The purpose of the Volunteer Handbook is to provide important information regarding volunteer service requirements as well as Department resources. This handbook supplements the information learned during volunteer training as well as the information available on the IDOC website: https://www.idoc.idaho.gov/content/prisons/volunteer_services.
Table of Contents

About IDOC .............................................................. 3

Prison Facilities .......................................................... 3

Community Reentry Centers (CRC) .................................... 4

Facility VRC Contact Information ...................................... 6

Inmate Resources .......................................................... 7

Mail ............................................................................. 7

Hygiene .......................................................................... 7

Concerns, Grievances, and Appeals ..................................... 7

Healthcare ....................................................................... 7

Access to Courts ............................................................ 7

Education and Programming ............................................ 7

Transitional Funding ....................................................... 8

Volunteer Agreement ..................................................... 9

New Volunteer Application Process .................................. 11

Eligibility Requirements ................................................ 11

New Volunteer Process .................................................. 11

Volunteer Portal ........................................................... 12

FAQ’s .............................................................................. 13

Definitions and Acronyms ................................................ 15
About IDOC

Our Mission: Protect the public, our staff, and those within our custody and supervision through safety, accountability, partnerships and providing opportunities for offender change.

Prison Facilities

1. Correctional Alternative Placement Program (CAPP)
   15505 S. Pleasant Valley Rd., Kuna ID 83634
   The CAPP facility opened July 1, 2010 south of Boise. Management Training Corporation (MTC) built the facility and operates the program. CAPP offers intensive treatment for substance abuse and cognitive issues for up to 432 low to moderate risk male offenders needing substance abuse treatment.

2. Idaho Maximum Security Institution (IMSI)
   13400 S. Pleasant Valley Rd., Kuna ID 83634
   IMSI opened in November 1989 to confine Idaho's most disruptive offenders. The facility has an operating capacity of 402 offenders and is located south of Boise. The population is primarily comprised of close custody and administrative segregation offenders. IMSI also operates the state Secure Mental Health Facility, houses offenders under the sentence of death, and civil commitments.

3. Idaho State Correctional Center (ISCC)
   14601 S. Pleasant Valley Rd., Kuna, ID 83634
   ISCC is the Department’s largest facility and currently has an operating capacity of 2,136 inmates. ISCC operates with 274 uniformed staff and 67 non-uniformed staff. ISCC houses medium and close custody male offenders offering basic education, vocational education, and other programming opportunities.

4. Idaho State Correctional Institution (ISCI)
   13500 S. Pleasant Valley Rd., Kuna ID 83634
   ISCI is the Department's oldest state-run facility and has an operating capacity of 1446 offenders. It is the primary facility for long-term male, medium-custody offenders. ISCI also has special-use beds for infirmary, outpatient mental health, and geriatric offenders.

5. South Idaho Correctional Institution (SICI) & Pre-Release Center (SICI-PRC)
   13900 Pleasant Valley Rd., Kuna ID 83634
   SICI houses 556 minimum-custody male offenders in a dormitory setting. Most offenders are close to release or parole and are participating in programs, education, and work opportunities to prepare for transition back into the community. The facility has a Work Projects program where staff take crews of offenders to work in the community on projects such as road crews for the Idaho Transportation Department and conservation and firefighting crews for the U.S. Forest Service. The facility provides offender work crews for Maintenance staff for the South Boise Complex and offender workers for the Correctional Industries program. SICI also operates a 104 bed Rider program for Female retained jurisdiction offenders.
6. **South Boise Women’s Correctional Center (SBWCC)**
   
   13200 S. Pleasant Valley Rd., Kuna ID 83634
   
   SBWCC is a treatment and transition facility for minimum security female offenders located south of Boise. SBWCC has an operating capacity of 284 offenders in two separate housing units. Programming opportunities are based on cognitive and behavioral change through intensive treatment, education and accountability.

7. **North Idaho Correctional Institution (NICI)**
   
   236 Radar Rd., Cottonwood, ID 83522
   
   NICI is a former military radar station north of Cottonwood, ID. This facility is a program-specific prison with an operating capacity of 414 male offenders. NICI primarily houses offenders sentenced under a retained jurisdiction sentence. Retained jurisdiction provides a sentencing alternative for courts to target offenders who might, after a period of programming and evaluation, be viable candidates for probation rather than incarceration.

8. **Idaho Correctional Institution Orofino (ICIO)**
   
   381 West Hospital Drive, Orofino ID 83544
   
   ICIO is designed to house up to 580 male offenders. The facility primarily houses medium custody offenders but also houses offenders needing protective custody. Givens Hall, a unit adjacent to the compound, serves as a work camp. ICIO offers vocational work programs, education, and other programming opportunities.

9. **Pocatello Women’s Correctional Center (PWCC)**
   
   1451 Fore Rd., Pocatello ID 83204
   
   PWCC opened in April 1994 and has an operating capacity of 289 female offenders of all custody levels. The facility operates the reception and diagnostic center for women. PWCC also has vocational work projects, Correctional Industries, a behavioral health unit, education, programming, pre-release program, dog program, and work-release program.

10. **St. Anthony Work Camp (SAWC)**
   
    125 N. 8th West, St. Anthony, ID 83445
   
    SAWC is a work camp located in St. Anthony, ID designed to house 240 low-risk, minimum custody male offenders. The facility's primary focus is to provide vocational work project opportunities offering full-time, constructive, paid employment to offenders. The program helps offenders develop good work habits, a positive work ethic and marketable work skills while providing a financial resource to meet immediate and future needs.

**Community Reentry Centers (CRC)**

At each CRC, offenders are afforded the privilege of community based employment, treatment programs, support groups, community service and other possibilities to promote a positive and successful return to the community. These offenders live at the facility but are allowed to work outside the facility. This helps them prepare while still providing protection to the community through high accountability and supervision.
1. **Treasure Valley Community Reentry Center (TVCRC)**  
   *14195 S. Pleasant Valley Rd., Kuna ID 83634*  
   Housing up to 100 male offenders who are classified as minimum custody, TVCRC opened in August of 2004. A new building used for classrooms, visiting and administrative offices and housing for offenders who are nearing release was added in June 2009.

2. **East Boise Community Reentry Center (EBCRC)**  
   *2366 Old Penitentiary Road, Boise ID 83712*  
   EBCRC opened in July 1980 as the first reentry center in Idaho. In September 1989, it became an all-female facility. A new addition was built in 2002, increasing the facility's capacity from 38 to 100 beds. The facility houses female offenders who are classified as minimum custody and is located in Boise, ID.

3. **Nampa Community Reentry Center (NCRC)**  
   *1640 11th Avenue North, Nampa ID 83687*  
   NCRC opened in 1985 and houses 85 male offenders classified as minimum custody. The facility is located in Nampa, ID.

4. **Idaho Falls Community Reentry Center (IFCRC)**  
   *3955 Bombardier Ave., Idaho Falls ID 83402*  
   The Idaho Falls Community Reentry Center (IFCRC) is a work release facility that houses up to 84 minimum custody offenders. This unique facility offers offenders an opportunity to complete treatment and work full-time jobs in the community while still living at the IFCRC. Through full-time employment, offenders can pay restitution to their victims, legal financial obligations and save money for their reentry into our community.
Facility VRC Contact Information

<table>
<thead>
<tr>
<th>Facility</th>
<th>VRC</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

The Volunteer Program Manager responsible for overseeing volunteer services statewide, Jamie Hess Smith, can be reached at (208) 287-3321 or by email at jamismit@idoc.idaho.gov or volunteerservices@idoc.idaho.gov.

*Updated 8/1/17*
Inmate Resources
Most of the Department’s policies and standard operating procedures are available for public view at: https://www.idoc.idaho.gov/content/about_us/policies_and_forms/policy.

Indigent Offender is defined as an offender whose offender trust account balance has: 1) been less than the current price of a franked, first-class envelope available through the commissary, and 2) had no deposits, for 30 consecutive days.

Mail
Indigent offenders receive 1 standard mail envelope per week; one additional mail envelope for “confidential” correspondence per week; up to 4 sheets of paper per week; a writing instrument; and envelopes, postage, photocopies for “legal mail.” For more information, see Mail Handling in Correctional Facilities, 402.02.01.001.

Hygiene
Indigent offenders will be issued the following, each week, upon request: one small bar of soap, one container of tooth powder or paste, toilet paper, toothbrush, and a disposable razor. Offenders are required to wear clean clothing, shower/bathe regularly consistent with facility schedule, and practice hygiene habits consistent with good health. IDOC provides institutional laundry service, offender-accessed laundry service, or a combination of the two. Blankets (at least once every two weeks and linens at least once a week) and clothing (at least once a week) must be laundered or exchanged for laundered items. For more information, see Hygiene of Offenders, Offender Barbers, and Facility Housekeeping, 306.02.01.001.

Concerns, Grievances, and Appeals
The Department provides a process for offenders to voice their complaints. They are able to submit an Inmate Concerns Form, file a Grievance, and Appeal the decision of the Grievance. For more information, see Grievance and Informal Resolution Procedure for Offenders, 316.02.01.001.

Healthcare
We have processes in place to ensure offenders have unimpeded access to healthcare services to meet their serious medical, dental, and mental health needs. For more information, see Access to Care, 401.06.03.001.

Access to Courts
We have guidelines to ensure offenders are provided access to the courts so they can pursue constitutionally mandated legal actions, and other legal filings. For more information, see Access to Courts, 405.02.01.001.

Education and Programming
The Department evaluates an offender when they come into the IDOC system for educational and programmatic needs and goals are established for the offender to meet while incarcerated.
Transitional Funding
Inmates may qualify for limited funding to offset costs associated with housing, living expenses, evaluation, assessments, polygraphs, transportation, or any combination of these services. For additional information, please see standard operating procedures Transition and Treatment Funding Program for Offenders, 607.26.01.013.

Lodging and Living Expense
Transition funds may be used to assist with payment for up to 30 days of lodging and living expenses. Additional funding for lodging and living expenses may be approved on a case-by-case basis. Requested funds for evaluations, assessments, polygraphs, transportation, and approved initial necessities may also be approved on a case-by-case basis. Typically, funds provided will be the minimum amount necessary to establish residence but should not exceed one thousand five hundred dollars ($1500) per offender.

Eligibility
- Must have a tentative parole date.
- Must be without a viable parole plan.
- Must have less than five hundred dollars ($500) and no other resources.
- Must not be designated as violent sexual predator (VSP).
- If on community supervision, must be at risk of becoming homeless.

Treatment, Testing, and Assessment
Transition funds may be used for treatment-related expenses to include: assessments, treatment (drug and alcohol, mental health, sex offender, and cognitive behavioral), polygraphs, medications, and other indirect or direct treatment requirements associated with risk-reduction. The funds provided would be the minimum required to ensure treatment continuity.

Eligibility
- Display of high-risk behaviors.
- Display of significant drug, alcohol, mental health, and behavioral problems.
- Lack financial resources and all other funding sources are exhausted.
- At risk of re-incarceration.

Other Factors Include
- Available funding at district or institution.
- Management recommendations.
Volunteer Agreement

General Standards
As a volunteer for the Idaho Department of Correction, hereinafter referred to as the IDOC, I understand and agree to the following:

1. I will conduct my volunteer activities in accordance with this Agreement and the Volunteer Services Standard Operating Procedures, 606.02.01.001. If I am unclear about a policy, procedure, or term of this Agreement, it is my responsibility to seek immediate clarification with the staff.
2. I will be respectful to staff, inmates, other volunteers, and those of other faiths.
3. I will maintain control of my personal property while at the facility and I will immediately report the loss of any item to a staff member.
4. I understand I may be denied access to any unit and may be subject to search of my person or vehicle for justifiable security purposes.
5. I will notify the IDOC prior to discussing my volunteer service with the media or a public forum.
6. I understand that the Department will complete a criminal background check upon receipt of my application and again annually. I understand that the initial background check must be completed and my application approved before I am granted access to any facility.
7. I understand I am responsible for notifying the Department if I do not wish to have my criminal background check completed to renew my volunteer status. This will subsequently conclude my volunteer service.
8. I understand my volunteer service may be terminated at the discretion of the IDOC.
9. If I am both a mentor and a volunteer, I will continue to abide by all terms of this Agreement.
10. Except in the case of sole negligence or willful misconduct of the State, I agree to assume fully all the risks, which may result from my volunteer work in and for the IDOC and agree to indemnify, defend, and hold harmless the State of Idaho. Furthermore, I agree to waive all claims of any nature that I may have against the State of Idaho or any of its employees for personal injury, property loss, or property damage arising from or in connection with my work as a volunteer.
11. I understand that the donation of my time and service does not represent employment or any promise of employment and that the Department has no legal responsibility for defending me in any legal action.
12. I understand that I have no property interest in the volunteer position, and that I may be released from my duties as a volunteer at the discretion of the Department.

Prohibited Activities
I understand that I am entering a secure facility and there are activities that I am strictly prohibited in engaging in. I agree to abide by the following standards regarding prohibited activities.

1. I understand unauthorized items are contraband and the introduction of contraband into a correctional facility is a violation of state law. Restricted items must be pre-approved by facility leadership. I will only bring items into the facility that the IDOC has preauthorized and are specifically required for my volunteer service.
a. Contraband includes: alcoholic beverages, pets/animals, ammunition, drugs and narcotics, explosives and explosive devices, firearms, oleoresin capsicum spray, mace, tobacco, and other objects or materials that might be used to compromise security, sound order, or discipline of the correctional facility.

b. Restricted Items: cell phones, pagers, computers, cameras, audio/video equipment, prescription drugs, and tools.

2. I will not provide or accept any personal service from an inmate. This includes, but is not limited to, making phone calls for an inmate, mailing letters for an inmate, making a purchase for an inmate, selling anything to an inmate, or delivering messages or packages to anyone in the community or in a correctional facility.

3. I will never exchange any item with an inmate or give any item directly to an inmate.

4. I will maintain legal and ethical boundaries with all inmates.

5. I will keep my physical contact with an inmate to a minimum.

6. I will not engage in a romantic or sexual relationship with an inmate.

7. I will not engage in any personal communication, including but not limited to, letters, emails, and phone calls, with an incarcerated inmate housed in a facility I volunteer at. I understand an exception will be granted for communication in accordance with the Mentor Agreement if I become an approved mentor and the inmate I communicate with is my mentee.

8. I will not allow any offender to reside in my personal residence or become employed under my direct supervision upon release from incarceration.

9. I will never give money to an inmate or an offender or enter into any financial contract with an inmate or offender.

10. If an offender returns to prison and I assisted him/her with reentry upon release, I will immediately notify the IDOC.

**Prison Rape Elimination Act (PREA) Notification**

1. I understand IDOC has a zero tolerance policy towards all forms of sexual abuse and sexual harassment between inmates and between inmates and staff or volunteers.

2. Whether I observe the act or the act was reported to me, I understand I am required to report any instances of sexual abuse or sexual harassment between inmates or between inmates and staff or volunteers.

3. I understand that actual or attempted sexual activity or romantic relationship between a volunteer and an inmate is strictly prohibited, even if the inmate is a willing participant in the activity.

4. I understand that as a volunteer, if I’m suspected of engaging in or attempting to engage in a romantic relationship with an inmate, I will be immediately banned from all IDOC facilities and removed from the IDOC volunteer program.

5. I understand that if I am suspected of engaging in sexual activity with an inmate, I will be referred to the law enforcement authorities for investigation of violating Idaho Code, Section 18-6110 and/or other Idaho State statutes that might be applicable.

**I Agree**

By checking the “I agree” box of the online volunteer application, I am certifying that I have read this Agreement. I understand and agree to abide by the terms and conditions of this agreement and all IDOC standard operating procedures and policies.
New Volunteer Application Process

Eligibility Requirements
First, the potential volunteer must meet the following eligibility criteria:

1. At least 18 years of age or older.
2. U.S. citizen or legal authorization to be in the country.
3. Within the past 3 years, no adult felony convictions or incarcerations, nor any misdemeanor drug-related convictions, unless the Prisons Division deputy chief or CRC operations manager approves.
4. No outstanding warrants or pending criminal charges.
5. Cannot be an IDOC employee with any responsibility to supervise offenders, unless IDOC Human Resources approves based on Fair Labor and Standards Act criteria.

New Volunteer Process
The following requirements must be met before you begin your volunteer service:

1. Review the Volunteer Agreement and the Volunteer Services in a Correctional Facility standard operating procedure. Make sure you meet the eligibility requirements outlined in policy.

2. Review the list of Idaho prison facilities and community reentry centers to determine which one you'd like to volunteer at. You will only be allowed to select one facility initially. If you'd like to expand your volunteer service to additional facilities, notify the Facility VRC after the application has been approved.

3. Complete and submit the "New Volunteer Application" online. You will receive an email confirmation that your application has been received. To inquire about the status of your application, contact the Facility VRC.

4. A background security check will be completed and your application will be reviewed. If the application is approved, plan to attend the New Volunteer Training.

   *If you're not sure if you want to volunteer in a prison environment, you can observe a volunteer service and receive a brief tour of the facility by contacting the Facility VRC. Your application must be approved prior to accessing any facility. Make sure you schedule this through the VRC!

5. Once you complete the New Volunteer training, you will need to attend a Facility Orientation that is specific to the facility where you will be volunteering. Contact the Facility VRC to schedule the Facility Orientation.

6. Once your application has been approved and you've completed the New Volunteer Training and Facility Orientation, contact the Facility VRC to arrange your volunteer service schedule.
Volunteer Portal

The Volunteer Portal was established to allow volunteers to access an online account for the following activities:

- Update mailing address
- Update emergency contact information
- Check volunteer schedule
- View volunteer service hours provided
- Retrieve Facility VRC contact information
- Review applicable policies and resources
- Receive updates on training dates, application processes, and other exciting Department news!

Go to https://www.idoc.idaho.gov/content/prisons/volunteer_services, to access the Volunteer Portal and the Volunteer Portal Guidebook.
FAQ’s

1. Can I volunteer at more than one facility?
   Yes. Contact the Facility VRC and request to volunteer at another facility. You do not need to submit another online application.

2. Do I have to fill out a new application for each facility I want to volunteer at?
   No. Notify the Facility VRC and he/she will coordinate the review of your volunteer record by the additional facility.

3. If I’m already approved at one facility, can I automatically volunteer at another facility?
   No, each facility must approve your access to the facility prior to beginning your volunteer service. Once approved, you will need to attend that facility’s orientation prior to beginning service at that facility.

4. Once I complete the training, am I approved to volunteer in the facility?
   No. Once a potential volunteer submits his/her online application, a security background check is conducted and submitted to the facility leadership for review. If the facility approves your application, you are able to come into the facility to volunteer. Remember, coordinate your schedule with the Facility VRC and always ask the Facility VRC if you’re unsure about your volunteer status.

5. Once I complete the training, am I approved to come in to the facility with another volunteer?
   No. Please coordinate this type of arrangement with the Facility VRC. Facility approval is required before you can enter as a volunteer, and only under certain circumstances, can you come in with an approved volunteer.

6. What is the Facility Orientation?
   Each facility operates differently due to their population, location, custody levels, infrastructure, and leadership. The facility orientation is designed specifically for that facility. If you move to another facility or add a facility, you are required to attend that facility's orientation.

7. Why do I have to go through so much training?
   Volunteers hold a unique position with the Department in that they personally interact with offenders on a regular basis. It is imperative that volunteers are aware of issues that may arise when working with the inmate population to ensure the safety of volunteers, staff, and the offenders.

8. I already took the New Volunteer Training. Do I have to take it again?
   The New Volunteer Training is only required initially. However, you will have to complete an Annual Refresher Training each calendar year.

9. I completed the Annual Refresher Training in December, when do I have to take it again?
Annual Refresher Training is required each calendar year. For example, if you completed the Annual Refresher Training in December of 2015, that satisfies your requirement for 2015. Your next Annual Refresher Training is due before December 31, 2016.

10. Do I have to complete the Annual Refresher Training within exactly one year of completing the last training?
No, volunteers are required to complete the Annual Refresher Training within the calendar year.

11. If I voluntarily end my volunteer service, and I choose to return as a volunteer at a later time, am I required to complete all of the new volunteer requirements again?
Yes, most likely, but it may depend on the time period between your former volunteer service and your new volunteer service. If it was a short period of time, the facility head may waive the requirement at his/her discretion.

12. Can I be a volunteer and a visitor at the same time?
Volunteers can be an approved visitor of immediate family members (as defined in Visiting, 604.02.01.001). However, volunteers cannot volunteer at the same facility where they visit, unless specifically approved by the facility head to continue volunteer services and visits at that facility.

13. How often do I have to resubmit my application?
With the new online volunteer application, you will only need to submit your once! You will be able to update your contact information as often as you please through the IDOC Volunteer Portal.

14. How often do I have to sign and submit the Volunteer Agreement?
When completing the online volunteer application, you are required to read through the Volunteer Agreement and at the end of the application, you must certify that you read and agree to the terms of the agreement, instead of signing the hard copy. Thus, you will no longer have to submit any hard copy signed versions of the Volunteer Agreement. Remember, you are still bound by the terms of the agreement and it’s vital that you read and understand it. We will review the agreement during the volunteer training each year.

15. If I am a volunteer at IDOC, can I volunteer at a county jail or Department of Juvenile Corrections with the same credentials and training?
No necessarily. IDJC and county jails are separate entities from the IDOC and have their own policies and procedures for volunteers. They may accept IDOC’s training, be sure to check with that entity.

16. Can I be a volunteer and a mentor?
Yes, but remember, the terms of the Volunteer Agreement still apply. Volunteer requirements are different from that of a mentor. For more information on becoming a mentor, please go to our website: https://www.idoc.idaho.gov/content/prisons/volunteers_mentors.
Definitions and Acronyms

- **Alternative Sanction:** An informal sanction given to correct inappropriate behavior.
- **CIS:** Corrections Integrated System.
- **Classification:** An assessment used to determine offenders’ custody level.
- **CO:** Correctional Officer.
- **Concern Form:** form used by offenders to request information from staff or in problem resolution. Slang: “Kite.”
- **Disciplinary Offense Report (DOR):** A formal rule violation process used to manage, correct, and document offender behavior.
- **Flopped:** Slang for being denied parole or probation.
- **Full-term Release Date (FTRD):** The maximum length of time an offender can serve on his sentence.
- **Gold Seal:** Final discharge papers that are sealed with a golden-colored seal.
- **Hearing Packets or Pre-Board Packet:** An offender-completed questionnaire the Commission of Pardons and Parole uses in making parole decisions.
- **Offender Management Plan (OMP):** A computerized case management tool used for the placement of offenders in programs.
- **Parole:** Community supervision following a prison term where the offender is under the jurisdiction of the Commission of Pardons and Parole.
- **Parole Eligibility Date (PED):** The earliest that the Commission of Pardons and Parole can release an offender on parole.
- **Parole Hearing:** A hearing before the Commission of Pardons and Parole to determine whether or not parole will be granted.
- **PO or PPO:** Probation and Parole Officer.
- **Probation:** A sentencing alternative where the offender remains under the jurisdiction of the court in the community under the supervision of a probation and parole officer or the court.
- **Probation or Parole Violation (PV):** A formal written allegation that an offender has violated one or more conditions of either probation or parole.
- **Revocation:** When the Commission of Pardons and Parole (parolee) or court (probationer) revoke an offender parole or probation status.
- **Rider or Retained Jurisdiction:** An Idaho sentencing option in which the judge sentences an offender to the IDOC, but retains jurisdiction for up to 180 days. If the offender successfully completes the retained jurisdiction program, the judge can place the offender on probation.
- **Rolled Up:** The process of inventorying an offender’s property before the offender is moved to a new housing unit or another correctional facility.
- **Self-initiated Progress Report (SIPR):** A request for a parole hearing that is self-initiated from an offender to the Commission of Pardons and Parole.
- **Shake Down:** Search of an offender’s cell. Shank: A sharp instrument used as a knife.
- **Squawkie:** An alcoholic beverage that offenders make with ingredients containing sugar and yeast (bread, fruit, etc.).
- **Tentative Parole Date (TPD):** A date set by the Commission of Pardons and Parole on which the offender can be released on parole.
• **Termer**: An offender sentenced to Idaho Department of Correction (IDOC) custody that is not on retained jurisdiction.

• **Volunteer and Religious Activity Coordinator (VRC)**: Staff member(s) or contractor(s) who (a) coordinates, recruits, and manages volunteers and volunteer activities; and (b) coordinates and supervises religious activities for the IDOC.