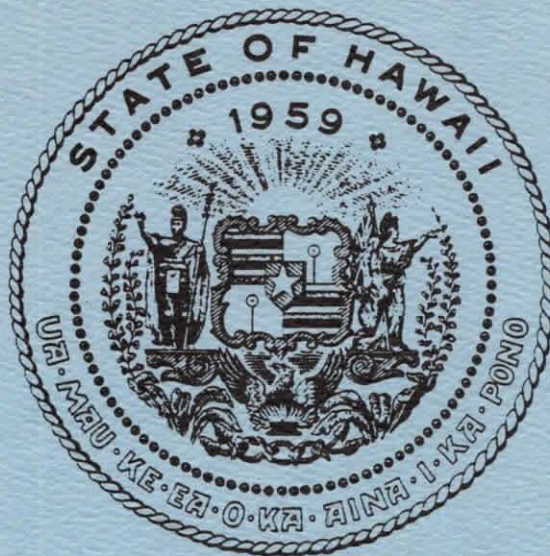


**HAWAII REVISED STATUTES
CHAPTER 90**

**State Policy Concerning the
Utilization of Volunteer Services**



**STATEWIDE VOLUNTEER SERVICES
Office of the Governor**

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Utilization of Volunteer Services**

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COMPILED BY:

STATEWIDE VOLUNTEER SERVICES
Office of the Governor

September, 1984

PREFACE

PURPOSE OF THIS GUIDE

The intent of this Guide is to help the reader understand Hawaii Revised Statutes Chapter 90, the "State Policy Concerning the Utilization of Volunteer Services" in State Government.

The materials assembled in this Guide include the *ACTUAL TEXT* of the law, with *EXAMPLES* and *EXPLANATIONS* in *italic*, *SAMPLE FORMS* used in volunteer programs, and several *REFERENCE SUPPLEMENTS* regarding various aspects of *volunteer program design and management (i.e. motivation, record keeping, recognition)*.

The purpose of these materials is to encourage and guide state agency administrators who have or wish to develop volunteer services within their agency to establish *EFFECTIVE volunteer programs*.

BACKGROUND ON CHAPTER 90

Study and research on this law began in the fall of 1976, with the involvement of Volunteer Directors within *Public Welfare, Corrections, the Judiciary, Hawaii State Hospital, and the Waimano Training School and Hospital*.

The law was passed by the 1978 Hawaii State Legislature as Senate Bill 1799, House Draft 1, on Tuesday, March 28, 1978, and signed into law as Act 10 by Governor George R. Ariyoshi on April 7, 1978.

BACKGROUND ON STATEWIDE VOLUNTEER SERVICES

This Guide and workshop presentation is just one of the services offered by Statewide Volunteer Services (SVS), Office of the Governor, which serves as a volunteer coordination and advocacy agency within the State.

SVS was established in May of 1976, resulting from a proposal citing a need for volunteer coordination and advocacy within the State. Initial funding was provided by a three-year grant from ACTION, and continued funding from the Progressive Neighborhoods Program (PNP).

In February of 1982, the Office was transferred to the Office of Information, thus remaining within the Office of the Governor. Current funding is 100% State appropriation.

Nationally, the Office is one of many that exists to promote voluntary citizen involvement to address statewide needs.

The Office provides *information, technical assistance, volunteer recognition, and expansion of public awareness of voluntarism, or "accomplishment through voluntary action"*.

H.R.S. CHAPTER 90
Text and Examples

PREFACE

What appears below is the actual text of H.R.S. Chapter 90, the State Policy Concerning the Utilization of Volunteer Services, which was passed by the 1978 Hawaii State Legislature and signed into law as Act 10 by Governor George R. Ariyoshi on April 7, 1978.

Section 1, Findings and purpose, expresses the *legislative intent* of the law and will not be found written as part of Chapter 90 in the Hawaii Revised Statutes (Supplement to Volume 2, pages 142-145).

To assist the reader in understanding certain passages of the law, EXAMPLES and NOTES will be found in *italics*.

ENACTED BY THE NINTH LEGISLATURE OF THE STATE OF HAWAII, 1978

SECTION 1. Findings and purpose. The legislature finds that a continuing need and growing movement is the increasing utilization of volunteer services by state agencies to supplement, strengthen, and support their ability to accomplish their missions. The spirit of citizens volunteering their time and energy has been a fundamental ingredient to the birth of the democratic government. Presently, organized (formal) volunteer programs with the Departments of Health, and Social Services and Housing and with the Judiciary, as well as the Department of Education which has vast numbers of volunteers who traditionally volunteer in the public school and library systems, demonstrate the vital role in which volunteers assist and augment the services of the State.

The 1974 census estimates that one out of every four Americans over the age of 13 is a volunteer. Volunteers can contribute even more to ameliorating our social, environmental, economic, and human problems. Statutory provisions governing volunteer services and a philosophy for the use of volunteers, would support effective and full use of volunteers.

The purpose of the Act is to foster the continuing development of volunteer programs in state government based on the following premises:

- (1) That every citizen regardless of his present economic condition, race, color, ancestry, political affiliation, religious affiliation, sex, age, physical or mental handicap, or marital status has the right to volunteer;
- (2) That volunteers supplement but do not compete with nor supplant paid jobs;

NOTE: If one is unsure if a projected VOLUNTEER JOB may supplant, or "take the place of" an existing PAID STAFF POSITION, he or she should check with the Department or Agency Personnel Specialist.

- (3) That volunteers provide an extra source of caring that cannot be evaluated in monetary or material terms;
- (4) That volunteering provides citizens with an opportunity to be responsive to and supportive of the state government.

SECTION 2. The Hawaii Revised Statutes is amended by adding a new chapter to be appropriately designated and to read as follows:

"CHAPTER 90
STATE POLICY CONCERNING THE
UTILIZATION OF VOLUNTEER SERVICES

Section 1. Definitions. As used in this chapter, unless the context requires otherwise:

- (1) The term "agency" means any state agency within the executive, legislative, and judicial branches and the office of Hawaii affairs but excludes the several counties.
- (2) The term "person" means any individual or organization.
- (3) The term "volunteer" means any person, who of his own free will, provides goods or services to any agency with no monetary or material gain and includes material donors, occasional-service, regular-service, and stipended volunteers.
- (4) "Material donor" means any person who of his own free will provide funds or materials to an agency.

EXAMPLES: Individuals, clubs, organizations, and private businesses which donate money or materials, such as food, flowers, or supplies to a state volunteer program. Often, such donations are designated for the use of clients or for the recognition of the agency volunteers.

NOTE: Donations of money or other property (i.e. personal computers, furniture) made to the agency constitute contributions which are made for a governmental unit (described in Section 170 (c) (1) of the Internal Revenue Service Code) for exclusively public purposes.

Donors making contributions to the agency will be entitled to charitable contribution deductions, and should be properly acknowledged for their donation with a letter of receipt from the agency.

- (5) "Occasional-service volunteer" means any person who offers to provide a one-time, on call, or single task service to an agency without receipt of any compensation, except as provided in this chapter.

EXAMPLES: "One-time" or "spot-project" volunteers may help in seasonal projects (i.e. Christmas caroling), or specific research tasks (i.e. student legislative aides). Other "spot-project" volunteers may also assist agencies with recognition programs for volunteers (i.e. First Lady's Outstanding Volunteer Awards).

- (6) "Regular-service volunteer" means any person engaged in specific voluntary service activities on an on-going or continuous basis to an agency without receipt of any compensation, except as provided in this chapter.

EXAMPLES: Volunteer who participates on a regular basis throughout the year (i.e. Advisory Board/Commission members, Retired Senior Volunteer Program volunteers, tutors), or volunteers who with appropriate training, become a committed extension of agency staff (i.e. case aides, recreation aides).

- (7) "Stipended volunteer" means any person who by receiving a support allowance is then able to provide voluntary service to an agency. The allowance may be for food, lodging, or other personal living expenses and does not reflect compensation for work performed.

EXAMPLES: Foster Grandparent and Senior Companion volunteers receive a stipend to enable full-time volunteer service to agencies. College interns and VISTA volunteers may also fall into this category. Further information can be obtained from the ACTION State Office, Prince Kuhio Federal Building, Room 6326, Honolulu, Hawaii 96813, Phone (808) 546-8925.

Section 2. Scope of chapter; status of volunteers.

- (a) An agency may recruit, train, and accept the services of volunteers.

NOTE: All state programs may recruit, train, and utilize volunteers. As of June 1984, some state agencies have assigned Volunteer Directors to assist in the effective management of volunteers.

- (b) No person shall on the basis of sex, age, race, color, ancestry, religion, national origin, marital status, physical or mental handicap, or political grounds, be excluded from participation in, or volunteer activity.
- (c) Volunteers recruited, trained, or accepted by an agency shall be excluded from any provision of law relating to state employment, from any collective bargaining agreement between the state and any employees' association or union, from any law relating to hours of work, rates of compensation, leaves, and employee benefits, and from any other provision of title 7, except those consistent with this chapter.

- (d) An agency may reimburse volunteers for expenses, consistent with the provisions of section 90-4, as deemed necessary to assist volunteers in performing their services.

NOTE: Agencies may choose to budget INCIDENTAL REIMBURSEMENT EXPENSES (i.e. mileage) for volunteers to enable their effective performances and growth.

- (e) An agency may designate a person or establish a position to coordinate and administer the volunteer activities of that agency.

NOTE: Clear job descriptions have been developed by the existing State Volunteer Directors. The Department of Personnel Services' Volunteer Services Coordinator (Position Code 3.490) job description can be found on pages 34 to 37.

Section 3. Rights, responsibilities, and expectations in volunteer relationships.

(a) Every person, regardless of his present economic condition, race, color, ancestry, political affiliation, religious affiliation, sex, age, physical or mental handicap, or marital status has the right to volunteer his services to an agency. An agency has the right to decline any voluntary offer of services, or if accepted, to release subsequently the volunteer who is no longer needed or who is found to be unacceptable.

NOTE: It is important to stress this fundamental premise of Chapter 90: that, while individuals have the RIGHT to VOLUNTEER, agencies also have the RIGHT to SELECT WHO will be ACCEPTED as a VOLUNTEER.

- (b) A volunteer providing services to an agency may expect:

- (1) That he will be assigned a job that is worthwhile and challenging, and which permits him the freedom to use existing skills or develop new ones.

NOTE: Agency staff are encouraged to INTERVIEW a potential volunteer for a specific job, MATCHING the volunteer's skills to the agency's needs.

A sample of a Volunteer Application Form can be found on pages 17 and 18, and a sample of a Volunteer Job Description Form can be found on page 19.

- (2) That he will be trusted with information that will help him carry out the assignment.

NOTE: In confidential job areas (i.e. case aides), a written agreement between the agency and the volunteer should be considered.

A sample of an Agency/Volunteer Agreement Form can be found on pages 22 to 23.

- (3) That he will be kept informed about what is going on in the specific volunteer areas.

NOTE: The sharing of information is a powerful motivational tool with anyone, whether volunteer or regular staff, as it demonstrates trust and openness in communication. Volunteers may be kept informed through newsletters, notices on bulletin boards, volunteer-staff meetings, or just "talking story" over coffee.

- (4) That he will be provided orientation, training, and supervision for the job he accepts so he will know why he is being asked to do a particular task.

NOTE: ORIENTATION should be an introduction to the work or office environment, staff, mission of the agency, and any procedures necessary for the volunteer's understanding of the agency and its clients.

The TRAINING should include any specific skill training, as needed, including briefing on safety precautions, etc.

The SUPERVISOR should be a staff member from whom the volunteer will receive assignments, assistance when needed, report to when completing assignments, and receive performance evaluations when required.

- (5) That his time will not be wasted by lack of planning, coordination, and cooperation within the organization.

NOTE: Agencies are encouraged to prepare materials, space and supervision BEFORE recruiting volunteers.

- (6) That he will receive feedback as to whether his work is effective and how it can be improved.

NOTE: An agency may designate that a volunteer complete a PROBATION PERIOD, including a series of training and a minimum amount of time before full acceptance as a volunteer. Informal conversation and/or periodic evaluation forms (i.e. supervisor's evaluation of volunteer, volunteer's feedback on the program and staff) may alleviate problems and misinformation.

- (7) That he will be reimbursed for out-of-pocket costs if it is the only way he can volunteer.

NOTE: See Section 4, Volunteer Benefits.

- (8) That he will receive letters of recommendation and reference from his supervisor upon request.

NOTE: Volunteer service is recognized by a growing number of universities and businesses as a relevant job training and as creditable experience. Many employers and educational insititutions are advancing credits for volunteer services.

The agency may choose to give the volunteer either a LETTER OF RECOMMENDATION or an "END-OF-SERVICE" TRANSCRIPT for the volunteer's records. Sample forms can be found on

- (9) That he will be given appropriate recognition for his volunteer services.

NOTE: The agency may select from a variety of INFORMAL and FORMAL methods of recognition, depending on their budget. A list of options can be found on

Additionally, an agency may want to nominate an exceptional volunteer for the Annual FIRST LADY'S OUTSTANDING VOLUNTEER AWARDS, coordinated by Statewide Volunteer Services to recognize outstanding voluntary contributions throughout the State of Hawaii. For more information, call Statewide Volunteer Services at 548-8539 or 548-2007.

- (10) That he will be provided a designated supervisor.

NOTE: That "designated supervisor" may be that state employee the agency feels most appropriate to train and supervise the volunteer.

- (c) A volunteer providing services to an agency has the responsibility to:

- (1) Accept assignments given to him.
- (2) Fulfill his commitment or notify the designated person of his change of plans.
- (3) Follow guidelines and policies established by the agency.
- (4) Respect the values and beliefs of others.
- (5) Use time wisely and not interfere with the job performance of others.
- (6) Provide feedback, suggestions, and recommendations to his supervisor regarding the program.
- (7) Be considerate, respect competencies, and work as a member of a team with staff and other volunteers.

- (d) The agency utilizing the services of volunteers may expect:

- (1) That the volunteer will fulfill his assignment as agreed upon or will notify staff sufficiently in advance if he cannot complete it.
 - (2) That the volunteer will not go beyond his competencies and authority.
 - (3) That the volunteer will submit feedback, suggestions, and recommendations about the program to his supervisor.
 - (4) That the volunteer will maintain confidentiality and will respect and treat the recipients of volunteer services with dignity.
- (e) The agency utilizing the services of volunteers has the responsibility to:
- (1) Use volunteers to extend services without displacing paid employees.
 - (2) Provide each volunteer with a designated supervisor.
 - (3) Provide staff orientation and training in the use and supervision of volunteers.

NOTE: Opportunities for training in the management of volunteers include WORKSHOPS presented by local volunteer bureaus (i.e. Voluntary Action Center), MAJOR CONFERENCES convened on the mainland by national organizations, and SPECIFIC WORKSHOPS designated by the department for their staff.

- (4) Define volunteer jobs that are meaningful to the volunteer and commensurate with his abilities.
- (5) Be alert to assignments for handicapped or disabled volunteers.
- (6) Make it possible for a volunteer to serve on a trial or probationary basis for a specified period.
- (7) Provide orientation and training to improve the volunteer's skills.
- (8) Provide volunteers with clear instructions and an adequate work space.
- (9) Accept the volunteer as part of the team, including him in training and staff meetings that pertain to his work.
- (10) Establish and communicate clearly defined lines of supervision so that the volunteer knows to whom he is responsible.
- (11) Provide appropriate recognition and appreciation to the volunteer.

- (12) Provide written guidelines governing the recruitment, screening, utilization, and supervision of volunteers.
- (13) Recognize an applicant's prior volunteer service in evaluating fulfillment of training and experience requirements for state employment pursuant to rules adopted by the Department of Personnel Services, the Judiciary, and the Board of Regents of the University of Hawaii.

NOTE: Hawaii's State Department of Personnel Services (DPS) recognizes past volunteer work, IF APPLICABLE, as relevant experience, with CREDIT given after "pro-rating" the hours served. Pro-rating will be based on a 40-hour work week, therefore it is very important that the volunteer KEEP TRACK of the hours he or she has served.

An exhibit of the specific section of the Civil Service Application Form can be found on page 38.

- (14) Provide funds for volunteer benefits as specified in section 90-4.
- (15) Provide recognition of paid staff for support and supervision of volunteers.

NOTE: The management of volunteer staff may add considerably to the responsibilities and time of paid staff who supervise the volunteers. Agencies are encouraged to recognize and/or give credit to staff who display exceptional skills in delegation and supervision of volunteers.

Section 4. Volunteer benefits. Volunteer benefits shall be provided within the limits of an agency's budget as follows:

- (1) Meals may be furnished without charge or the cost therefore may be reimbursed to volunteers serving the agency.

EXAMPLES: Some examples include:

- (a) State facilities (i.e. schools, hospitals) with food service which provide meals to volunteers who work a minimum number of hours and/or volunteer positions which extend over or into a meal period;
- (b) Reimbursement of meals incurred while participating in a conference or training; or,
- (c) Lunch monies provided to RSVP volunteers who volunteer a minimum of four hours which extend over a lunch period.

NOTE: In response to an inquiry from Statewide Volunteer Services regarding volunteer meals for schools, the State Comptroller stated in a memorandum of March 12, 1984:

"..... to the extent that the furnishing of a meal is considered necessary by a school in assisting a volunteer to perform his or her services, and to the extent that cost thereof is within the limits of the Department of Education's budget, the Department of Education is allowed by statute to pay for the meal."

In other words, the most important points to consider in furnishing meals for volunteers are:

- 1) Is the MEAL NECESSARY to assist the volunteer to perform his or her services? and,
 - 2) Is the COST within the agency's budget?
- (2) Lodging may be furnished temporarily without charge or the cost thereof may be reimbursed to volunteers.

EXAMPLES: Some examples include:

- (a) State facilities lodging for volunteer fire and police personnel during an emergency; and,
 - (b) Lodging required for off-island training for which a volunteer (i.e. Advisory Board/Commission member) may attend representing the agency.
- (3) Transportation reimbursement including parking fees, bus, and taxi fare may be provided to volunteers. Mileage reimbursement when provided for shall be furnished at a rate comparable to that of permanent employees performing similar duties. Volunteers may be authorized to use state vehicles in the performance of official state duties.

NOTE: Specified reimbursements are dependent on types of volunteer positions (i.e. need to drive) within the agency and the needs of recruited volunteers necessitating funds to enable the cost of volunteering within the agency.

Mileage reimbursements are to be made at a rate comparable to permanent employees.

- (4) Solely for the purposes of Chapter 662, volunteers are hereby deemed as "employees of the State," when acting for an agency in their capacity as volunteers.

NOTE 1: Hawaii Revised Statutes (HRS) Chapter 662, the STATE TORT LIABILITY ACT states:

"The State hereby waives its immunity for liability for the torts of its employees and shall be liable in the same manner and to the same extent as a private individual under like circumstances, but shall not be liable for interest prior to judgment or punitive damages."

Put simply, this means that the State is liable for the TORTS, or "wrongful acts" of its EMPLOYEES.

Furthermore, HRS Chapter 90 (4) states that solely for the purposes of Chapter 662, "volunteers are hereby deemed as 'employees of the State,' when acting for an agency in their capacity as volunteers."

Therefore, if a volunteer, when acting in their assigned role as a volunteer with a State agency, commits a TORT, or a wrongful act, against a THIRD PARTY, the State will be liable for the volunteer's actions.

Major, HIGHLIGHTS of the STATE TORT LIABILITY ACT include:

- 1) INTENTIONAL TORTS are NOT covered (i.e. rape, assault).
- 2) JUDGMENT (formal decision of the court) against the State BARS or PROHIBITS any lawsuit against the employee.
 - (a) As a general practice, the Attorney General's office will try to eliminate all named individual employees in a suit, consolidating the claims as ONE against the State.
 - (b) If the State is already representing the volunteer, defending his actions as an "agent of the State", the State WILL NOT "counter-sue" the volunteer to recover damages and/or expenses.
- 3) REPRESENTATION of the volunteer/employee in a liability suit is left to the DISCRETION of the Attorney General, who will first investigate to determine if the volunteer was indeed acting as "an agent of the State".

NOTE: When a tortious claim is filed, State administrators will be asked to clarify in a preliminary statement the following:

- (a) The volunteer program was duly authorized by a State agency;
- (b) The volunteer was acting in behalf of the State in an official capacity under DIRECTION and CONTROL (i.e. supervised by a state employee) of a State agency; and,

- (c) The volunteer was acting within the scope of the program authorized by the State agency (i.e. within limits of job description and volunteer/agency agreement).

If representation is DECLINED, the volunteer must retain his OWN lawyer.

NOTE 2: HRS Section 286-171, the WORKER'S COMPENSATION LAW, states:

"Any person who is injured in performing service for the State or any county in any voluntary or unpaid capacity under the uthorized discretion of a public officer or employee, and who has not secured payment of his/her hospital and medical expenses from the State or the county under any other provision of law and has not secured payment thereof from any third person, shall be paid his reasonable hospital and medical expenses under this chapter."

In order for volunteers to fall within this statutory provision, it must be established that:

- 1) The injury suffered was "JOB-RELATED", or suffered in the course of performing the volunteer service;
- 2) The program was duly AUTHORIZED by an appropriate agency, public official, or employee;
- 3) The volunteers were APPROVED by such agency or official to participate in the program; and,
- 4) The volunteers performed such volunteer service under the direction and control of such agency or official.

It is emphasized that coverage for volunteers is LIMITED to reasonable hospital and medical expenses. This means that volunteers who are injured WILL NOT receive disability payments under HRS 386-31-32, or death benefits under HRS 386-41.

NOTE 3: AUTHORIZATION OF VOLUNTEERS. For obvious reasons of liability and worker's compensation, as well as EFFECTIVE MANAGEMENT of volunteers within a State agency, the following areas should be addressed by the agency (taken from HRS 662):

- 1) "The service/program is duly authorized by a state agency."

Besides the precedence of HRS Chapter 90, a state agency should develop their OWN policy statement regarding volunteer services, and the volunteer jobs and activities within that agency.

- 2) "The volunteer is acting in behalf of the state in an official capacity under direction and control of that state agency."

Practical implementation PROGRAM COMPONENTS should include:

- (a) A clear, written VOLUNTEER JOB DESCRIPTION, which specifies location, time of activity, length of involvement, and activities to be accomplished.
 - (b) A method of REGISTRATION of each volunteer (i.e. application form including emergency information);
 - (c) A SELECTION PROCESS for volunteers, including the interview and placement of volunteers with a SUPERVISOR;
 - (d) A RECORD KEEPING system that tracks the hours and activities of each volunteer (i.e. log book) for the benefit of the individual volunteer as well as to evaluate the overall program; and,
 - (e) A process of PERIODIC EVALUATION of the performance and status of each volunteer, that may substantiate any NECESSARY ACTION (i.e. promotion, termination).
- 3) "The volunteer is acting within the scope of the service/program authorized by the state agency."

Again, the components mentioned above in (2) will address the authorized scope of the program, along with articulated policies of the agency.

- (5) Out-service training and conference reimbursement may be furnished for volunteers.

NOTE: A state agency, based on its own BUDGET ALLOWANCES, may choose to reimburse volunteers for authorized training pertinent to their volunteer task (i.e. CPR classes for hospital volunteers), or may ask the volunteer to represent the agency at a conference (i.e. Advisory Board members).

- (6) Personal liability insurance coverage may be furnished for volunteers.

NOTE: A state agency, because of specific characteristics of the environment of the volunteer activity or of the actual activities of the volunteer jobs, may select to purchase EXTRA PERSONAL LIABILITY INSURANCE COVERAGE for their volunteers.

EXAMPLE: Volunteer Insurance Service through the CORPORATE INSURANCE MANAGEMENT ASSOCIATION (CIMA) provides accidental liability, personal liability, and excess auto liability to organizations for their volunteers. For further information on this source, contact:

CIMA
4200 Wisconsin Avenue, NW
Washington, D.C. 20016
PHONE: (202) 244-5678

Statewide Volunteer Services is currently looking into other insurance plans for volunteer programs and may be contacted for further information.

- (7) Reasonable expenses incurred by volunteers in connection with their assignments may be reimbursed.

NOTE: Each volunteer program should DEFINE "allowable expenses" and "reasonable amounts". Other than reimbursements already designated in this Chapter, this ENABLES budget allocations for special allowances (i.e. a weekly allowance for activities as a "Big Brothers/Big Sisters" volunteer with an assigned agency client).

- (8) Recognition of volunteer service may include a recognition ceremony, certificates, and awards to be determined by the agency.

NOTE: Each agency is authorized to BUDGET and PLAN for RECOGNITION ACTIVITIES reasonable for that agency.

Many agencies currently plan for an ANNUAL RECOGNITION AFFAIR for their volunteers. Additionally, Statewide Volunteer Services coordinates a statewide recognition program for volunteers, the FIRST LADY'S OUTSTANDING VOLUNTEER AWARDS. Further information on this program, held on the islands of Hawaii, Oahu, Maui, Kauai, and Molokai, can be obtained by contacting Statewide Volunteer Services.

Section 5. Agency reports, required information. An agency as part of its annual report to the Governor, the Legislature, or the Chief Justice shall include estimates of:

- (1) The total number of volunteers and the total number of hours of service broken down into categories of regular-service volunteers, occasional volunteers, stipended volunteers and material donors.
- (2) A list of volunteer job titles used by the agency."

NOTE: Since Fiscal Year 1980-81, Statewide Volunteer Services has been conducting an ANNUAL ASSESSMENT ON THE UTILIZATION OF VOLUNTEERS IN STATE AGENCIES. The survey addresses the information required in Section 5. A sample form can be found on

Information on the Annual Assessment Results can be obtained by contacting Statewide Volunteer Services.

SECTION 2. This Act shall take effect upon its approval.

NOTE: This legislation was passed by the 1978 Hawaii State Legislature as Senate Bill 1799, House Draft 1, on Tuesday, March 18, 1978, and was signed into law as Act 10 by Governor George R. Ariyoshi on Friday, April 7, 1978.

Appendix One

SAMPLE VOLUNTEER PROGRAM FORMS

INTRODUCTION

This section includes *sample volunteer program forms* to aid the Volunteer Coordinator or supervisor in *record keeping*, including the following:

1. VOLUNTEER APPLICATION Form, designed to allow the agency, *at a glance*, to determine whether *new recruits* are *qualified* for the *volunteer job* they seek. This form includes *basic information* on the volunteer, including *education, training, previous experience, availability, and emergency information (i.e. who to contact, medical history, medical insurance)*.
2. VOLUNTEER JOB DESCRIPTION Form, designed to allow the agency to outline the *basic duties and responsibilities, desired qualifications, special skills, and time commitments*.
3. An AGREEMENT BETWEEN THE AGENCY AND VOLUNTEERS, which *outlines general "philosophical agreements" between an agency and its volunteers*.
4. An AGENCY/VOLUNTEER AGREEMENT Form, which *details the "specific agreements" negotiated between the agency supervisor and the volunteer*.
5. A VOLUNTEER SIGN-IN/SIGN-OUT SHEET, which allows for a *simple record keeping system to keep track of volunteer attendance records and hours*.
6. A VOLUNTEER PERFORMANCE EVALUATION FORM, which allows the volunteer's supervisor to make a *careful appraisal of the volunteer's abilities to determine future action (i.e. keeping the volunteer in present position, giving volunteer a position of higher responsibility, or termination)*.
7. A VOLUNTEER'S PROGRAM EVALUATION Form, which allows the *volunteer to give feedback and input on the volunteer program*.
8. The ANNUAL ASSESSMENT Form, from Statewide Volunteer Services, that is sent to assess the extent of *volunteer services* in the categories of *Regular Service Volunteer, Occasional Service Volunteer, Stipended Volunteer, and Material Donor* in each State Department.

VOLUNTEER APPLICATION

[SAMPLE]

NAME _____ DATE _____
Last First

ADDRESS _____ Home Phone: _____
Street Apt. No.
City Zip Code Work Phone: _____

EDUCATION (Please circle the last year completed)

. Grade: 5 6 7 8 9 10 11 12 . College: 1 2 3 4 Degree: _____
. Graduate School: 1 2 3 4 Degree(s): _____

OCCUPATION _____

PREVIOUS VOLUNTEER EXPERIENCE _____

INTERESTS, SKILLS, HOBBIES _____

TRANSPORTATION: What is your means of transportation? (Please check)

___ Car or other vehicle ___ Bus ___ Taxi ___ Rely on others
___ OTHER (Please describe): _____
. Do you have a current driver's license? ___ Yes ___ No

AVAILABILITY: How much time can you devote to volunteer work?

(List approximate hours) Weekly: ___ Hours Monthly: ___ Hours
. What days of the week are you available? (Please circle)
Sunday Monday Tuesday Wednesday Thursday Friday Saturday
. What time of the day are you available? (Please check)
___ Mornings ___ Afternoons ___ Evenings

OTHER QUESTIONS

. Are there any circumstance that would limit your desire or ability to provide services (i.e. health, disability)? (Please describe below)

. Why do you wish to work for our agency? (Please describe below)

. OTHER COMMENTS: _____

EMERGENCY INFORMATION

. Do you have any Health Insurance? (Please check) ___ Yes* ___ No

* If YES, please fill out the following information:

NAME OF INSURANCE _____

Policy Number _____

. Do you have any health conditions that require medication in the event of an emergency or any other special information? (Please check) ___ Yes* ___ No

* If YES, please describe below:

. In the event of an ACCIDENT, ILLNESS or any other EMERGENCY, contact:

NAME _____ RELATIONSHIP _____

Phone - Business: _____ Home: _____

SUBMITTED BY:

Applicant's Signature

Date

VOLUNTEER JOB DESCRIPTION

[SAMPLE]

DEPARTMENT _____

Agency or Unit _____

Address _____ Telephone: _____

Immediate Supervisor: _____
Name Title

VOLUNTEER JOB TITLE: _____

. Duties and Responsibilities (i.e. nature of duties, with whom, how long, where)

. Desired Qualifications (i.e. related previous experience and/or training)

. Special Skills, Certification Required (i.e. CPR, Life Saving)

. OTHER INFORMATION:

. Days and Hours Needed: _____

. Minimum Length of Service Required: _____

. Other Comments: _____

VOLUNTEER TO BE SUPERVISED BY: _____

VOLUNTEER TO BE REFERRED TO (if other than supervisor):

. Name: _____ Title: _____

. Telephone: _____

NUMBER OF VOLUNTEERS NEEDED: _____

AGREEMENT BETWEEN THE AGENCY AND VOLUNTEERS

[SAMPLE]

DIRECTIONS:

1. All volunteers are requested to sign this form.
2. The copy goes to the volunteer. The original is kept by the Volunteer Coordinator.

THE AGENCY AGREES:

1. To provide a volunteer coordinator who will be responsible for the overall volunteer program, and a supervising staff member for the training and immediate supervision of volunteers.
2. To furnish a written job description for each volunteer position.
3. To offer orientation, continued training and supervision on the job to maintain competence.
4. To offer volunteers more responsible jobs in the volunteer program, as the opportunity arises.
5. To train paid staff members to utilize and support the services of volunteers effectively.
6. To make written evaluations on the volunteer's performance on a regular basis, including the number of hours worked.
7. To give volunteers an opportunity to meet regularly with agency staff.
8. To reimburse the volunteer for "out-of-pocket" expenses related to assigned work.
9. To provide a letter of recommendation when requested and warranted by performance.
10. To provide Worker's Compensation for volunteers during those assigned hours when they are actually working for the Agency.

THE VOLUNTEER AGREES:

1. To work a specified number of hours, as agreed upon by the Volunteer Coordinator and the volunteer.
2. To abide by professional and ethical conduct expected of all employees.
3. To accept orientation and training related to the volunteer job.
4. To be prompt and reliable in reporting to work and in keeping a record of the hours work.
5. To accept the guidance and decisions of the supervisor or designated staff.
6. To use space and equipment only for work assigned and only at authorized times.
7. To maintain the dignity and integrity of the Agency with the public and honor confidential information.
8. To notify the agency two weeks in advance of plans to go on an extended leave or resignation.
9. To accept evaluations and the established policies of the Agency.
10. To accept the Agency's right to dismiss any volunteer for poor performance, including poor attendance.

AGREEMENT BETWEEN THE AGENCY AND VOLUNTEERS
Page 2

CERTIFICATION:

We acknowledge that we have read and understand this Agreement Between the Agency and Volunteers.

DATE: _____

Volunteer

Agency Representative

AGENCY/VOLUNTEER AGREEMENT

[SAMPLE]

I. IDENTIFICATION

- A. Agency Name _____
Address _____

- B. Supervisor Name/Title _____
Phone _____
- C. Volunteer Name _____
Address _____ Home Phone _____
_____ Work Phone _____
-
-

II. VOLUNTEER SERVICE DESCRIPTION

- A. Volunteer Job Title _____
- B. Agency Goal to be served _____

- C. Objective of assignment _____

- D. Duties and responsibilities _____

- E. Time and Schedule of Assignment _____

-
-

III. AGENCY SUPPORT

- A. Pre-Service/In-Service Training Activities _____

- B. Performance Evaluation (i.e. when, by whom, informal or written)

- C. Important Policies/Regulations with which volunteer must comply (i.e. allowable expenses, reimbursements, insurance, confidentiality, etc.)

-
-

IV. CERTIFICATION

I have reviewed and understand this agreement and will seek to help achieve the goals and objectives by faithfully performing the services described herein.

Volunteer's Signature

Date

We welcome this assistance and will provide the guidance and support as described in this agreement.

Agency Representative's Signature

Date

VOLUNTEER SIGN-IN/SIGN-OUT SHEET

[SAMPLE]

DATE: _____ AGENCY _____

Work Station _____ Supervisor _____

NAME OF VOLUNTEER - Please PRINT	TIME IN	TIME OUT	TOTAL HOURS WORKED

DIRECTIONS: Fill out a new sheet each day, then turn in to Volunteer Coordinator for filing.

VOLUNTEER PERFORMANCE EVALUATION FORM

[SAMPLE]

DATE: _____ VOLUNTEER: _____
 Job Title: _____

EVALUATION PERIOD: From: _____ To: _____

Note to Evaluator: The above volunteer is listed under your supervision. Will you kindly rate the volunteer's performance to the best of your knowledge as indicated below: (Please check appropriate rating - comments are invited and welcomed)

PERFORMANCE RATING OF VOLUNTEER -	Excellent	Above Average	Satisfactory	Below Average	Not Applicable
1. Quality of work . Comments: _____	___	___	___	___	___
2. Quantity of work (output) . Comments: _____	___	___	___	___	___
3. Attendance . Comments: _____	___	___	___	___	___
4. Ability to Cooperate with Staff . Comments: _____	___	___	___	___	___
5. Attitude when working with Agency Clients . Comments: _____	___	___	___	___	___
6. Ability to Accept Assignments . Comments: _____	___	___	___	___	___
7. Ability to Accept Supervision . Comments: _____	___	___	___	___	___
8. Ability to Use Judgement . Comments: _____	___	___	___	___	___
9. Ability to Use Initiative . Comments: _____	___	___	___	___	___
10. Dependability . Comments: _____	___	___	___	___	___

OVERALL RATING OF VOLUNTEER: (Please check one)

___ Excellent ___ Above Average ___ Satisfactory ___ Below Average ___ Unsatisfactory

VOLUNTEER'S COMMENTS TO EVALUATION: _____

VOLUNTEER PERFORMANCE EVALUATION FORM
Page 2

RECOMMENDATIONS OF SUPERVISOR: _____

CERTIFICATION

Date: _____ Volunteer's Signature _____

Date: _____ Supervisor's Signature _____

VOLUNTEER'S PROGRAM EVALUATION

[SAMPLE]

NOTE TO VOLUNTEER: We need your feedback and ideas to help us improve our volunteer program. Therefore, we would appreciate your taking a few minutes to give your honest feedback and comments on all questions on this form. Mahalo!

-
-
1. How long have you been in this volunteer program? _____
 2. Briefly describe your job title, duties and tasks in this volunteer program.

 3. Why did you join up as a volunteer? _____

 4. What did you like most about your volunteer experience? _____

 5. What did you like least about your volunteer experience? _____

 6. Did you encounter any problems during your volunteer experience? Please explain.

 7. Please suggest some improvements which you feel are needed in our volunteer program (i.e. record keeping, training, etc.).

 8. When your present term of volunteer service is up, do you plan to sign up again or continue for another term?
 Yes No If NO, please describe why: _____

 9. Would you recommend any of your friends or family members to join this volunteer program?
 Yes No If NO, please describe why: _____

VOLUNTEER'S PROGRAM EVALUATION

Page 2

10. Please rate the program areas listed below: (Please check appropriate rating - comments are invited and welcomed)

PROGRAM RATING BY VOLUNTEER - Excellent Good Satisfactory Fair Poor

- | | | | | | |
|---|-------|-------|-------|-------|-------|
| 1. Adequate training of volunteers | _____ | _____ | _____ | _____ | _____ |
| . Comments: | _____ | | | | |
| 2. Volunteers are trusted to do important things | _____ | _____ | _____ | _____ | _____ |
| . Comments: | _____ | | | | |
| 3. Volunteers are accepted and supported by staff | _____ | _____ | _____ | _____ | _____ |
| . Comments: | _____ | | | | |
| 4. Adequate orientation to Agency's purpose/mission | _____ | _____ | _____ | _____ | _____ |
| . Comments: | _____ | | | | |
| 5. Adequate recognition given to volunteers | _____ | _____ | _____ | _____ | _____ |
| . Comments: | _____ | | | | |

11. ADDITIONAL COMMENTS:

12. CERTIFICATION:

Date: _____ Volunteer's Signature _____

VOLUNTEER ASSESSMENT
Fiscal Year 83-84

DEPARTMENT _____ PROGRAM/PROJECT* _____
 ADDRESS _____ (* No acronyms, please) PHONE _____

1. Does your program utilize volunteers? ___ Yes ___ No
2. Do you have a Volunteer Coordinator or an assigned supervisor for the volunteers in your program? ___ Yes ___ No If YES, please complete the information below:
 NAME _____ PHONE _____
 Title _____

3.

TYPE OF VOLUNTEERS	NUMBER OF VOLUNTEERS DURING FY 83-84	TOTAL NUMBER OF HOURS EXPENDED
Regular Service		
Occasional Service		
Stipended		
Material Donors	(Total Number of Donors)	(List Dollar Value of Materials)
Monetary Donors	(Total Number of Donors)	(Total Cash Received)
TOTAL		

4. List the VOLUNTEER JOB TITLES in your program. (Examples: Clerk, Commission Member, Foster Grandparent, etc.)

5. Check the following topics which you would be interested in receiving additional information:

- ___ Chapter 90, State Policy Concerning the Utilization of Volunteers
- ___ Liability
- ___ Insurance
- ___ Recruitment & Screening

- ___ Record Keeping
- ___ Motivation & Recognition
- ___ Public Relations
- ___ Others (please list below)
- _____
- _____

 ** Please return form via Central Messenger or mail to:
 ** STATEWIDE VOLUNTEER SERVICES
 ** Office of the Governor
 ** 1270 Queen Emma Street, Ste. 205
 ** Honolulu, HI 96813
 ** DUE DATE: OCTOBER 1, 1984

SUBMITTED BY:

 Signature

 Please print name

 Title

 Phone

(SVS: 08/31/84)

Appendix Two
ALMOST EVERYTHING YOU WANTED TO KNOW
ABOUT VOLUNTEERS IN STATE GOVERNMENT*

***But Were Afraid Would Never Be Answered!**

PREFACE: Presented for your information in a Question and Answer format are the *most frequently asked questions* during workshops on Chapter 90. For *any further information* on volunteers in State Government, call Statewide Volunteer Services at 548-8539 or 548-2007.

LIABILITY

Q: Can a *SUPERVISOR* be *sued* if a *volunteer* is *injured*, or *causes the injury* of another?

A: Generally, *anyone* can be *sued*: the *volunteer*, the *immediate supervisor*, the *volunteer coordinator*, etc., even if he or she was *NOT physically* at the *site* of the *accident*.

However, if there are *multiple defendants* in a suit against the State, the Attorney General's Office will try to *eliminate all named individual defendants* in the suit, *consolidating ALL the claims* into *ONE* against the State.

Q: If a *VOLUNTEER* is *sued* by a *CLIENT*, will the Attorney General's staff *defend the volunteer*, or will he or she have to *hire a private attorney*?

A: That is left to the *discretion* of the Attorney General, who will *first INVESTIGATE* to determine if the volunteer was acting as an "*agent of the State*", then, according to Chapter 90, Section 4, Sub-Section (4), as an "*employee of the State*", covered by Chapter 662, the *State Tort and Liability Act*, he or she will be *represented* by the Attorney General's staff.

If *representation* is *DECLINED* by the Attorney General, the volunteer *MUST SECURE* or *RETAIN* his or her *OWN attorney*.

Q: If a *SUPERVISOR* is *sued* by a *VOLUNTEER*, will the Attorney General's staff *defend* him or her *automatically*?

A: *NOT AUTOMATICALLY*, as in the case of the volunteer, the incident is *first INVESTIGATED* to see if the employee was acting as an "*agent of the State*", doing *official State business* as required by the *terms* of his or her *employment*.

Q: If, *after a trial*, the *volunteer* or *employee* *NOT DEFENDED* by the Attorney General is *VINDICATED (cleared)* of *liability*, will the State *REIMBURSE* his or her *court related expenses (i.e. attorney's fees, court costs, etc.)*?

A: No.

LIABILITY, continued

Q: Is an *ADVISOR* considered a "supervisor" of the volunteers in a *CLUB* or *ORGANIZATION* (i.e. *ASUH, Advisory Committee, Commission, etc.*), therefore being *LIABLE* for their actions, even if the actions were taken *AGAINST* the advice given by the Advisor?

A: It depends on the *relationship ARTICULATED IN POLICY* between the *Department* or *Agency* and the *volunteer organizations*.

It would be *highly recommended* that if no policies *currently exist*, that an agency *develop and define these policies and guidelines* in order to *protect all parties*, as this is a matter of *internal policy* rather than a point of law.

Q: What are some *PRECAUTIONS* that could be take to prevent possible *liability actions*?

A: Although there is no *ABSOLUTE insurance* against any liability action that could be brought against a *volunteer* and/or his or her *supervisor*, here are some *recommended steps* to be considered in *volunteer program development*:

- . *JOB DESCRIPTIONS* - A *job description* that outlines the *duties and responsibilities* of the *volunteer*, including any *special requirements* (i.e. *lifting, driving*), *special certification* (i.e. *First Aid, CPR*), or *special restrictions* that may be needed.
- . *VOLUNTEER APPLICATION FORM* - *Basic information* on the *volunteer*, including *information vital to particular job performance* (i.e. *certification*), and *health and emergency information*.
- . *INTERVIEW/SCREENING PROCEDURE* - An opportunity for the *Volunteer Coordinator* or the *volunteer's Supervisor* to have a "face-to-face" *interview* in order to get a *better understanding* of the *volunteer's abilities, capabilities, and/or reactions* to possible situations.
- . *VOLUNTEER AND AGENCY AGREEMENT FORM* - Outlines the *expectations and responsibilities* of both the *volunteer* and the *agency*.
- . *ORIENTATION PROGRAM* - An *orientation* to the *work/office environment, policies, staff, mission of the agency, and any procedures necessary* for the *volunteer's understanding* of the *agency and its clients*.
- . *TRAINING* - *Specific skill training*, as needed, including *briefing on workplace safety precautions, emergency procedures, etc.*
- . *PERIODIC PERFORMANCE EVALUATION* - *Evaluates the volunteer's job performance* to *assess any further action* that may be needed with the *volunteer*, including possible *promotion or termination*.
- . *OTHER DOCUMENTATION and/or RECORD KEEPING SYSTEMS* as needed.

RECORD KEEPING

Q: According to Chapter 90, Section 1, Sub-Section (2), "...volunteers *supplement* but DO NOT *compete with* NOR *supplant* paid jobs;". How can we CHECK to be sure that our *volunteer job description* is not DUPLICATING an existing PAID POSITION in our Department or Agency?

A: Check your Department's *Classified Personnel File Folder* (if available at your work place) or check with your Department's *Personnel Specialist*.

Q: Is a DETAILED JOB DESCRIPTION for all your volunteers NECESSARY?

A: Although job descriptions are HIGHLY RECOMMENDED, the amount of detail is left to the discretion of the agency.

COMPLEX volunteer jobs may require SPECIFIC DETAILS, such as certification or skill requirements.

However, in the event of an *accident or injury* to the *volunteer*, or an *accident or injury caused by the volunteer to someone else*, the *job description* will be requested during the *investigation*, and, *if necessary*, during the *court trial*.

Q: Is there a STANDARD STATE FORM to REGISTER a volunteer?

A: Although there is NO Standard State Form, it is *highly recommended* that each Department, Agency or Program utilize a *written Agreement Form*, that *clearly defines* the *expectations* and *responsibilities* of both the *agency* and the *volunteer*.

Sample forms can be obtained as a *guide* toward the *development* of an Agency form from *Statewide Volunteer Services* by calling 548-8539 or 548-2007.

Q: Can the CONSENT for services between the *volunteer* and the *agency* be an ORAL AGREEMENT?

A: Yes, although a *WRITTEN AGREEMENT* provides for *better understanding* and *protection* for all the involved parties.

TAX DEDUCTIONS

Q: What are *ALLOWABLE DEDUCTIONS* for *expenses* related to *volunteer work*?

A: The following are *representative types of expenses* that volunteers may wish to *deduct, IF ITEMIZING*, according to the 1984 edition of the Internal Revenue Service (IRS) Publication #526, *Charitable Contributions*:

- . *Direct gifts of CASH, or MATERIAL GOODS (i.e. "in-kind" donation of baked goods for a charity sale) to an organization*
- . *AUTOMOBILE MILEAGE at a 9¢-per-mile standard rate, or actual AUTOMOBILE EXPENSES (NOTE: Starting in the 1985 Tax Year, the mileage will be increased to a 12¢-per-mile standard rate)*
- . *BUS and CAB transportation expenses*
- . *PARKING and TOLLS*
- . *SPECIAL UNIFORMS required for volunteer work (i.e. Scouting, Hospital Auxiliary volunteers, Candy Strippers)*
- . *TELEPHONE BILLS (i.e. telephone fund-raising solicitation efforts)*
- . *ENTERTAINMENT and MEALS given to others*
- . *COSTS of MEALS and LODGING, IF away overnight*
- . *TRAVEL EXPENSES ABOVE per diem allowance*
- . *TICKETS to CHARITY BENEFITS, ABOVE intrinsic (actual) value*

Q: What *MAY NOT BE DEDUCTED*?

A: The following *MAY NOT BE DEDUCTED* for *volunteer work*:

- . *Value of VOLUNTEER TIME deducted*
- . *DEPENDENT CARE expenses (i.e. babysitting services)*
- . *Your OWN MEALS, unless away overnight*
- . *Your OWN ENTERTAINMENT*

Q: What is the *PROPER WAY* to *ACKNOWLEDGE* an *"in-kind" voluntary contribution*?

A: The Department or Agency should send a *"thank you letter"*, preferably on Department letterhead, *acknowledging the receipt of the specific contribution (i.e. Money in DOLLAR AMOUNT, Goods with DESCRIPTION OF ITEM and QUANTITY, etc.), with the purpose (i.e. Baked Goods Sale, Book Sale), date of vent, and other information as necessary.*

Q: Are *CONTRIBUTIONS* made to any *STATE AGENCY*, considered *TAX DEDUCTIBLE*?

A: Yes.

VOLUNTEER BENEFITS

Q: Are volunteers *COVERED*, in the event of *accident* or *injury*, by *WORKMEN'S COMPENSATION*?

A: Yes, although, when *filing a claim*, all necessary paperwork should be made available (*i.e. volunteer application form, accident report form, volunteer work logs, volunteer job description, etc.*).

Q: Can an *INJURED VOLUNTEER* file for *TEMPORARY DISABILITY INSURANCE (TDI)*?

A: No.

Q: What can a Department or Agency *REIMBURSE* its' volunteers for?

A: According to Chapter 90, Section 4, the following items may be *reimbursed*, *providing* that these were items *budgeted for* and *appropriately justified* by the Department or Agency:

- . MEALS, if considered *necessary* for the volunteer to perform his or her duties (*i.e. if working through a scheduled meal time at an institution*)
- . LODGING, *if away overnight*
- . TRANSPORTATION EXPENSES, including *parking fees, bus and taxi fare, and mileage reimbursement at a rate comparable to permanent employees*
- . "OUT-SERVICE TRAINING" and CONFERENCE fees
- . PERSONAL LIABILITY, ACCIDENT LIABILITY and EXCESS AUTOMOBILE LIABILITY INSURANCE COVERAGE
- . REASONABLE EXPENSES incurred by the volunteer

Q: Can the Department or Agency *BUDGET* for *RECOGNITION EXPENSES*, such as *meals* for the volunteers (*i.e. recognition luncheon, certificates, etc.*)?

A: Yes.

Q: Does the State *RECOGNIZE VOLUNTEER WORK* as a *SUBSTITUTE* for *PAID WORK EXPERIENCE*?

A: In some cases, yes. In *State Civil Service Job Classifications*, one should check under the heading of *EXPERIENCE REQUIREMENTS*, looking for "*Substitutions*". The Recruitment and Examination Section of the Department of Personnel Services states that:

- 1) Volunteer experience will be *considered* for "*credit*" if *stated* to be *applicable* under "*Substitute*" *experience requirements*; and,
- 2) IF APPLICABLE, the hours will be *pro-rated* based on a *40-hour work week*. In other words, the *total number of hours* of voluntary service will be *converted* in order to be considered as "*estimated full-time work experience*".

Appendix Three
DEPARTMENT OF PERSONNEL SERVICES SUPPLEMENTS

INTRODUCTION

The following *supplements* are re-printed from forms on file at the *State Department of Personnel Services* at the date of printing (August, 1984), including a *position description and classification* for a *Volunteer Services Coordinator*, and an *exhibit* from the *State Civil Service Application Form* which allows for the *listing of volunteer work experience*, which may be applied for credit towards employment.

PART I	DEPARTMENT OF PERSONNEL SERVICES STATE OF HAWAII	3.490
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.....

Class Specification
for the class:

VOLUNTEER SERVICES COORDINATOR

Duties Summary:

Plans and promotes the effective utilization of volunteers and coordinates their services in various institutional and health center programs; participates in the orientation and training of volunteers and evaluates their services; develops programs of public information on volunteer activities as well as program goals, functions and needs; and performs other duties as required.

Distinguishing Characteristics:

This class is responsible for planning, promoting and coordinating the involvement of individuals and groups in the community to assist in various institutional and health center programs and activities. The work involves the recruitment, selection, orientation and placement of volunteers in appropriate programs and the dissemination of information to interested parties concerning program goals and needs.

Examples of Duties:

Screens and selects volunteers for services in an institution or health center, such as in providing instruction in hobby crafts, feeding and caring for patients, taking patients on walks, accompanying visitors on tours of the agency, performing record-keeping work, etc.; places volunteers in appropriate activities in consonance with their interests and the needs of the agency; formulates and recommends operating policies and procedures relative to volunteer services; oversees the work of volunteers; participates in the orientation and training of volunteers relative to the understanding of agency regulations, methods of dealing with patients, etc.; meets with the volunteer coordination committee to secure its assistance and participation in effectuating volunteer services; participates in management committee meetings and contributes to the overall planning of agency programs and activities; evaluates the services of volunteers in consultation with program supervisors; develops and maintains records on volunteers and their activities; represents the agency in meetings with auxiliary groups and other community organizations; conducts continuing studies and analyses for

VOLUNTEER SERVICES COORDINATOR

Page 2

Examples of Duties, continued:

the improvement and expansion of volunteer services; utilizes various publicity media in promoting volunteer services; coordinates and conducts guided tours of the agency; speaks before interested groups; receives and distributes contributions and donations within the agency; develops public information material such as brochures, etc.; coordinates meetings between news reporters and appropriate program staff; handles problems of work load, time schedules and work coverages of volunteers; prepares budgets for volunteer services and requisitions supplies and equipment; and prepares reports and correspondence.

Knowledges and Abilities Required:

Knowledge of: Socio-economic problems and conditions; social, emotional and medical aspects of human behavior; and community resources.

Ability to: Establish and maintain effective working relationships with volunteer personnel possessing a wide range of educational and work experience backgrounds, agency employees and supervisors, representatives of community groups, and the general public; plan, organize, and coordinate volunteer activities; understand agency regulations, concepts and principles in the treatment and rehabilitation of patients and any other problems and conditions peculiar to the work setting, and apply such understanding to the effective conduct of tasks; speak effectively before groups; and prepare budget and written reports.

This is first specification for the new class VOLUNTEER SERVICES COORDINATOR, which replaces the class INSTITUTION VOLUNTEER SERVICES COORDINATOR, approved on March 5, 1964.

APPROVED: May 23, 1969

/s/ (Mrs.) EDNA TAVARES TAUFASAU
Director of Personnel Services

.....
Minimum Qualification Specifications
for the Class:

VOLUNTEER SERVICES COORDINATOR

Education Requirements:

Graduation from an accredited college or university.

Substitutions: Excess experience as described below or any other progressively responsible administrative, technical, professional or other analytical work experience may be substituted for education on a year-for-year basis. Graduation from an accredited school of nursing may be substituted for maximum of two years of college education.

Experience Requirements:

Two years of progressively responsible experience in which applicants obtained a knowledge of human and social problems and behavior and techniques of dealing effectively with people in groups and/or individually. Such experience may have been obtained in areas of work as, (a) work which involved assisting youth or adults with personal, social, and emotional problems toward their resolution; (b) work experience in a program or organization for the benefit of the community such as with recreation or youth service groups. This experience must have included planning and leading activities for the youth, adults, patients, or wards, or (c) work experience in the health services providing medical care and/or therapy services directly to others.

The requirement of experience may be met from part-time and unpaid work. There must, however, be evidence that participation was on a continuous basis but not necessarily on a full-time normal work basis. Example of acceptable part-time experience is as follows: Member of a woman's auxiliary of the State Hospital who for two years has reported once a week for a few hours to assist in planning and leading activities for the patients. Example of non-acceptable part-time work is as follows: member of a woman's auxiliary of the State Hospital who for two years reported only once a year to help with the annual Christmas party.

Quality of Experience:

Possession of the required amount of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and responsibility as to conclusively demonstrate that he has the ability to direct and deal with other people effectively and to efficiently and effectively perform the duties of the position for which he is being considered.

Substitutions: Possession of a Master's degree or successful completion of 30 graduate semester credits from an accredited college or university with specialization in counseling, psychology, sociology, special education, social work or related fields which would have provided knowledges shown under Experience Requirements above may be substituted for one year of the required experience.

Personal Qualities: Persons selected for employment should be suited in personal qualities and temperament for this work. They should have initiative, be resourceful, possess sound judgement and have insight in dealing with others.

License Required:

Possession of a valid motor vehicle operator's license.

Examination:

For competitive actions, applicants must qualify on the appropriate examination. For non-competitive actions, the examination may be waived.

Physical Requirements:

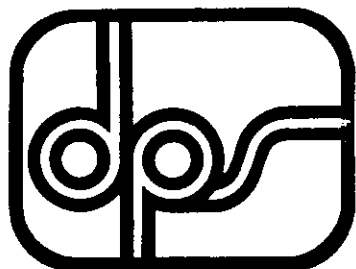
Standard 3 g. Applicants must be physically able to perform efficiently the duties of the position, which are described elsewhere in this specification. Good distant vision in one eye and ability to read without strain printed material the size of typewritten characters are required, glasses permitted. Ability to hear the conversational voice, with or without a hearing aid, is required. In most instances, an amputation of arm, hand, leg or foot, will not disqualify an applicant for appointment, although it may be necessary that this condition be compensated by use of satisfactory prosthesis. Any physical condition which would cause the applicant to be a hazard to himself or others will disqualify for appointment. In addition, applicants must possess emotional and mental stability.

APPROVED: October 10, 1969

/s/ DAVID K. TRASK, JR.
Director of Personnel Services

EXHIBIT

NOTE: The following exhibit is taken from Form 315, of the State Department of Personnel Services. In the description of EXPERIENCE, the second sentence makes reference to credit for volunteer work.



APPLICATION FOR CIVIL SERVICE POSITIONS

**DEPARTMENT OF PERSONNEL SERVICES
STATE OF HAWAII**

830 Punchbowl St., Honolulu, Hi., 96813
AN EQUAL OPPORTUNITY EMPLOYER

9. EXPERIENCE. Please begin with your present or last employment/training and work backwards. Account for all employment/training relative to the position applied for, including military service and volunteer work, in separate blocks. Use separate blocks if your duties and responsibilities changed while working for the same employer. To receive full credit for your experience, describe in detail the tasks you were assigned. If you supervised others, explain your duties as a supervisor and indicate the number and kinds of employees you supervised. If more space is needed fill out a blank sheet and attach it to this form. Your answers may be verified with former employers. Please complete even if attaching a resume.

PRESENT OR LAST POSITION	Employer _____ Address _____ Name & Title of Your Supervisor _____ Your Title _____ Duties & Responsibilities _____ _____ _____ _____	From: _____ Month Year To: _____ Month Year <input type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Vol. Average hours worked per week _____ Starting Salary \$ _____ Per _____ Ending Salary _____ Per _____ Reason(s) for leaving _____ _____	DO NOT WRITE IN THIS SPACE
	Employer _____ Address _____ Name & Title of Your Supervisor _____ Your Title _____ Duties & Responsibilities _____ _____ _____ _____	From: _____ Month Year To: _____ Month Year <input type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Vol. Average hours worked per week _____ Starting Salary \$ _____ Per _____ Ending Salary _____ Per _____ Reason(s) for leaving _____ _____	

NOTE: In the *State Civil Service Job Classifications*, one should check under the heading of *EXPERIENCE REQUIREMENTS*, looking for the sub-heading "*Substitutions*". If a *specific type of volunteer work* is listed as "*acceptable*" as a substitute for experience. IF APPLICABLE, the hours will be *pro-rated* based on a 40-hour work week. In other words, the total number of hours of voluntary service will be converted in order to be considered as "*estimated full-time work experience*".

(July, 1984)