As the largest state agency in the State of Indiana, the Indiana Department of Correction (IDOC) employs approximately 6,000 Hoosiers, supervises almost 8,000 parolees in communities across the state, and is responsible for the safety and security of more than 25,000 adults and over 300 juveniles inside our correctional facilities.

The IDOC currently operates 19 adult facilities, 3 of which are female, 4 juvenile facilities and 10 parole districts. Despite the size of the Department, each component is committed to the main tenets of our mission: to promote public safety by providing meaningful, effective opportunities for successful re-entry.

One of the most important allies in meeting our mission comes from over 5,000 volunteers spread across every IDOC facility. Together, over the course of a year, they donate over 150,000 hours of their time to provide our population with various kinds of programming including faith-based and character-based programming, educational and tutoring services, re-entry skills, mentoring and much more.

Volunteers are also responsible for donating a variety of materials for religious and community programs, including faith-specific worship supplies (i.e. Bibles, Korans & Eucharistic supplies), curriculum materials, and greeting cards (to encourage establishing strong bonds for offenders to family and friends). These materials, along with the caring support and delivery of programs from volunteers, greatly aid those incarcerated in rehabilitation, while also reducing their risk of recidivism.

The IDOC cannot express enough the value and how appreciative we are for the service from our volunteers. They are a critical component in the success in meeting our mission to serve the citizens of Indiana and a successful re-entry for those that are incarcerated.

Rick Rosales
Community and Mentor Engagement
MISSION, VISION, & PHILOSOPHY

Mission
We promote public safety by providing meaningful, effective opportunities for successful re-entry.

Vision
As the model of best correctional practices, we strive to return productive citizens to our communities and inspire a culture of accountability, integrity, and professionalism.

Philosophy
The Department of Correction will be managed consistent with pertinent federal and state constitutional and statutory provisions. Programs will be provided for all committed offenders to insure public safety and to enhance the offenders’ reintegration into the community, as well as to provide safe living and working conditions for staff and offenders. Offenders will be assigned to the least restrictive environment, consistent with the safety of the community. The Department will adhere to a multi-disciplinary approach for the management of offenders.

The overall objective of the Department of Correction is to implement a system of management that will ensure an effective and efficient correctional operation within the mandate of the Indiana Constitution that, “the penal code shall be founded on the principles of reformation, and not of vindictive justice.”

HISTORICAL OVERVIEW
Prior to 1953 the Indiana correctional system was a division of the State Department of Public Welfare. It functioned on a totally decentralized basis with each correctional institution being governed by a Board of Trustees. In 1953, the Indiana General Assembly created the Indiana Department of Correction as a State agency. This action was intended to provide a system-wide authority for all correctional facilities and operations to improve the administration, cooperation, and coordination of all aspects of the State’s correctional responsibilities. At that time, there were six correctional institutions; Indiana State Prison, Indiana Reformatory, Indiana Women’s Prison, Indiana State Farm, Indiana Boys’ School and Indiana Girl’s School.

SECURITY LEVELS
Adult facilities are classified into four different levels of security. The three main considerations in assigning an offender to a security level are the committing offense, the length of sentence, and prior criminal history.

Minimum (Level 1)
Minimum Security Facilities have the least restrictive security measures. Housing is dormitory-style. Also included as minimum security are work release program offenders who leave the facility for outside employment but return nightly.

Medium Security (Level 2 & 3)
Medium Security Facilities have a moderate degree of security measures. Housing consists of dormitories and celled-space.
**Maximum Security (Level 4)**
Maximum Security Facilities have very restrictive security measures. Housing is mostly celled-space.

**Intake Facilities**
Intake facilities are designated to receive newly committed adult offenders. During the intake process each offender is evaluated through interviews, reports, and diagnostic tests. This evaluation establishes the basis of the offenders' facility and program assignment.

Juvenile facilities are classified into Minimum, Low Medium, High Medium, Maximum, and Intake.

**Minimum**
Minimum Security Facilities have the least restrictive security measures. Housing is dormitory style. Youth in these facilities typically are serving short sentences of nonviolent, non-weapons-based offenses. Also included as minimum security are work release program offenders who leave the facility for outside employment but return nightly.

**Low Medium**
Low Medium Security Facilities have a moderate degree of security measures. Housing is dormitory-style. Offenders typically have shorter sentences than Level 3 offenders. Low Medium security offenders are less aggressive than Level 3’s and 4’s, and have a shorter criminal history.

**High Medium**
High Medium Security Facilities have a moderately high degree of security measures. Housing is celled-space. High Medium security offenders are typically more aggressive than Level 1’s and 2’s, could be serving longer sentences, and have a long criminal history.

**Maximum**
Maximum Security Facilities have very restrictive security measures. Housing is celled-space. Maximum security offenders have been convicted of violent or weapons-based offenses. These offenders require close supervision and tight security to minimize risk to the public, staff, and other offenders.

**Intake**
Intake facilities are designated to receive newly committed offenders. During the intake process each offender is evaluated through interviews, reports and diagnostic tests. This evaluation forms the basis of the offenders’ facility and program assignment.

The Classification Department matches the characteristics and needs of offenders with the appropriate levels of physical security, staff supervision, and program services of the facilities. Essentially, Classification attempts to balance offenders’ basic needs with public safety.

Regardless of the security level or if the facility is an adult or a juvenile, volunteers must remember at all times that there is always an element of unpredictability and potential danger. Volunteers enter facilities at their own risk.

If volunteers have any questions or concerns about the security level or population at the facility where they volunteer, they should discuss them with the Community Involvement Coordinator.
INSTITUTIONAL LIFE

Admission to the system
Once an individual has been sentenced to the IDOC, they are first sent to an admitting facility. For adult males, this is the Reception Diagnostic Center. Adult females are sent to the Rockville Correctional Facility. Male juveniles are sent to the Logansport Correctional Facility and female juveniles are sent to Madison Correctional Facility.

Upon arrival at the admitting facility, offenders are given medical, dental, psychological, and educational screening and testing. A treatment plan is developed as a result of this testing.

Offenders are assigned to a facility based on their classification. An important objective of classification is to assign offenders to the least restrictive security and custody levels consistent with the protection of the community and the safety of staff and other offenders.

Unit Team Management
Each offender is assigned to a housing unit. There are various physical layouts such as single or double cell, dormitory, or other multiple-occupant rooms. The housing unit also serves as a basis for the delivery of many services. Most facilities utilize a method of organization called Unit Team Management. Unit Team Management is designed to address the needs of the offender by providing case management and counseling.

The Daily Routine
The daily routine varies somewhat between the adult and juvenile system. For adults, a typical offender day begins with breakfast, then a work or educational assignment. If an offender does not have a work or education assignment, he/she is confined to their cell/living area. There is a mid-day break for the afternoon meal and then they return to their work or educational assignment or housing unit. After the evening meal is served, offenders are generally permitted to participate in organized and individual recreation, television viewing, religious and other volunteer programming, outside visitation, access to leisure activities, legal libraries, and telephones. Weekend and holiday routines are somewhat more relaxed for offenders whose jobs do not require weekend work. Evenings and weekends are typically the most ideal times for volunteer activities. Students in juvenile facilities are typically in school all day and have a similar routine to the adult populations in the evenings and on weekends.

Facility Services and Programming
The services offered at each facility vary based on the size, security level, population, and other factors. The most common services include medical and dental, educational and trade opportunities, recreational facilities, substance abuse treatment, re-entry programming, and religious and other volunteer programming. Some facilities also have specialized housing units such as RRRP/PLUS which are faith and character-based programs, CLIFF which treats substance abuse, and INVET which houses military veterans.

Counts
Offenders are counted several times throughout the day. There are formal counts which require them to return to their housing unit and informal counts that are conducted at their current location. The Community Involvement Coordinator will inform volunteers when formal counts are conducted for that given facility and schedule your programming accordingly. While you will not be asked to assist with counts, staff may give you instructions based on the circumstances.
There are also emergency counts that may be conducted at any time for a variety of reasons such as a missing tool, inclement weather, or a disturbance. If you are inside the facility while an emergency count is called, offenders will be instructed to immediately return to their housing unit. Staff will give you specific instructions or you should seek out staff for more information. You may be asked to wait if they believe the issue will be resolved quickly. Your program may be able to resume once it is resolved in this case. If your program has nearly concluded or the situation likely won’t be resolved quickly, you may be asked to wait in place or wait in another location until the issue is resolved. It is important to note that no individuals (staff, volunteers, guests, etc.) are permitted to enter or exit the facility during an emergency count.

**Offender Conduct and Discipline**

Offender discipline is another part of daily life inside a correctional facility. With large numbers of a diverse group of people living in close quarters, some of them with violent or extensive criminal histories, it is critical that staff maintain order. It is the objective of the Department to develop appropriate rules and regulations that are designed to encourage offenders to respect the rights of others and safety in their environment. A copy of the Adult or Juvenile Disciplinary Code is provided to each offender upon arrival at an intake facility. If you see an incident or observe an offender involved in an activity that you believe is prohibited, you should advise a staff member immediately.

**STAFF SUPPORT**

It’s extremely important to the Department that every volunteer feels supported and appreciated throughout their experience. Every facility has designated a Community Involvement Coordinator that oversees the volunteer management which includes facilitating volunteer training, collection of paperwork, program scheduling and volunteer assignments. This individual works in cooperation with the facility administration as well as the Chaplain and other program leaders that supervise volunteers. If at any point during your volunteer experience with the Indiana Department of Correction you have any questions, comments, or concerns, you may contact your group/program leader, Community Involvement Coordinator, Chaplain or an immediate staff member, if necessary.

**VOLUNTEER QUALIFICATIONS**

Criteria for serving in a volunteer capacity include:

- A. At least 18 years of age;
- B. Provision of references on request;
- C. Maturity and ability to handle volunteer responsibilities
- D. Willingness to accept supervision and direction;
- E. Willingness to provide an identified and approved service;
- F. Ability to complement the work of staff;
- G. Agreement to work without compensation;
- H. Ability to accept differences in people, namely culture, race, religion and values;
- I. Willingness to undergo a background and warrants check
- J. Must provide a negative Tuberculosis (TB) test
- K. Subject to approval of the Superintendent
L. Not under Department supervision or the supervision of any other correctional system or program or on probation;
M. Not an immediate family member of an offender where personal contact cannot be avoided;
N. Ability to meet attendance and performance requirements;
O. Willingness to meet and complete all training requirements as stated below;

A criminal history does not automatically disqualify an individual from becoming a volunteer. Individuals who have a criminal history will be given serious consideration.

**TRAINING REQUIREMENTS**

Volunteers will receive an orientation to the facility, complete the required paperwork including a background check, and training. Volunteers are also required to be screened for Tuberculosis. This test is provided free of charge through the facility or it can be done through your private physician at your own expense.

In order to differentiate the types of services volunteers provide to the facilities, the amount of supervision, and the training required to complete the services, the following volunteer category designations have been made. These designations do not imply seniority or rank.

**Standard Volunteer**

This individual provides regular volunteer services including but not limited to facilitating programs, mentoring, religious services, etc. This individual may enter the facility on a regular basis only during the days/times agreed upon with the Community Involvement Coordinator. This individual shall be issued a green volunteer identification badge.

Initial Training Requirements
1. IDOC Volunteer forms
2. Facility Orientation
3. Computer-based training modules

Annual Training Requirements
1. IDOC Volunteer forms
2. Computer-based training modules

**Volunteer-Staff**

This individual serves as a staff equivalent, providing support and services to the facility including but not limited to Unit Team, Religious Services, and Administration on an ongoing basis. (ex. Volunteer Chaplain, Intern, etc.). This individual shall be issued a blue photo identification card.

Initial
1. IDOC Volunteer forms
2. Facility Orientation
3. Computer-based training modules
4. Skill-based Training
   a. Use of Force
   b. Mental Prep
Annual Training Requirements
1. Computer-based Modules
2. Skill-based Training
   a. Use of Force
   b. Mental Prep
   c. Personal Protection

Computer-based Modules
The Computer-based modules are located on the Indiana Department of Correction website at http://www.in.gov/idoc/2864.htm. Scroll down and review each module.

Annual Training
In addition to the training required according to the volunteer level, volunteers will be required to complete training, either in person or electronically, to include but not limited to the following:
- Facility changes in the past year
- Update on the offender population or offender caseload
- Effective planning and evaluation of volunteer program
- Communicating for positive meaning
- Suggestions from volunteers
- All other pertinent information determined by the facility

ALCOHOL, TOBACCO, & DRUG FREE ENVIRONMENT
Volunteers agree not to participate as a volunteer of the IDOC if they are under the influence of alcohol or drugs nor shall volunteers attempt to bring any form of alcohol or drug, including prescription medications inside a facility without the approval of the Superintendent.

No tobacco products, to include cigarettes, e-cigarettes, chewing tobacco, snuff, lighters, or pseudo products, are allowed on any staff, volunteer, or visitor while at any IDOC facility. All tobacco products must be locked securely in your vehicle. Smoking and/or the use of any tobacco or tobacco-like product by a staff, volunteer, or visitor is not permitted on IDOC property.

Failure to adhere to the IDOC’s policies regarding alcohol, tobacco, and drugs may result in the immediate termination of the volunteer and criminal prosecution.

GATE RELEASE
A gate release is a form that needs to be completed for any item or visitor that you would like to bring inside the facility. Information pertaining to a gate release must be submitted to the Community Involvement Coordinator and/or Chaplain prior to bringing in visitors, equipment or additional items needed for programming or a special event. Community Involvement Coordinators at the facility will give you more information about the gate release process at that particular facility.
**DRESS CODE**
In the community, an individual’s appearance can have a huge impact on how others perceive that person. In a correctional environment, personal appearance is even more important. It communicates a message very strongly to the population and it can play a significant role in the safety and security of that individual and the facility in general. It is for that reason that volunteers are generally held to the same standard as staff. There is always the potential for danger in a correctional environment and volunteers should dress accordingly.

Volunteers should arrive at the facility in a neat and professional manner. Clothing and hair should be well-kept and conservative in nature. It is best to dress in business casual attire but some facilities may allow you to dress more casual such as allowing jeans and tennis shoes. The Community Involvement Coordinator will inform you of the specific dress code but it is advised to always ask prior to arriving if you aren’t sure and we always recommend erroring on the side of caution. You will not be permitted into the facility if your appearance does not meet the standards of the facility. The most common reasons for volunteers being turned away are tight-fitting or revealing clothing, shorts, sandals/open-toed shoes, excessive heals, or excessive jewelry. Policies, procedures, and staff are constantly changing so it’s important to follow all directions given to you by staff.

**ENTRY AND EXIT PROCEDURES**
The IDOC is charged not only with public safety but also with the safety of staff, volunteers and individuals who are incarcerated. In order to maintain the orderly running of a facility and to facilitate volunteer participation, it is necessary that all rules and regulations be followed.

When you first arrive at the facility, it’s important to secure your vehicle by rolling up all the windows and locking all the doors. If you arrive early, do not wait in your vehicle in the facility parking lot as this can be perceived as a security concern. There may be offender workers walking throughout the parking lot so it’s important not to leave mail, “For Sale” signs with phone numbers, or any other personal identifying information visible inside your vehicle.

Everyone who enters a facility is subject to a search. The best way to make this process as smooth as possible to only bring in the items absolutely necessary. You will need a photo ID such as a driver’s license, passport, or IDOC volunteer ID (once you are issued one). This identification must remain on your person the entire time you are inside the facility. We suggest you secure any valuables in your vehicle such as electronic devices, excessive jewelry, any currency, or a purse/wallet, etc. All electronic devices, tobacco, drugs, alcohol, and weapons are strictly prohibited inside the facility. Electronic devices include cell phones, pagers, smart watches, flash drives, recording devices, etc. These devices must be stored in your vehicle. You may also be asked to secure your car keys in a locker. The lockers typically require a quarter to lock and the quarter is returned when the items are retrieved. You are permitted to bring minor items into the facility such as tissue, writing utensils, a snack or sealed beverage, or other similar items. The Community Involvement Coordinator will communicate exactly what items are permitted into the facility and volunteers are encouraged to always ask before bringing any items into the facility. If you have a medical condition, inform the Community Involvement Coordinator so the proper authorization can be requested.

As you enter the facility, you will sign-in in the volunteer binder. This is not only for safety and accountability purposes but it also allows the Community Involvement Coordinator to have an accurate
account of volunteer activities. Inform the staff that you are a volunteer and they will direct you to the search area. You will be required to take off your shoes and empty everything out of your pockets into a bin to be run through an x-ray machine similar to those found at an airport. Officers will inspect all items being brought into the facility. You will then be asked to pass through a metal detector. If a volunteer is wearing a bra that contains metal, they will be searched by a same-gendered officer in a private area. You may also be asked to walk around a cell phone post. After you have been cleared through the metal detector, a same-gendered staff person will pat search you. When the pat search is complete and your items have been inspected, you will be able to take your items. After this point you may be required to show you ID again and have your hand stamped prior to entering the facility. There may also be trained K-9 present. In this case, you would be instructed to sit in a designated area while they walk around you. Never approach or pet a K-9 guided by IDOC staff.

Upon exiting the facility, make sure you are leaving with the items you entered with and no more and no less. You will be required to show staff your ID upon exiting and your stamped hand, if necessary. You will also sign-out of the volunteer binder. If you lose or misplace any items, report it to a staff member immediately.

WORKPLACE HARASSMENT PREVENTION
The Indiana Department of Correction will strive to maintain an environment free from sexual harassment and harassment based on race, color, creed, religion, sex, national origin, age, sexual orientation or gender identity, or physical or mental disability and to implement this policy in a consistent and vigorous manner.

Each employee and volunteer has the right to work in a professional environment that promotes equal opportunities and prohibits sexual harassment and harassment based on race, color, creed, religion, sex, national origin, age, sexual orientation or gender identity, and physical or mental disability, hereinafter referred to as protected status or protected class. Workplace harassment whether verbal, physical or environmental is unacceptable and will not be tolerated in State Government. The IDOC will not tolerate workplace harassment whether engaged in by fellow employees, supervisors, officers, or by outside clients or other non-employees who conduct business with the IDOC. The IDOC encourages reporting of all incidences of alleged harassment.

INCIDENT/ACCIDENT REPORTING
All incidents and accidents while in the facility or on facility grounds are to be reported immediately to your group leader, the Community Involvement Coordinator and any supervisory staff.

Incidents and accidents include:
• Injury to the volunteer or another person
• Vehicle accidents
• Damaged, lost, or stolen property
• Other occurrences, no matter how minor
ARREST & CONVICTION POLICY
To remain an active IDOC volunteer, you must agree to report if you are arrested or charged, convicted or sentenced for a felony or misdemeanor offense as well as any injunctions or restraining orders. Volunteers must report this information to the Community Involvement Coordinator or Shift Supervisor by the next business day. Municipal ordinance citations must be reported if related in any way to the facility or department rules (including any/all drug or alcohol related citations).

FRATERNIZATION
The relationship between volunteers and offenders is predominantly positive. Not only do offenders and the facility benefit greatly from this relationship but often the volunteers experience the same positive effects. However, due to the nature of a correctional environment, it is the responsibility of everyone involved to maintain strict boundaries to ensure a safety and secure environment.

The Indiana Department of Correction takes a firm stance prohibiting fraternization. For the purposes of a correctional environment, fraternization is defined as relationships with offenders that go beyond the normal scope of the role of a volunteer. The purpose is to avoid potential conflicts of interest or impairment of supervision and rehabilitation and to provide humane and respectful treatment of offenders. The information below provides clarification about what fraternization means in a correctional environment.

Volunteers are prohibited from exchanging goods/services/funds/favors with:
1. Any incarcerated offender
2. Any offender under the supervision of probation/parole
3. Any family/friends/associates of an offender

A volunteer must not personally intercede or advocate on behalf of an offender regarding:
1. Facility discipline
2. Programming
3. Rules of supervision
4. Employment
5. Parole, pardon, commutation or any judicial matters

Please remember the basic formula of:

\[
\text{TIME + EXPOSURE} = \text{OPPORTUNITY FOR MANIPULATION}
\]

Very clear boundaries should be respected and any contact that could appear to violate these conditions must be reported to the Community Involvement Coordinator. Communication between volunteers and facility staff is the best tool to prevent situations where you may be overstepping your boundaries.

If you discover that someone you know or are acquainted with becomes incarcerated or under probation/parole supervision (e.g. family member, mild acquaintances, former co-worker, a neighbor, family friend, etc.), report this to the Community Involvement Coordinator. Relationships must be evaluated to determine whether your continued volunteer service will pose a conflict of interest at any IDOC facilities. If it is discovered after the fact, you may not be able to continue to serve at that facility.
1. Volunteers must not get involved in any way with an offender’s family or friends.
2. Treat all offenders impartially; do not grant special privileges, considerations, contacts, etc. to any individual offender.
3. Offenders should not be addressed by a title (Rev., Dr., etc.).

Any questions regarding an offender relationship should be directed to the Community Involvement Coordinator. Constant and continuous communication with the Community Involvement Coordinator is your best defense to defuse compromising situations before they occur. If an offender makes any type of request of any item or favor or anything outside the scope of your program/service, report it immediately to the Community Involvement Coordinator. **Think of it this way – only provide an offender with something you could provide to every offender at the facility, such as a prayer, encouraging words, or a listening ear.**

The above guidelines also apply to volunteers asking their family or friends to intercede as a go-between. Any violation of these guidelines could result in termination of your volunteer involvement.

If you have any questions, comments, or concerns about any of the above information, please don’t hesitate to contact your Community Involvement Coordinator.

**VOLUNTEER SUSPENSION, DISMISSAL, AND GATE CLOSURES**

Experience has shown that the vast majorities of volunteers do an excellent job, enjoy their volunteer responsibilities and comply with facility rules and regulations. However, there are times when the services of a volunteer or group must be suspended or terminated.

Individual and group volunteer services and programs may be terminated for the following:

1. Unlawful conduct
2. Failure to comply with Department policies and procedures and/or facility rules, directives and procedures including but not limited to:
   a. Fraternization with offenders
   b. Behavior that threatens the security of the facility or the safety of the individuals, or failure to report knowledge of such threats
   c. Non-compliance with training and evaluations procedures
   d. Breach of confidentiality unrelated to safety and security
   e. Unreliable attendance
   f. Inability to cooperate with staff
3. Unsatisfactory job performance
4. Group or individual no longer meets the program needs of the facility
5. Completion of assignment or program
6. Other reasons, at the discretion of the facility head or designee

In the event of number 1, or 2, the facility may issue a gate closure. A gate closure means that an individual volunteer is no longer permitted to enter the facility they serve at or in some circumstances, any IDOC facility.
In the event of a suspension, dismissal, or gate closure, the Community Involvement Coordinator will inform you of the decision and answer any questions you may have. If volunteers would like to appeal this decision, they can write to the Superintendent. Ultimately, the Superintendent makes the final decision.

It is important to communicate with the Community Involvement Coordinator when any situations arise that may threaten the continuation of your volunteer service. Communication is often the difference between resolving an issue and facing consequences because of it. It is our goal that you have a productive, rewarding, and safe experience volunteering with the IDOC. If at any point you are not satisfied with your experience, please let us know.

FAITH-BASED SERVICES
Faith-based and pastoral care activities are a significant portion of the daily life of many of our offenders and volunteers make a major contribution to these programs. Facilities will have at least one Chaplain assigned to oversee religious services. Since there are many religions represented in the offender population, volunteers play a critical role in providing many of these services. Faith groups that meet on a regular basis may include but aren’t limited to Christian, Jewish, Islamic, Buddhist and Native American.

Volunteers should be familiar with Indiana Code 11-11-4-1, Religious and Personal Expression, Confined person’s rights. It says that a confined person is entitled to believe in the religious of his/her choice; and attendance at religious services or belief in any religion is not required. To the greatest extent possible, consistent with the security of facilities and programs and departmental resources, a confined person is entitled to:

1. a diet sufficient to sustain good health, consistent with the dietary practices of his/her religion;
2. observe the religious days of worship or holidays of his/her religion;
3. possess and wear religious artifacts;
4. receive and possess religious literature; and
5. communicate, correspond with, and be visited by a clergyman or religious counselor of his/her choice.

VOLUNTEER NOTIFICATION
Facilities can go on lockdown for a variety of situations both emergency and non-emergency. When a facility is on lockdown, all volunteer activities are cancelled until further notice. The Community Involvement Coordinator, or other facility staff member, will do their best to notify volunteers when they go on lockdown but depending on the circumstances, this may not be possible. Volunteers are encouraged to contact the facility before they leave for their volunteer service to ensure the facility is under normal operations, especially when driving a significant distance. The IDOC may also utilize social media to broadcast an announcement so volunteers are encouraged to utilize social media for updated information. We apologize in advance for any inconvenience this may cause you in the future and we appreciate your patience and understanding.
VOLUNTEER RECORDS
As a prospective or regular volunteer in a Department of Correction facility, you will be asked to complete the necessary forms. These forms are to be completed prior to volunteering in a facility. Personal information related to volunteer will be regarded as highly sensitive and shall be considered confidential and will be stored in a secure location not accessible by the offender population. You will also be expected to sign-in/out each time you visit the facility so the Community Involvement Coordinator can keep accurate records of your volunteer service.

VOLUNTEER EVALUATION
The Community Involvement Coordinator will complete a written evaluation of all volunteer services and programs on an annual basis. Programs will be evaluated and reviewed at the end of each scheduled cycle. The volunteer will also complete an annual self-evaluation regarding the effectiveness of the services and quality of the program. These evaluations are used for program planning and for an annual report to the Superintendent.

OFFENDER VISITATION
Persons who are providing services to offenders in a volunteer capacity may be allowed to visit one offender outside of the approved volunteer program. Persons who are on an offender’s visitation list may be permitted to provide volunteer services at the facility housing the offender if the volunteer’s program duties are such that visiting the offender would be in the best interests of the program and the offender. Volunteers may be allowed to visit an offender at a facility not receiving their services, however; they must have the approval of both Superintendents.

POST-RELEASE CONTACT
Contact with offenders post-release is completely voluntary and is neither a requirement nor an expectation by the Department. Volunteers interested in continuing contact with offenders post-release should take significant consideration of their safety if they wish to do so. Once you’ve made the decision that you’d like to maintain contact with offenders post-release, notify your Community Involvement Coordinator as soon as possible, before any contact is made. Your continued volunteer involvement at the facility is dependent upon full disclosure and at the discretion of the Community Involvement Coordinator, Superintendent, and supervising agency of the offender (Parole/Probation). While the continued support of a volunteer can play a vital role in the success of an offender – the primary concern of the Department is the safety and security of the volunteer and the facility.

VOLUNTEER RECOGNITION
Volunteers are an invaluable part of the mission of the Department. Each facility recognizes the exemplary services volunteers provide by hosting an annual volunteer recognition event. These events not only offer an opportunity for staff and our population to show our appreciation but also an opportunity for volunteers to meet each other and learn more about the many volunteering opportunities available at the facility. Your Community Involvement Coordinator will notify you when your facility sets a date for their event. We hope that you will reserve this time to allow us to show our appreciation and for you to learn more about volunteer activities at the facility.
VOLUNTEER/DONATION NEEDS
The IDOC always has a need for more volunteers! Volunteers serve a variety of roles include facilitating faith and character-based programming, educational and tutoring services, mentorship, re-entry services and much more! If you have someone who might be interested in volunteering and you’d like them to join you, ask your Community Involvement Coordinator for a special visit so they can see the wonderful work that you do.

Donations are also always welcome. Donations can be clothing for release, equipment for specific programming, books for the library, religious material for the chapel, and other educational material. Ask your Community Involvement Coordinator about the specific needs at the facility.

CONCLUSION
Thank you for taking the time to review the information in this handbook. You have learned more about the Department, the way the facilities operate, and your role as a volunteer. We immensely appreciate the dedication from all of our volunteers. Please remember, it’s important to seek answers to questions throughout your experience about any aspect of your volunteer service.

Another way you can serve the Department is by providing feedback of your experience and observations. We continuously strive to improve our operations and our volunteer programming. We welcome any questions, comments, concerns, and suggestions regarding any aspect of your experience with the IDOC. You can contact your Community Involvement Coordinator, Chaplain, Assistant Superintendent of Re-Entry and/or your group leader. You can also contact IDOC Central Office at the address below.

Indiana Department of Correction
Religious Services and Community Involvement
Indiana Government Center South
302 W. Washington IGCS, Rm. E-329
Indianapolis, IN 46204

We greatly appreciate all of the contributions from our volunteers in every facility throughout the state. They have a passion and a dedication for their service and for that we are truly grateful. Thank you again for being a volunteer for the Indiana Department of Correction.