctional function of the criminal justice system have spoken in favor of due process, of more humane treatment for prison residents, of the importance of relationships for those individuals defined as delinquent or criminal in their behavior. In his 1891 report to the state legislature, Chaplain J. W. Perry advocated use of volunteers to teach English in prisons, stating, "a moral reformation usually has for its antecedent a mental or intellectual reformation."

As recognition of the importance of treatment and rehabilitation in corrections has grown, so has the Department's recognition of the importance of community support and interaction. Courts, administrative offices for parole, probation and juvenile aftercare; juvenile and adult institutions have all relied on volunteers in some capacity. In 1972, under the direction of Commissioner Mark Luttrell, a division of Volunteer Services was established to coordinate recruitment and training efforts for volunteer programs across the state. Having worked with VISTA volunteers at the Shelby County Penal Farm, Commissioner Luttrell sought to open all institutions to more active use of community citizens.

While Tennessee's volunteer services programs have grown and changed in

the eight years since 1972, they are still premised on matching local needs with local resources. The cooperation of law enforcement and/or corrections professionals and citizen volunteers has enabled some communities to experience a high degree of involvement with and understanding for the criminal justice system in their locale. With increased documentation, it is assumed that effective use of volunteer support results in reduced rates of recidivism and prevention of crimes.

The section of Volunteer Services includes a statewide director and ten full time coordinators working in both field (probation) offices and institutions. Additionally a professional staff member in each institution, adult or juvenile, works with the section in the multi-phased process of volunteer involvement. Throughout the state volunteers contributed over 46,000 hours in thirty-seven service activities during fiscal year 79-80.

#### VOLUNTEER TRAINING AND CERTIFICATION

Most volunteers serving with the Department of Correction will participate in at least three hours of training prior to placement. This training will include general information about the Department, volunteer service opportunities and the institution or office with which the volunteer will be affiliated.

It is essential that any volunteer who will be providing a professional service to clients be able to furnish the Department with verification of professional licensure.

Further training for those volunteers who will not be working directly with adult or juvenile clients will be provided through the discretion of the Department's volunteer coordinator. Volunteers serving on advisory boards, as court affiliated volunteers, or as liaisons with community agencies are likely to require additional training related to their volunteer jobs.

Volunteers who will be working directly with clients are required to complete an additional three hours of training in human relations skills. This training is provided by the Tennessee Corrections Institute and serves to "certify" direct service volunteers.

All trained volunteers are entitled to a Department of Correction volunteer identification card. This card will be reissued annually, contingent upon in-service training requirements, if any, and the results of evaluation of the volunteer.

## ROLE OF THE VOLUNTEER

You should soon come to know your expected role in the program with which you will be working. One aspect of that expectation is your volunteer job description. Another is your relationship with other professionals who deal with the same issues or clients. Still another is your relationship with the volunteer coordinator.

With the coordinator, set realistic, attainable goals for yourself. Examine your own time constraints and weigh these as you agree upon a time frame for your volunteer commitment. Learn as much as possible about your setting, your responsibilities and the individuals with whom you'll be working. The more fully informed you become, the more valuable as a volunteer you will be.

If you work directly with clients you will share many of the same goals and concerns experienced by professional staff members. You will also experience many of their frustrations: initial mistrust, slow communication, dissonant value systems, socioeconomic factors beyond your control. We consider you to be part of a team and encourage you to avail yourself of the expertise and support of other team members.

## DIVISION OF ADULT SERVICES

Within the scope of crimes committed by adults, several distinctions are made between misdemeanors and felonies. Persons accused of misdemeanors may appear **before** a grand jury but are usually tried by a general sessions judge and are subject to fine and maximum sentence of eleven months, twenty-nine days in a county jail or penal farm. Persons convicted of a felony are committed to a departmental institution for custody and rehabilitation during a period of incarceration that exceeds one year.

The Division of Adult Services operates eleven correctional facilities, each of which is oriented to certain residents. Residents, or offenders, are classified according to gender, age, home community, psychological profile, crime resulting in the commitment, and correctional history. The Division coordinates the operations of all facilities, including the educational, vocational, recreational, religious and counseling programs at each facility.

The crucial issue for this division is overcrowding, existent in most facilities and its resultant impact on the effectiveness of all programs. Overcrowding also affects the normal process of transfer of residents to community service centers and to county jails (arranged on a contract basis.)

ADULT INSTITUTIONS: Following is a brief description of each major facility and its residents:

1. Bledsoe County Regional Prison:

Medium security facility for male offenders serving less than five years of commitment. Offenders are usually from southeastern Tennessee.

2. Brushy Mountain Prison:

Primarily a maximum security prison, remote setting.

3. Lois DeBerry Correctional Institute for Special Needs Offenders.

Formerly the Mental Health Hospital for the Criminally Insane. Now renovated and providing treatment for psychiatric disorders, history of

drug or alcohol abuse, commission of sex offenses.

4. Fort Pillow State Farm:

Medium security prison for male residents from West Tennessee.

The facility maintains a farm operation centered around cotton and canned food production.

5. Lake County Regional Correctional Facility:

Houses primarily medium security offenders with sentences of five years or less. Program emphasis is on educational and vocational training.

6. Memphis Correctional Center:

First prison operating under regional prison concept. Houses young male offenders and has a treatment program based on achievement, motivation and education.

7. Morgan County Regional Correctional Facility:

Similar population and program to that of Bledsoe Regional. Upper age limit for offenders is approximately forty. Educational programs include GED and ABE. Primary program focus is farming operation.

8. Nashville Regional Correctional Facility:

The reception and classification center for all male felons.

The process of classification and transfer to the institution of commitment takes approximately eight weeks.

9. Tennessee Prison for Women:

Medium security prison for classification and maintenance of all adult female offenders.

10. Tennessee State Penitentiary:

Originally located near Nashville's court. Housing and programs are maximum/medium security offenders. Main location for state industries.

11. Turney Center for Youthful Offenders:

Medium security facility for male offenders through age 25, usually for first offense of commitment. Program oriented toward educational and vocational training.

UPDATE

OFFENDER PROFILE

A STATISTICAL REVIEW OF THE INMATE POPULATION OF ALL ADULT INSTITUTIONS

FISCAL YEAR July 1, 1978 - June 30, 1979

TOTAL PRISON POPULATION ON JUNE 30, 1979

Main Prison	2,884
Turney Center	695
Brushy Mountain	449
Fort Pillow	839
Women's Prison	221
DeBerry	220
Memphis Correctional	399
Nashville Regional	198
*Bledsoe Co. Regional	
*under construction FY 78-79	

RACE:

White	51.74%
Black	48.26%

LENGTH OF SENTENCE (Minimum)

1 year	2.75%
To 2 years	4.03%
To 3 years	11.51%
4-5 years	13.95%
6-10 years	26.63%
11-15 years	9.96%
16-20 years	7.30%
21-25 years	4.03%
26-30 years	2.69%
over 30 years	8.09%
99 years	2.51%
Life	6.46%
Death	.09%

PLEA ENTERED AT TIME OF TRIAL:

Guilty	69.16%
Not Guilty	30.84%

PLACE OF BIRTH:

Tennessee	77.28%
Other States	22.72%

OFFENSE PERCENTAGE CHART

Type of Crime:

Murder I	5.87%
Murder II	5.37%
Manslaughter	1.32%
Rape	4.87%
Armed Robbery	11.51%
Robbery	13.07%
Assault	6.57%
Burglary (B&E)	15.95%
Petit Larceny	4.39%
Grand Larceny	5.26%
Auto Theft	.18%
Sex	1.81%
Stolen Property	4.01%
Fraud & Forgery	4.92%
Drugs	3.99%
Kidnapping	.97%
Escape	2.76%
Habitual Criminal	.59%
Other	6.59%

MARITAL STATUS PERCENTAGE CHART

Single	49.45%
Married	27.60%
Divorced	14.57%
Separated	6.24%
Widowed	2.14%

PRIOR CONVICTION PERCENTAGE CHART

(None) First Offender	48.59%
One or More Convictions	51.41%



## JUVENILE JUSTICE SYSTEM

The first step toward placing a child in the juvenile justice system of the State of Tennessee begins when a petition is filed with the Juvenile Court. By law a child is defined as one under 18 years of age. Most often, if a child is a first offender he/she is placed on probation. A child placed on probation is supervised and given guidance by local professional counselors in most metropolitan areas and by state probation counselors in the rural areas. A child must exhibit good behavior and attitude while on supervision or be subject to revocation of probation and placement in a state juvenile correctional institution.

When a child is not a first offender, factors determining whether the child will be committed to the Department include the severity of the offense and the number of previous appearances before the Court. When a child is committed, the commitment is for an indefinite period. The correctional institution decides by the child's adjustment when he/she is ready for release.

Tennessee has five juvenile correctional institutions and a center for diagnostic evaluations. In addition, the Division of Youth Services administers a program of juvenile probation, aftercare, and foster and group homes.

Each juvenile institution has its own unique program based on the needs of the population which it serves. However, all institutions provide certain basic programs such as counseling, education and medical, religious and recreational services.

The Tennessee Reception and Guidance Center for Children is located in Nashville, Tennessee. All male offenders between the ages of 15-18 committed to the care and custody of the Department of Correction begin their commitment at the center. The child undergoes a four-week period of intensive evaluation. The evaluation includes psychological testing and observations, hearing and

sight testing, medical and dental examinations, and educational testing.

At the completion of the evaluation, the child is placed in a particular youth center with accompanying program suggestions or is placed with another rehabilitative agency within the community.

Highland Rim School for Girls is located in Tullahoma, Tennessee. Adjudicated delinquent girls 12-18 years of age are placed there. The average population is 75 girls.

Spencer Youth Center is located in Nashville, Tennessee. Boys between the ages of 15-18 who have committed property offenses and who are serving either their first or second commitment with the Department of Correction are placed there. The average population is approximately 300 boys.

Taft Youth Center at Pikeville, Tennessee serves delinquent boys between the ages of 15-18 who have committed crimes against persons or who are serving their third commitment with the Department of Correction. The average population is 200 boys.

Tennessee Youth Center is located in Joelton, Tennessee. The center admits selected boys ages 15-18. Average population is 101 boys.

John S. Wilder Development Center is located in Somerville, Tennessee. The center admits boys 12-14 years of ages. (Below 12 years old with special permission of the Department of Correction.)

The Division of Juvenile Probation is operated through eight (8) regional offices and twelve additional field offices located across the state for the purpose of providing probationary services for juvenile courts and their communities.

Four major areas of responsibility are handled by this division. They are:

1. providing probationary services to juvenile courts with the exception of the courts located in Shelby, Davidson, Knox, and Hamilton counties.

(This service is provided by the local court;)

2. providing aftercare services for youths committed to the Department of Correction;
3. managing the program of Interstate Compacts for juveniles;
4. providing assistance and supervision for the foster care program.

The Division of Foster and Group Homes seeks to provide quality residential care, supervision and treatment within a community-based environment for certain children committed to the Department. These children are primarily non-criminal offenders (status offenders) although delinquent offenders determined to be in need of such services may be placed in a foster or group home as an alternative to institutionalization or as a continuation of their institutional treatment.

#### VOLUNTEER/CLIENT RELATIONSHIP

If you are to be working with either an adult or juvenile client, it is important to develop accurate expectations for that relationship. In order to increase the likelihood of a successful volunteer experience, it is important to consider these aspects of the pending and/or continuing relationship:

Acceptance: It is critical that you be able to separate the client from his/her act of criminal or delinquent behavior. The individual must be accepted if a basis for rehabilitation is to be established. Most volunteers have a vastly different social history, often a different value structure, from that of their clients. These differences must be accepted and integrated as part of the growing relationship. The integrity of the rehabilitation will be jeopardized if you do not respect the client's status as an individual.

Communication: Regardless of the role which evolves between you and the client, you will be primarily responsible for facilitating communication. This includes the words and concepts you employ to convey facts, ideas, and understanding. Give attention to the verbal and non-verbal language that is used.

Listening: This is an important phase in human relations development, one that is often neglected in people who are Department of Correction clients. By extended listening you can learn a great deal about your client's interests, strengths, concerns, limitations and needs. By skillful listening you can help to channel his or her focus on rehabilitation or reintegration.

Advice vs. Problem Solving: A primary focus for your relationship can be a change in the client's ability to solve his or her own problems. You can be a significant factor in this change, but it will require consistent

emphasis on the making of responsible decisions and the acceptance of the consequences of behavior. Such change is seldom accomplished by giving advise.

The client must be a fully active participant in his/her rehabilitative process.

Manipulation: The achievement of a trusting, straightforward relationship between you and a client may be a long time in coming. In the interim, negative but long established, behaviors may be used by the client in his/her relationship with you. Be aware of the possibility of manipulation by the client who may at first mistrust your motives, your sincerity or your ability to facilitate change in his/her life.

Confidentiality: You must assume the responsibility for maintaining a confidential relationship with your client. All information shared with you by the client should be dealt with respect and appropriate discretion. By the same token, both you and your client should be aware of any information which you would be required to report to authorities. In addition to training, the volunteer coordinator will serve as a resource in making these judgments.

Gifts: All Department of Correction clients are needful in many ways. You cannot expect to meet or even address all of these needs. Giving of any "material" gifts must be done in accordance with regulations that govern the client and should never be the primary focus of the volunteer/client relationship.

#### VOLUNTEER JOB DESCRIPTION

The following page contains a sample job description for a volunteer with the Department of Correction. This sample is included to give you an idea of the topics which will be covered in your own job description.

We firmly believe that each volunteer becomes a member of a staff team. Therefore, the volunteer needs to know what are his/her major responsibilities and to whom he/she may look for guidance and supervision.

The job description gives you, the volunteer, some basis for making decisions regarding a particular placement. It can open the way for discussion about other volunteer opportunities.

Every volunteer should receive a copy of his/her own job description. Any questions about the job should be discussed with your volunteer coordinator prior to final placement.

## SAMPLE JOB DESCRIPTION

Title: One-to-One Volunteer Counselor/Volunteer Probation Counselor

Major Objective: To foster a one-to-one relationship between the volunteer and client for the purpose of aiding the client in his/her readjustment to society.

Major responsibilities:

1. Talk with the client in a flexible, non-judgmental manner.
2. Aid the client in utilization of community resources.
3. Aid the client in exploring alternative solutions to problems.
4. Maintain confidentiality about client and his/her family.
5. File proper related paperwork for the Department of Correction or agency on a monthly basis.

Qualifications:

1. Ability to relate and work on a one-to-one basis.
2. A sincere interest and belief in the ability of persons to change behavior.
3. A basic knowledge of human relations.
4. A knowledge of the community and related area resources (helpful, but not required.)
5. Ability to listen - to be patient yet firm.
6. Ability to accept setbacks.
7. Awareness of opportunities presented by crisis situations.

Training:

Six hours orientation and training prior to assignment. Training sessions include an orientation to the criminal justice system, communication and listening skills, and related duties of the volunteer. Sessions to be conducted by DOC staff and other community resource persons.  
In-service training may be required.

Time and Place:

Schedule is determined by the volunteer and client, with a minimum of twice a month.

Commitment: Minimum of six months, three (3) hours/month.

Supervision: Staff counselor provides direct supervision. Volunteer Coordinator is available for consultation.

## CORRECTION/CRIMINAL JUSTICE GLOSSARY

ADVISEMENT - Procedure often used by judges for study and consideration of a matter pending in court before they render a decision.

AFTER-CARE - Term used to describe supervision given to juveniles following their release from a DOC institution. Synonymous with "parole".

ARRAIGNMENT - To bring an individual charged with a criminal offense before the court to answer the matter charged upon him in the indictment.

COMMITMENT - Used to describe action of a judge in committing a juvenile to the Tennessee Department of Correction.

COMMUTATION - An order by the Governor reducing or altering a sentence imposed by the court. Usually, individuals who have received commutations are bound by the same guidelines as parolees.

DELINQUENT - A child who has not only committed a delinquent act but who is also in need of treatment and rehabilitation.

DEPENDENT OR NEGLECTED CHILD - A child who is found in need of protection, either physically, mentally, or morally.

EDUCATIONAL RELEASE - A special program which grants permission to an inmate to pursue educational studies at a facility outside the institution. Both first-time and second-time offenders are eligible for this program. No capital offenders are eligible. In order for a resident to participate in the educational release program, he/she must be not more than one (1) year away from his/her earliest release date.

EXECUTIVE CLEMENCY - An action taken by the Governor upon the recommendation of The Parole Board which may take one of the following forms: (a) a pardon, (b) a commutation of a death sentence to 99 years or life imprisonment, (c) a commutation of the minimum sentence of a confined person, (d) a commutation of the maximum sentence of a person whether or not confined and (e) a remission of fines and forfeitures.

FELONY - Adult: Any violation of state law which is punishable by a fine over \$1,000 and/or one year or more jail time. Juvenile: Any offense that carries, as a penalty, one year or more in jail or prison.

HEARING - The term used, in place of "trial", to describe juvenile court proceedings.

JAIL TIME - Time which begins when the defendant is bound over to the state. Jail time is not granted while a person is out on bond or fighting extradition to another state.

MISDEMEANOR - Adult: An offense which is punishable by a sentence of less than one year to be served in a facility other than the state penitentiary, or which is punishable by a fine. Juvenile: Any offense that carries as a maximum penalty less than one year in jail.

PAROLE - A conditional release of an offender from a correctional institution under the supervision of the State of Tennessee Parole Division after the offender has served a portion of his/her sentence. An individual under supervision adequately satisfies his or her parole program, he or she will be discharged at the expiration of sentence. If the individual does not adequately satisfy his or her parole program, he/she may be returned to serve the unexpired time.

PRE-SENTENCE REPORT - An investigative report submitted to the judge for the purpose of assisting his/her in evaluating risk factors of the probation applicant for supervision and rehabilitation in the community.

PROBATION - Adult: The release by the court of a person found guilty of a crime, upon verdict or plea, without imprisonment, subject to conditions imposed by the court and subject to the supervision of probation services.

Juvenile: A condition under which a juvenile adjudicated delinquent is allowed to remain at home under supervision.

UNRULY - Usually used to describe children who are habitually disobedient and/or truant. This covers matters in which a child may be brought to Court, but an adult, for the same offense, could not. Same as "Status Offender".

WORK RELEASE -A special program which allows inmates to move into a community release center and engage in full-time employment outside the facility. Both first-time and second-time offenders are eligible for this program. No capital offenders are eligible. For work release, a resident must be no more than nine months away from his/her earliest release date.

#### VOLUNTEER SERVICES REPORTING SYSTEM

Each volunteer or volunteer group will be asked to submit a monthly report to the Volunteer Coordinator. Monthly reports should include at least an accounting of time worked during the month, and may also include specific progress and/or problems encountered. The hours each volunteer serves are recorded monthly and entered into the Volunteer Services Reporting System (VSRS), a computer program which logs all Volunteer Services activity.

Information logged in the computer can be used to:

- (1) record accurately an individual volunteer's contribution
- (2) provide the volunteer coordinator with an accurate, up-to-date register of all volunteers
- (3) provide regular reports of volunteer services to volunteer coordinators and other managers
- (4) develop a data file for statistical information about volunteers and volunteer services
- (5) afford an overview of the volunteer impact on various components of the DOC
- (6) provide documentation for volunteer work which may be credited as work experience.

The Coordinator of Volunteer Services will provide each volunteer with the appropriate monthly reporting forms.



RESOURCES

The following books may be helpful to you in your work as a corrections volunteer. This is not an inclusive listing of available resources.

A New Guide to Rational Living

Albert Ellis  
Wilshire Book Company

Weeping in the Playtime of Others

Ken Wooden  
McGraw-Hill Book Company

Born to Win

James & Jongeward  
Allison/Wesley Publishers

The Dignity of Youth and Other Atavisms

Edgar Friedenburg  
Beacon Press

On Becoming a Person

Carl Rogers  
Houghton Mifflin

Crime of Punishment

Karl Menniger  
Penguin Paperback

A New Approach to Discipline

Adolph Dreikur

Child Behavior from 10-18

The Gesell Institute

Criminal Justice/Criminal Violence

Charles Silverman  
Random House

The Art of Counseling

Rollo Mae  
Abingdon

Reality Therapy

William Glasser, M.D.  
Harper & Row

I'm OK, You're OK

Thomas A. Harris, M.D.  
Harper & Row

Treating the Troubled Family

Nathan Ackerman  
Basic Books

Black Raqs

Grier and Cobbs  
Bantam Paperbacks

The Art of Helping

Robert R. Carkhuff  
Human Research Development Press

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