

110 CMR 14.00: VOLUNTEERS AND CITIZEN INVOLVEMENT

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14.01: Introduction

The Department's enabling legislation authorizes collaboration with volunteer agencies or organizations to assure efficient and high quality social and educational services for persons who are unable for social or economic reasons to provide such services for themselves. See M.G.L. c. 18B, § 3. In addition, volunteers are needed to serve as independent third party representatives on the Department's foster care review panels (See M.G.L. c. 18B, § 6A) and multi-disciplinary service teams (See M.G.L. c. 119, § 51D). Volunteers provide a valuable resource to the Department as it strives to maximize its delivery of a comprehensive social service program.

14.02: Area and Regional Volunteer Plans

(1) Each Area and Regional Director, if he/she desires to utilize volunteers, shall prepare an annual plan for the proposed use of volunteers. Said plan shall include the number of volunteers to be utilized for the upcoming fiscal year, the functions that the volunteers are to perform, and the methods to be utilized for the recruitment of the volunteers. Such annual plan for the proposed use of volunteers shall be reviewed by the area board.

(2) The volunteer plan shall be submitted to the Assistant Commissioner for Professional Services for his or her review and approval.

14.03: Selection of Volunteers

(1) The manner utilized to recruit volunteers shall be designed to encourage participation from all cities and towns within the area or region, from all racial and ethnic groups, and from all economic levels.

(2) Volunteer applicants shall be asked to complete an application which lists educational and employment background, to provide at least two references, and to authorize a check of their criminal offender record (CORI) status.

(3) Volunteer applicants shall be notified in writing whether they have been accepted as a volunteer with the Department.

14.04: Volunteer Requirements

(1) Before beginning work for the Department, all volunteers shall receive training. Said training shall include information on the mandates and operations of the Department, with a particular emphasis on the laws and regulations governing client confidentiality.

(2) Every volunteer shall sign an Agreement agreeing to comply with 110 CMR and the applicable laws regarding client confidentiality.

(3) Volunteers shall be supervised in the performance of their duties by Department employees.

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(4) Volunteers shall comply with any guidelines which may be issued by the Commissioner.

(5) Failure to comply with the Department's applicable laws, regulations or guidelines shall result in the volunteer's removal, by written notice to the volunteer from the Department.

REGULATORY AUTHORITY

110 CMR 14.00: M.G.L. c. 18B, §§ 3(B)(5), 6A and c. 119, § 51C and 51B(7).