

PS COMMITTEE #3
October 29, 2009

MEMORANDUM

October 27, 2009

TO: Public Safety Committee
FROM: Minna K. Davidson, ^{MKD} Legislative Analyst
SUBJECT: Volunteer programs in public safety departments

The following individuals are expected to attend:

Alan Hinde, Chief, Volunteer Services Division,
Montgomery County Fire and Rescue Service (MCFRS)
Greg St. James, Administrative Specialist II, MCFRS
Chris Voss, Manager, Office of Emergency Management and Homeland Security
Reed Dewey, Director, Montgomery County Volunteer Center
Captain Luther Reynolds, Director, Special Operations Division,
Montgomery County Police Department
Darien Manley, Chief, Park Police
Sgt. Lauryn McNeill, Park Police
Jo Ann Ricchiuti, Administrative Services Coordinator, Sheriff's Office
Hannah Sassoon, Domestic Violence Coordinator, Sheriff's Office
David Baker, Assistant State's Attorney
Suzy Malagari, Deputy Warden of Programs and Services,
Department of Correction and Rehabilitation

The Public Safety Committee Chair requested this briefing to provide an opportunity for the Committee to better understand the range of volunteer programs that are offered in public safety departments/agencies/offices, the functions that volunteers in these programs perform, the resources that departments provide for these programs, and the amount and sources of funding required to support them.

While public safety departments work cooperatively with volunteers from outside nonprofit organizations such as the Red Cross, this briefing is intended to focus on volunteer programs that are housed in or managed by public safety departments/agencies/offices, for example, the Montgomery County Fire Corps, or the Community Emergency Response Team (CERT). As the Committee regularly reviews issues associated with volunteers in Local Fire and Rescue Departments (LFRDs), this briefing will not include volunteer programs in the LFRDs.

Although it is not a public safety department, the Montgomery County Volunteer Center manages two volunteer programs that relate to emergency preparedness and public safety. These programs will be included in the October 29 discussion. The Circuit Court was invited to participate, but does not have any volunteer programs at this time.

For the Committee session, each public safety department/agency/office will provide a five-minute overview of its volunteer program(s). After the overviews, there will be an opportunity for Committee discussion and questions.

Written background on the volunteer programs is attached as shown in the table below.

Department/Program	Circle #
Montgomery County Department of Fire and Rescue Service <i>Montgomery County Fire Corps</i> <i>Montgomery County Community Emergency Response Team (CERT)</i>	1
Office of Emergency Management and Homeland Security <i>Radio Amateur Civil Engineer Services (RACES)</i>	5
Montgomery County Volunteer Center <i>Montgomery County Medical Reserve Corps</i> <i>Montgomery County Emergency Action Team</i>	7
Montgomery County Police Department <i>Volunteer Resources Section (several programs)</i>	11
Park Police <i>Park Police Volunteers</i>	14
Sheriff's Office <i>Montgomery County Family Justice Center Volunteer Program</i>	16
State's Attorney's Office <i>State's Attorney's Internship Program</i>	18
Department of Correction and Rehabilitation <i>Several programs</i>	20

MEMORANDUM

October 22, 2009

TO: Minna Davidson
Legislative Analysis

FROM: Fire Chief Richie Bowers 

SUBJECT: PSC Questions

Please see the response to the questions listed. If you have any questions, please feel free to contact me.

- For each volunteer program that is housed in or managed by your department/agency/office, please provide the following information:

1. Name of the program?

Montgomery County Fire Corps (Fire Corps), Montgomery County Community Emergency Response Team (CERT).

2. Purpose of the program?

Both Fire Corps and CERT are Citizen Corps originated national programs, which have been adapted by MCFRS for use in Montgomery County. The purpose of both programs is to help our community become more resilient by involving ordinary citizens in a culture of preparedness. We do that by offering a scalable training program for county residents that prepares them to help family, friends, and neighborhoods in the event of an emergency, large or small. In addition, our programs increase community involvement with first responders, assist the MCFRS prevent the 911 call outreach activities, and serve as an 'entry level' platform for LFRD and career recruitment. These programs offer a wide swath of citizens other opportunities to volunteer in their communities. These programs are intended to compliment and not compete with our LFRDs.

3. Functions performed by volunteers in the program?

Fire Corps members function in specialty support roles such as professional video team member, information technology/ webmaster, graphic artist, CPR instructor, moulage technician, canine trainer, photographer, car seat technician, and strategic planner. CERT members function as response team members, trainers, and outreach workers. CERTs train and can be deployed to respond to natural and man made disasters such as floods, tornados, terrorist attacks, and hurricanes. The Montgomery County CERT team can assist with light search and rescue, evacuations, triage, first aid, organization, shelter ops, and other functions as directed by the Fire Chief, as a 'second responder' organization able to deploy trained volunteers anywhere in the county on very short notice.

Responses include 50 CERTs deployed on Inauguration Day 2009 in support of the MCFRS EMS Metro Task Force, walking two person foot patrols assisting residents and visitors. CERTS provided 40 volunteers to assist the elderly and disabled at the AT&T Golf Tournament (freeing MCFRS resources for higher priority responses. CERTS members provided hundreds of hours of outreach at the County Fair covering a disaster preparedness information booth every day, offering Stop, Drop, and Roll demonstrations with the Fire Corps dog team, and assisting with staffing the Gaithersburg Washington Grove VFD Fire Safety House. Montgomery County CERT has provided volunteers to the public health hotline(s) and is currently working closely with the MC Citizen Corps council to provide trained facilitators for a revamped countywide Neighborhood Ready preparedness outreach program.

4. Number of volunteer participants?

The combined programs have an active roster of 150 members. 20 Fire Corps, 130 CERT.

5. Approximate average level of participation by volunteers (How many hours per week, days per month, or times per year?)

Fire Corps volunteers volunteer on an as needed basis i.e. Cap Shield brought out the video team for two days (aprox. 26 hours). The County fair brought out our photographer each day for 4 hours a day, and our dog and CPR team for demonstrations. CERT members participate in minimum of one monthly training exercise, with multiple hours

devoted by many to extra training, meetings, outreach and deployments. The NCR training exercise Cap Shield 10 completed October 13, 14, 2009 offers an excellent example. The training co-ordinator, operations manager, and planners met an average of once a week for two months, and the two day training exercise involved 39 CERT and Fire Corps volunteers putting in 13 hours each day. Four CERT volunteers worked in the ECC during a significant storm last year to assist with all incidents associated with downed trees and power lines. This assistance left the other dispatchers to remain focused on other emergency calls for assistance being received by the ECC.

6. Amount of specialized training required for volunteers to participate in the program?

Fire Corps members are purpose recruited and require no specialized training. CERT members must complete CERT Basic curriculum of 24 contact hours which include CPR/AED, Disaster Preparedness, Fire Safety, NIMS, Light Search & Rescue, and a Terrorism overview. Ongoing monthly training includes everything from radio procedures, to Haz Mat, to working with seniors or disabled populations. CERT has had WMATA Metro training, Washington Gas safety training, damage assessment training, ongoing first aid refreshers, disaster psychology, bystander care, severe storm awareness and more.

7. Departmental resources allocated for the program (for example, staff time, equipment, office supplies)?

The MCFRS resources consist of an ASII position and one office of the 12th floor. Standard Desk top computer, phone set and Blackberry.

8. Cost to operate the program?

The cost to operate has been the position salary of the ASII, his office equipment plus approximately \$2,000 in costs for shirts, hats, and CERT backpacks and such.

9. Source of funding to cover costs (for example, County budget, grants, donations)?

We have obtained a \$12,000 UASI grant through MC Citizen Corps, and have been promised an additional "re-programmed" DHS grant of \$45,000 by OEM by January 2010.

10. Could the program be adjusted in any way to maximize the impact of the volunteer efforts?

The program could grow much more quickly, and be of even greater value with a sufficient source of funding to deliver personnel and supplies to any deployment.

RB:ld



OFFICE OF EMERGENCY MANAGEMENT
AND HOMELAND SECURITY

Isiah Leggett
County Executive

Chris G. Voss
Manager

MEMORANDUM

October 24, 2009

To: Phil Andrews, Chair, Public Safety Committee

From: Chris Voss, Manager, Office of Emergency Management and Homeland Security

Subject: Volunteer Programs

This memorandum is to transmit the Office of Emergency Management and Homeland Security's responses to the Public Safety Committee's questions on Volunteer Programs. My office looks forward to briefing you in person on October 29, 2009 regarding this request.

1. Name of the program
 - a. While the Office of Emergency Management and Homeland Security (OEMHS) is supported by numerous volunteers through other county programs, only one falls under our management. This program is called the Radio Amateur Civil Engineer Services (RACES).
2. Purpose of the program
 - a. RACES is an organization of licensed amateur radio operators who volunteer their time, expertise and equipment to supplement radio communications for state and local governments in times of emergency.
3. Functions performed by volunteers in the program
 - a. Traditional RACES operations involve emergency message handling on Amateur Radio Service frequencies. These operations typically involve messages between state and local government emergency communications centers and any other locations where communications is needed.
4. Number of volunteer participants
 - a. 50 participants

5. Approximate average level of participation by volunteers (How many hours per week, days per month, or times per year?)
 - a. Many Participants participate in Monthly state exercises. Some are also involved in weekly frequency checks and to support Emergency Operation Center Activations as requested.
6. Amount of specialized training required for volunteers to participate in the program
 - a. All RACES volunteers must 1) Possess a current and valid Federal Communication Commission (FCC) Amateur Radio License; 2) Own equipment appropriate for RACES operations; and 3) Participate in drills, exercises, activations and other activities as required
7. Departmental resources allocated for the program (for example, staff time, equipment, office supplies)
 - a. OEMHS has assigned a liaison from our staff and access to County Radio Equipment to Support EOC Operations is provided.
8. Cost to operate the program
 - a. The program has no budget, but it is supported by the OEMHS liaison several hours a year and our office could accrue costs if we chose to upgrade or replace radio equipment.
9. Source of funding to cover costs (for example, County budget, grants, donations)
 - a. Minimal staff time is utilized and this time has been supported by the County budget.
10. Could the program be adjusted in any way to maximize the impact of the volunteer efforts?
 - a. The volunteers in this group are extremely dedicated and the activities are specialized. This group could be helpful during a catastrophic event impacting our current communication systems. Although we regularly consider ways of improving programs, OEMHS does not have a cost effective recommendation to provide to council to expand this program or the impact.

cc: Thomas Street, ACAO
Kathleen Boucher, ACAO

Background Information about the Medical Reserve Corps for the Public Safety Committee Briefing October 29, 2009

Name of the Program

The Montgomery County Medical Reserve Corps

Purpose of the Program

The purpose of the Medical Reserve Corps is to support Department of Health and Human Services initiatives including information lines, flu clinics, and community outreach and education.

Functions Performed by Volunteers in the Program

Medical Reserve Corps volunteers who are licensed by the state may dispense vaccine during a county flu clinic. All Medical Reserve Corps volunteers (including non-licensed volunteers) can answer phones during activation of the public health information line, participate in federal or local exercises, and staff a table to educate citizens about the need to prepare at a community event.

Number of Volunteer Participants

The Medical Reserve Corps has a roster of 678 members.

Approximate Average Level of Participation by Volunteers

Approximately 75 - 100 volunteers participate an average of 10 hours per year. This year will be higher due to H1N1 response.

Amount of Specialized Training Required for Volunteers

Volunteers must have medical or health training. Nearly half of all Medical Reserve Corps members are nurses. Other specialties include physicians, dentists, pharmacists, public health professionals, and retired medical professionals. The program holds quarterly trainings in which volunteers are encouraged to attend.

Departmental Resources Allocated for the Program

Through its Urban Area Security Initiatives funding, the Volunteer Center provides staff for overall program management, administrative responsibilities including database management, communication with volunteers, license verification, credentialing, coordination of training, and coordination with Health and Human Services. This is approximately 20 hours per week. Any supplies, costs for trainings, and costs for conferences are also paid through the Urban Area Security Initiatives grant.

Additionally, Health and Human Services provides a part-time staff member for 10 hours per week to help plan trainings, recruit, and attend state, regional, and national meetings and conferences.

Cost to Operate the Program

The costs to operate the program include the percentage of the emergency program coordinator's and administrative assistant's time as well as money for volunteer trainings, conferences, and supplies. This comes to approximately \$33,125 per year. This does not include the money that Health and Human Services spends to provide a part-time staff member.

Source of Funding

The Volunteer Center's funding to operate the program comes from an Urban Areas Security Initiatives grant.

Program Adjustments that Could Maximize the Impact of Volunteer Efforts

If Health and Human Services had direct management of this volunteer group (as is done in the District of Columbia, Fairfax County, and other jurisdictions), staff may find more opportunities to use the Medical Reserve Corps in community outreach and education. Not only educating the public about emergency preparedness, but also other county health priorities.

Background Information about the Emergency Action Team for the Public Safety Committee Briefing October 29, 2009

Name of the Program

The Montgomery County Emergency Action Team

Purpose of the Program

The purpose of the Emergency Action Team is to support the county's emergency response efforts by offering affiliated volunteers who can help in an administrative role.

Functions Performed by Volunteers in the Program

Emergency Action Team members would staff a volunteer reception center, answer phone calls at an emergency hotline, assist with line management at a flu clinic, and help the Volunteer Center with public education by staffing tables at community events.

Number of Volunteer Participants

The Emergency Action Team has a roster of 150 members.

Approximate Average Level of Participation by Volunteers

Approximately 20 volunteers participate an average of 5 – 10 hours per year.

Amount of Specialized Training Required for Volunteers

Volunteers need no specialized training. They must be willing to be contacted in the event of an emergency. The program holds quarterly trainings in which volunteers are encouraged to attend.

Departmental Resources Allocated for the Program

Through its Urban Area Security Initiatives funding, the Volunteer Center provides staff for overall program management, administrative responsibilities including database management, communication with volunteers, training and recruitment. This is approximately 20 hours per week.

Cost to Operate the Program

The costs to operate the program include the percentage of the emergency program coordinator's and administrative assistant's time as well as money for volunteer trainings, conferences, and supplies. This comes to approximately \$13,700 per year.

Source of Funding

The Volunteer Center's funding to operate the program comes from an Urban Areas Security Initiatives grant.

Program Adjustments that Could Maximize the Impact of Volunteer Efforts

These volunteers are willing to help in an emergency. Most are not seeking regularly scheduled volunteer opportunities. Any additional responsibilities would likely increase the funding needed for management, training, and recruitment.

Volunteer Programs Sponsored by the MCPD
Briefing for the County Council Public Safety Committee
October 22, 2009

1. Name of the Program:

The Volunteer Resources Section (VRS) includes the VIPS (Volunteers in Police Service) program and the LEAP (Law Enforcement Apprentice Program). Some of the programs include specialized volunteer initiatives including the following: CST (Citizens Surveillance Team); Keeping Seniors Safe; Theft from Vehicle Prevention Program; volunteer Chaplains program.

2. Purpose of the Program:

MCPD Volunteer programs are designed to promote an environment in which county residents are encouraged to work in partnership with law enforcement officers. This partnership educates citizens and promotes public support for the police while expanding the scope and quality of police services delivered to the community. The program seeks to augment labor resources through the performance of technical and administrative non-enforcement tasks, enabling sworn and non sworn personnel to focus on the highest priority department functions; introduces new skill, knowledge and specialized expertise that promotes the expansion of police services; enhances the reputation of the department by introducing a diverse corps of professional caliber volunteers; provides student volunteers (interns) the opportunity to become familiar with police operations and receive specialized training which fosters interest in pursuit of public safety and criminal justice careers as well as enabling them to earn course credits; the intern program is also a source of recruitment for future police officer candidates and other positions in the criminal justice field.

3. Functions performed by volunteers in the program:

General administrative functions include; technology support; investigative support, victim assistance; various support functions, to include assisting with maintaining databases in numerous specialized units such as Special Investigations, Criminal Investigations, gang units, alcohol enforcement, community outreach/ services, Media, Crisis Intervention Team, Abandoned Vehicle, Fugitive, Warrants, Information Services, Crime Lab, Forensic Services, etc. Volunteers and interns participate in sobriety checkpoints; serve as "extra eyes and ears" for police officers; participate in special projects such as training scenarios at the training academy, active shooter training exercises and the annual Montgomery County fair; they also participate in various community events including collections for area food banks; participate in collaborative events with various partner agencies, currently providing some persons to answer phones for the Public Health Information Line for Office of Emergency Management, etc.

4. Number of Volunteer Participants:

VRS processes approximately 300 applications annually; maintains a cadre of 90 - 95 volunteers and 60-80 interns and includes partnerships with MCPS, private high schools and more than 35 colleges/universities.

5. Approximate average level of participation by volunteers:

VRS and interns in general contribute a minimum of 8 hours weekly and commit to six months or 250 hours of service, per individual. Some individuals can manage only a few hours monthly and some far exceed these general guidelines- annual hours contributed exceed 60,000 hours for a value added of nearly 1.1 million dollars. (The hourly figure used for this calculation is \$18.25)

6. Amount of Specialized Training Required for Volunteers to Participate in the Program:

VIPs are encouraged to participate in the 18 week Citizens Academy which provides an overview of all major operations in MCPD. Interns are provided with biweekly trainings in a variety of criminal justice subjects to better acquaint them with the entire MCPD organization and its mission. In order for individuals to participate in any of the specialized teams, such as the CST, they are required to receive 40 hours of training re surveillance, safety and associated issues. Other specialized assignments provide unique training as needed. Additionally, volunteers and interns receive OJT in order to perform their functions.

7. Departmental resources allocated for the program:

Staffing: one fulltime Program Manager I; one part time temp; Equipment: four desktop computers and associated supplies, copier machine, fax machine; four phones; two cellular phones; Office Space: two offices, one shared office with another MCPD unit; one operations room.

8. Cost to operate the program:

\$119,935 (salary plus fringe); operating expenses of \$45,015 (includes mileage reimbursement , temporary clerical, annual recognition banquet). Other costs include the facility, estimated to be \$15,735 (for 590 square feet).

9. Source of funding to cover costs: County budget

10. Could the program be adjusted in any way to maximize the impact of the volunteer efforts?

Current programs are approaching capacity. We have identified functions volunteer personnel could perform to significantly enhance their contributions to MCPD and the community. Other resources are being explored with the goal of elevating and expanding services and functions offered by VRS.

Park Police Volunteers

- Please provide the name and title of the individual(s) who will represent the department/agency/office at the Committee session.

Chief Darien L. Manley
Sgt. Lauryn McNeill

- For each volunteer program that is housed in or managed by your department/agency/office, please provide the following information:

1. Name of the program

Park Police Volunteers

2. Purpose of the program

Park Police Volunteers carry out non-law enforcement functions for the Park Police. The volunteers allow the Park Police to focus on their law enforcement duties and to patrol additional parkland. Volunteers provide services during at least 20 large community events annually and they fingerprint hundreds of Department of Parks employees, volunteers and Park Police applicants. They have also assisted in emergency situations; such as the evacuation of horses from Meadowbrook Stables during a flooding event. Volunteers perform traffic direction, event parking control, and community outreach details which directly impact our officers' ability to respond to more calls and proactively patrol our parks.

3. Functions performed by volunteers in the program

Traffic Control,
Event Parking Details,
Background Fingerprinting of MNCPPC employees, police applicants and volunteers,
Park Safety Patrols on foot, by bicycles, on horses and by vehicles,
Theft from Auto Deterrence Program,
Community outreach and volunteer recruitment,
Community Car Seat Safety Inspections,
Mounted Police barn assistance,
Administrative office assistance.

4. Number of volunteer participants

33 Active Volunteers. Actively recruiting volunteer applicants in an attempt to return the program to a level of 50 active volunteers.

5. Approximate average level of participation by volunteers (How many hours per week, days per month, or times per year?)

Most volunteers average 100 hours per year, with 60 being the current requirement to maintain an active status. A few volunteers go well beyond this number and have been recognized with Silver and Gold medals for their service as a part of the President's Volunteer Service Awards program.

6. Amount of specialized training required for volunteers to participate in the program

Initial volunteer training consists of 24 hours of volunteer academy training conducted by Park Police officers. Specialized training is required for volunteers who wish to patrol by vehicle, bicycle and horse. Additional training is also required for those who are certified Child Car Seat Technicians and CJIS certified Fingerprint Specialists.

7. Departmental resources allocated for the program (for example, staff time, equipment, office supplies)

The Community Services Officer/Volunteer coordinator spends about 50% of their work year administering the program. Two additional Community Services Officers serve as the training coordinator and background investigator respectively, each utilizing approximately 10% of their work year. A few other officers assist with the volunteer program development, training and implementation on a fractional basis. Additionally, several volunteers help with the program's administrative functions, contributing more than a 100 hours each year to record keeping and time tracking. The Park Police officers involved in the program received free training from the IACP VIPS program.

There are minimal supplies used for the volunteer program; such as, first aid kits, flashlights w/ traffic wands, traffic vests, manuals and uniforms. Two recycled vehicles are used for details and vehicle patrol, one if a pick-up shared with the Park Rangers as a spare vehicle.

Occasionally, we do purchase recognition awards, but these are generally funded through the Parks Department's Volunteer Services Office and not the Park Police budget. The recognition costs have not exceeded \$2000 for the last three years combined.

8. Cost to operate the program

Approximately \$70,000 per year in personnel costs to administer and supervise the program and volunteers (on-site) when needed. This cost provides for services to our Park patrons in excess of 2500 hours (year to date) per year, conducted many times by multiple volunteers, often at multiple sites at the same time.

9. Source of funding to cover costs (for example, County budget, grants, donations)

Divisional budget and periodic small community service grants for community outreach give-a-ways through Target Corp.

10. Could the program be adjusted in any way to maximize the impact of the volunteer efforts?

The program has recently undergone a complete overhaul. The Division's needs were evaluated and volunteers have been utilized in new ways over the past year, to include an increased use of volunteers who assist in the administration of the program. We are currently reviewing other ways the volunteers can assist the agency in clerical duties.

Because of the volunteer involvement in the administration of our program, a few volunteers were involved in answering these questions and they have voiced interest in attending the hearing. Would that be appropriate or should we try to discourage their attendance?

Sheriff's Office
Montgomery County Family Justice Center Volunteer Program

- **Please provide the name and title of the individual(s) who will represent the department/agency/office at the Committee session.**

Jo Ann Ricchiuti, Hannah Sassoon

- **For each volunteer program that is housed in or managed by your department/agency/office, please provide the following information:**
 1. **Name of the program:** Montgomery County Family Justice Center
 2. **Purpose of the program:** To provide co-located services to victims of domestic violence
 3. **Functions performed by volunteers in the program:** Intake with clients, maintenance of the client area; child care, reception duties, filing and other clerical tasks
 4. **Number of volunteer participants:** currently 10 with plans to expand
 5. **Approximate average level of participation by volunteers (How many hours per week, days per month, or times per year?):** Minimum of 4 hours per week with a one year commitment requested.
 6. **Amount of specialized training required for volunteers to participate in the program:** Volunteers go through a 20 hour training with County staff from multiple agencies on issues of domestic violence, the criminal justice system, civil protective orders, the Family Justice Center concept and Montgomery County FJC procedures and processes.
 7. **Departmental resources allocated for the program (for example, staff time, equipment, office supplies):** Staff time to recruit, train, schedule, supervise and recognize/reward volunteers, conducting background checks on volunteers before they can work with clients at the facility, equipment (computers and printers assigned to the workstations), printing; office supplies
 8. **Cost to operate the program:** Program is too new to evaluate at this time, but there has been considerable staff time devoted to creation and implementation of this volunteer program.
 9. **Source of funding to cover costs (for example, County budget, grants, donations):** There is no budget to cover the costs for this volunteer program. The Family Justice Center was put together in a short span of time and it soon

became apparent that current staffing was insufficient to meet the demand for services. A very successful volunteer program was put in place in record time.

10. **Could the program be adjusted in any way to maximize the impact of the volunteer efforts?** – Because of the nature of the services provided and the need for security for the clients served, it is necessary to be careful in the selection process. Additionally, criminal background checks are required for all volunteers working with clients. This makes the selection process lengthy, but all steps are necessary.

State's Attorney's Internship Program

Please provide the name and title of the individual(s) who will represent the department/agency/office at the Committee session.

David A. Baker, Assistant State's Attorney

1. Name of the program Montgomery County:

State's Attorney's Internship Program

2. Purpose of the program

The purpose of the program is to provide law students with the opportunity to experience working in a prosecutor's office. Some earn credit for their internships.

3. Functions performed by volunteers in the program

The students in the internship program prepare cases for prosecution in the District Court by gathering evidence, contacting witnesses and making recommendations to the Assistant State's Attorney assigned to the case.

4. Number of volunteer participants

On an annual basis, we average between 60-90 law students. The majority of the students volunteer during the summer months. We average 10-15 students during the spring and fall semesters.

5. Approximate average level of participation by volunteers (How many hours per week, days per month, or times per year?)

Over the last three years, we have averaged 20,000 to 21,000 volunteer hours from the students. The total productive hours are the equivalent of approximately 10 workyears.

6. Amount of specialized training required for volunteers to participate in the program

They must be enrolled and completed at least one year of law school.

7. Departmental resources allocated for the program (for example, staff time, equipment, office supplies)

We have two legal assistants who supervise the interns and review their work product. These people also go the local law school campuses to recruit interns. The interns use our computers and minimal office supplies (paper).

8. Cost to operate the program

None other than stated in #7.

9. Source of funding to cover costs (for example, County budget, grants, donations)

County budget.

10. Could the program be adjusted in any way to maximize the impact of the volunteer efforts?

No. Several neighboring State's Attorney's Offices have visited our office to observe how our program is run in order to use our program as a model to implement an internship program in their jurisdiction.

The Montgomery County Correctional Facility (MCCF) currently benefits from the services of over 250 active volunteers. Since January 1, 2009 these volunteers have entered the MCCF more than 4,000 times, providing over 11,000 volunteer hours. They have helped to fill gaps in services by serving as teacher's aides, library aides and instructors. They have volunteered their time to encourage and empower inmates to change their lives by bringing in religious and substance abuse treatment services. Volunteers provide employment preparation by staffing the Montgomery Works One-Stop Career Center. Inmates are assisted by volunteers in writing resumes, cover letters, and instructed on methods of effectively explaining their criminal history at job interviews. Without their selfless acts of volunteerism, MCCF staff could not fulfill all of these important roles nor meet their countless needs.

We have prepared information on the various programs at MCCF. At your request we are addressing the following questions:

1. Name of the program
2. Purpose of the program
3. Functions performed by volunteers in the program
4. Number of volunteer participants
5. Approximate average level of participation by volunteers (How many hours per week, days per month, or times per year?)
6. Amount of specialized training required for volunteers to participate in the program
7. Departmental resources allocated for the program (for example, staff time, equipment, office supplies)
8. Cost to operate the program
9. Source of funding to cover costs (for example, County budget, grants, donations)
10. Could the program be adjusted in any way to maximize the impact of the volunteer efforts?

Please note:

- All volunteers must attend the yearly MCCF Volunteer Orientation where they are trained to work with inmates within a secure environment.
- Criminal History background checks are conducted on each volunteer on a yearly basis.

Due to the brief amount of time given for the completion of this exercise, this compilation may fail to represent all of the many volunteers that serve us on a frequent or infrequent basis.

Educational Programs

The Model Learning Center utilizes volunteers in various ways. They often serve as **teacher's aides** and tutors. As teacher's aides they offer educational opportunities to inmates by providing support to classroom teachers and by tutoring inmates. There are presently ten (10) volunteers who serve as teacher's aides or tutors for twenty (20) students, for a total of ten (10) to fifteen (15) hours per week. The Departmental resources allotted for this program involve a small amount of teacher's time to develop lesson plans. There is no cost to operate the volunteer program. The volunteers are currently working at their maximum potential and new ideas for classes are always welcome.

The **Small Business** class, which is a practical and informative "how to" class for anyone who has a business or is thinking about starting a business, is taught by a volunteer. This volunteer acquaints students with management techniques, organizational structure, and legal and financial considerations for operating a small business successfully. The class meets twice per week for three (3) weeks and has a maximum class size of twenty (20) students. The Department has allocated classroom space necessary to conduct this program, and there are no operating costs.

MCCF is fortunate to offer a **Spanish Literacy Class** where volunteers teach basic reading and writing skills to inmates who are not literate in their own language. Two volunteers teach two (2) to three (3) inmates, twice per week for ninety (90) minutes. The Department has allocated classroom space necessary to conduct this program. The cost to operate this program is \$50.00 per year, and is funded by the Inmate Advisory Council.

Programming for Women

The female population at MCCF comprises approximately 10% of the inmate population. They are offered the following volunteer programs:

Narcotics Anonymous: a volunteer facilitates substance abuse treatment groups for approximately sixteen (16) inmates to address substance abuse issues and to possibly establish ties to meetings in the community upon their release. The ninety (90) minute group is held once per week and is open to the entire female population. There are no operating costs for this program.

Twice per year females take part in the **Storybook Project**. This program was developed to aid in enhancing the parent-child relationship, and to promote positive self-image by allowing inmates to record themselves reading a book for their children. The volunteer facilitates the taping of the inmate reading the story book. Completed materials are collected, and the Program Manager/Volunteer Coordinator then mails the walkman, book and the tape to the children. Approximately four (4) to eight (8) inmates participate in this program each session. The volunteer hours vary depending on the book that is chosen to be read. Storybook Project funds pay for the necessary supplies, including postage, walkmans, and batteries. The cost to operate the program is approximately \$200.00 per year. The funds and books are donated by the Delta Sorority and local churches. A way to maximize the impact of these volunteer efforts is to increase the amount of times this is done per year, thus increasing the number of inmates that can participate.

*Note: This program has been offered to male inmates in the past; however, recently we have concentrated our efforts on the female population.

The Art of Living is a program that teaches inmates practical knowledge and techniques to aid them in unlocking their deepest potential. Volunteers teach low-impact yoga, stress management and breathing exercise classes. Sixteen (16) inmates participate in the program which consists of six - two hour sessions. The Department allocates classroom space for the program, and there are no operating costs.

Yoga is offered in the Jail Addiction Services (JAS) program. The purpose of this program is to teach inmates skills and increase their understanding of the yoga practice. Approximately fourteen (14) inmates participate in the program, which meets once per week for two (2) hours. The Department allocates space for this program and there are no operating costs.

Faith-Based programs are offered to provide encouragement to the women through the use of religious principles. Approximately fifty (50) volunteers per week come to MCCF and they provide over seventy-five (75) hours of service. The Department allocates the necessary space to hold these programs and there are no operating costs.

Listed below are the faith-based services/studies provided by our volunteers:

Women's Catholic Service
Women's Protestant Service
Women's Christian Life Service
Eucharistic Worship Service
Women's Vespers Service
Monday Women's Bible Study
Women's Bible Study
Women's Bible Class
Women's Life Management Skills
Viernes Clase Biblical en Español (Friday Bible Study in Spanish)
Women's Spanish Bible Study
Biblical 12-Step Recovery Program
Women's Christian Parenting

The **Women's Life Management Skills program** helps inmates to develop life skills through the usage of biblical principles. This ninety minute (90) program meets once per week. Three (3) volunteers instruct approximately fourteen (14) inmates. There are no operating costs for this program.

Programming for Men

Listed below are programming opportunities offered to the male population at MCCF:

The **Art of Living** is a program that teaches inmates practical knowledge and techniques to aid them in unlocking their deepest potential. Volunteers teach low-impact yoga, stress management and breathing exercise classes. Sixteen (16) inmates participate in the program which consists of six - two hour sessions. The Department allocates classroom space for this program, and there are no operating costs.

The **Meditation** group helps inmates to manage their behavior by teaching them skills to aid them in calming their mind and emotions. The volunteer leads a ninety (90) minute meditation group once per week for approximately eight (8) participants. The Department allocates space for this program, and there are no operating costs.

Linguistic Counseling is provided to extend awareness and insight into the process of change for an individual participant. The volunteer uses a dictionary, words which have significance to the participant, and her extensive knowledge about words and their meaning to draw inferences regarding the true feelings of the participant. The volunteer works with four (4) to six (6) participants on an individual basis once per week. The Department allocates space for this program, and there are no operating costs.

Yoga is offered in the Jail Addiction Services (JAS) program. The purpose of this program is to teach inmates skills and increase their understanding of the yoga practice. Approximately fourteen (14) inmates participate in the program, which meets once per week for two (2) hours. The Department allocates space for this program and there are no operating costs.

Faith-Based Programming

The largest portion of our volunteers facilitate **faith-based** programs. MCCF offers over forty-one (41) different faith-based programs which meet weekly, monthly or quarterly. Services are held seven days per week.

Faith-Based programs are offered to provide encouragement to the men through the use of religious principles. Approximately fifty (50) volunteers per week provide over seventy-five (75) hours of service. The Department allocates the space to hold these programs and there are no operating costs.

Listed below are the faith-based services/studies offered to the male inmates:

Men's Protestant Service
Men's Catholic Service
Servicio Católico en Español (*Catholic Service in Spanish*)
Men's Vespers Services
Men's Chaplain Bible Study
Monday Men's Film Class
Men's Bible Study
Men's Catholic Baptism Class
Men's Catholic Bible Study
Miércoles Estudio Bíblico Católico en Español (*Wednesday Catholic Bible Study*)
Men's Alpha Bible Study
New Testament Bible Study
Men's Jewish Prayer
Men's Life Management Skills
Men's Protestant Bible Study
Moorish Science
Men's Islamic Service
Men's Film Class
Biblical 12-Step Recovery Program
Estudio Bíblico Protestante (*Protestant Bible Study-two (2) sessions*)
Películas Para Hombres en Español (*Film Class for men in Spanish*)

In the Youthful Offender Unit a **Bible Study** class is held where the volunteer leads a discussion on making choices and identifying potential consequences for actions. This discussion teaches tolerance of others and acceptance of differences among peers. This two (2) hour program meets once per week and approximately thirty-two (32) inmates participate. The Department allocates space to hold this program, and there are no operating costs.

The **Male Life Management Skills program** helps inmates develop life skills through the usage of biblical principles. This minute (90) program meets once per week. Three (3) volunteers instruct approximately fourteen (14) inmates. The Department allocates space to hold this program, and there are no operating costs.

Personal Improvement Programming

Inmates at the Montgomery County Correctional Facility (MCCF) may elect to participate in the following personal improvement programs:

The **Alcoholics Anonymous** program provides groups for inmates in general population to address substance abuse issues and to possibly establish ties to meetings in the community upon release. Volunteers conduct meetings on a weekly basis. The number of volunteer participants varies. Each volunteer conducts one (1) to two (2) ninety (90) minute meeting per month. The Department has allocated space for this program and there are no operating costs.

The **Narcotics Anonymous** program provides groups for inmates in general population to address substance abuse issues and to possibly establish ties to meetings in the community upon release. Volunteers conduct meetings on a weekly rotating basis. The number of volunteer participants varies. Each volunteer conducts one (1) to two (2) ninety (90) minute meetings per month. The Department has allocated space for this program and there are no operating costs.

Spanish Alcoholics Anonymous provides Alcoholics Anonymous groups to inmates in general population who do not speak English or are more comfortable speaking Spanish when dealing with substance abuse issues. A volunteer facilitates one (1) ninety (90) minute meeting per week. The Department has allocated space for this program and there are no operating costs.

A component of the Jail Addiction Services (JAS) program is mandatory participation in **Alcoholics Anonymous/ Narcotics Anonymous** groups. Volunteers provide a message of recovery for approximately 50-60 inmates. These two (2) hour meetings occur Monday through Friday in the housing pod, and there are no operating costs.

Chess Club provides chess lessons to inmates throughout the facility. A volunteer conducts instruction once per week for two (2) hours. Chess boards and chess pieces are provided by the MCCF, and were purchased by Inmate Advisory Council funds (approximately \$25-40.00 each).

Vocational Education Programming

The Montgomery County Correctional Facility (MCCF) Montgomery Works Reentry Employment Program volunteers work with inmates nearing release to learn the different aspects of the workforce development system. The system is operated through the Montgomery Works One-Stop Career Centers. They train the participants in effective job search methods, educate them on career development and skills needed to succeed in the workplace, and attempt to afford them an opportunity to apply for jobs when they are approaching their release date. Volunteers assist inmates with career exploration using Department of Labor websites, writing resumes and cover letters, searching for jobs, explaining their offense background, looking for jobs and filling out applications. There are eight (8) to ten (10) volunteers who each donate approximately two (2) hours per week, two (2) to four (4) times per month. The Department allocates computers, informational materials and videos, and office supplies, all of which have been funded by the Inmate Advisory Council. No additional funds are needed to support the efforts of these volunteers.

Currently the volunteers' role is to expand opportunities for MCCF inmates to use the One-Stop Center. We have a wonderful cadre of highly skilled volunteers assisting the inmates through the MCCF/Montgomery Works One-Stop Career Center.

Professional development opportunities for the volunteers could contribute to their expertise, commitment and skills in working with challenged populations. There is a great need for the business community to become more involved as guest speakers. They can provide insight regarding workplace expectations, assist in conducting mock and actual interviews, participate in job fairs, and provide on-going or transitional employment.

Jobs Partnership is a faith-based job readiness program. Four (4) to eight (8) volunteers instruct inmates on numerous lessons based on principles from the Bible. This eleven (11) week program meets twice per week for two (2) hours, and serves ten (10) – twelve (12) inmates. This program operates out of the Montgomery Works One-Stop Career Center, and there are no operating costs.

Library

The **Library Advisory Committee** provides advocacy before the Montgomery County Council and within the Corrections and Library administrations. These volunteers provide testimony, advice, and program management (e.g., completion of voter registration forms for inmates within the facility). There are seven (7) volunteers who meet approximately four (4) times per year, or as needed, and donate an average of fifteen (15) hours each per year.

The **Capitol Area Immigration Rights Coalition** provides information to inmates and detainees on immigration rights and procedures. The volunteer leads a monthly meeting with approximately twenty (20) inmates to provide immigration information and answer any questions they may have. The volunteer donates an average of three (3) hours per month. There is no cost to operate this program other than the paper expense to produce copies of informational materials. This expense is minimal and is covered in the MCCF operational budget.

The library has one **volunteer** who provides general assistance with all library activities. The volunteer answers inmate questions, files books, and assists the library staff. She works approximately seven (7) hours per week, forty-eight (48) weeks per year. There are no operating costs associated with this volunteer service.

Intern Program

The **Social Work Intern Program** works within the ReEntry unit of the Montgomery County Correctional Facility (MCCF). These interns are students from Shepherd University, University of Maryland Baltimore County and University of Maryland Baltimore. They are required by their curriculum to work sixteen (16) to twenty-four (24) hours per week, over the span of two (2) semesters. We average two (2) to three (3) intern placements at any given time.

The social work interns have proven to be an immensely valuable addition to our Inmate Services Section because they are both professionally trained and prepared to work with the complex population that we serve. They are able to provide the following services to the inmate population: psycho-educational group therapy; individual therapy; clinical case management services; and psycho-social assessments of inmates with an emphasis on treatment planning to meet the inmates' ReEntry needs. In addition, they provide referrals for treatment, both "in house" and to treatment services in the community for inmates upon release.

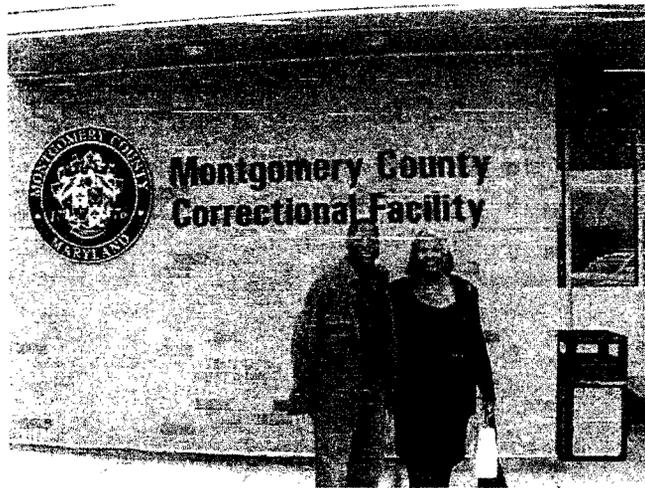
Social work interns bring a different perspective to the jail population. They provide intervention techniques for inmates to help them recognize the relationship between the problem areas in their lives, i.e. education and employment deficits, substance abuse disorders, mental health disorders and trauma and domestic violence, and their criminal behavior. This initial step to understanding the origins of the problem is important for the inmate to address, and can potentially reduce the chances of future involvement in the criminal justice system.

In addition to social work interns, there have also been five (5) Criminal Justice Interns assigned to the Inmate Services Section at the MCCF since 2007. These interns performed case management duties under the supervision of one of the Case Managers. These students were from Argosy University, Montgomery Community College and University of Maryland, and were majoring in Criminal Justice. Their hours ranged from eight (8) to sixteen (16) per week and generally span one (1) semester.

One of the goals we are currently exploring is an expansion of our internship program. This would enable us to significantly increase direct services to the inmate population without incurring any fiscal impact whatsoever.

Renowned Volunteers

Nationally known poets E. Ethelbert Miller and Kenneth Carroll
United States former Ambassador to Slovenia Johnny Young
Former Washington Redskin Darryl Green
Doctor Bernadette Lacey
Tuskegee Airman Charles E. McGee



Darryl Green & Dr. Bernadette Lacey



Darryl Green speaking to youth in the Moral Reconciliation Therapy Program (MRT)

Summer Camp Programs

The children of inmates incarcerated at the Montgomery County Correctional Facility (MCCF) are fortunate to have the opportunity to attend two (2) different summer camps run by faith-based volunteers. These camps serve the most innocent and vulnerable victims of incarceration. The camp combines nature and camping with outdoor recreation, story-telling, game playing, music, motivational speakers, science labs, Spanish language activities, horse-riding, nature education, wagon rides and arts and crafts. The number of volunteers and participants varies at each camp. The camps last for four days, and transportation is provided. There is no cost to the Department to run these camps. The funds are donated by area churches and businesses.

Statistics show that over 70% of the children of inmates end up incarcerated themselves.



The joy and smiles that are visible on the children's faces when they touch a horse or squeal at a fish is a wonderful and blessed moment that impacts not just the camper but also the hearts of the counselors

Camp Star Fish

Seeing the children open up and share some of their experiences with one another helps them realize that they are not alone in their challenges



Camp Hope