

**ADMINISTRATIVE OFFICE OF THE COURTS
STATE OF NEW JERSEY**

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ACTING ADMINISTRATIVE DIRECTOR
OF THE COURTS



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Directive #4-05

**To: Assignment Judges
Trial Court Administrators**

[Questions or comments may
be directed to 609-984-3150]

From: Philip S. Carchman, J.A.D.

**Subj. Judiciary Volunteer Services Program Standards –
Promulgation; Request for Implementation Report**

Date: January 31, 2005

On December 9, 2004, the Judicial Council approved the attached set of Standards for the Judiciary Volunteer Services Program. The Standards, which also will be posted on both the Internet and the InfoNet, were developed under the auspices of the Conference of Operations Managers and were endorsed by the several Conferences of Division Managers with volunteer programs as well as by the Administrative Council.

The approved Standards represent a significant change in the way judiciary volunteer programs will be managed at both the local and state levels, and most, if not all, vicinages will need to modify some practices in order to be in full compliance with the Standards. In many vicinages, the Volunteer Coordinator will take on an expanded role in the recruiting, screening and retaining of volunteers. Terms of appointment, a uniform oath, and fingerprinting for all volunteers will also be new to many vicinage programs. The respective roles of the Volunteer Coordinator and the divisional program coordinators are delineated by the Standards.

Appended to the Standards is an Implementation Questionnaire, designed to provide information on which Standards have been implemented in your vicinage and which have not. For those Standards not yet fully implemented, the questionnaire asks for specific implementation steps and timetables. I would ask that you **please submit your completed Implementation Questionnaire to me by April 15, 2005.** Thank you.

Questions about the Standards or the Implementation Questionnaire may be directed to Assistant Director Patricia Shukis Fraser, Programs and Procedures Division, at (609) 984-3150.

P.S.C.

attachments

cc. Chief Justice Deborah T. Poritz
Theodore J. Fetter, Deputy Administrative Director
AOC Directors and Assistant Directors
Vicinage Division Managers (All Divisions)
Vicinage Volunteer Program Coordinators
Marilyn C. Slivka, Programs and Procedures
Daniel Valluzzi, Programs and Procedures
Steven D. Bonville, Special Assistant
Francis W. Hoeber, Special Assistant

STANDARDS FOR JUDICIARY VOLUNTEER SERVICES PROGRAM

Approved by the Judicial Council December 9, 2004

[Promulgated by Directive #4-05]

Preface

The Judiciary has long had a dedicated cadre of thousands of volunteers who give freely of their time to help it in its mission of justly resolving disputes for the people of New Jersey. They complement the work of paid Judiciary staff by performing services that are necessary but would otherwise not be available. The Judiciary has never had a uniform way of managing those volunteers or even a uniform definition of who is a volunteer.

These standards are an important step towards establishing uniformity. The standards set out terms and conditions of appointments for volunteers, including giving the Assignment Judge discretion to remove a volunteer. Finally, they delineate the respective roles of the divisions, Vicinage Volunteer Coordinators, and the Volunteer Services Manager in maintaining the information necessary to manage the program effectively, something that has been sorely lacking in recent years.

All Judiciary volunteers are included in the Volunteer Services Program. For purposes of these standards, a "Judiciary volunteer" is an individual who provides judiciary-related services without remuneration or academic credit. Judiciary volunteers include, but are not limited to, those mediating in municipal court, serving on Juvenile Conference Committees or Child Placement Review Boards, assisting with supervised visitation or supervision of probationers and serving with JISP/ISP. Judiciary volunteers may also provide other programmatic assistance, depending on the vicinage. The term does not include student interns, members of advisory committees at the vicinage level and the Administrative Office of the Courts, Central Clerks' Offices, and dedicated fund operations; attorneys serving on settlement panels, fee arbitration panels and District Ethics Committees; and those providing services to the Judiciary through not-for-profit entities.

Standard 1: Role of the Vicinage Volunteer Coordinator.

Each vicinage shall assign a person to discharge the duties of Volunteer Coordinator, working under the direct supervision of the Operations Manager or ATCA. This individual shall be responsible for the overall coordination of volunteer programs.

Comment: Each vicinage has division-specific volunteer programs, such as Juvenile Conference Committees or supervised visitation, that are run by the divisions. Generally, for each particular volunteer program, there is a program coordinator on the division staff. What has long been recognized, however, is that coordination of the overall vicinage volunteer program should be a separate and over-arching responsibility. This is the role of the Vicinage Volunteer Coordinator.

In 1996 the Trial Courts Administrators (TCAs) acknowledged the need for the role when they adopted a full-time position in their staffing model devoted to volunteer and Complementary Dispute Resolution (CDR) coordination. The Conference of Operations Managers/ATCAs in its revised model basically adopted the same approach in the spring of 2003. The thinking behind

this model is that several of the job responsibilities and skill sets required for these two roles are essentially the same, including performing community outreach/ public speaking, program development, monitoring and evaluation of programs, program publicity, and representing the vicinage at state level meetings. In addition, volunteers are used for some CDR programs. This model of one person serving as both the vicinage volunteer coordinator and the vicinage CDR coordinator is now being used in two-thirds of the vicinages. Thus, it is a desirable goal within the context of other vicinage staffing needs even though it is not mandated by these standards.

When the Operations Division was created, the Operations Managers/ATCAs were given the responsibility for coordinating volunteer programs and CDR; however, in several instances the person designated as Volunteer Coordinator is still located within a program division and has responsibility for a specific program as well as for overall vicinage coordination of all volunteer programs. Experience suggests that the first priority of the individual may be to the particular division program and not to the well-being of all vicinage programs. Locating the Volunteer Coordinator in the Operations Division permits the individual to coordinate volunteer programs from an overall perspective without being tied to one program division and allows the consolidation with CDR duties that the TCAs envisioned in 1996.

The specific duties of a Volunteer Coordinator are listed below:

Recruitment and management of volunteers:

- work with individual program coordinators to identify a program's need for volunteers
- lead the effort and take primary responsibility for the recruitment of volunteers to meet the needs of all programs
- conduct initial screening interviews of volunteer applicants with emphasis on trying to match applicant interest with vicinage needs as closely as possible
- process requests for criminal background checks on potential volunteers
- maintain files on all volunteers including applications, a note that the background check was completed, and signed oaths
- within budgetary constraints, coordinate, at a minimum, annual recognition for volunteers
- in conjunction with the individual program coordinators, monitor volunteers in their judicial assignments, ensuring that they are satisfied with the frequency and nature of their involvement in their respective programs
- consult with program coordinators on dealing with volunteers who do not perform in accordance with their agreements, including those who should not get reappointed or who should be released from the program prior to expiration of their appointment

- perform community outreach, including public speaking; work with civic and social organizations to improve understanding of the courts and its need for volunteers; and work with the media to publicize Judiciary volunteer programs
- develop, revise, and create informational publications on programs; ensure that all vicinage-printed material about volunteer programs meet the same standard for design
- ensure timely updating and maintenance of the Judiciary's database of volunteer information
- monitor vicinage volunteer information posted on the Judiciary's Internet and Infonet sites

Training responsibilities:

- work with individual program coordinators to identify training needs
- prepare an annual vicinage training plan and submit it via the Operations Manager/ATCA to the Manager of Volunteer Programs in the Administrative Office of the Courts (AOC) for review and approval
- work with vicinage training coordinator to provide generic and cross-divisional training of volunteers
- consult with vicinage training coordinator to provide training, as needed, to staff who work with volunteers
- monitor vicinage expenditure of allocation of AOC training funds

Overall program leadership:

- represent the vicinage at Statewide Volunteer Coordinators meeting, including participating in discussions about programs, standards and volunteer management issues; sharing information with the vicinage program coordinators; and providing feedback to the coordinators on possible new approaches
- periodically evaluate programs for effectiveness
- develop new programs in concert with the needs of the vicinage

Standard 2: Responsibility of a Program Coordinator

Coordination of each volunteer program within a division shall be assigned to a member of that division. In conjunction with the Vicinage Volunteer Coordinator, and under the general supervision of the Division Manager, this program coordinator shall be responsible for the daily operation of that program.

Comment: A vicinage volunteer effort requires an understanding of the overall needs of the vicinage with respect to the number, type, and special skill sets required to meet those needs. This responsibility rests with the Operations Division. Each particular volunteer program needs a staff person who functions as the Program Coordinator, although not necessarily having that job title. While not a part of the vicinage structure, similar program coordination is needed for JISP/ISP. The individual must understand the specific nature of that program's role in providing better customer service to court users and must have the proper operation of that program as the first priority.

The responsibilities of a program coordinator include, but are not limited, to the following:

- identify, on an ongoing basis, the program's need for volunteers and work with the Vicinage Volunteer Coordinator and JISP/ISP to recruit an adequate number of qualified volunteers, cognizant of local demographics and the clients served
- monitor the participation of individual volunteers within their program including in applicable instances, adherence to court rules
- communicate with each program volunteer at least once a year to review any changes in the program and discuss the volunteer's experience with the program
- within budgetary constraints, arrange, at a minimum, annual recognition for program volunteers and, with the exception of JISP/ISP, work with the Vicinage Volunteer Coordinator in this effort
- ensure that the information captured in the Volunteer Management Information System (VMIS) is maintained and updated in a timely fashion, either by entering data in the system directly or by providing the information to the Volunteer Coordinator in accordance with the local data entry plan
- develop and deliver program-specific training curricula to program volunteers, and except for JISP/ISP, do this in conjunction with the Vicinage Volunteer Coordinator and Vicinage Training Coordinator
- develop an annual training plan and budget, and with the exception of JISP/ISP, do so in concert with the Vicinage Volunteer Coordinator
- work with the corresponding AOC division on matters that may arise with regards to the program, such as training, policy changes, and new initiatives

Standard 3: The Role of the Administrative Office of the Courts in Statewide Oversight Staff at the Central Office shall continue to champion volunteer programs in their capacities as staff to the committees and conferences with oversight responsibilities, providers of technical assistance to the vicinages, and managers of the Volunteer Management Information System.

Comment: AOC staff located in the Civil, Family, Municipal, and Probation program divisions play key roles in managing the volunteer programs specific to their divisions, while the Manager of Volunteer Services, located in the Programs and Procedures Division, provides statewide leadership in the overall volunteer program. This leadership includes serving as the approving authority for the expenditure of funds that are currently centrally allocated and distributed to the vicinages based on pre-approved training plans.

All AOC staff involved with volunteer programs shall:

- promote uniformity and quality of “best practices” in volunteer programs in all vicinages and in the JISP/ISP Programs
- monitor and serve as a clearinghouse for ideas, issues, and new trends, both within and outside the state
- monitor and evaluate volunteer programs at the state level and advise vicinage volunteer coordinators and program division staff regarding local evaluations
- develop and foster pilot projects to meet new needs
- monitor (and sometimes provide) training and continuing education programs for volunteers

In addition, the Manager of Volunteer Services shall:

- produce reports to analyze the effectiveness of the statewide volunteer program
- review vicinage volunteer training plans and allocate training funds
- review and serve as approval authority of vicinage vouchers to expend central volunteer training funds and track expenditures
- lead public relations efforts to promote volunteerism in the Judiciary
- represent the Judiciary as the designee of the Administrative Director at the Governor’s Advisory Council on Volunteers
- provide technical assistance and work with the vicinage volunteer coordinators and JISP/ISP and AOC division staff

Standard 4: Recruitment

Recruitment of Judiciary volunteers shall be an ongoing process designed to meet the needs of vicinages and generally to reflect the demographics and the clients served in the community. Each Vicinage Volunteer Coordinator shall prepare an annual recruitment plan, for review by the Operations Manager or ATCA, that takes into account current volunteer needs for the vicinage and outlines initiatives for meeting those needs.

Comment: From time to time, certain volunteer programs have been experiencing a shortage of volunteers such that the program itself is not functioning as intended. This illustrates the need for recruitment efforts to be ongoing and for the volunteer corps to be distributed more evenly among volunteer programs. Doing this requires a number of actions:

- identifying the ongoing needs of individual programs and the most likely source of volunteers for those programs
- encouraging cooperation among individual program coordinators

The Vicinage Volunteer Coordinator should work with the program coordinators both to avoid duplication of recruitment effort and to ensure that community outreach by individual program coordinators includes information about all vicinage volunteer programs and JISP.

- targeting specific groups as needed to promote a volunteer corps that broadly reflects not only the demographics of the community but also an understanding of the objectives of a particular program (e.g., recruiting parents of juveniles who have had prior contact with a Juvenile Conference Committee (JCC) for a JCC or successful foster or adoptive parents for Child Placement Review Boards).

While the first aim of the volunteer program is to provide sufficient numbers of competent volunteers to meet the needs of individual programs, the Vicinage Volunteer Coordinator should strive to have a diverse volunteer pool and should exercise creativity in attracting volunteers who have a true understanding of the mission of a program. Speaking to the public, contacting local civic and social organizations, and establishing good working relationships with local media will all yield wider favorable exposure to the Judiciary and its programs.

In addition, the Volunteer Coordinators should work closely with their vicinage EEO Officers and Minority Concerns Advisory Committee to identify demographics and develop an annual recruitment plan.

Standard 5: Appointment Process

The Vicinage Volunteer Coordinator shall be responsible for prospective volunteers from recruitment through the appointment process, to include the following phases: application; screening and interviewing; criminal background checks, including fingerprinting according to the protocol established for fulltime Judiciary staff; acceptance and appointment into a designated program; and oath of office.

Comment: The appointment process is critical both to gauging the suitability of the prospective volunteer for an assignment with the Judiciary and to satisfying the expectations of the volunteer with respect to the volunteer experience. Currently, a prospective volunteer may be required to go through two interviews and fill out at least two forms before being accepted into a program. This standard anticipates that responsibility for ensuring an efficient process that does not discourage applicants should rest with one person, the Volunteer Coordinator.

Given this perspective, the Volunteer Coordinator should generally be the first point of contact once an application has been received from a prospective volunteer. The Coordinator should review the application to determine that there are no factors present that would disqualify the person from serving as a Judiciary volunteer in any or all programs. Assuming there are not, the Volunteer Coordinator should schedule an interview with the applicant to discuss qualifications, areas of interest, availability, and the need to obtain date of birth, social security number, and any previously used names from the applicant because that information is essential to perform the criminal background check required of all applicants. (In those vicinages in which potential municipal mediation volunteers are interviewed at the local level by a judge or a municipal court administrator, that local interviewer must obtain the necessary information (e.g., DOB, social security number, and ethnicity) and forward it to the Volunteer Coordinator.) If possible, the initial interview and the program specific interview should be held on the same day. If the applicant requests program assignment in advance, the Volunteer Coordinator and Program Coordinator may, if desirable, interview the volunteer applicant together.

After the interview, the Volunteer Coordinator shall request a criminal background check and assign the volunteer to a program, pending the outcome of the check. Background checks, including fingerprinting, shall be conducted on all prospective volunteers in accordance with protocols applied to full-time staff. All vicinages currently do criminal background checks on most applicants. Seven vicinages do some fingerprinting already. All Vicinages shall have one year from the adoption of the Standards to implement fingerprinting for all new volunteers, and within three years of the adoption of the standards all existing volunteers shall have been fingerprinted as part of a reappointment background check

The Operations Manager/ATCA should review the background of any applicant found to have a criminal record and, after consultation with the appropriate Division Manager, make a recommendation to the Trial Court Administrator and Assignment Judge for final determination as to whether the applicant may serve as a volunteer.

Note: JISP/ISP staff should follow similar policies and procedures for volunteers in their programs.

Standard 6: Conditions of Appointment

Once a potential volunteer is approved for service, the Volunteer Coordinator shall ensure that the new volunteer:

- **receives a letter of appointment from the Assignment Judge or designee that identifies the specific program assignment, explains the conditions of the appointment (including any applicable continuing education requirements), and sets forth the term of the appointment. The term of appointment for volunteer assignments shall be three years with the possibility of reappointment upon satisfactory service.**
- **takes a uniform oath relating to the general responsibilities of a Judiciary volunteer, a record of which shall be kept in the individual's file, along with the appointment**

letter, application, and an indication that the background check was completed.

- **receives notice that, during the person's tenure as a Judiciary Volunteer, he or she must comply with all Judiciary personnel policies applicable to volunteer staff.**
- **receives the required non-program specific training within three months of taking the oath of office**

Comment: There should be, but are not, standard procedures for handling the appointment of volunteers, a standard term of appointment, a uniform oath to be administered to new volunteers, and a policy for reappointing or releasing volunteers. Standard 6 and Standard 7 articulate these. JISP/ISP staff should follow similar procedures for volunteers in their programs.

This standard requires only a note in a volunteer's file that the criminal background check was completed. To comply with the policy, the result of the criminal background check itself should be destroyed.

A revised application (Appendix A), a uniform oath (Appendix B), exemplars of appointment and release letters (Appendices C – F) have been developed and are attached to these standards.

Various personnel policies have equal applicability to paid and unpaid staff (e.g., workplace violence, sexual harassment policies, and a drug-free workplace); other policies are conceptually applicable to both but will need to be articulated separately (e.g., reporting litigation, code of conduct). Volunteers must be made aware of these policies at the beginning of their service to the Judiciary and whenever new policies are promulgated.

Standard 7: Conditions of Reappointment and Release

Each vicinage shall identify those volunteers whose terms of appointment are nearing the end. The Volunteer Coordinator and program coordinator shall review the tenure of each such volunteer and shall decide in concert with vicinage management whether to renew the appointment or release the volunteer from service. If the volunteer is to be reappointed, the vicinage must perform a new criminal background check and issue a letter of reappointment signed by the Assignment Judge. If the volunteer is to be released during the term, the Volunteer Coordinator shall prepare a letter for the Trial Court Administrator's signature notifying the volunteer of the release in writing. At any time during a volunteer's tenure, the Assignment Judge or designee may release a volunteer from service for any reason.

Comment: Using the Volunteer Management Information System (See Standard 9), vicinages will have the ability to track those volunteers whose appointments are nearing the end and to manage the reappointment/release process. While this standard applies to new volunteers, it is important that all current volunteers be reviewed and in appropriate instances, new appointment terms be established. Appointments should be staggered so as not to overburden the system. It is most important that the first wave of background checks be done on those individuals who are in contact with children.

Note: JISP/ISP staff should follow similar policies and procedures for volunteers in their programs.

Standard 8: Training

A. Volunteers.

The Judiciary shall provide court volunteers with general orientation within three months of taking the oath of office and program-specific training prior to a volunteer starting work in the program.

B. Full-time employees.

All vicinage program coordinators and volunteer coordinators shall receive at least introductory training in volunteer management.

Comment: With respect to volunteers, this standard does not change current policy for training; however, it does articulate a requirement to provide training within a relatively short time after acceptance into a program. A volunteer must receive appropriate program-specific training before actually starting service and ideally should receive the general orientation prior to service as well. However, few vicinages have enough new volunteers to have monthly training sessions and it is not appropriate to ask volunteers to travel to regional training sessions outside their county (with the exception of JISP/ISP volunteers).

Work is underway to try to alleviate this problem. The AOC's Organizational Development and Training Unit is working with the Manager of Volunteer Services and the training subcommittee of the Volunteer Coordinators Committee to provide the general orientation training in-house, rather than to rely on outside vendors as is often the case now. In addition, the AOC's Program and Procedures Division is experimenting with alternate delivery methods for the general orientation.

With respect to paid staff, this provision would set new policy. Working with volunteers uses a skills set not ordinarily required in the Judiciary, and those managing volunteers would do well to have at least a rudimentary knowledge of what is needed.

Standard 9: Volunteer Management Information System (VMIS)

The Judiciary shall capture and maintain accurate information on all volunteers and volunteer activities in a uniform method throughout the state. This information shall be used at both the vicinage and state levels to manage volunteer programs.

Comment: Effective management of the Volunteer Program requires a robust and stable software application. The AOC's Programs and Procedures Division has developed a new program in Microsoft Access®, VMIS. It will be rolled out in 2004.

VMIS, if used correctly, will permit compilation of information on each volunteer from application through appointment, training, service, and reappointment. It will also allow automated notices, letters, and certificates – all useful in the recognition of volunteers – and will

facilitate analysis of programs by the vicinages, JISP/ISP, and the AOC's Programs and Procedures Division.

Using VMIS, the AOC can periodically review data to identify areas of concern with respect to data integrity, to analyze developing trends across programs and vicinages, and to generate such reports as may be necessary or advisable.

The Vicinage Volunteer Coordinator, Program Coordinator, and ISP/JISP Regional Supervisors must ensure timely and complete updating of the VMIS database on each volunteer.

Coordinators can use such data for identification of programs requiring special recruitment efforts, for volunteer recognition and training purposes, and for general management of personnel and programs. Each vicinage should determine the most efficient and effective way to update and maintain VMIS and delineate the roles of Volunteer Coordinators and Program Coordinators in that process.

The VMIS application will require the Volunteer Coordinator and each Program Coordinator who inputs data to have Microsoft Access. The Volunteer Coordinator will also need Excel in order to export pre-defined summary reports of volunteer data to an Excel spreadsheet for attaching to Lotus Notes and submission to the AOC for importing into the VMIS Central database. None of these requirements represents a significant financial outlay for the Judiciary.

LIST OF APPENDICES

Appendix A: Judicial Volunteer Application Form

Appendix B: Uniform Appointment Oath

Appendix C: Letter of Appointment

Appendix D: Letter of Reappointment

Appendix E: Letter of Release

Appendix F: Early Release Letter

SIDE 1		STATE of NEW JERSEY					JUDICIAL VOLUNTEER APPLICATION			FOR OFFICE USE ONLY (Specify Volunteer Program)		
GENERAL INSTRUCTIONS: Please type or print clearly.										DATE:		
NUMBER THE FOLLOWING PROGRAMS IN ORDER OF YOUR PREFERENCE (1 = FIRST CHOICE)												
☐ Child Placement Review		☐ Juvenile Conference Committee		☐ Supervised Visitation Program		☐ Volunteers in Probation		☐ Court Appointed Special Advocates				
☐ Guardianship Monitoring		☐ Juvenile Intensive Supervision		☐ Municipal Court Mediation		☐ Other (Specify): _____						
NOT ALL PROGRAMS ARE AVAILABLE IN ALL COUNTIES												
PERSONAL INFORMATION	NAME (Last)			(First)			(Middle)			(Other last names used)		
	HOME ADDRESS (Street)						CITY			STATE		ZIP CODE
	HOW LONG HAVE YOU LIVED IN THIS MUNICIPALITY?			COUNTY OF RESIDENCE			HOW LONG HAVE YOU LIVED IN THIS STATE?			TELEPHONE NUMBER ()		
	PRIOR RESIDENCE									HOW LONG DID YOU LIVE AT PRIOR RESIDENCE?		
	EMERGENCY CONTACT PERSON							EMERGENCY CONTACT'S TELEPHONE ()				
	HAVE YOU EVER BEEN CONVICTED OF A CRIME (INCLUDING DISORDERLY PERSONS) WHICH HAS NOT BEEN EXPUNGED BY THE COURT?				☐ Yes ☐ No		IF YES, GIVE DETAILS OF EACH CONVICTION AND DISPOSITION BELOW. A CONVICTION WILL NOT NECESSARILY PRECLUDE YOU FROM CONSIDERATION UNLESS SUCH CONVICTION(S) RELATES ADVERSELY TO THE VOLUNTEER POSITION SOUGHT.					
EDUCATION	CIRCLE HIGHEST LEVEL OF SCHOOL COMPLETED						DEGREE EARNED			MAJOR AREA STUDIED		
	JUNIOR HIGH HIGH SCHOOL SOME COLLEGE ASSOCIATE BACHELOR POST GRADUATE											
	SPECIAL TRAINING (INCLUDE ANY RELEVANT MILITARY TRAINING)											
	CERTIFICATES ATTAINED											
	ARE YOU CURRENTLY IN SCHOOL?			☐ Yes ☐ No		IF YES, GIVE DETAILS						
HOBBIES / SPECIAL SKILLS / ACTIVITIES												
EMPLOYMENT	PRESENT EMPLOYER											
	BUSINESS ADDRESS (street)						CITY			STATE		ZIP CODE
	BUSINESS TELEPHONE NUMBER ()					HOW LONG HAVE YOU WORKED FOR YOUR PRESENT EMPLOYER? IF LESS THAN ONE YEAR, COMPLETE PREVIOUS EMPLOYER SECTION BELOW.						
	OCCUPATION				JOB TITLE							
	DUTIES											
	PREVIOUS EMPLOYER						HOW LONG DID YOU WORK FOR YOUR PREVIOUS EMPLOYER?			PREVIOUS EMPLOYER'S TELEPHONE NUMBER ()		
OFFICE OF TRIAL COURT SERVICES				REV. 10/04				PLEASE CONTINUE ON SIDE 2				

SIDE 2		JUDICIAL VOLUNTEER APPLICATION																			
VOLUNTEER PROGRAM INFORMATION	ARE YOU WILLING TO MAKE A COMMITMENT FOR A YEAR OR LONGER? ☐ Yes ☐ No		DO YOU DRIVE? ☐ Yes ☐ No		DO YOU HAVE USE OF A CAR/VEHICLE? ☐ Yes ☐ No																
	ARE YOU ASSOCIATED WITH THE JUSTICE SYSTEM OR WITH ANYONE INVOLVED IN THE PROGRAM TO WHICH YOU ARE APPLYING? ☐ Yes ☐ No		GIVE DETAILS (use additional paper if necessary)																		
	IN ADDITION TO ENGLISH, DO YOU SPEAK ANOTHER LANGUAGE? ☐ Yes ☐ No		LANGUAGES AND YOUR PROFICIENCY LEVEL _____ ☐ READ ☐ SPEAK ☐ WRITE																		
	HOURS AVAILABLE																				
	<table><tr><td>FROM</td><td>SUNDAY</td><td>MONDAY</td><td>TUESDAY</td><td>WEDNESDAY</td><td>THURSDAY</td><td>FRIDAY</td><td>SATURDAY</td></tr><tr><td>TO</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>						FROM	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	TO						
FROM	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY														
TO																					
HOW DID YOU LEARN ABOUT OPPORTUNITIES IN JUDICIAL VOLUNTEERING?																					
AFFILIATIONS	ARE YOU CURRENTLY A MEMBER OF ANY PROFESSIONAL, COMMUNITY, POLITICAL, OR SOCIAL ORGANIZATION OR GROUP? ☐ Yes ☐ No		GROUP NAME, POSITION HELD, etc. (use additional paper if necessary)																		
	DO YOU HOLD AN ELECTED POLITICAL POSITION? ☐ Yes ☐ No		TITLE																		
	DO YOU HOLD AN APPOINTED POLITICAL POSITION? ☐ Yes ☐ No		TITLE																		
	HAVE YOU EVER HAD A SALARIED POSITION WORKING WITH JUVENILES? ☐ Yes ☐ No		GIVE DETAILS (use additional paper, if necessary)																		
	ANY PAST VOLUNTEER WORK? ☐ Yes ☐ No		GIVE DETAILS (use additional paper, if necessary)																		
REFERENCES	NAME (Last)		(First)		RELATIONSHIP (FRIEND, ETC.)		TELEPHONE NUMBER ()														
	HOME ADDRESS (Street)				CITY		STATE ZIP CODE														
	NAME (Last)		(First)		RELATIONSHIP (FRIEND, ETC.)		TELEPHONE NUMBER ()														
	HOME ADDRESS (Street)				CITY		STATE ZIP CODE														
STATEMENTS	I, the undersigned, hereby																				
	• authorize the release, to the court, of all information from my military and employment records; • understand that as a condition of appointment to a judiciary volunteer position I will be fingerprinted and a request for a criminal history record will be filed with the State Police; • authorize court personnel to conduct such investigation into my background as is necessary, with the understanding that all the information requested will be held in confidence and used only to determine my placement in the volunteer program; • understand that I must complete all training required to maintain my position in the program, if accepted; • acknowledge that, to the best of my ability, all the information given on this form is true.																				
APPLICANT SIGNATURE (or if under 18, signature of a parent or guardian)							DATE														

[Uniform Appointment Oath]

State of New Jersey

_____ County

**Oath of Office
and of
Confidentiality**

I, _____, do solemnly swear/ affirm to support the Constitutions of the United States and the State of New Jersey and to perform the duties of my position as a New Jersey Judiciary Volunteer faithfully, impartially, and justly to the best of my ability.

I will not disclose confidential information to any unauthorized person or agency and will respect the right of court users to be treated with dignity and respect.

Signature of Volunteer

Date

Signature of Assignment Judge

Appointment Letter

[date]

[inset name and address]

Dear **[insert name]**:

I am pleased to appoint you as a Judiciary Volunteer to serve in the ***[insert program name]*** in ***[insert county name]*** County for a three-year term, ending ***[insert date]***. Please contact ***[insert name]*** at ***[insert telephone number]***, who will be expecting your call.

Our volunteers are an important part of our Judiciary team. Without individuals such as you, who are willing to give freely of your time and talents, we could not serve the people of New Jersey as well as we do. I look forward to meeting you when you are sworn in as a Judiciary Volunteer.

[insert complimentary closing],

(Name of Assignment Judge)
Assignment Judge

Re-Appointment Letter

[date]

[insert name and address]

Dear *[insert name]*:

Thank you for your *[insert number of years]* years of service to the *[insert program name, e.g., Freehold Township Juvenile Conference Committee]* of *[insert county name]* County. I am pleased to reappoint you as a Judiciary Volunteer for an additional three-year term, ending *[insert date]*.

By your continuing commitment to serve as a volunteer, I can tell that you take satisfaction in knowing that you have made a difference. I look forward to your future contributions.

[insert complimentary closing],

(Name of Assignment Judge)

Assignment Judge

Release Letter at End of Term

[date]

[insert name and address]

Dear **[insert name]:**

Thank you for your [insert number of years] years of service to the [insert program name, e.g. Freehold Township Juvenile Conference Committee] of [insert county name] County. We would like to make this opportunity available to other individuals who have offered to volunteer and, therefore, your appointment will end effective [insert date].

Once again, we sincerely appreciate all your efforts, time, and talents and wish you much success in your future endeavors.

[insert complimentary closing],

(Name of Assignment Judge)

Assignment Judge

Early Release Letter

[date]

[insert name and address]

Dear **[insert name]:**

This letter is to inform you that your service to the ***[insert Volunteer Program]*** has been terminated as of ***[insert date]***.

We appreciate your past service to the Judiciary and wish you well in the future.

[insert complimentary closing],

[insert name of Trial Court Administrator]

Trial Court Administrator

c. ***[insert name of Assignment Judge]***, Assignment Judge

IMPLEMENTATION QUESTIONNAIRE

STANDARDS FOR JUDICIARY VOLUNTEER SERVICES PROGRAM

(To be Completed and Returned to the Administrative Director by April 15, 2005)

NOTE: IF THE ANSWER TO ANY QUESTION IS "NO," PLEASE DESCRIBE YOUR PLAN TO BRING YOUR VICINAGE INTO COMPLIANCE WITH THE STANDARD AND GIVE THE DATE BY WHICH YOU EXPECT TO HAVE COMPLETED IMPLEMENTATION. IF THERE ARE SPECIFIC OBSTACLES, PLEASE EXPLAIN.

Standard 1: Role of the Vicinage Volunteer Coordinator.

Each vicinage shall assign a person to discharge the duties of Volunteer Coordinator, working under the direct supervision of the Operations Manager or ATCA. This individual shall be responsible for the overall coordination of volunteer programs.

1. Does the Vicinage Volunteer Coordinator report directly to the ATCA/Operations Manager?
2. Does the Volunteer Coordinator discharge all the duties listed in the Comment to this standard? Please identify any of the duties below that are not being performed by the Volunteer Coordinator:
 - a. work with individual program coordinators to identify a program's need for volunteers
 - b. lead the effort and take primary responsibility for the recruitment of volunteers to meet the needs of all programs
 - c. conduct initial screening interviews of volunteer applicants with emphasis on trying to match applicant interest with vicinage needs as closely as possible
 - d. process requests for criminal background checks on potential volunteers
 - e. maintain files on all volunteers including applications, a note that the background check was completed, and signed oaths
 - f. within budgetary constraints, coordinate, at a minimum, annual recognition for volunteers
 - g. in conjunction with the individual program coordinators, monitor volunteers in their judicial assignments, ensuring that they are satisfied with the frequency and nature of their involvement in their respective programs

- h. consult with program coordinators on dealing with volunteers who do not perform in accordance with their agreements, including those who should not get reappointed or who should be released from the program prior to expiration of their appointment
- i. perform community outreach, including public speaking; work with civic and social organizations to improve understanding of the courts and its need for volunteers; and work with the media to publicize Judiciary volunteer programs
- j. develop, revise, and create informational publications on programs; ensure that all vicinage-printed material about volunteer programs meet the same standard for design
- k. ensure timely updating and maintenance of the Judiciary's database of volunteer information
- l. monitor vicinage volunteer information posted on the Judiciary's Internet and Infonet sites

Training responsibilities:

- m. work with individual program coordinators to identify training needs
- n. prepare an annual vicinage training plan and submit it via the Operations Manager/ATCA to the Manager of Volunteer Programs in the Administrative Office of the Courts (AOC) for review and approval
- o. work with vicinage training coordinator to provide generic and cross-divisional training of volunteers
- p. consult with vicinage training coordinator to provide training, as needed, to staff who work with volunteers
- q. monitor vicinage expenditure of allocation of AOC training funds

Overall program leadership:

- r. represent the vicinage at Statewide Volunteer Coordinators meeting, including participating in discussions about programs, standards and volunteer management issues; sharing information with the vicinage program coordinators; and providing feedback to the coordinators on possible new approaches
- s. periodically evaluate programs for effectiveness
- t. develop new programs in concert with the needs of the vicinage

Standard 2: Responsibility of a Program Coordinator

Coordination of each volunteer program within a division shall be assigned to a member of that division. In conjunction with the Vicinage Volunteer Coordinator, and under the general supervision of the Division Manager, this program coordinator shall be responsible for the daily operation of that program.

3. List each volunteer program and its coordinator by name. Does each Program Coordinator discharge all the duties listed in the Comment to this standard? For each program, please identify any of the duties below that are not being performed by the Program Coordinator:
 - a. identify, on an ongoing basis, the program's need for volunteers and work with the Vicinage Volunteer Coordinator and JISP/ISP to recruit an adequate number of qualified volunteers, cognizant of local demographics and the clients served
 - b. monitor the participation of individual volunteers within their program including in applicable instances, adherence to court rules
 - c. communicate with each program volunteer at least once a year to review any changes in the program and discuss the volunteer's experience with the program
 - d. within budgetary constraints, arrange, at a minimum, annual recognition for program volunteers and, with the exception of JISP/ISP, work with the Vicinage Volunteer Coordinator in this effort
 - e. ensure that the information captured in the Volunteer Management Information System (VMIS) is maintained and updated in a timely fashion, either by entering data in the system directly or by providing the information to the Volunteer Coordinator. (NOTE: Whether a program coordinator or the Volunteer Coordinator maintains particular data in VMIS is within the discretion of each vicinage. The standard calls only for accurate and complete data entry.)
 - f. develop and deliver program-specific training curricula to program volunteers, and except for JISP/ISP, do this in conjunction with the Vicinage Volunteer Coordinator and Vicinage Training Coordinator
 - g. develop an annual training plan and budget, and with the exception of JISP/ISP, do so in concert with the Vicinage Volunteer Coordinator
 - h. work with the corresponding AOC division on matters that may arise with regards to the program, such as training, policy changes, and new initiatives

Standard 3: The Role of the Administrative Office of the Courts in Statewide Oversight

Staff at the Central Office shall continue to champion volunteer programs in their capacities as staff to the committees and conferences with oversight responsibilities, providers of technical assistance to the vicinages, and managers of the Volunteer Management Information System.

No vicinage implementation issues; no response is required.

Standard 4: Recruitment

Recruitment of Judiciary volunteers shall be an ongoing process designed to meet the needs of vicinages and generally to reflect the demographics and the clients served in the community. Each Vicinage Volunteer Coordinator shall prepare an annual recruitment plan, for review by the Operations Manager or ATCA, that takes into account current volunteer needs for the vicinage and outlines initiatives for meeting those needs.

4. Do you have a written annual recruitment plan for this court year? If so, please attach a copy. If not, what are you doing to recruit new volunteers? When will you have your written annual recruitment plan for next court year, as called for in the standard?

Note: Vicinage Volunteer Coordinators may consult with Dan Valuzzi, Manager of Volunteer Services (609-633-9782) as they develop their recruitment plan. An effective plan should take into account such information as the demographics of the vicinage and the volunteer force; a knowledge of current volunteer staffing and retention levels; a strategic plan articulating the short-term future of each current volunteer program and the likely need for additional programs, so as to understand future staffing needs; and identification of local media and potential sources of volunteers.

Standard 5: Appointment Process

The Vicinage Volunteer Coordinator shall be responsible for prospective volunteers from recruitment through the appointment process, to include the following phases: application; screening and interviewing; criminal background checks, including fingerprinting according to the protocol established for fulltime Judiciary staff; acceptance and appointment into a designated program; and oath of office.

5. Is your Volunteer Coordinator currently responsible for all the aspects of processing volunteers listed in this standard? Are criminal backgrounds checks **including fingerprinting** being done on all new applicants? Are they being requested by the Volunteer Coordinator? Please describe how fingerprinting is carried out in your vicinage.

6. Within three years of the adoption of the standards, all existing volunteers who have not already been fingerprinted must be fingerprinted as part of a reappointment background check. What is your plan for doing so by January 2008? If there are significant obstacles to fingerprinting existing volunteers, please explain.
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Standard 6: Conditions of Appointment

Once a potential volunteer is approved for service, the Volunteer Coordinator shall ensure that the new volunteer:

- **receives a letter of appointment from the Assignment Judge or designee that identifies the specific program assignment, explains the conditions of the appointment (including any applicable continuing education requirements), and sets forth the term of the appointment. The term of appointment for volunteer assignments shall be three years with the possibility of reappointment upon satisfactory service.**
 - **takes a uniform oath relating to the general responsibilities of a Judiciary volunteer, a record of which shall be kept in the individual's file, along with the appointment letter, application, and an indication that the background check was completed.**
 - **receives notice that, during the person's tenure as a Judiciary Volunteer, he or she must comply with all Judiciary personnel policies applicable to volunteer staff.**
 - **receives the required non-program specific training within three months of taking the oath of office**
7. Does each new volunteer receive a letter of appointment from the Assignment Judge or designee with a term of appointment of three years, containing the information outlined in this standard?
 8. Do you have a procedure for establishing terms of appointment for existing volunteers who do not currently have a specified term of service?
 9. Indicate the date the process of administering and maintaining the uniform oath attached to the standards will begin.
 10. Do you currently tell volunteers that they must comply with Judiciary personnel policies applicable to volunteers?
 11. Do all new volunteers receive non-program specific training within three months of taking the oath of office, presumably near the time the new volunteers are ready to begin their duties?

Standard 7: Conditions of Reappointment and Release

Each vicinage shall identify those volunteers whose terms of appointment are nearing the end. The Volunteer Coordinator and program coordinator shall review the tenure of each such volunteer and shall decide in concert with vicinage management whether to renew the appointment or release the volunteer from service. If the volunteer is to be reappointed, the vicinage must perform a new criminal background check and issue a letter of reappointment signed by the Assignment Judge. If the volunteer is to be released during the term, the Volunteer Coordinator shall prepare a letter for the Trial Court Administrator's signature notifying the volunteer of the release in writing. At any time during a volunteer's tenure, the Assignment Judge or designee may release a volunteer from service for any reason.

12. What is your plan for identifying those volunteers whose terms are nearing their end and determining whether to renew the appointment or release the volunteer from service?

Standard 8: Training

A. Volunteers.

The Judiciary shall provide court volunteers with general orientation within three months of taking the oath of office and program-specific training prior to a volunteer starting work in the program.

B. Full-time employees.

All vicinage program coordinators and volunteer coordinators shall receive at least introductory training in volunteer management.

13. Do all new volunteers receive program-specific training prior to starting work in the program? What are the respective roles assigned to the Volunteer Coordinator and Program Coordinators for tracking such training?
14. Have all program coordinators and the Volunteer Coordinator received introductory training in volunteer management?

Note: The AOC is sponsoring a seminar in the spring to cover the basics of volunteer management.

Standard 9: Volunteer Management Information System (VMIS)

The Judiciary shall capture and maintain accurate information on all volunteers and volunteer activities in a uniform method throughout the state. This information shall be used at both the vicinage and state levels to manage volunteer programs.

15. When will your vicinage be ready to input data in a timely fashion?

NOTE: The first training for VMIS was held January 18, 2005 and disclosed an unexpected problem in the application that occurs when different versions of operating systems and software are used at the same time. The problem may have been resolved and additional testing is underway; however, it is clear that users with Access 2003 will be able to start using VMIS, which was rolled out during the week of January 24, 2005. In a recent survey, eight vicinages responded that their users are already running Access 2003; three are not and four failed to respond to survey. Since the Judiciary is moving to Office 2003 (including Access 2003), your response may be affected by the timing of that move.