IDAHO DEPARTMENT OF CORRECTION

VRC Volgistics Guide

March 2016

Purpose: This guide serves as a resource for Volunteer and Religious Activity Coordinators (VRC) Department-wide in using Volgistics, the online volunteer management tool, in fulfilling their responsibility as VRC. Facility VRC's are responsible for coordinating, recruiting, and managing volunteers and volunteer activities as well as coordinating and supervising religious activities.

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I. Definitions

Coordinator: this is the facility VRC.

Volunteer Record: this is the record created for the volunteer in Volgistics.

Volgistics Administrator: this is the person at Central Office responsible for overseeing the volunteer program statewide; referred to as Prisons Division VRC in policy.

VicNet: online volunteer portal for volunteers to update contact information, view volunteer service schedules, receive updates on training and IDOC activities.

VicTouch: online check in/out system for officers to check volunteer in/out of the facility.

II. Volunteer Service Requirements

New Volunteers are required to:

1. Complete the online volunteer application
2. Complete 6 hours of New Volunteer Training
3. Complete Facility Orientation

Returning Volunteers are required to:

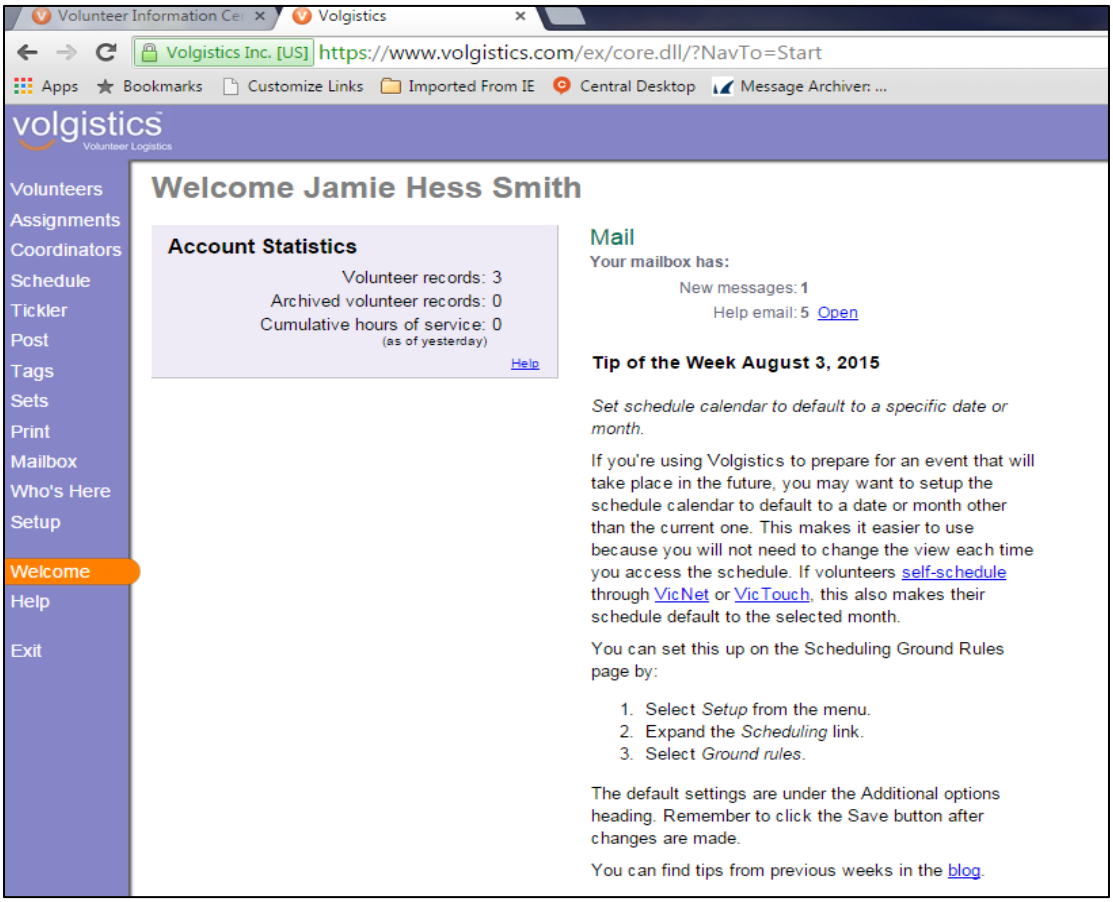
1. Complete the online volunteer application initially during implementation of Volgistics
2. Complete 4 hours of Volunteer Training annually

VRC's are required to:

1. Ensure the Volunteer Application Review form is completed at their specific facility and the volunteer is approved before the volunteer begins his/her volunteer service.
2. Ensure a background check is completed for all volunteers at least annually.
3. If there is a change in the volunteer's background security check, circulate the Volunteer Application Review form to determine if the facility leadership still approves the volunteer's access to the facility.
4. Notify other VRC's if volunteer access is revoked from your facility.

III. Logging in to Volgistics

1. Go to: https://www.volgistics.com/
2. Select the yellow Login button on the top right corner and enter your account number, email and password. Select Login.
   a. **Account Number**: 539687712
   b. **Email**: your IDOC designated email address (e.g. *name@idoc.idaho.gov*)
   c. **Password**: your initial password will be Volgistics01
      i. Change your password when you first log in
      ii. If you forget your password, notify the Administrator and he/she will reset your password.
3. You will automatically be taken to the Welcome page. Notice in the left menu, Welcome is highlighted orange.

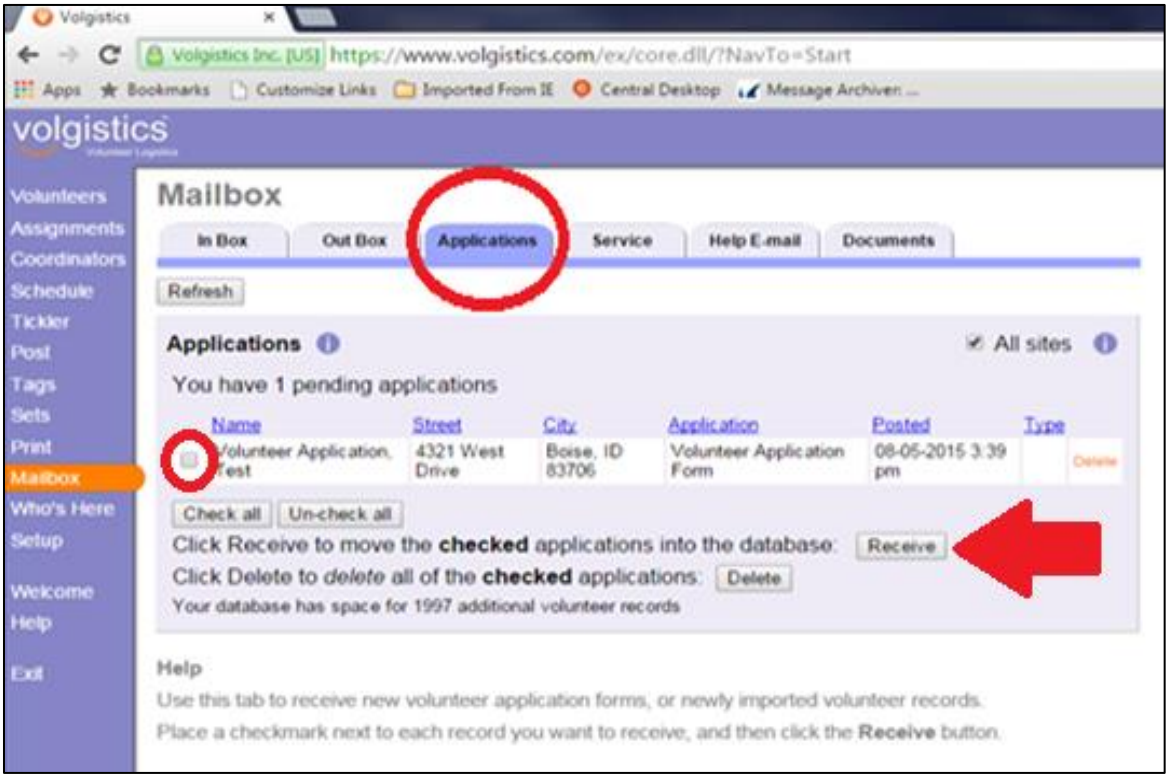


4. Select Exit from the menu on the left column if you would like to log out at any time.

IV. Processing New Volunteer Applications

A. Application Receipt

1. Initially, all volunteers are **required** to submit their application online.
2. VRC's will receive an email from the central point of contact for volunteer applications when an application has been submitted.
3. Log into your Volgistics account and select Mailbox from the left column menu. You will see 6 tabs on the main window, see picture below. Select the third tab, Applications.

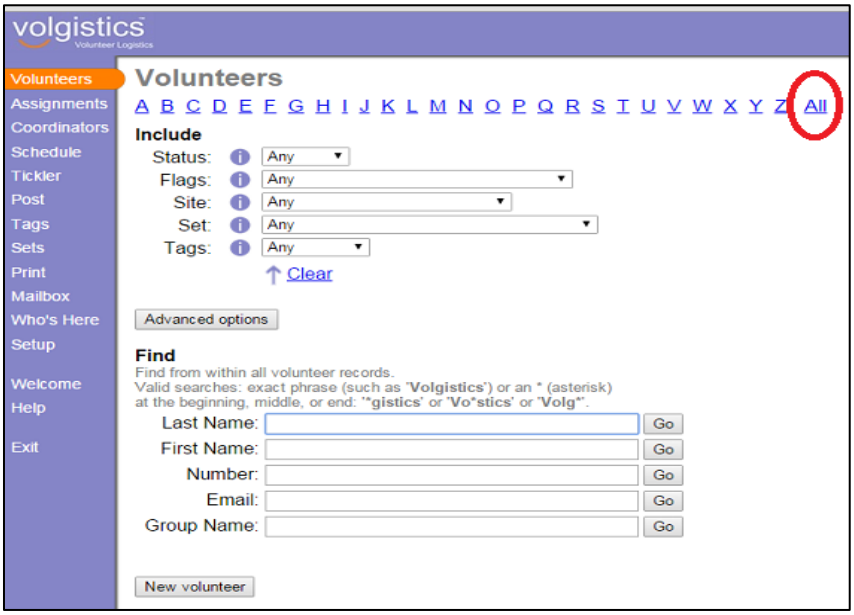


4. Check the box next to the volunteer application and select Receive.

NOTE: Once you click "Receive," a new volunteer record is automatically created! All of the information the volunteer entered in the online application will populate the volunteer record. Take note of the person who submitted the application to locate it easily later.

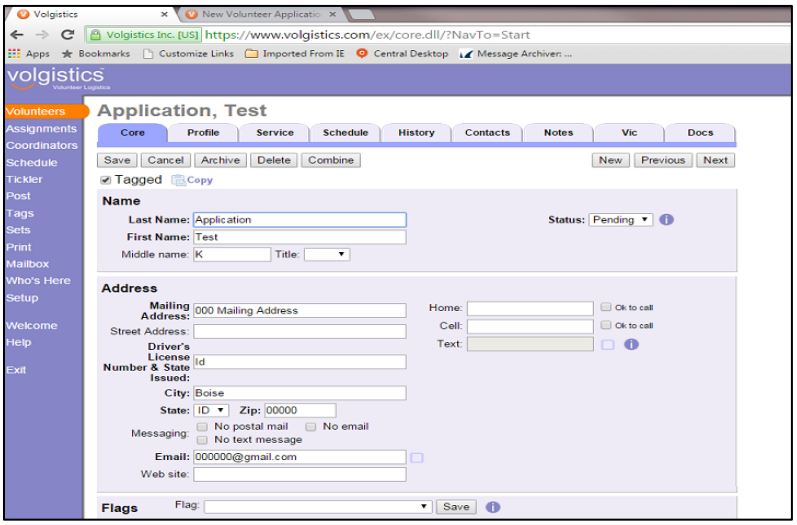
B. Review Volunteer Record

1. Select Volunteers from the left column menu. You can either: select All from the top of the screen to show all of the volunteer records, or select the letter of the name of the new applicant.



a. If you do not recall the name of the volunteer applicant, select All from the top right corner, look at the Date Entered column on the right side of the screen to determine which volunteer submitted the new application.

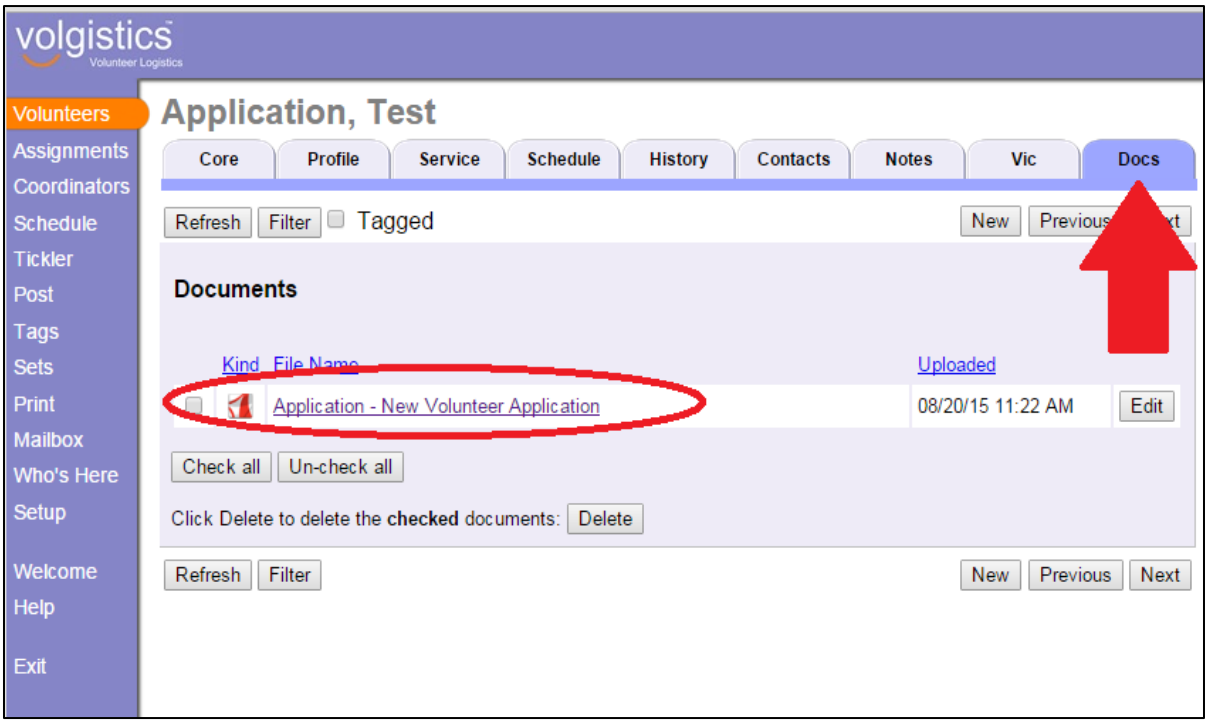
2. Select the new volunteer and review the record. Make sure all information needed is adequately entered in the volunteer record by navigating through all 9 tabs.



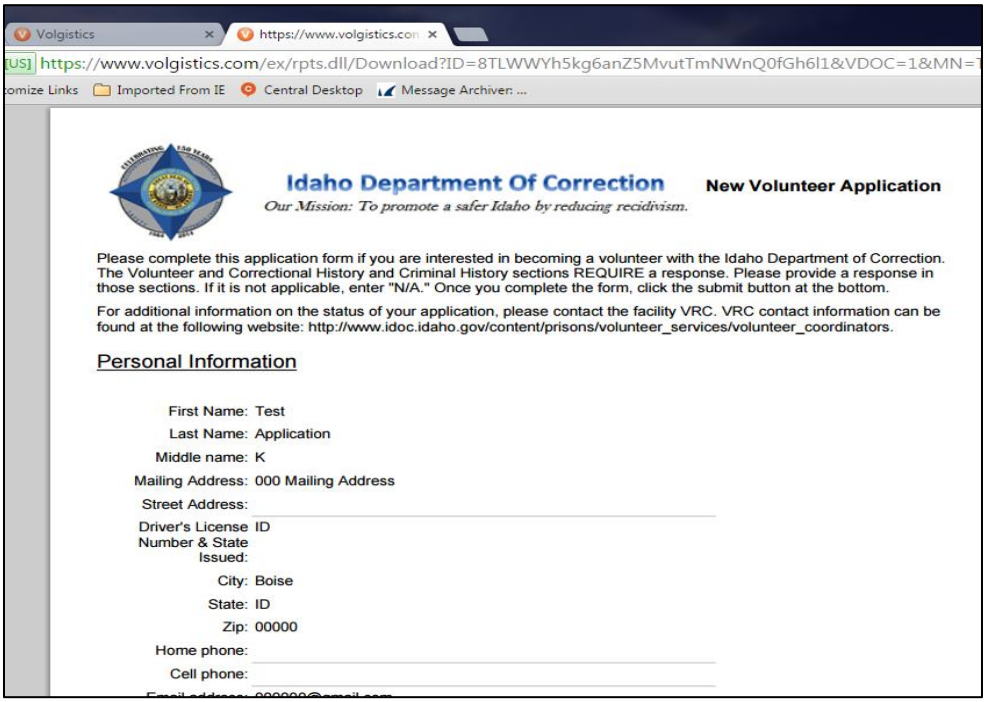
Notice in the Core tab of the volunteer applicant's record, the **Status** is "**Pending**." <u>This must remain as "**Pending**" until the volunteer application has been reviewed by the ILETS Operator and facility leadership.</u>

C. Obtain the New Volunteer Application

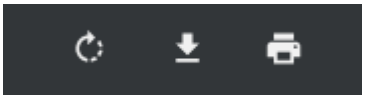
1. From the new volunteer's record, click on the Docs tab.



2. Click on the link to the application.
3. A new internet tab will pop up with the completed application.

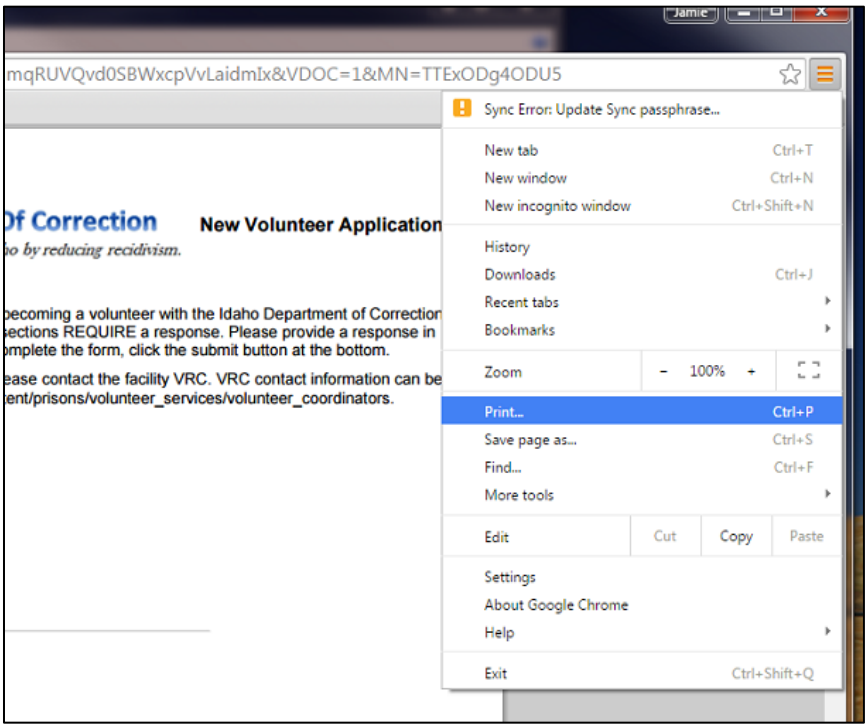


4. You can **print** the application or **save** it as a PDF.
   a. At the top of the screen the following options will appear



b. Click the  to save the file. Click the  to print it.

c. Or click the  menu option on the internet browser and select print.



D. Route the New Volunteer Application for Review

1. Submit the New Volunteer Application to the ILETS Operator at your facility along with a blank Volunteer Application Review form.

IDAHO DEPARTMENT OF CORRECTION

Volunteer Application Review Form
For use by the Idaho Department of Correction ONLY

Volunteer Name:_____Date:_____
Last *First* *M.I.*

ILETS Operator	
Criminal Background Check ☐ No criminal record. ☐ No misdemeanor drug conviction within the last 3 years. ☐ No felony conviction. ☐ Has misdemeanor drug conviction within the last 3 years (Complete section below). ☐ Has a felony conviction (Complete section below).	
Is the volunteer on an offender visiting list? ☐ Yes ☐ No	
ILETS Operator Name (Print):	Assoc. #:
Work Location:	Phone:
If applicable, ILETS Results	
Also known as/Alias:	
States Needing Query Run:	

2. If you have more than one pending application, make sure you include a clean Volunteer Application Review form for each one.

NOTE: If, at any time in the process, you need additional information from the volunteer applicant, please contact the volunteer!

If there's an error in the online application, you can either 1) Have the volunteer resubmit the online application, or 2) manually enter the information into the volunteer record.

If you have the applicant resubmit, contact the Volgistics Administrator to delete the volunteer record from Voglistics. Remember, when a new applicant submits their application online, a new volunteer record is automatically created when you "Receive" the application.

3. Once the ILETS Operator returns the Volunteer Application and Volunteer Application Review form, make your recommendation.

VRC		
Type of Volunteer: ☐ Level 1 ☐ Limited Service		
Recommend Approval? ☐ Yes ☐ No OR ☐ Restricted Access Approval		
If no, please explain:		
If recommending Restricted Access status, please explain:		
VRC Name (Print):	Assoc. #:	Date:

VRC Signature:_____Date:_____

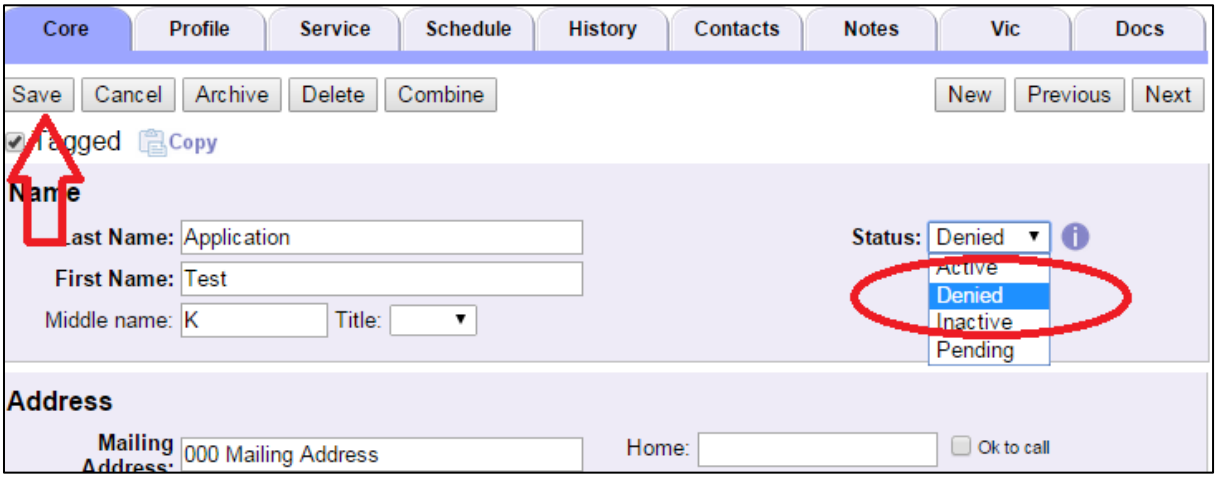
a. A criminal record is not an automatic disqualification of volunteer status. Always process the application regardless of the outcome background check. You can recommend ☐ Restricted Access Approval if you have concerns about the applicant.

b. The volunteer's initial volunteer status will be either: ☐ Level 1 or ☐ Limited Service. A volunteer may request Level 2 status. Please see section **XI. Moving from Level 1 to Level 2 Status** of this guidebook**.**

4. Circulate the application to the Deputy Warden, or second in command, and the Warden or CRC Manager for review.
   a. There may be instances where the background review "failed," but the facility leadership elects to approve the volunteer.

E. Volunteer Applicant Denied

1. If the new volunteer applicant is <u>not</u> approved, notify the applicant. Go into the volunteer's record in Volgistics. Under the Core tab, update the **Status** from "Pending" to "**Denied**." Click Save.



2. Notify the Division VRC of the denial.
3. Save the Volunteer Application Review Form articulating the denial in the volunteer record based on the instructions below.

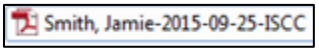
F. Volunteer Applicant Approved

1. Save the completed Volunteer Application Review Form in the volunteer record based on the steps below. Complete the steps outlined in Section V. Update Volunteer Record for Approved Volunteer.

G. Save the Volunteer Application Review Form in the Docs Tab

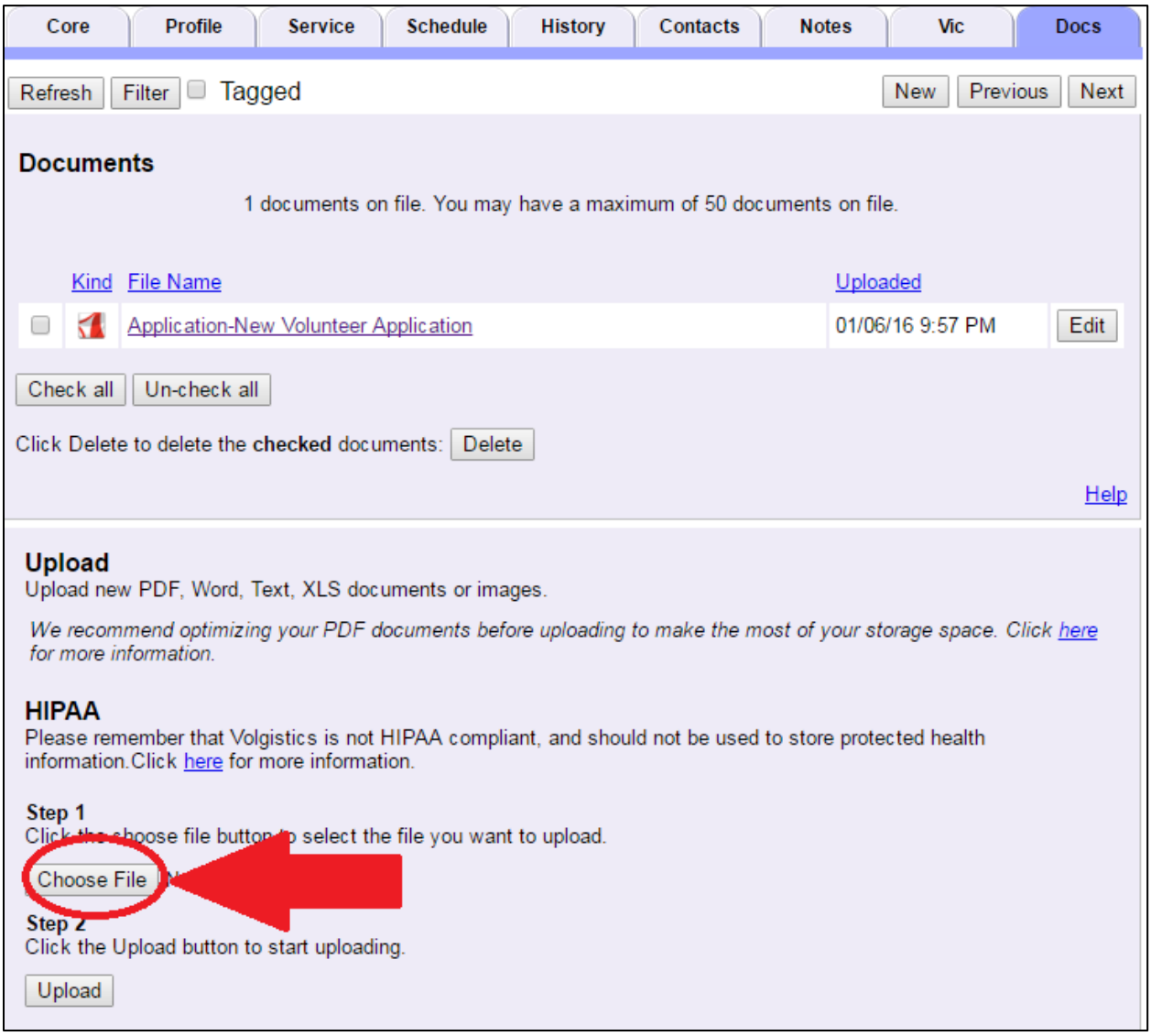
1. Scan the signed Volunteer Application Review Form (not the application) and save it based on the following naming sequence:

a. Last Name, First Name-Date(year XXXX, month XX, and day XX)-Facility
b. For example, "Smith, Jamie-2015.09.25-ISCC"

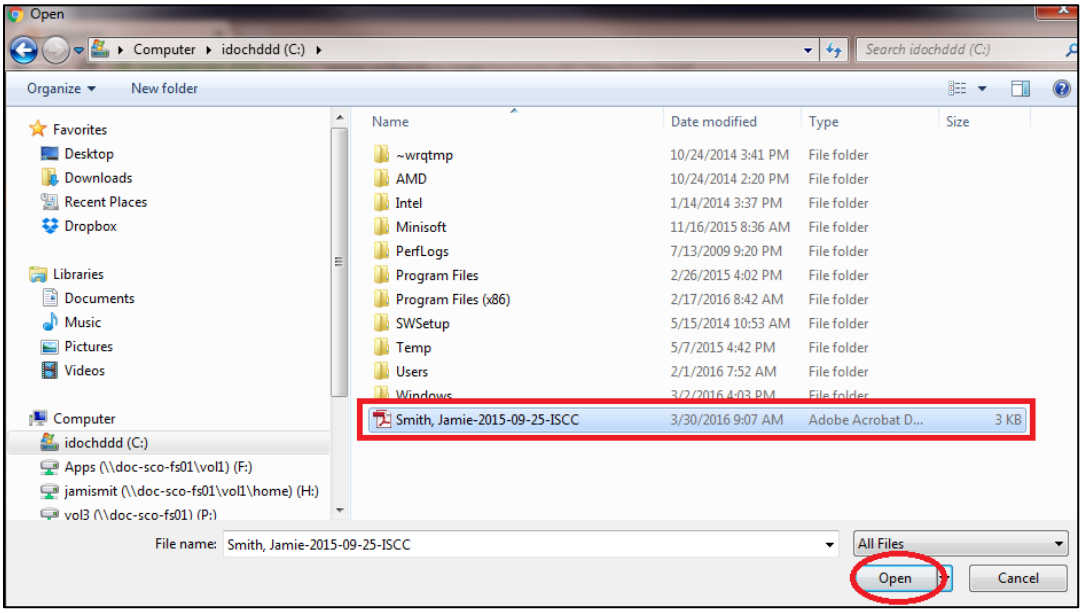


Notice, there are no spaces between the first name, the dash, and the year or between the day and the facility. You **must** use **four** numbers for the year, **two** numbers for the month, and **two** numbers for the date. It is critical that this naming sequence is adhered to by all VRC's. This will help sort the volunteer applications for easy access in the future.

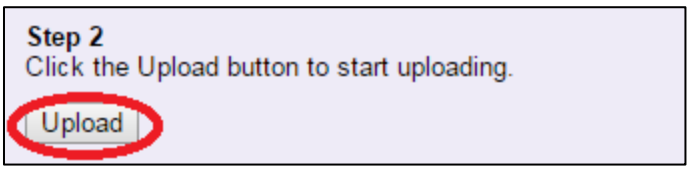
2. Log into Volgistics, navigate to the volunteer's volunteer record. Make sure you're in the right volunteer's volunteer record.
3. Click on the Docs tab. Click Choose File.



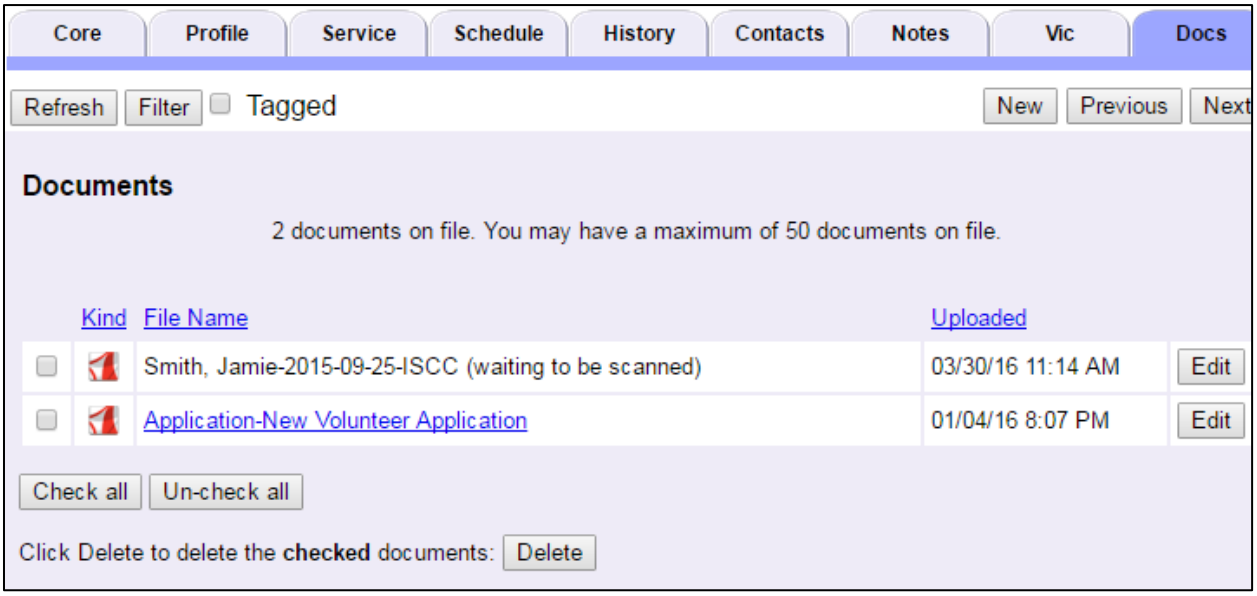
4. Find the saved file and click Open.



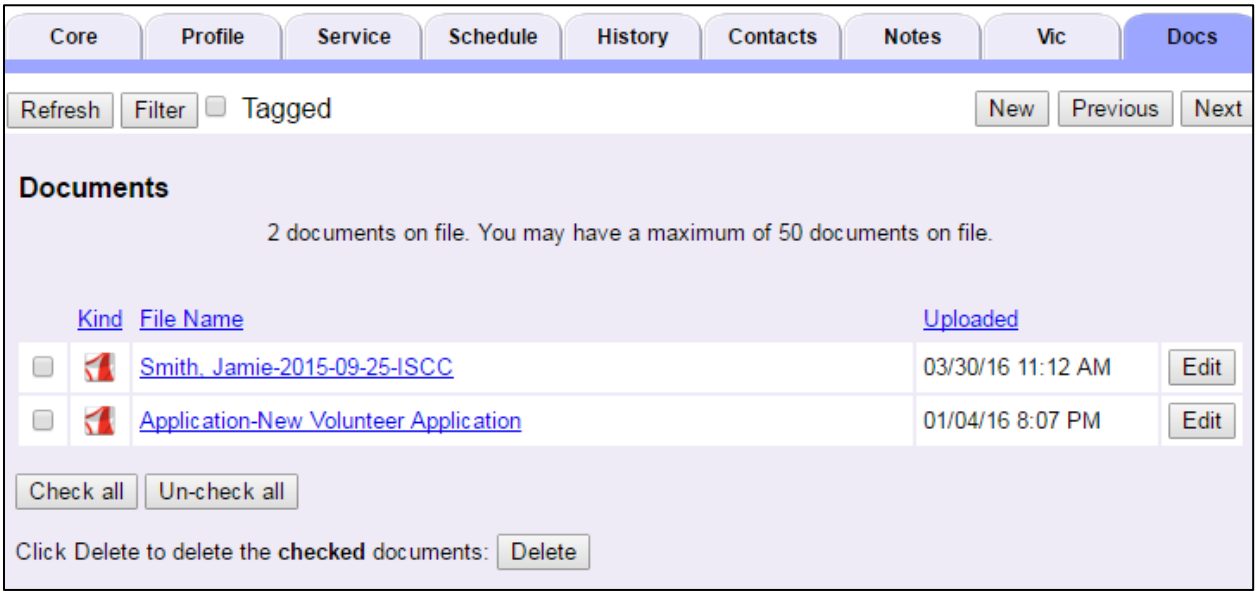
5. Click Upload.



6. Wait for the file to upload. You will see a "waiting to be scanned" next to the file name.



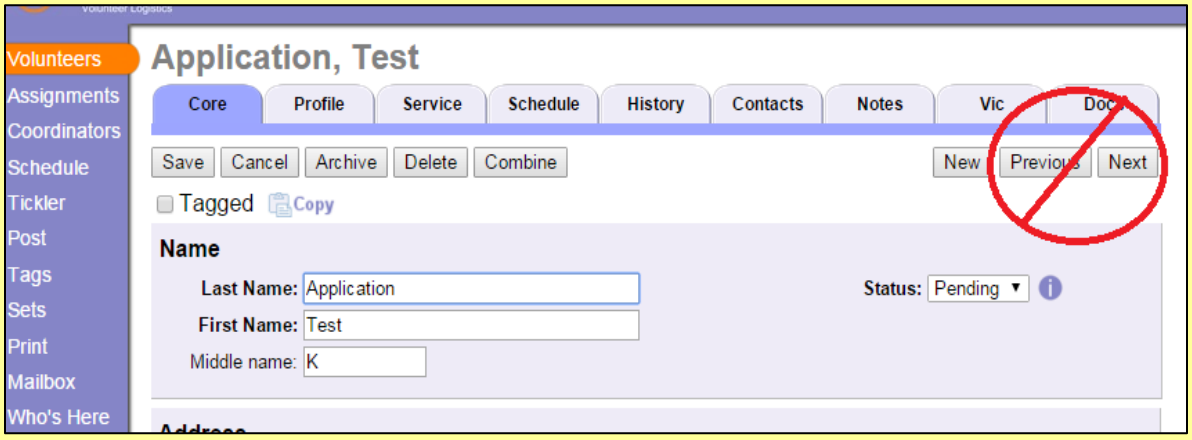
7. If you don't see the file, click Refresh from the bottom of the page.
8. Once the download is complete, you will see the new file next to the volunteer application.


Core
Profile
Service
Schedule
History
Contacts
Notes
Vic
Docs
Refresh
Filter
Tagged
New
Previous
Next
Documents
2 documents on file. You may have a maximum of 50 documents on file.
Kind
File Name
Uploaded
Smith, Jamie-2015-09-25-ISCC
03/30/16 11:12 AM
Edit
Application-New Volunteer Application
01/04/16 8:07 PM
Edit
Check all
Un-check all
Click Delete to delete the checked documents:
Delete

V. Update Volunteer Record for Approved Volunteer

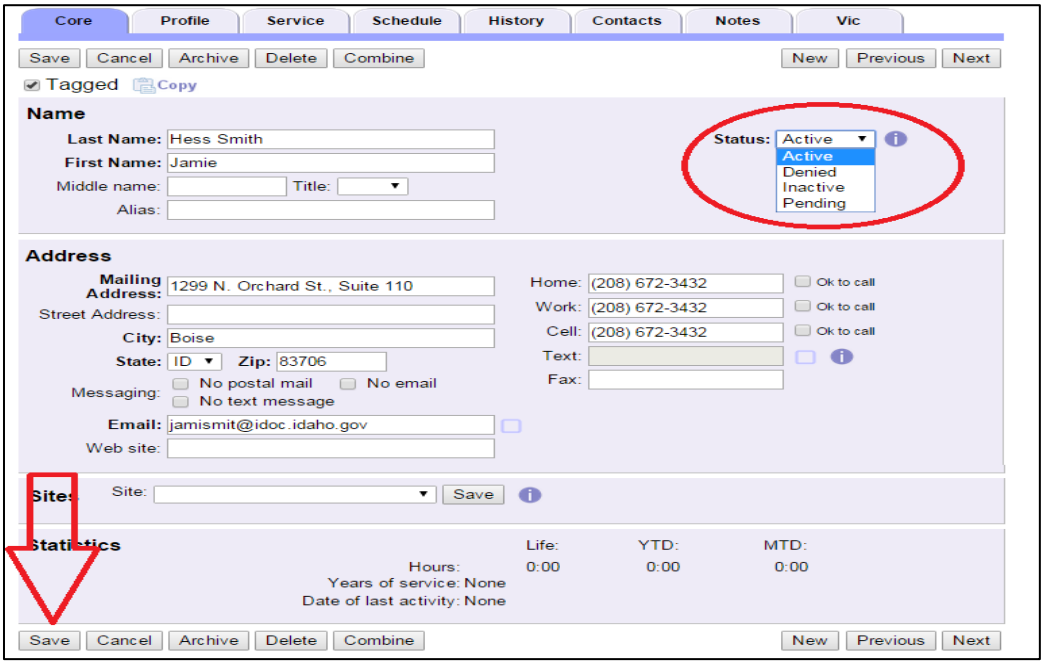
If the volunteer's application was approved, complete each of the following steps in this section. Go into the volunteer's record in Volgistics by selecting Volunteers from the left menu column and select All or the letter of the last name of the volunteer and navigate to that volunteer's record.

NOTE: Do NOT use the "Previous" or "Next" buttons while updating the volunteer record. It will take you to the 'previous' or 'next' volunteer record and can lead to changes in the wrong record.



A. Change Status from Pending to Active

1. Under the Core tab, update the **Status** from "Pending" to "**Active**." Click Save.



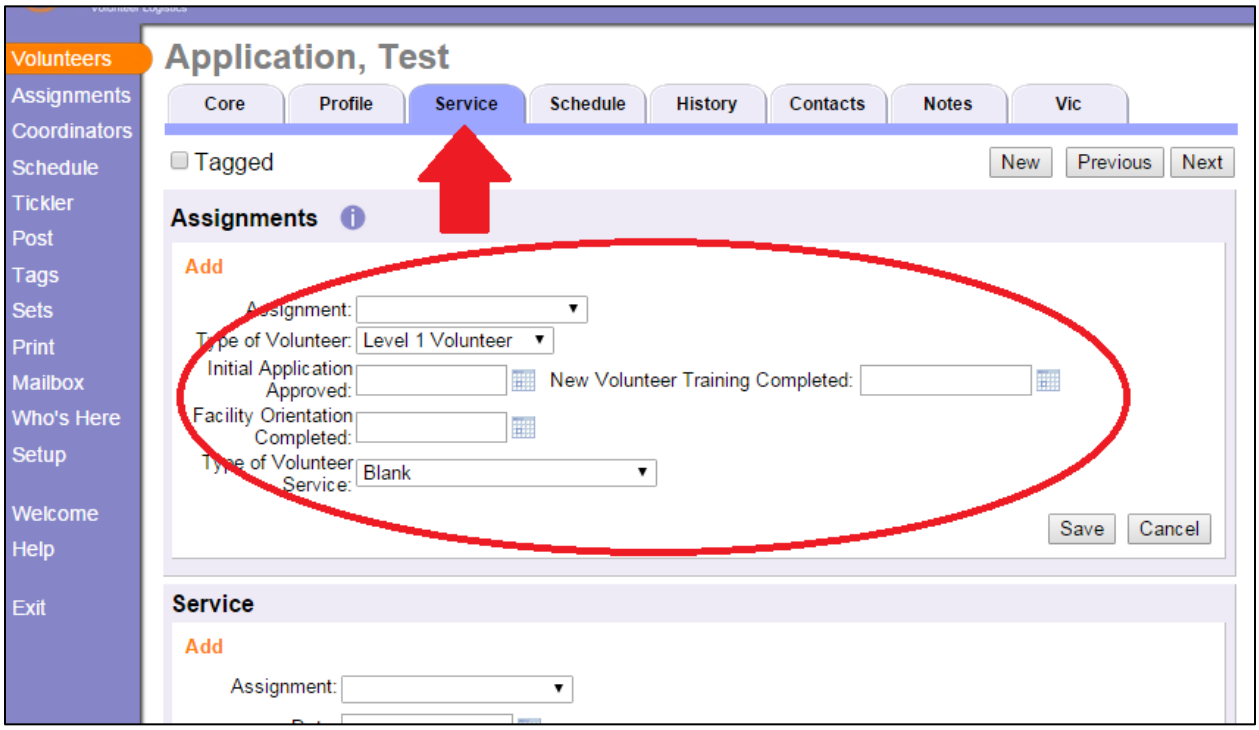
NOTE: Skip the Profile tab. All of the information in the Profile tab was already populated with the volunteer's online application entries.

B. Update Service Tab

The **Service** tab will be used to view the facility the volunteer is assigned to, the type of volunteer, the date the initial application was approved, the date the new volunteer training is completed, the date the facility orientation was completed, and the type of volunteer service.

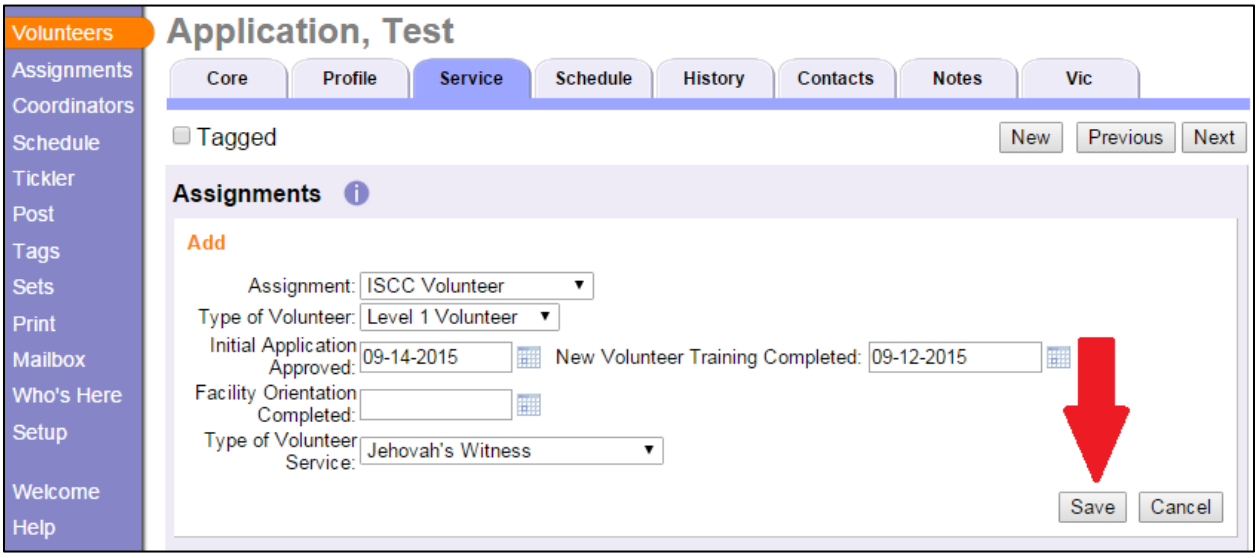
1. Select the **Service** tab. There will be a box for **Assignments** and a box for **Service**.

   Enter the following volunteer information in the **Assignments** section:

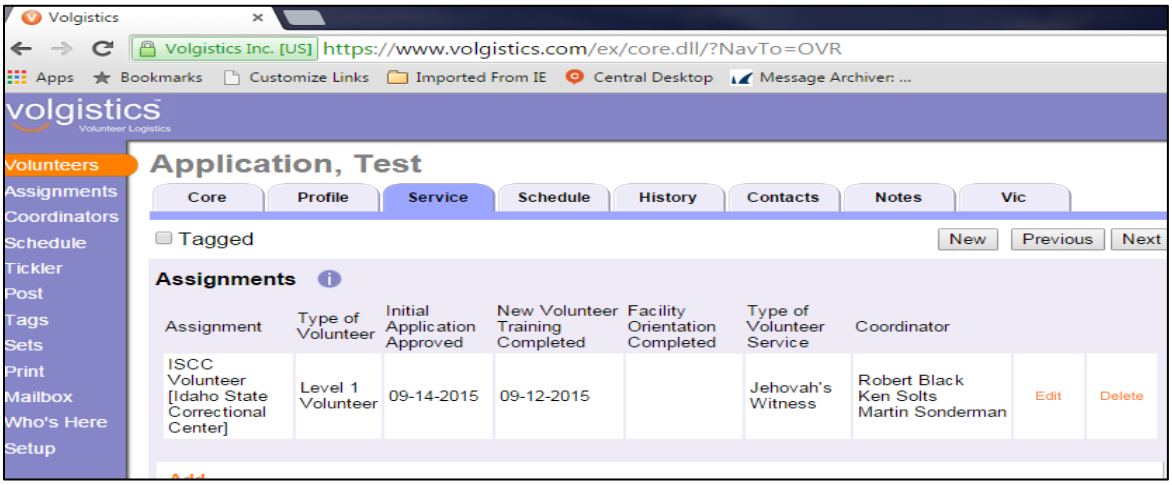


2. Select your facility from the drop down menu next to **Assignment:**.
3. Select the Type of Volunteer from the drop down menu next to **Type of Volunteer:**. This will automatically default to Level 1 Volunteer, but be sure to select the appropriate category, for example, if the volunteer is a limited service volunteer, that option needs to be selected from the drop down.
4. Enter the date the volunteer's initial application was approved in the **Initial Application Approved:** section. If you do not have record of the date the initial application was approved, enter the date of the last signature of the most recent application.
5. Enter the date the New Volunteer Training was completed in the **New Volunteer Training Completed:** section.

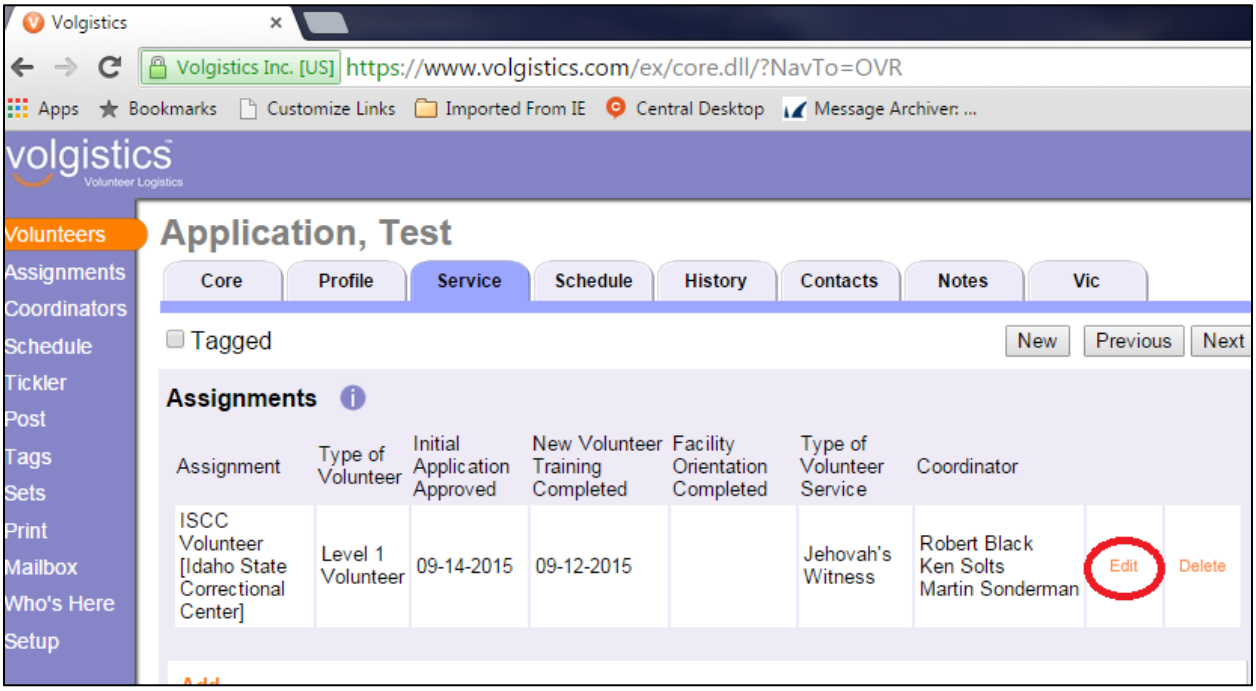
NOTE: New Volunteer Training is <u>different</u> from the Annual Refresher Training.

6. Enter the date the Facility Orientation was completed in the [Facility Orientation Completed:] section. If this hasn't been completed yet, leave it blank.
7. Select the type of service from the drop down menu in the [Type of Volunteer Service:] section. This list includes the most common types of volunteer service, including faith-based and secular options (e.g. AA/NA, Vocational, etc.).
8. 

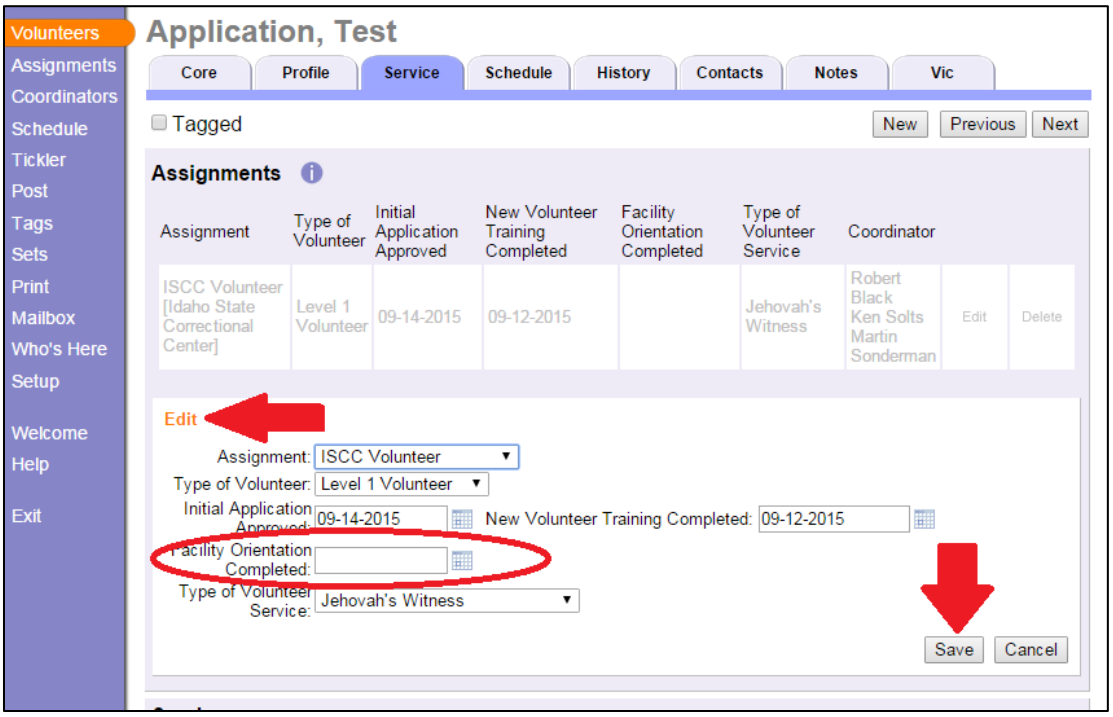
9. Once the information is entered, click [Save].
10. The information entered will be saved as a line item under assignment. Notice, the Coordinator column will automatically populate the VRC's name based on the facility.



11. If you need to edit, the information, select the small orange [Edit] button to the right of the entry.



12. For example, to update the Facility Orientation Completed date, select the orange Edit button. An Edit section will pop up.



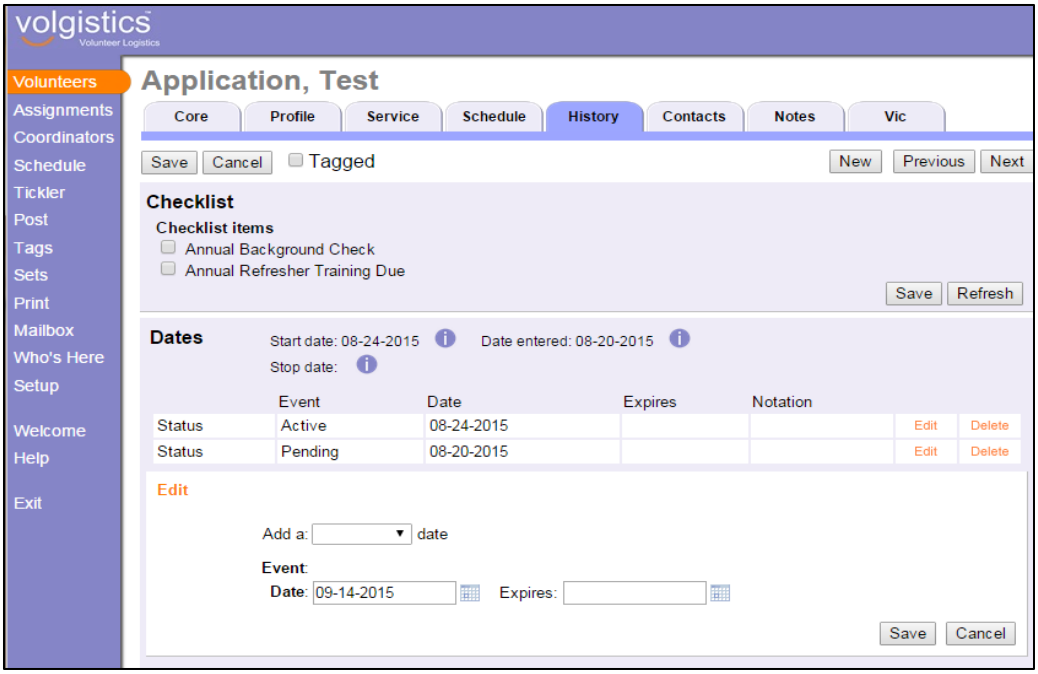
13. Enter the Facility Orientation Completed: in the Edit section and click Save.

NOTE: Skip the Schedule tab at this time. The volunteer's schedule cannot be added through this tab, but will be added through the Schedule section after all of the volunteer records are added.

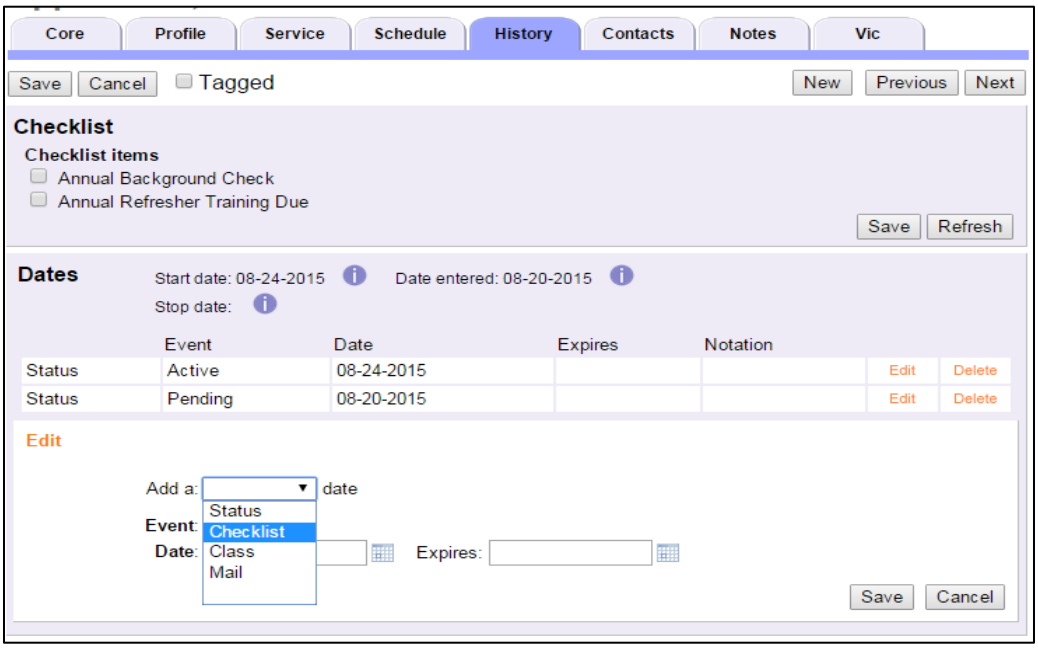
C. Update History Tab

The History tab is used to document "Checklist" items. Checklist items include the Annual Background Check and the Annual Refresher Training. These are two items that are required on an annual basis. Updating this tab is one of the most important steps!

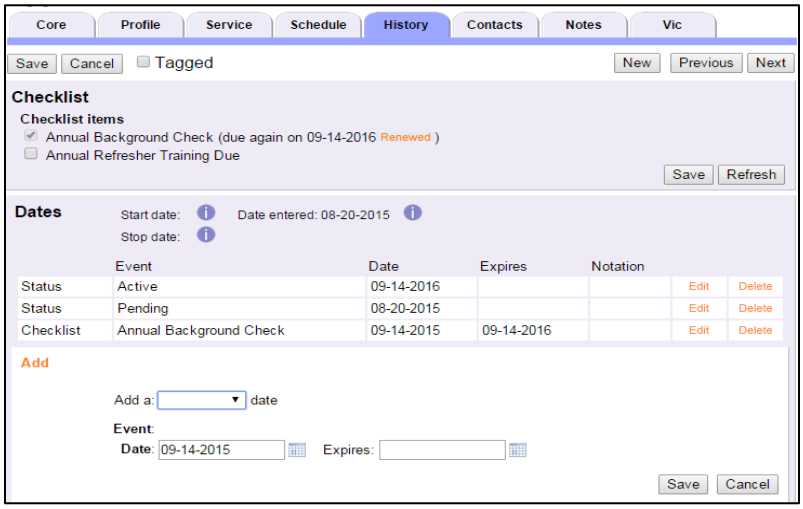
1. Go to the History tab. Notice, the status change from **Pending** to **Active** is automatically documented in this tab.



2. In the Edit section of the History tab, select **Checklist** from the dropdown menu.



3. Under Event, the two checklist items will be available in the drop down menu.
   a. Select Annual Background Check.
      i. In the Date: section, enter the date of the last signature on the Volunteer Application Review Form.
      ii. In the Expires: section, **enter one of the four quarterly due dates: January 1, April 1, July 1, or October 1 of the following year. Make sure the due dates of your volunteer population are staggered evenly between the four dates, i.e. ¼ are due January 31, ¼ are due April 30, ¼ are due July 31, and ¼ are due October 31 of the following year.**
      iii. In the Notation: section, leave this section blank until it's complete.
      iv. Click Save.



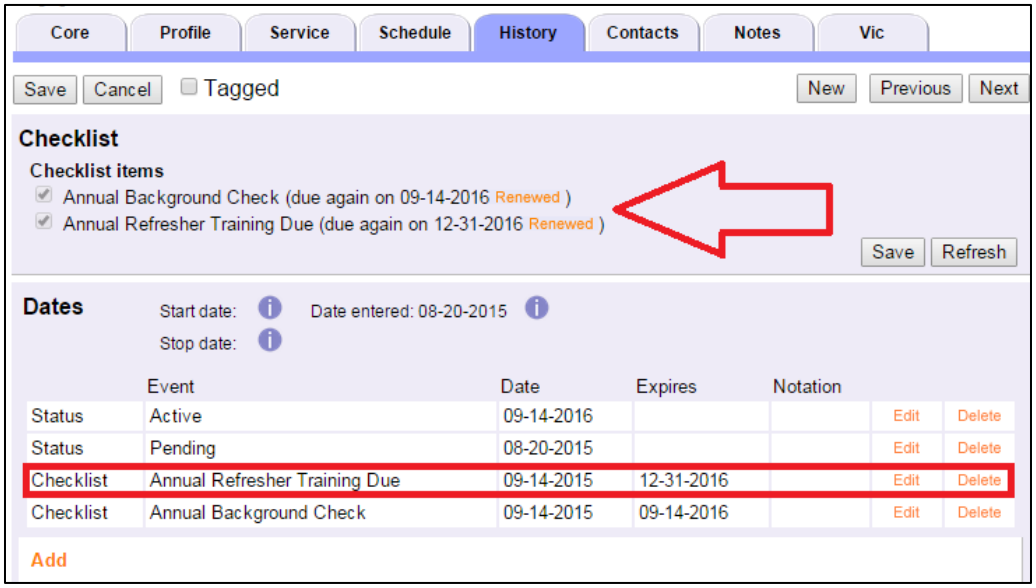
b. Select Annual Refresher Training Due

i. If this is a new volunteer, enter the date the New Volunteer Training as completed in the Date: section.

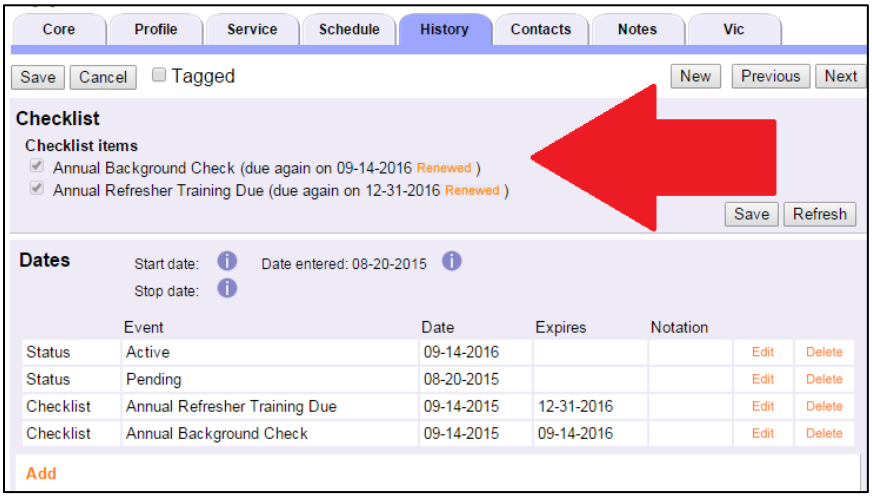
ii. Training is good for a full calendar year. In the Expires: section, enter December 31 of the next calendar year. For example, if the New Volunteer Training was completed on 9/14/15, enter 12/31/16.

iii. In the Notation: section, leave this section blank until it's complete.

iv. Click Save.



NOTE: The Checklist items will automatically update at the top of the screen with the expiration dates entered! Make sure you enter the expiration date and that it's accurate!



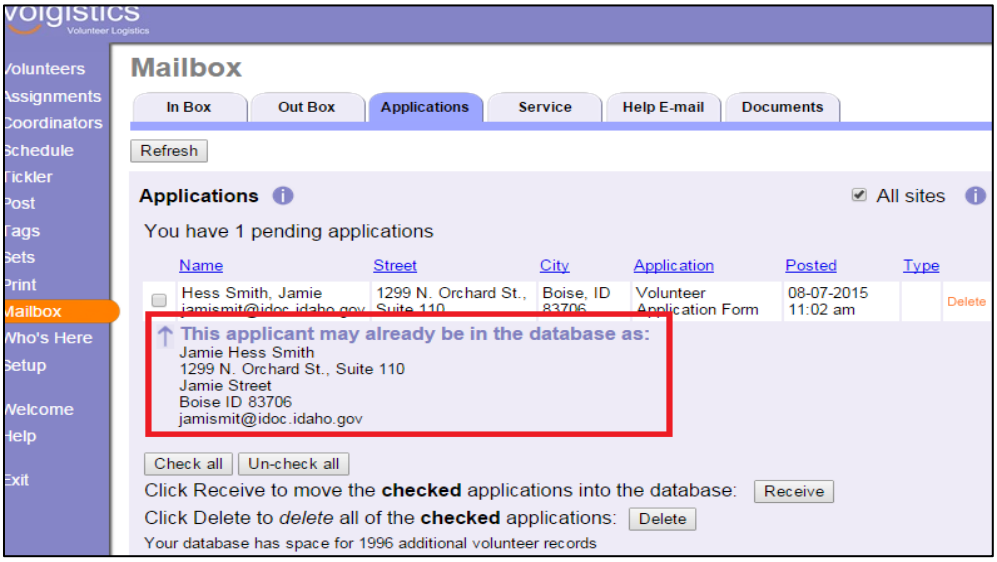
4. Notice, the check box is checked next to this checklist item, but the next expiration date is documented. **<u>Do not</u>** click on the Renewed button next to the Checklist item!

Note: If you click on the small orange Renewed button next to the Checklist item, the item will automatically be marked completed and will be added as a line item in the Dates section of the History tab. Be careful **<u>not</u>** to select this button if the item hasn't actually been completed!!!

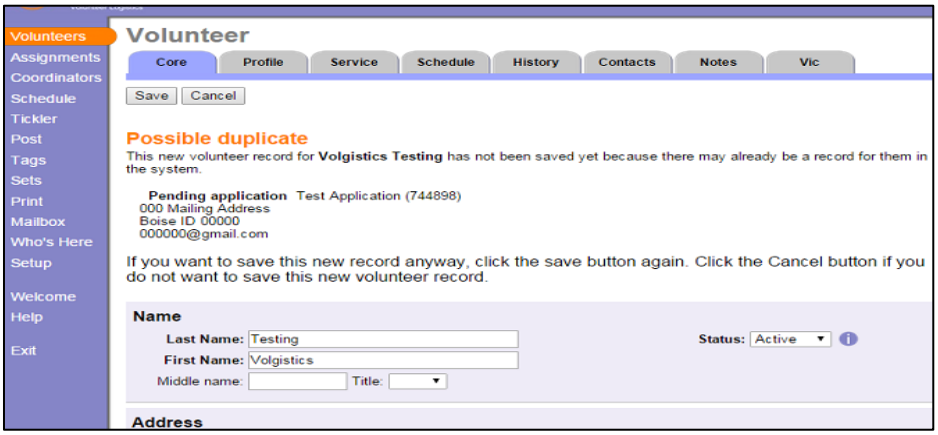
VI. Duplicate Volunteer Records

Volunteers continuing to volunteer DO NOT need to resubmit their application on an annual basis! The Department will complete a background check and approval of the volunteers on an annual basis, but this no longer requires re-application.

1. If they resubmit an online application, Volgistics will recognize that it may be a duplicate. If this occurs, go to your Mailbox, click the Applications tab. Check the box next to the application and click Delete. It's important to delete the application if the volunteer is already in the database because the application will create a new volunteer record and there will be a duplicate in the system.



2. If you manually enter a volunteer that is already entered in the system, Volgistics will identify if there is a duplicate. Click Cancel and do not enter the duplicate record.



3. If a duplicate record is entered, contact the Administrator and request the deletion of the duplicate. Make sure you know which volunteer record needs to be deleted.

VII. Volunteer at Multiple Facilities

A. New Volunteer

1. When submitting the online volunteer application, volunteers are only able to select one facility.
2. If the volunteer wants to volunteer at additional facilities, notify the VRC(s) at the other facility site(s).
3. VRC's statewide will be able to access the volunteer application through Volgistics and the signed Volunteer Application Review Form from the P Drive.
4. Make sure the Volunteer Application Review Form is completed for **each** site prior to accessing additional sites.

B. Route Clean Volunteer Application Review Form for Facility Approval

1. Obtain the other facility's Application Review Form from the Docs tab. Make sure the background check has been completed within the year.
2. On a clean Volunteer Application Review Form, note that the background check has been completed and reference the date.

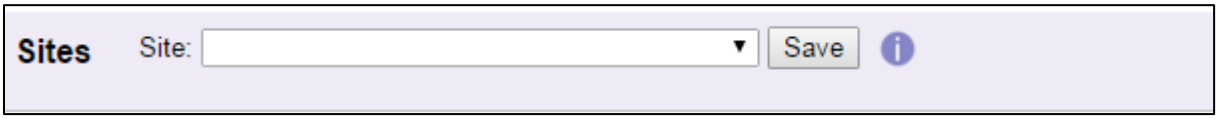
If applicable, ILETS Results	
Also known as/Alias:	
States Needing Query Run:	
Disclosures:	
Relatives in System:	
Felony Record? ☐ Yes ☐ No	Misdemeanor Record within 5 years? ☐ Yes ☐ No
Valid Driver's License? ☐ Yes, State Issued: ☐ No	Motor Vehicle Record? ☐ Yes ☐ No
Brief description of record(s): **Please see SICI's Review Form notes. The background check was completed on 3/30/16.**	
ILETS Operator Signature:_____	Date:_____

3. Complete the VRC section of the clean form.
4. Take the other facility's completed Volunteer Application Review Form and the clean one for your facility and route it for facility approval.

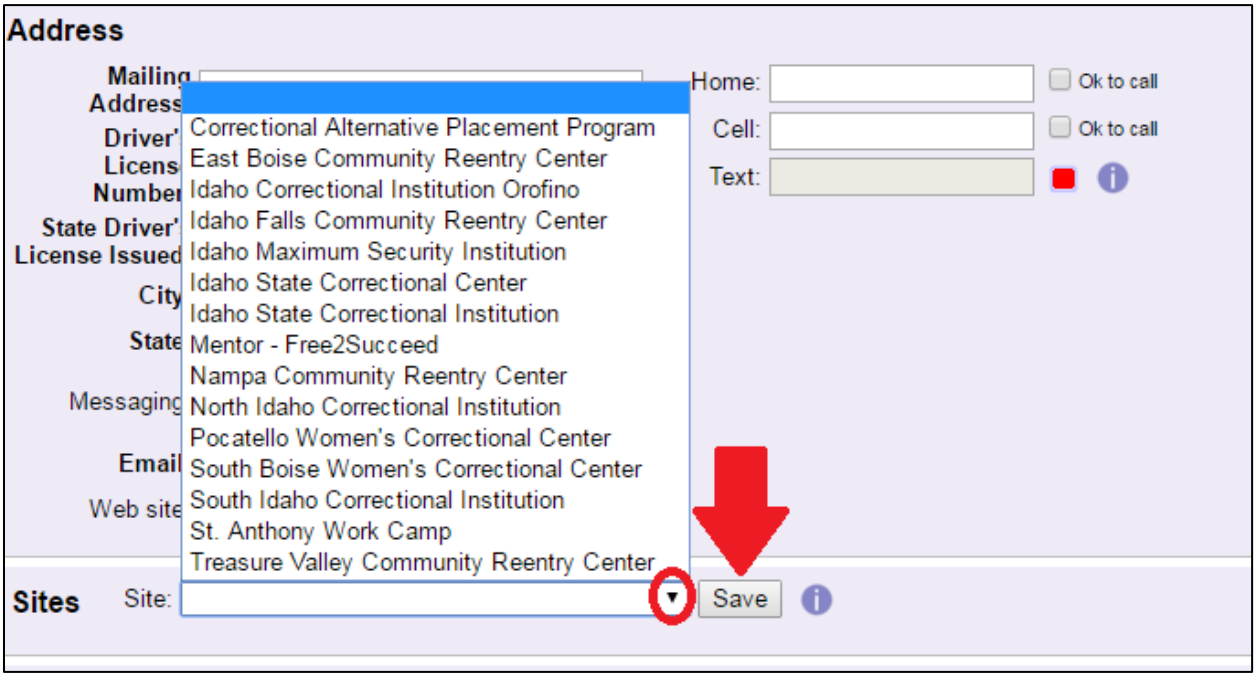
C. Adding a Facility to Volunteer Record

1. If approved, notify the volunteer of the approval, scan and save the completed Volunteer Application Review Form in the Docs tab in accordance with Section V., G. Save the Volunteer Application Review Form in the Docs Tab.

2. Select Volunteers from the left column menu. Navigate to the volunteer's record. Under the Core tab, you will see a Sites section.



3. Select your facility from the dropdown and click Save.

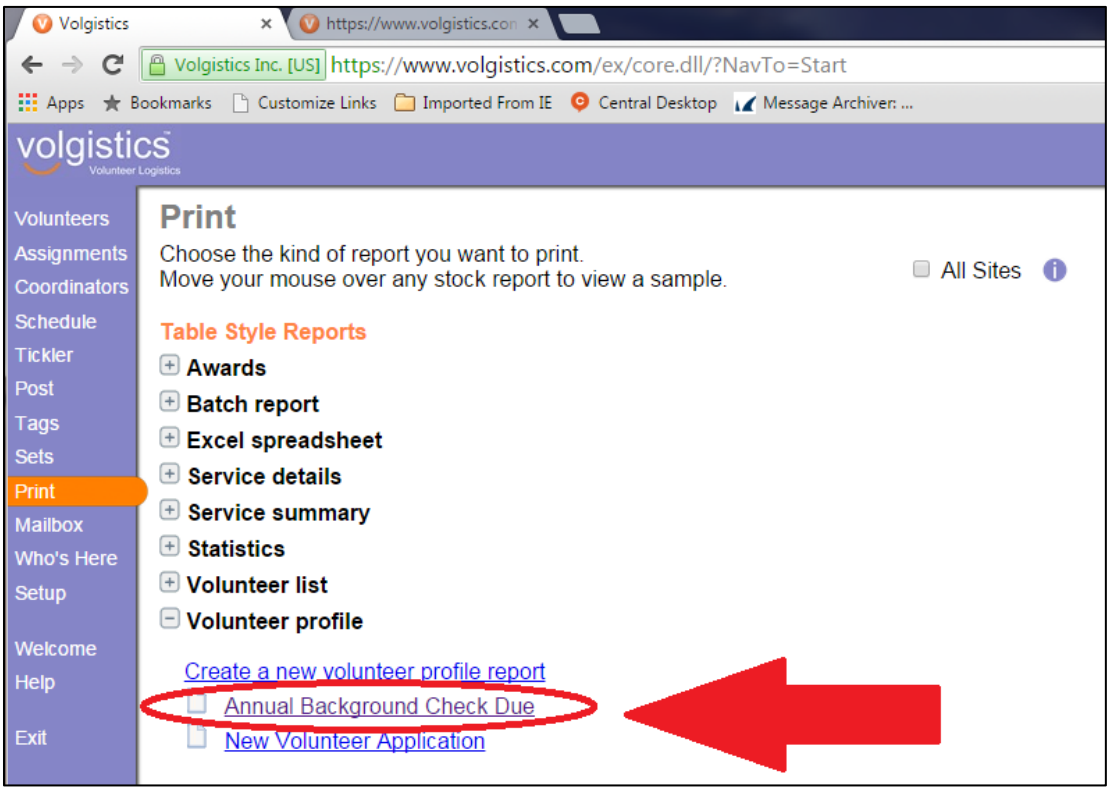


4. Go to the volunteer's Service tab, and add the facility under Assignments with the applicable information in accordance with Section V., B. Update Service Tab.

VIII. Annual Background Check

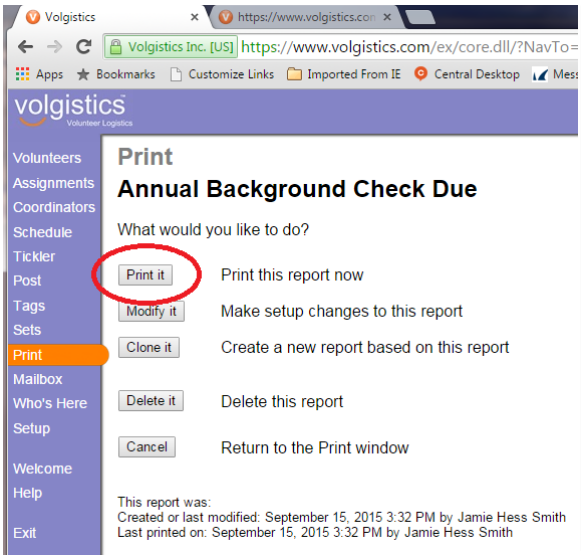
VRC's are required to initiate an annual background check on a quarterly basis. During implementation of Volgistics, backgrounds were staggered evenly to be due on a quarterly basis. E.g. ¼ of the applications will be due January 31, ¼ will be due April 30, ¼ will be due July 31, and ¼ will be due October 31, of the following year. All due dates for the background check to be completed must fall on one of the four dates. If it does not, contact the Volgistics Administrator.

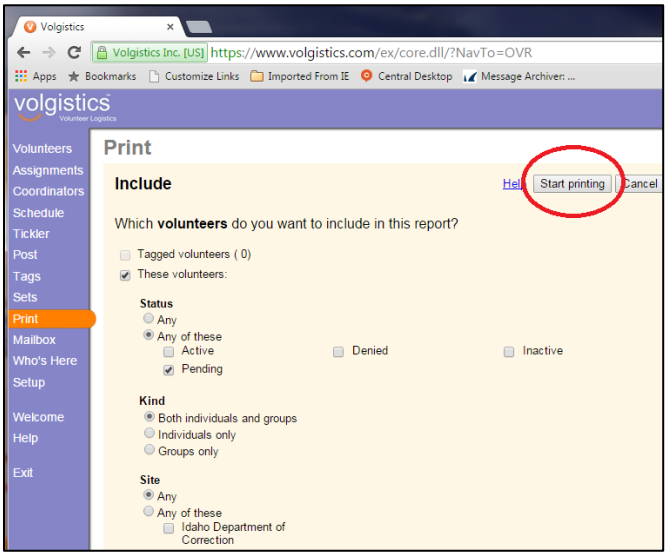
1. Select Print from the left column menu. Click the plus sign to the left of Volunteer profile. Click Annual Background Check Due.



2. Click Print it. Then, click Start printing.

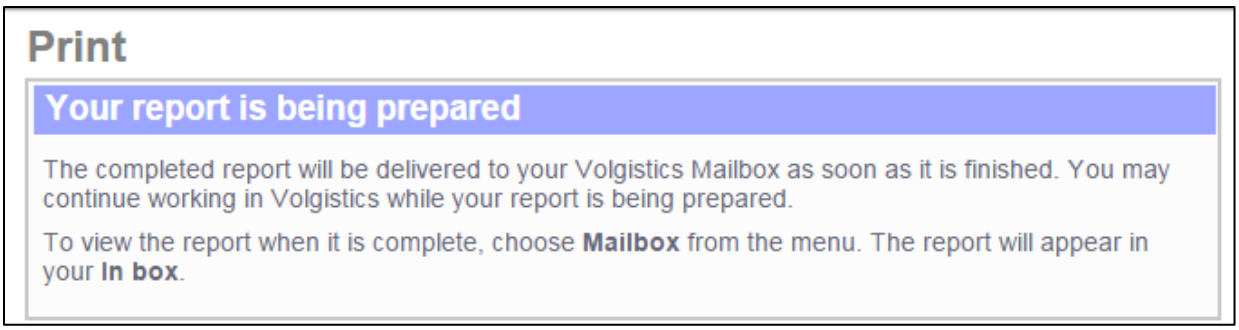
Note: Please do **NOT** make any changes on this page. The report is already set up.



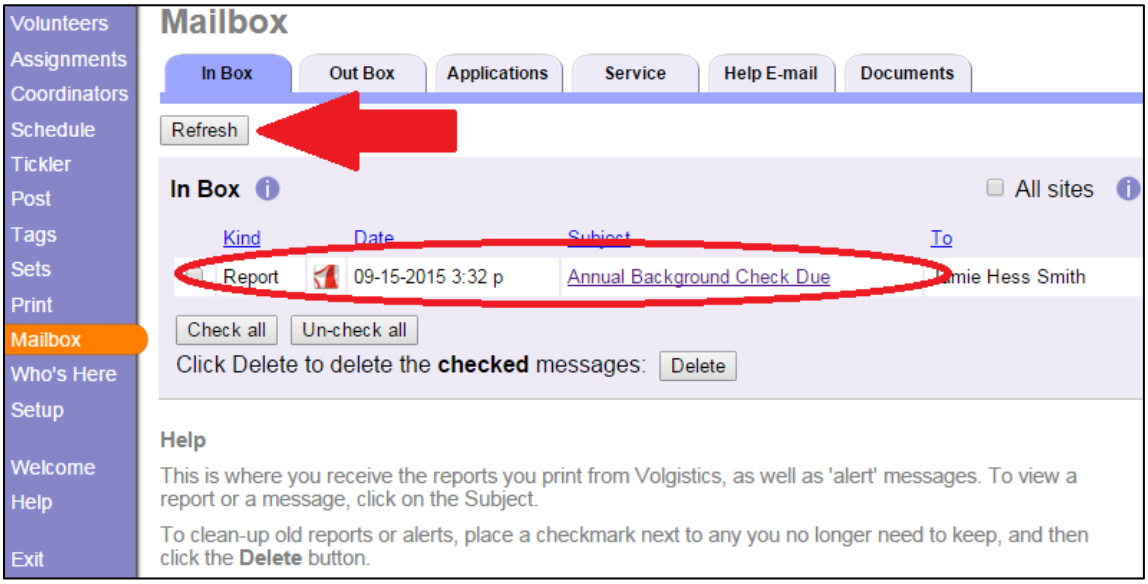


Note: The application will not actually print. It will be sent to your Mailbox.

3. Once you click Start printing. You will receive the following notification:

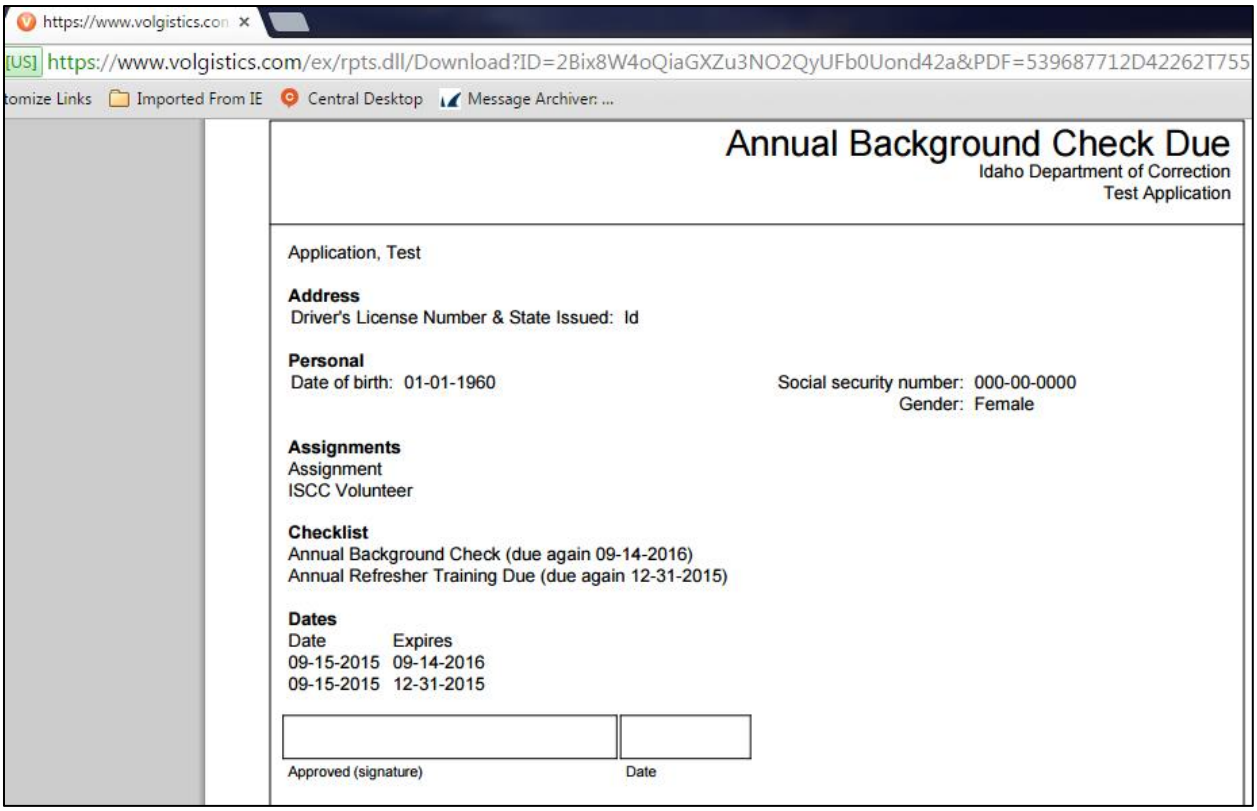


4. Select Mailbox from the left column menu. Notice, you will automatically be in the In Box tab. Click the Annual Background Check Due report. If you don't see the report, click the Refresh button from the Volgistics screen, **<u>not</u>** the website window.



5. A new window will pop up with the report.

NOTE: The report includes the information the ILETS Operator needs to run a background check: volunteer name, driver's license number and state issued, date of birth, SSN, and gender. There is also the Assignment, so we know which facility/facilities the person volunteers at, and the checklist information.



6. Print the report and submit it to the ILETS Operator. Notice, there is a signature block for the ILETS Operator to note whether the application is approved.
7. If the status of the volunteer's background check has changed from the previous year, the ILETS Operator will need to complete a new Volunteer Application Review form.

Volunteer Application Review Form
For use by the Idaho Department of Correction ONLY

Volunteer Name:_____Date:_____
Last *First* *M.I.*

ILETS Operator	
Criminal Background Check ☐ No criminal record. ☐ No misdemeanor drug conviction within the last 3 years. ☐ No felony conviction. ☐ Has misdemeanor drug conviction within the last 3 years (Complete section below). ☐ Has a felony conviction (Complete section below).	
Is the volunteer on an offender visiting list? ☐ Yes ☐ No	
ILETS Operator Name (Print):	Assoc. #:
Work Location:	Phone:
If applicable, ILETS Results	
Also known as/Alias:	
States Needing Query Run:	

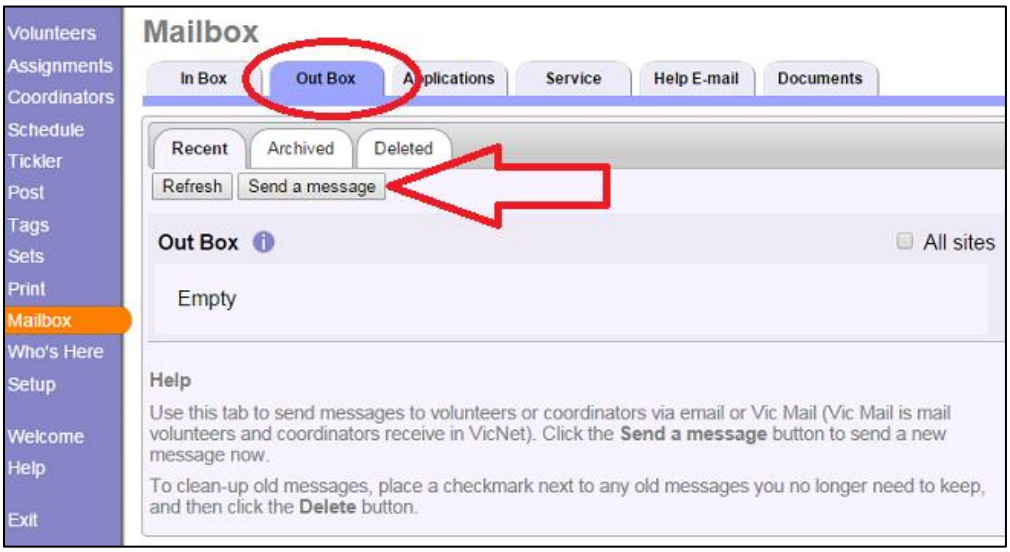
Note: If nothing changed from the previous year's background check, the application **DOES NOT** need to be routed for facility approval.

IX. Mailbox

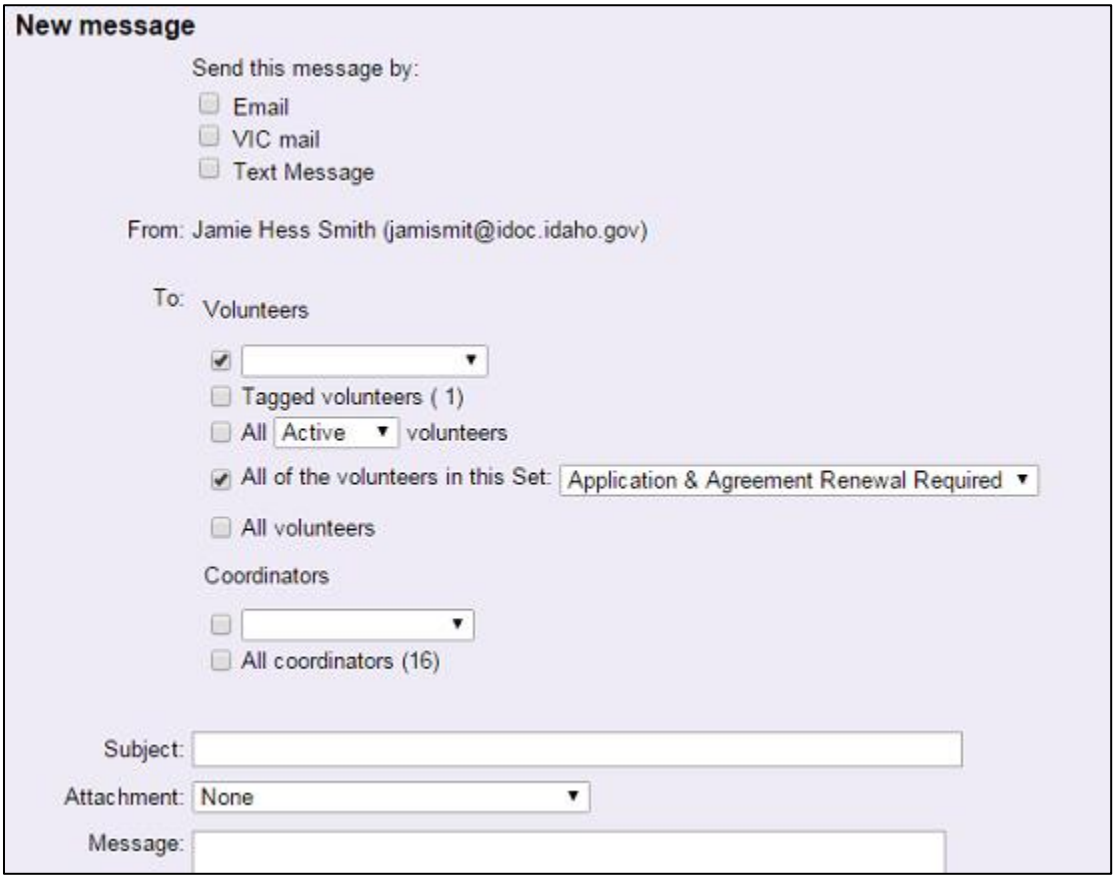
A. Sending Messages to Volunteers

1. Select Mailbox from the left menu column. Go to the Out Box tab.

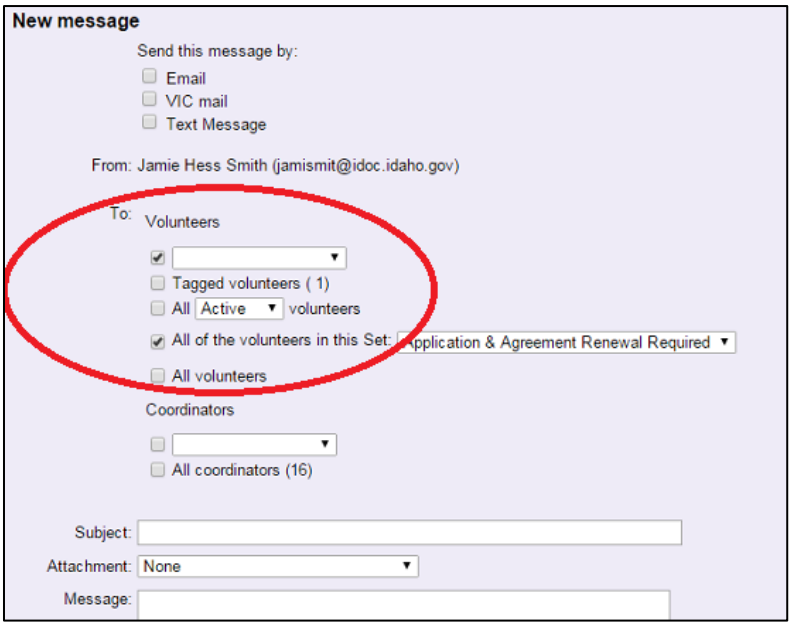
2. Select Send a message.



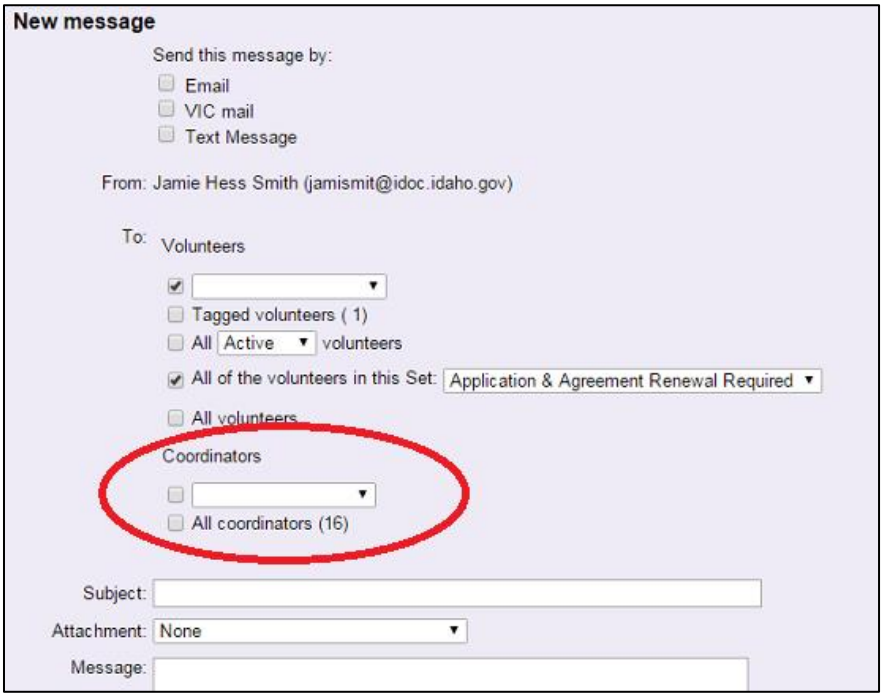
3. From there, you can send a message by Email, VIC mail, or Text Message. The Email option will send the message to the volunteer's personal email that was entered in their volunteer record. VIC mail will go to the Volunteer Portal. Text Message will go to the volunteer's cell phone. Check the box next to the option you wish to send the message.



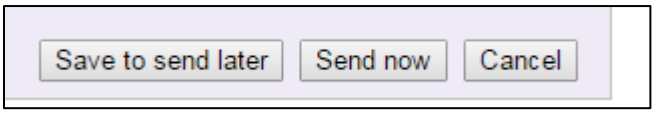
4. Under "To:" you can send it to Volunteers and/or Coordinators.
   a. Under Volunteers, you can select a volunteer from the drop down men, select Tagged volunteers, certain volunteers based on their status (Active, Pending, Denied, or Inactive), volunteers within a specific Set, or all volunteers.



   b. Under coordinators, you can select a specific coordinator from the drop down box, or send the message to all of the coordinators.

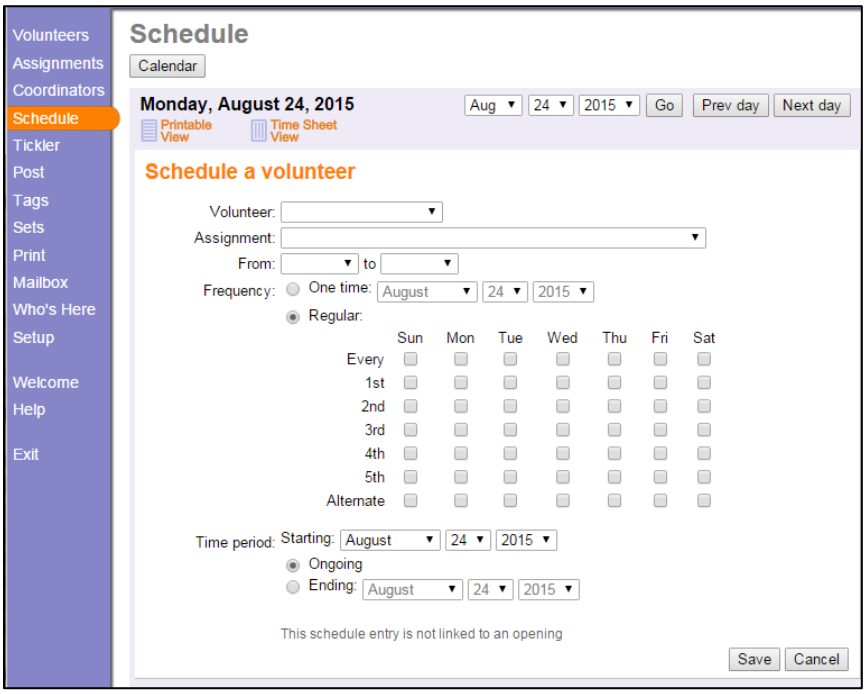


5. Enter the subject of the message, any attachments needed, and the message. Remember, you are representing the volunteer services for the entire Department. Make sure your message is professional and related to the volunteer services.
6. At the bottom of the page, you can Save to send later, Send now, or Cancel.

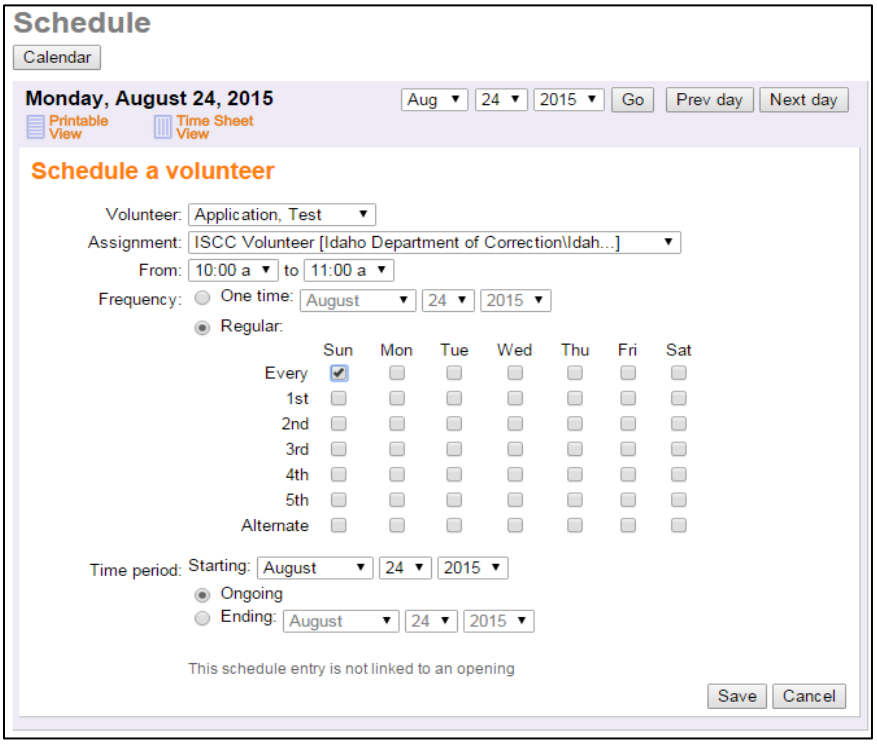


X. Scheduling

1. Select the Schedule tab from the left menu column.



2. Select the volunteer from the drop down menu. Enter the volunteer service schedule information.



3. Click Save.

4. Select Volunteers from the left menu column. Navigate to the volunteer's record. Select the Schedule tab. You will see the volunteer service schedule that was just entered from Schedule.