

VOLUNTEER SERVICES
APPENDIX

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VOLUNTEER SERVICES

VOLUNTEER APPLICATION, SS-1628

The Volunteer Application gives the contractor and the prospective volunteer pertinent information.

When Prepared

When a person is seeking volunteer work.

By Whom Prepared

Prospective volunteer.

Number of Copies

Two.

Specific Instructions

The form is self-explanatory.

Disposition

The contractor or the volunteer services director keeps the original in the volunteer's file and sends the copy to the staff requesting the volunteer.

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VOLUNTEER GROUP APPLICATION AND REGISTRATION, 470-2071

| The Volunteer Group Application and Registration gives the contractor and staff person information about the group, as well as the signature of the group representative.

When Prepared

When a group is seeking volunteer work.

By Whom Prepared

Group representative.

Number of Copies

| Two

Specific Instructions

| The group representative must make sure that all members of the group hear and agree to the confidentiality rules. The form is signed by a designated group representative.

Disposition

| The original is kept by the contractor.

After the group representative completes the registration form, the contractor assigns an appropriate job to the group.

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QUESTIONNAIRE FOR TRANSPORTATION VOLUNTEER, 470-2253

Form 470-2253 is used to gather information needed to see if a prospective volunteer is qualified to provide transportation for clients.

When Prepared

This form is prepared when a prospective volunteer is being considered for a job transporting clients.

By Whom Prepared

The form is prepared by the prospective volunteer.

Number of Copies

One.

Specific Instructions

The form is self explanatory. This form is not available from Anamosa. Copies shall be made from the sample in the manual.

Disposition

The form shall be attached to the original of the Volunteer Application, form SS-1628.

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VOLUNTEER REGISTRATION, 470-2347

The Volunteer Registration is the official agreement between the Department and a volunteer applicant accepting the applicant as a DHS volunteer.

When Prepared

The form is completed after the volunteer has completed the Volunteer Application, form SS-1628, and staff has had an opportunity to check references and determine suitability of the prospective volunteer to the position, but prior to the person's beginning service as a volunteer.

By Whom Prepared

Volunteer and staff person

Number of Copies

Two

Specific Instructions

The signatures of the volunteer and a staff person must be on the form.

Disposition

Staff retains the yellow copy and sends the original to the contractor, in the districts, or the volunteer services director, in the institutions, to be placed in volunteer's file.

VOLUNTEER SERVICESREQUEST FOR VOLUNTEER, SS-1103

The Request for Volunteer is the written record of a request for a volunteer from a staff member to the contractor (in the district) or to the volunteer services director (in the institution). It is a tool to assist in the recruitment of prospective volunteers. The volunteer job description gives the contractor or volunteer services director information necessary needed in recruiting prospective volunteers.

When Prepared

When a staff person determines that a volunteer is needed.

By Whom Prepared

By the staff person requesting a volunteer.

Number of Copies

Two-part NCR.

Specific Instructions

The Job Description (page 2) must be attached. Please note: Client information is not applicable for a request for office support volunteers.

Disposition

The original is sent to the contractor or the volunteer services director. The staff person making the request keeps the copy.

VOLUNTEER SERVICESMONTHLY VOLUNTEER REPORT, SS-1711

The Monthly Volunteer Report is used for tracking each district and institution volunteer program. It is also used to compute the Department's monthly, quarterly, and annual volunteer program reports. The form is ordered from Anamosa.

When Prepared

At the end of each month.

By Whom Prepared

1. For districts, the report is prepared:
 - a. By the contractor. The contractor orders the monthly report form from Anamosa.
 - b. By the contact person. A compilation of contractors' reports is submitted as a district report.
2. For institutions, the report is prepared by the volunteer services director.

Date Due

A completed monthly report shall be sent to the state volunteer program director no later than the 10th day of the month following the month the report covers. The report from the contractors is due in the district office by the 5th of the month.

Number of Copies

Two

Specific Instructions

1. "Registered DHS individual volunteer" means a volunteer who has completed the registration form and has been active during the prior or current fiscal year. Any volunteer who has not been active since the beginning of the prior fiscal year is no longer considered registered.
2. "Registered DHS volunteer group" means a group which has completed the group registration form and its members have been active during the prior or current fiscal year. Any group which has not been active since the beginning of the prior fiscal year is no longer considered registered.

VOLUNTEER SERVICESMONTHLY VOLUNTEER REPORT, SS-1711 (Cont'd)Specific Instructions (Cont'd)

3. Categories

- a. "Individual direct service volunteers" means volunteers, acting as individuals, who provide service directly to clients.
 - b. "Individual indirect service volunteers" means volunteers, acting as individuals, who provide indirect service, that is they do not work with clients. Examples of work could include clerical, serving on boards, and maintenance.
 - c. "Individual volunteers in groups -- direct service" means volunteers who serve as members of a group, whether or not they are with the group when they serve; a group registration form has been completed and a group representative has been designated. They work directly with clients.
 - d. "Individual volunteers in groups -- indirect service" means volunteers who serve as members of a group, whether or not they are with the group when they serve; a group registration form has been completed and a group representative has been designated. They do not work with clients.
 - e. "Stipend volunteers" are foster grandparents and senior companions. If other volunteers receive a small contribution for service, they may be counted in this category.
4. Total # volunteers active this month. Self-explanatory.
 5. Total # hours active this month. Self-explanatory.
 6. Cumulative hours to date. This figure represents the sum of the current month with the prior months in the fiscal year beginning July 1. The June report should reflect a total for the year.
 7. # Clients Served. Count each client only one time, no matter how many times the client receives volunteer services during the month. Institutions may report the census for the month under this heading.

VOLUNTEER SERVICESMONTHLY VOLUNTEER REPORT, SS-1711 (Cont'd)Specific Instructions (Cont'd)

8. Dollar value of material donations and cash donations. Self-explanatory.
9. Number of volunteers terminated. Self-explanatory.
10. Optional. Some of these stories will be selected for use in the volunteer newsletter.
11. Name of person completing report.

Disposition

From the contractor, one copy is sent to the contact person in the district office and one is retained in the local office.

From the district, one copy is sent to the state volunteer program director and one is retained in the district office.

From the institution, one copy is sent to the state volunteer program director and one is retained for the volunteer services director's files.

VOLUNTEER SERVICESANNUAL VOLUNTEER REPORTS, 470-2074 AND 470-2075

The Annual Volunteer Report is used to compile the Department's statistics for the annual report. The report is completed at the end of the state fiscal year and is due to the state volunteer program director by August 31 each year.

A. Annual Volunteer Report: Institutions, 470-2074

This form for the institutions is not available at Anamosa. Copies may be made from the manual.

By Whom Prepared

Volunteer services director

Number of Copies

Two or more, depending on institution policies.

Disposition

The volunteer services director sends the report to the state volunteer program director, with a copy retained for the volunteer office files.

B. Annual Volunteer Report: Districts, 470-2075By Whom Prepared

Contractors

Number of Copies

Three-part NCR.

Disposition

The contact person sends the forms to the contractors, one form for each county served. Upon completion, the contractor sends two copies of the forms to the contact person. The contact person does not compile the reports. All reports are sent to the state volunteer program director, with a copy of each retained in the district office.

VOLUNTEER SERVICESADMINISTRATIVE SUPPORT CONTRACT FOR VOLUNTEER SERVICES, 470-2072

Form 470-2072 is the purchase of service contract between the Department and either an individual contractor or a contractor agency providing services related to volunteer programming.

When Prepared

Contracts which will provide services for 12 months shall be sent to the state volunteer program director by May 31 for a July 1 effective date.

Contracts which will provide services for only a portion of the fiscal year may be submitted at any time. The effective date of the contract is the first day of an agreed-upon month following signature by the contractor, the county director, the district administrator and the state volunteer program director.

By Whom Prepared

The contract is completed by the project manager with the contractor.

Number of Copies

Four.

Specific Instructions

The cover page must include the name, complete address, phone and social security number of an individual contractor. If the contractor is an agency, the federal I.D. number and the agency representative's name must be provided.

The proposed beginning and termination dates of the contract period must be provided.

The annual costs must be completed both on the cover page and the budget page.

1. Fee means the amount paid to the contractor providing services related to volunteer programming.
2. Expenses means expenses incurred by the contractor. The contract may or may not specify an amount of money for this purpose.
3. Volunteer expenses means expenses incurred by the volunteers. The contract may or may not specify an amount of money for this purpose.

VOLUNTEER SERVICES

ADMINISTRATIVE SUPPORT CONTRACT FOR VOLUNTEER SERVICES, 470-2072 (Cont'd)

Specific Instructions (Cont'd)

Signatures must be on all four copies of the contract.

For contract renewals, the annual review page must be attached to the contract. It shall describe the achievement level of the contractor in meeting the contract responsibilities during the fiscal year.

If the contractor is not submitting a contract for the coming fiscal year, the annual review attachment should be submitted by July 31.

Disposition

Four copies signed by the contractor, the district administrator, and the county director are sent to the state volunteer program director.

After signing the contract, the state volunteer program director sends one copy to the Bureau of Finance, keeps one copy, and sends two copies to the district office, which then sends one copy to the contractor.

VOLUNTEER SERVICES

AMENDMENT TO ADMINISTRATIVE SUPPORT CONTRACT FOR VOLUNTEER SERVICES, 470-2073

The Amendment to Administrative Support Contract for Volunteer Services is to be submitted when there is a change in the contractor's fee, expenses, volunteer expenses or responsibilities.

By Whom Prepared

The project manager.

Number of copies

Four.

Specific Instructions

Do not order this form from Anamosa. Make copies from the form in the manual.

The amount of the original contract, any previous amendments, the proposed amendment and the new contract total must be entered on the form on the lines for fee expenses and volunteer expenses, depending on what the amendment is for.

The change in responsibilities is submitted in case of a major change in the program objectives. The changes should be described on an attachment.

Disposition

Four copies signed by the contractor and the district administrator are sent to the state volunteer program director.

After signing the contract, the state volunteer program director sends one copy to the Bureau of Finance, keeps one copy, sends one copy to the district office, and sends one copy to the contractor.

VOLUNTEER SERVICES

VOLUNTEER RECOGNITION CERTIFICATES, 470-2097 AND 470-1912

Certificates are available for use by the districts and institutions for honoring volunteers on the local level.

By Whom Ordered and Prepared

1. The Institution Volunteer Recognition Certificate, form 470-2097, is prepared by the volunteer services director.
2. The District Volunteer Recognition Certificate, form 470-1912, is prepared by the contact person.

Order Date

The certificate should be ordered at least 2 months before intended use date.

Number of Copies

One for each volunteer receiving recognition.

Specific Instructions

There are two volunteer recognition certificates, one for the institutions, one for the districts. The person responsible for preparing the certificate shall obtain the necessary signatures.

Disposition

Given to a volunteer at an awards ceremony.

VOLUNTEER SERVICES

VOLUNTEER SERVICES HANDBOOK

The Volunteer Services Handbook is included in the appendix to provide guidelines and suggestions for volunteer directors, project managers, contact persons and contractors. It covers the basic elements of a volunteer program, such as record-keeping, interviewing, orientation and training, staff relations with volunteers, job descriptions, and evaluations.

District and institution staff shall use the information in this handbook as a basis for developing a handbook specific to their operations, as required in I-F, Volunteer Handbook.