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I. GENERAL

This section contains policy for the use of volunteers in the Social Service Department, and procedures to be utilized in the implementation of the Department's Volunteer Program. It does not describe the volunteer operations of either the Area Agency on Aging (AAA) or the Retired Senior Volunteer Program (RSVP).

II. REFERENCES

A. State

MPP 10-115.4, Use of Available Resources

MPP 30-002.14, Volunteer Operations

CASP (Comprehensive Annual Service Plan), Current Year

B. County

1. Board Adoption of Policy Statement on County Volunteer Program, May 16, 1978
2. County Administrative Bulletin #321, Rules and Procedures to be followed by County Departments for Authorized Volunteer Programs
3. DM 25-100, DM 25-100/1, Reimbursement of Routine Employee Expenses
4. DM 33-153, Use of Personal Automobile -- Liability Insurance
5. Personnel Handbook, Section 1108.

III. VOLUNTEER POLICY

- A. Contra Costa County recognizes volunteers as a valuable resource and the volunteer programs, which are a part of various County departments, as providing an avenue for citizen participation in County government, which, in turn, is recognized as being of public benefit.

In recognition of the benefits to be derived from volunteer services, the Board of Supervisors adopted an official policy statement, regarding volunteer services, that affords certain rights, privileges and protection to volunteers serving County government.

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1. This policy statement addresses the County's role in injury and liability, as these issues apply to volunteers. It also applies to expense and reimbursement of volunteers and their use of County vehicles.
 2. The policy statement further authorizes the County Administrator to promulgate rules and procedures necessary in such matters as eligibility, training, supervision and roster control.
- B. Volunteer services are available to all Title XX services. The primary objectives of volunteer programs are to extend, to humanize, to individualize human services offered by the Department's professional staff, to enrich the Department's programs with the special interests and skills of volunteers, to coordinate and consult with other community agencies on the appropriate utilization of volunteers to meet community, client and the Department's needs; to provide a channel of communication and interpretation between departments and the total community, to identify people and groups in the community with helping resources, and to provide the appropriate program structure which will facilitate these resources being used within the Social Service delivery system.

From this general statement by the County, the following policy, specific to volunteers assigned to the Social Service Department, shall apply:

1. A volunteer is a person who renders services gratuitously and has been accepted in the Volunteer Program. Citizen committee or commission members, and court-ordered probation "volunteers" are excluded from this definition.
2. A volunteer supplements the work of professionals and does not replace a paid worker.
3. To utilize a volunteer service, cases must be opened to service under Title XX.
4. Utilization of a volunteer must be clearly recorded as part of a case plan.
5. Volunteer programs must have the approval of the Board of Supervisors.

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IV. VOLUNTEER PROCEDURES

A. Registration

In order for a person to be an official volunteer in the Social Service Department, and to be covered by County insurance for accidents and liabilities, it is the responsibility of the Volunteer Coordinator to see that all elements of this paragraph shall have been accomplished:

1. The volunteer has a completed application on file in the office of the District Volunteer Coordinator or other place designated by the Volunteer Program Administrator.
2. The volunteer must be furnished a copy of the County Policy Statement on Volunteer Programs.
3. The volunteer must read and understand the legal waiver statement on Form Vol. 7.
4. The volunteer has completed the procedures for expense reimbursement and auto insurance, when appropriate.
5. The volunteer has had a basic orientation, including confidentiality and responsibility, and an introduction to the Department's operations and philosophy.

The volunteer has had a background check, to include a validation of his/her current driver's license and any other information required of a particular volunteer program.

7. The volunteer has been interviewed and accepted by the Volunteer Coordinator.

B. Volunteer Training

1. Volunteers shall be provided sufficient training, specific to a program, before being assigned.
2. These programs are to include, but are not limited to, the following: Volunteer Big Brothers and Big Sisters, Friendly Visitors and Tutorial Volunteers.
3. The Volunteer Coordinator will arrange for training.

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C. Volunteer Files, Statistics, and Roster Control

1. Each district will maintain records of the volunteers working in the Social Service Department Program.
2. A confidential personnel file will be maintained in the District for each volunteer and will contain:
 - a. Date assignment started;
 - b. A description of tasks assigned;
 - c. Date assignment terminated;
 - d. The number of hours served;
 - e. A current assessment of each task assigned;
 - f. An assessment of the volunteer's skills, strengths, and weaknesses.
3. This file will be reviewed every 6 months and additions or changes made, if necessary.
4. This file will be the basis for recommendations to other agencies and/or employers, when required.
5. The volunteer will have access to any records pertaining to him/ her. Personnel records, for each volunteer, will be kept a maximum of 5 years after the volunteer no longer has an assignment with a department.
- F: Rol-a-Dex file will be maintained, according to program, listing each active volunteer in the program.
7. The volunteer will be furnished with a Volunteer Monthly Form, Form ADM 372, by the 25th day of each month, to be completed and returned to the Volunteer Coordinator by the 5th of the following month. All volunteer activity for the previous month will be included in this report.
8. Volunteers in program who report to a specified location, such as the District Office, Receiving Center, etc., will sign the roster supplied at the work site when arriving and leaving.

D. Supervision of Volunteers

1. Supervision of the volunteer will depend on the type of program activity engaged in by the volunteer:

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- a) Volunteers in the Transportation Program, Share-a-Trip, and Administrative Program shall be directly supervised by the Volunteer Coordinator or assistant.
- b) Friendly Visitors, Volunteer Big Brothers and Big Sisters, and Tutorial Volunteers, and other volunteers directly assigned to a case, shall be supervised by the social worker to whom the case has been assigned;
- c) Social Service Department volunteers assigned to activities in the Contra Costa County Children's Receiving Center Program and/or other programs not directly under the control of the Volunteer Coordinator or assistant shall be supervised by those responsible for activities in these locations or their delegates.

E. Reimbursement of Expenses Incurred in the Performance of Duties

The Board of Supervisors has established a classification of Volunteer Worker for volunteers to enable them to receive reimbursement from the County for actual and necessary expenses incurred in the performance. of their duties.

In order to claim expenses, volunteers must have signed the Oath of Allegiance and met the insurance requirements stated in Section F.1 below. Volunteers are governed by policy outlined in Department Manual 25-100, 25-100/1, Reimbursement of Routine Employee Expenses, which describes claimable expenses, with the following exceptions:

- 1. Mileage will be reimbursed at the flat rate of 22¢ per mile for the first 300 miles, 17¢ per mile for the next 400 miles, and 15¢ per mile for any additional miles. These rates will remain in effect until legislation changes the maximum rate for payment of volunteer mileage.
- 2. Mileage driven outside the normal work area requires the approval of the District Manager or delegate. The normal work area is the County; however, for some volunteers it may extend to the entire Bay Area, depending on the location of the volunteer's home and the nature and location of his/her regular work assignment and with the specific approval of the Volunteer Coordinator.
- 3. If it is anticipated that expenses for reimbursement should exceed a total of \$70 in any one given month, the Service Worker and District Manager, or delegate, should determine whether this expense is justifiable in view of the goals and objectives of the service plan.

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4. Volunteers must follow the procedures outlined in Department Manual 25-100, 25-100/1, except:
 - a. Signs Oath of Allegiance when registering to do volunteer work in this county, and
 - b. Completes demand and submits it, with the Volunteer Monthly Report, Form ADM 372, to the Volunteer Coordinator no later than the 5th of the month following the month for which the expenses are claimed.
5. Volunteer Coordinator:
 - a. Witnesses Oath of Allegiance when volunteer registers.
 - b. Reviews monthly demands for accuracy and completeness.
 - c. Signs demands under oath, verifying that expenses claimed are reasonable and appropriate. If not, returns to volunteer.
 - d. If mileage driven is in excess of 200 miles in any given day, or a total of \$70 in any given month, forwards to District Manager or delegate unless prior approval has been obtained.
 - e. Promptly routes demands through appropriate District channels for payment.
 - f. Routes yellow copy of ADM 372, Volunteer Monthly Report, to Service Worker and keeps pink and white copies.
 - g. Sends a complete list of volunteers to the Auditor every 6 months and updates this list as additions and deletions occur.

F. Insurance Coverage and Requirements

1. Auto insurance is required in the following amounts for all volunteers who intend to use their personal automobiles in the course of volunteer activity:
 - \$15,000 for personal injury to, or death of, one person
 - \$30,000 for personal injury to, or death of, two or more persons in one accident
 - \$5,000 for property damage

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2. The County carries liability insurance, which extends the volunteer's coverage, as explained in Department Manual Section 33-153, Use of Personal Automobile -- Liability Insurance.
3. A valid California Motor Vehicle Operator's License is required for all volunteers who intend to use their personal automobiles or County cars, in the course of volunteer activity.

G. Injury and Accident to the Volunteer

1. When a volunteer is injured, while performing authorized volunteer services, the person supervising the volunteer, or the Volunteer Coordinator if appropriate, will arrange for necessary medical care.
2. A supervisor's report of occupational injuries, Form AK 40, shall be completed by the Supervisor of the Volunteer, or the Volunteer Coordinator, or appropriate staff. If the injury results in death or will require hospital care, the staff completing the AK 40 will also telephone the Safety Division of Civil Service and the Cal. OSHA, within 24 hours.
 - a. The completed Report of Occupational Injury shall be forwarded to the Volunteer Program Administrator at the Stanwell Office, within one working day.
 - b. The form shall indicate that the injured person is a volunteer.
 - c. Upon receipt of the form, the Volunteer Program Administrator shall forward the completed form, through channels, to the Safety Division of the Civil Service Office, with a copy to the County Administrator, within 24 hours.
 - d. Any claims for permanent disability compensation shall be referred to the office of the County Administrator for review and adjustment.
 - e. Accidents, resulting in a third-party personal injury, shall be handled in the above manner.