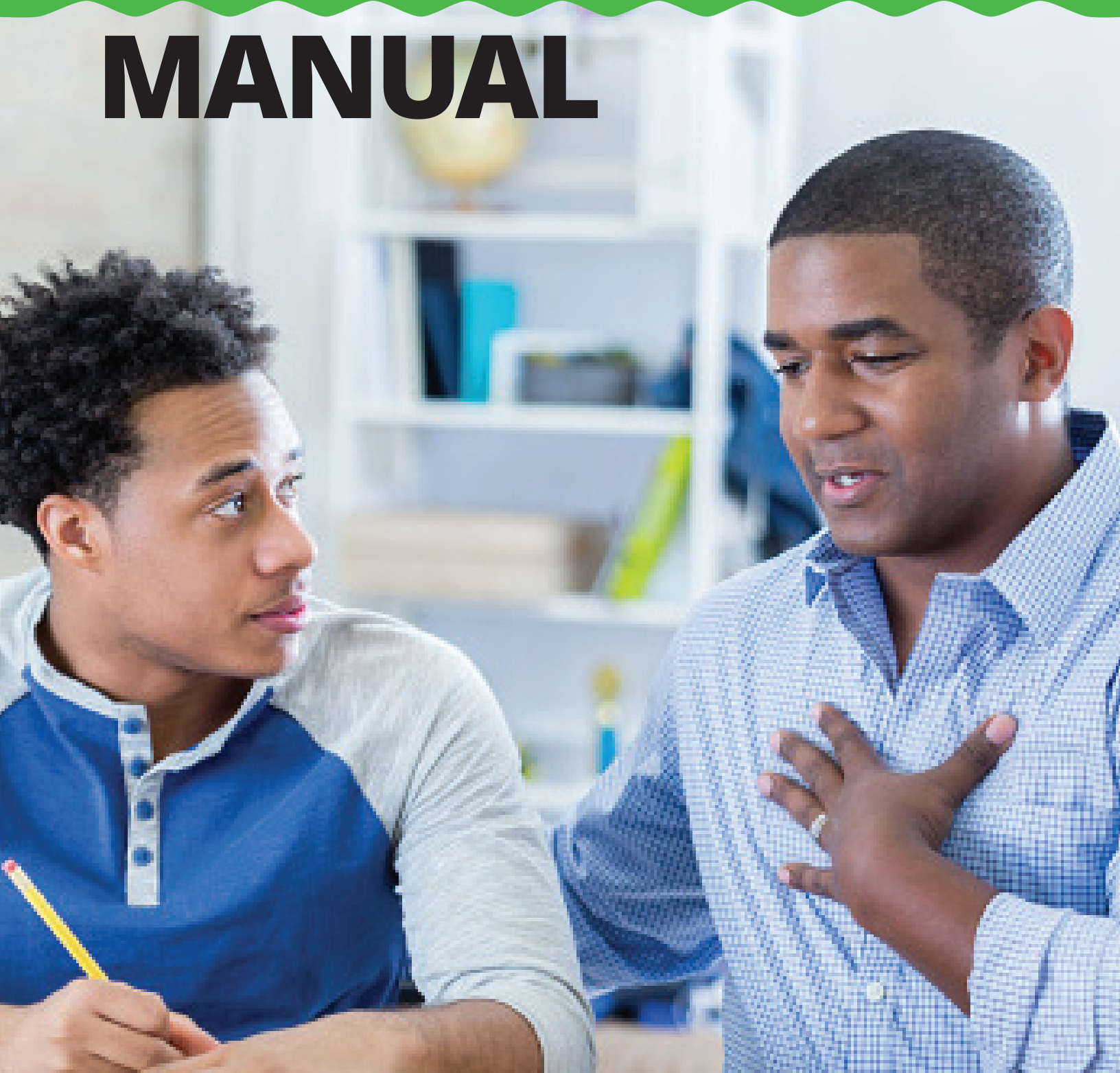




Youth &
Family Justice

Volunteer

MANUAL





Volunteer MANUAL

Dear DYFJ Volunteer,

Congratulations on becoming a Volunteer with the Division of Youth and Family Justice! We appreciate your commitment to volunteerism and your participation in helping ACS fulfill its mission to protect and promote the safety and well-being of New York City's children, young people, families, and communities. Your role as a Volunteer will have a direct impact on the lives of the children, young people, families we serve, as you will be working alongside DYFJ staff and our community partners to ensure that the programs and services that are offered to them meet their needs as well as meets the needs of the community. Together, we look forward to providing you and all our volunteers with a meaningful service experience.

The enclosed guidelines are intended to inform you of the history of the Division of Youth and Family Justice (DYFJ) -- our vision, our mission and values, our program continuum -- and the structure and operation of the volunteer program. Our goal is to support and help you to become the best volunteer you can be. We are excited to have you as a member of our dedicated group of volunteers. Your volunteer service is important to us and, most importantly, that you enjoy the satisfaction of knowing your time and energy was spent contributing to the care and the delivery of quality programs and services to our City's most vulnerable populations.

Thank you for your service!

Charles Barrios

Charles Barrios
Associate Commissioner



Table of Contents

About the Division of Youth and Family Justice.....	4
Our Continuum of Services	5
I. The Volunteer Program	8
II. Code of Conduct.....	9
III. Volunteer Assignments	11
IV. First Day	12
V. Security Expectations in Secure Detention Facilities	13
VI. Events and Recognition	16
VII. Appendices	17
a. Prison Rape Elimination Act (PREA).....	17
b. Contact Information.....	17
c. Accessibility and Transportation.....	18



About the Division of Youth and Family Justice

OVERVIEW

The Administration for Children's Services was created in January 1996 as New York City's first ever agency devoted to children, youth and families. In 2002, the NYC Department of Probation transferred the PINS (Persons in need of Supervision) Diversion program to ACS where it was renamed the Family Assessment Program (FAP). In 2007, ACS launched the Juvenile Justice Initiative (JJI), which became (and remains) the largest Alternative to Placement (ATP) program in the city. In 2010, to improve outcomes for youth involved with the juvenile justice system, the NYC Department of Juvenile Justice was merged into ACS and the Division of Youth and Family Justice (DYFJ) was created within ACS to oversee and manage all these programs. This merger signaled NYC's commitment to taking a more therapeutic approach to juvenile delinquency by providing young people with earlier and easier access to a wide assortment of community-based programs and services to address at-risk and delinquent behavior.

In 2012, the Governor signed Close to Home legislation--transferring responsibility for all but the highest risk/needs youth placed by the NYC Family Court to ACS--to receive treatment and supervision services near their families and communities. Most recently, in 2017, Raise the Age legislation passed raising the legal age of adult criminal responsibility from 16 to 18. This expansion of DYFJ's responsibilities has resulted in a comprehensive juvenile justice continuum of services for youth and families in New York City that includes:

- Community-based preventive and alternative services for youth who are at risk of delinquency or placement, and their families;
- Secure and non-secure detention services for youth who are arrested and awaiting court resolution; and
- Rehabilitative, therapeutic residential services for all youth placed with New York City as adjudicated juvenile delinquents, as well as aftercare services upon their return to the community, as part of the Close to Home initiative.

OUR VISION:

By supporting youth, families and communities, DYFJ helps young people become positive, and contributing members of society.

OUR MISSION:

We promote public safety and improve the well-being of youth, families and communities by ensuring quality care and creating opportunities that are youth-centered and family-focused. We carry out this mission through innovative and research-based programming that includes therapeutic services, safe and secure custodial care, responsive health and behavioral health care, supportive reentry services and opportunities for educational achievement.



OUR VALUES:

- We appreciate the inherent strengths and potential of youth, families, staff and our partners.
- We are committed to creating policies and practices that acknowledge the strengths and needs of youth, families and communities and that support youth in making positive decisions in their lives, by:
 - Eliciting their input;
 - Ensuring youth, families and communities are partners in care; and
 - Providing safe and therapeutic environments that challenge youth to grow and thrive to their maximum potential.
- We acknowledge that youth should be supported in the least intrusive manner and connected to their communities and families in a safe and nurturing environment, whenever possible. We take pride in our work, by holding ourselves to the highest standards, accepting responsibility for our actions and the resulting outcomes, and demonstrating integrity in all that we do.

OUR CONTINUUM OF SERVICES



COMMUNITY-BASED ALTERNATIVES (CBA): CBA oversees several programs that prevent young people at-risk from getting involved in the justice system; and divert juvenile justice-involved youth from being detained or placed in a residential setting. Programs and services include: The Family Assessment Program (FAP), Juvenile Justice Initiative (JJI), Respite Care, Confirm, and the Cross-over Youth Practice Model.

DETENTION: DYFJ provides secure and non-secure detention (NSD) services for Juvenile Delinquents, Juvenile Offenders and Adolescent Offenders whose cases are pending in the Family or Criminal Courts. Judges decide whether youth should be detained while their court cases are being resolved, and in which type of residential setting youth should reside, depending on the youth's risk level.

SECURE DETENTION - DYFJ DIRECTLY OPERATES TWO SECURE DETENTION FACILITIES:

Horizon Juvenile Center, a specialized juvenile detention center located in the Mott Haven section of the Bronx, and Crossroads Juvenile Center, located in Brownsville, Brooklyn. Secure detention is typically reserved for youth who pose the highest risk, including Juvenile Offenders who have been accused of committing serious offenses. Secure detention facilities have physically restrictive hardware and procedures, such as locked doors.

While in secure detention, Youth receive comprehensive education services in small classroom



settings provided by the New York City Department of Education (DOE) Passages Academy. Youth participate in a wide range of pro-social afterschool activities including music, art, creative writing, gardening, yoga, and dance. Many spend their time creatively by working with arts organizations, including opportunities for summer internships, and sometimes give performances to family members. Special activities such as teen workshops, motivational speakers, and sports tournaments take place on a regular basis. Youth also participate in after school activities provided through the Department of Youth and Community Development (DYCD).

Direct access to 24-hour health care is provided through contracted providers with an array of medical professionals such as doctors, nurses, and dentists, with access to outside specialists when needed. On-site comprehensive counseling, mental health, psychology, psychometric assessment and psychiatry are provided to meet the needs of youth we serve. Paid staff and volunteers are available to provide voluntary spiritual and religious counseling to youth. Services are available on weekdays, weekends, and holidays.

A case manager helps each youth identify their needs, adjust to detention, facilitates and maintains contact between the youth's family and lawyer, monitors the court case, and participates in the coordination of the youth's medical, mental health, education, programming and social service needs. Youth Development Specialists (YDS) supervise youth in all daily activities; mentoring them in group settings and helping them develop positive plans and goals. YDS monitor youth behavior by providing a range of crisis intervention methods including verbal de-escalation skills and safe physical restraint.

NON-SECURE DETENTION (NSD) Offers a less restrictive alternative to secure detention for Juvenile Delinquents who are remanded to DYFJ custody. NSD facilities are group homes that lack physically restrictive hardware, construction, and procedures. Each home houses twelve or fewer youth, offering young people a supportive, family-like environment and close supervision during their time in detention. DYFJ oversees a network of NSD group homes located throughout New York City through contracts with non-profit social service organizations.

Upon admission to NSD, youth receive medical and mental health screening, assessment, evaluations, and clinical services as necessary. The Youth receive education services at two Passages Academy sites in the community that solely serve juvenile justice-involved youth: Belmont in Brooklyn and Bronx Hope in the Bronx. Youth in NSD homes participate in a variety of recreational activities such as field trips, museum visits, book clubs, plays, concerts, sporting events, community service, and other programs in the community. Youth also participate in after school activities provided by the Department of Education (DOE) and the Department of Youth and Community Development (DYCD).



CLOSE-TO-HOME:

RESIDENTIAL PLACEMENT allows young people who are found to be responsible for committing a delinquent act by the Family Court to receive placement services in a program in, or close to, the communities where they live. In general, placement is a combination of time in a residential program and time in the community (i.e. aftercare) with services and monitoring. Once the Family Court orders the placement of a youth with Close-to-Home, ACS begins the process of evaluating the needs of the youth to determine appropriate placement and develop an individualized service plan. ACS gathers information about the youth from different sources, interviews the youth and their family, and matches the youth to the Non-Secure Placement (NSP) or Limited Secure Placement (LSP) provider that can best meet their needs.

After a decision regarding the residential provider is made, ACS holds a meeting with the youth, the family, the Close-to-Home provider, and the ACS Placement and Permanency Specialist (PPS) assigned to the youth to discuss the placement decision and address any questions.

The decision on the length of stay in residential placement is made based on the needs of the individual youth. Generally, young people remain in residential care presumably 6 to 7 months. Their assigned Placement and Permanency Specialist (PPS) works with the young person throughout the placement and aftercare periods, as well as the Close-to-Home provider, family members, community-based programs, and school, to help the youth stay on track.

ACS contracts with non-profit providers to operate Close-to-Home facilities in or right outside of the five boroughs. Each NSP residence is designed to look and feel like a home environment. Typically, young people who are ordered to an LSP setting present higher risks compared to those who are placed in an NSP setting. LSP homes have more restrictive security features compared to NSP group homes, such as fencing and control rooms, to ensure the safety of Youth, program staff, and local communities. A few Close-to-Home providers offer specialized services and programs for youth who come to our attention with specific needs or challenges.

The PPS regularly assesses the youth's progress and connects the youth and the family to additional services as needed throughout placement. The PPS collaborates with the DOE to determine the academic needs of a youth in order to transition him/her to a community school upon release.

AFTERCARE SERVICES planning begins prior to the youth's release to the community, as soon as he or she is placed in Close-to-Home. The PPS worker along with our contracted provider outlines the treatment goals for the youth, identifies service needs, addresses barriers to release, and works with the aftercare provider to ensure that all the necessary services are in place in the community before the youth is released from their residential placement.

These same non-profit providers administer aftercare services. Upon completion of their residential stay, youth transition back into the community, receiving aftercare support and supervision for the duration of their dispositional order. During aftercare, providers focus on family engagement and home-based services to help the youth and the family adjust to the transition. The PPS worker will continue to monitor the youth's progress in the community to make sure the youth is receiving all the necessary services.



THE VOLUNTEER PROGRAM

OVERVIEW

In 2016, the Division of Youth and Family Justice, with the sponsorship of NYC Service, chartered a new course by formally establishing its very first Volunteer program. Through the volunteer program, DYFJ seeks to recruit caring and conscientious adults from communities across New York City to work with DYFJ staff, ACS-contracted staff and community partners to support a diverse range of activities for justice-involved youth ACS and DYFJ have a history of partnering with community and faith-based volunteers and interns to supplement its service delivery and operations, by leveraging grass roots and community support.


DYFJ seeks to promote its mission and achieve its vision through the following division-wide goals:

1. Reducing youth's involvement in the juvenile and criminal justice system and preventing youth from moving deeper into the system;
2. Contributing to the educational success of youth we serve in our community-based alternatives, detention and Close to Home programs;
3. Increasing family engagement across our entire continuum of services;
4. Improving conditions of care for youth in detention and Close to Home placement.

By making the commitment to volunteer at ACS, your primary function is to help and support ACS staff and our contracted provider agencies and community partners in meeting the needs of the children, youth, families, and communities we serve. It is important to be conscientious as you perform your duties as a volunteer.

Your role as a volunteer enables you to impact the life trajectory of our youth in positive ways. Volunteers can:

ELEVATE YOUTH POTENTIAL – Youth involved in the juvenile justice system have an opportunity to gain a new perspective about themselves and the world around them. Volunteerism provides a platform for education young people on the skills that they can acquire including confidence, communication, responsibility, teamwork, and the sense of personal satisfaction gained by assisting another person while enhancing their social awareness. As a volunteer, the time that you contribute to a youth matters greatly.



EXTEND THE NETWORK OF CARE - Youth in the juvenile justice system receive comprehensive care and supports. In fact, once system-involved, they meet a great number of staffs that are eager to help them. As a volunteer, you get to engage youth at the outset of their juvenile justice involvement and potentially through their stay in residential care to the community.

ENHANCE COMMUNITY ENGAGEMENT – As a volunteer, you can share and use your own experiences and your voice to inspire engagement from the community and facilitate more interaction between folks in the community and public agencies and child serving systems. You can also take direct part in promoting events or services that could potentially assist more people.

CODE OF CONDUCT

All ACS staff are bound by the Code of Conduct, and volunteers are similarly expected to follow the Code of Conduct and to uphold the traditions and standards of ACS as presented in this manual.

Grounds for Dismissal:


Failure to comply with the standards and rules set forth in the ACS Code of Conduct, within this guidebook, and by the division and agency may result in further investigation and/or dismissal or suspension from service and a revocation of all facility access pending an investigation. It is imperative for volunteers to be aware of their surroundings and take advantage of the resources provided to have success in our program.

If you are dismissed from your role, you are no longer affiliated with the agency and therefore must surrender your Volunteer Identification Card to your volunteer supervisor.

PROCESSING AND CLEARANCES - All prospective volunteers are required to apply. Applications are available at both ACS-DYFJ secure detention facilities as well as on the agency's website. An application may be submitted via mail, or email to DYFJ.VolunteerManagement@acs.nyc.gov. Once you submit your application, please allow at least 72 hours for processing, at which time a representative will reach out to you with further information.

All volunteers must meet the following requirements:

- Be at least 18 years of age;
- Provide a reference from a credentialed religious representative. Tutors must provide documentation towards a teaching degree;
- Reside in NYC metro area;
- Be interested in working with young people; and
- Successfully complete background screening



Background Clearance All prospective volunteers are subject to a background clearance process which must be approved prior to receiving a start date. In order to be processed for clearance, you must produce a social security card along with state/government issued non-expired photo identification and bring it to your first orientation.

The following is a list of acceptable forms of identification:

- a. DMV Driver's license/Non-Driver's identification card
- b. Resident alien or permanent resident card issued by the U.S. Department of Justice
- c. NYS benefits identification card (Medicaid/food stamp photo ID)
- d. US Armed Services identification
- e. Consulate-issued or diplomatic identification

Depending on the level of interaction with youth, volunteer applicants will be subject to the following clearances:

Statewide Central Register of Child Abuse (SCR) This clearance checks for the existence of any indicated reports of child abuse and maltreatment against an applicant prior to employment, certification, or licensure in the child care field.

Staff Exclusion List (SEL) The Justice Center maintains a Vulnerable Persons' Central Register (VPCR) that includes a Staff Exclusion List (SEL) containing the names of individuals who have committed serious acts of abuse and neglect and are deemed ineligible to work in a position involving regular and substantial contact with a service recipient.

Criminal Background Check (CBC) If it is determined that your service requires you to have regular and substantial unsupervised or unrestricted contact with persons receiving services in one of our residential programs, you will have to be fingerprinted in order to move forward. This background check takes a substantial look at your criminal background.

Volunteer Identification Card All volunteers must present photo ID when entering a secure detention facility.

All prospective applicants interested in serving as a volunteer with DYFJ must attend an orientation session prior to receiving a start date.



VOLUNTEER ASSIGNMENTS:

No matter where you are assigned as a volunteer, you are a very important part of the daily operation of the agency. All the children youth and families served through our juvenile justice programs are treated with respect and dignity, and expect us and our agency staff, contracted provider agency staff, and community partners to maintain a safe and nurturing environment and to remain responsive to their needs during their involvement with us.

You are not expected to do the duties of the paid staff, rather supplement the tasks and activities that regular employees perform on a regular basis. Volunteers can serve justice-involved youth in three capacities: faith-based, volunteers with specialized skills, and program support.

FAITH-BASED

Justice-involved youth often seek the support of religious leaders to gain insight and guidance. Within each detention facility, we offer chaplain services that provide faith-based services to all Youth that are interested. Volunteers support this mission by extending these services across a multitude of denominations. Faith-based community leaders are invited to host activities with youth in detention in order to provide spiritual guidance and build meaningful connections. Responsibilities include:

- Host faith-based services for youth in detention and placement facilities
- Take the lead in supporting a young person through an ongoing, faith-based relationship
- Serve as a positive role model and leader
- Strive for mutual respect
- Build self-esteem and motivation

VOLUNTEER WITH SPECIALIZED SKILLS (TUTORS, ARTISTS, ATHLETES, ETC.)

Volunteers will provide one-and-one and small group instruction for skill development to detention and Close-to-Home youth. These instructional sessions may assist with youth's academic progress in specific subjects or can include all subjects. Additionally, volunteers are able to support ACS in responding to youth's interest and recreational hobbies.



PROGRAM SUPPORT

DYFJ hosts a multitude of events throughout the year for our youth. Volunteers are invited to support our efforts by assisting with various activities such as event preparation, sign-in participants, and engaging youth and other participants. Program support volunteers also can partner with DYFJ in order to host workshops or speaking engagements. Responsibilities include:

- Host workshops for youth in detention and placement facilities
- Take the lead in supporting by sharing your voice
- Serve as a positive role model and leader
- Strive for mutual respect
- Build self-esteem and motivation

YOUR FIRST DAY

On your first day of service, you must report to your volunteer site assignment at least a half hour early for your orientation. Your volunteer site assignment will be shared with you by the Volunteer Coordinator prior to your start date. Your orientation will consist of:

1. **Overview of ACS and DYFJ** Gain an understanding of ACS and DYFJ by reviewing the agency's mission, values and overall objectives.
2. **Overview of the Juvenile Justice System** Explore the components of the juvenile justice system and the role it plays in engaging and developing young people who have been taken into custody and maintaining public safety.
3. **Security Expectations in Detention Facilities** Overview of detention facility operations and the security expectations that all staff members must adhere to in order to maintain a healthy environment for youth Youth.
4. **Volunteer Roles and Responsibilities** Learn how volunteers can support ACS and DYFJ through various roles and assignments that involve direct engagement with young people.
5. **Prison Rape Elimination Act and Mandated Reporting** Review of the legislation that protects youth Youth, staff and visitors while working in a secure environment.



SECURITY EXPECTATIONS IN SECURE DETENTION FACILITIES

The Division of Youth and Family Justice is committed to maintaining a safe environment for the overall protection of our young people as well as those who have been tasked to care for them. Being an organization that is responsible for the lives of dozens of vulnerable youth with specialized needs, it is of the highest priority to share our security standards with those that wish to work with our youth.

CONFIDENTIALITY


NYC Children/DYFJ is charged with the protection of vulnerable youth and specialized populations take confidentiality very seriously. As a child care agency, protection of our children is of the highest priority, and as such, all staff and volunteers are expected to contribute to maintaining this standard. When in our facilities, keep in mind that under no circumstance is taking any type of photo or video recording of youth permitted. Additionally, be sure not to share any information you may have obtained during your interactions with the Youth. Depending on the nature and/or location of your role, it may be necessary to secure your cellphone with other personal belongings prior to entering the facility. As a volunteer, it is your responsibility to maintain these standards of confidentiality.

PREPARING FOR YOUR SERVICE

In order to maintain safety and security in all voluntary staff operations, it is important to remember that each shift requires preparation. If you would like to bring in materials to support your service (i.e. crafts, equipment, documents), please reach out to the volunteer coordinator or a program director at least 48 business hours prior to your shift. Be sure to list every single item as well as each quantity that you would like to bring into the facility. If you do not request the items' clearance beforehand, you will not be able to bring them in. Be sure to consult the contraband list in this manual to be certain that your items are permissible. Under no circumstance will items on the contraband list be admitted into the facility.

ARRIVING AT THE FACILITY

Upon arrival, identify yourself to the front gate officer(s) and tell him/her your reason for being there. Please allow time for the officer(s) to look up your information and confirm that you are on the schedule. You are required to print and sign your name and the exact time of arrival and departure in the visitor logbook located at the front entrance of the facility upon entering and leaving the facility. Sign both the general visitor logbook as well as the volunteer logbook.



During this time, expect your person and your bags that you intend to bring into the facility to be searched and scanned through a magnetometer and/or with a trans frisker. Keep in mind that only pre-approved items will be allowed inside of the facility, so you will need to put your personal items in a locker and log the locker number in the separate logbook for locker rentals.

After you are escorted to your program area, conduct your program in a professional manner. At the conclusion of the program, notify the area officer so that you can be escorted to the front gate to exit the facility. Upon leaving the facility, ask an officer to open the locker you put your personal belongings.

STANDARD OF APPEARANCE

As a volunteer and representative of ACS and the Division of Youth and Family Justice, you are expected to carry yourself in a professional manner, especially when engaging youth. Your clothing must always be professional. Be sure to dress appropriately and avoid wearing clothing that may attract unsolicited attention. Avoid dressing in spandex-type clothing, clothing that may be identified as gang colors, and be mindful of the length of bottoms you choose. Volunteers may not always be able to bring a sweater into the facility, so be sure you are covered appropriately.

MOVEMENT WITHIN THE FACILITY



Most volunteer assignments will take place within facility halls, meaning that volunteers should expect to follow rules while present. Secure detention facilities have physically restrictive hardware and procedures, such as locked doors. Volunteering in a secure environment, you will be limited in your movement and will always need an escort to travel between halls. If you need to leave or travel to another hall, please inform the nearest area officer and they will assist you.

Depending on your assignment, you may choose to leave the facility for a short break. Should you decide to temporarily leave the facility during your shift, you will need to go through the security process again. Upon re-entry, be sure all personal items are returned to your locker and place any pre-approved items you plan on taking into the facility back to be scanned and walk through the metal detector again. You will then be escorted back to the program area. At the conclusion of your program, notify the area officer so that you can be escorted to the front gate to exit the facility.

DOS AND DON'TS

General do's and don'ts for conduct in DYFJ facilities include, but are not limited to:

- ➔ Do maintain a standard of respect and fairness with youth.
- ➔ Do remember that you are working with a specialized population that has different needs than you might be used.



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- ✘ Don't share your personal and contact information with Youth. Instead provide them with more information about the organization you are affiliated with.
 - ➔ Do take advantage of the information provided to you. If you have any questions or concerns, reach out to any available DYFJ staff member.
 - ➔ Do report any suspicious or concerning activity to a volunteer services representative and/or a supervisor at the facility.
 - ✘ Don't use inappropriate language around Youth, even if they use it around you.
 - ✘ Don't bring Youth any items from the outside (i.e. food, snacks, clothing, supplies).
 - ➔ Do check to make sure you have collected all supplies that you brought into the facility for your program.
 - ➔ Do reach out to volunteer services to approve any items you intend to bring to the facility
 - ✘ Don't wear excessive items such as jewelry or money when working with Youth.
 - ➔ Do familiarize yourself with our list of contraband (prohibited) items.

Please take advantage of the information we provide regarding our policies and security expectations. If you would like any additional information, please contact your volunteer services representative.

CONTRABAND

Promoting, introducing, and possessing contraband in a juvenile detention facility is a violation of NYC Children and DYFJ policy as well as New York Penal Law. Violators are subject to penalties pursuant to this law. The presence of contraband within a juvenile detention facility endangers the safety and security of youth, staff, visitors, and the facility. For that reason, it is important for volunteers to familiarize themselves with the contraband policy in order to remain in compliance. Contraband items are defined as:

- ➔ Any article or substance, the possession of which would constitute an offense under the New York State Penal Law
- ➔ Any deadly weapon or dangerous instrument, as defined in article 10 of the Penal Law

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- ➔ Any article or substance that is not facility-issued and is not on the Authorized List of Permitted Items or is in excess of the amount authorized by the quantity limitations specified in the Authorized List
 - ➔ Any article or substance which may present a substantial fire, safety, security, sanitation, or health threat to the Secure Detention (SD) and Specialized Secure Detention (SSD) facility (SD/SSD facility)
 - ➔ Any illegal drug or a drug that has not been prescribed by authorized facility healthcare providers. All medications are authorized and distributed by the health services unit and must be consumed or utilized at the time of distribution except for certain creams, ointments and salves. Youth are not permitted to possess any oral medication distributed by the health services provider
 - ➔ Any publication or any other document containing specific instructions on the assembly, manufacture, or use of dangerous weapons or explosives, plans for escape, manufacture of keys, mechanical functioning of locking devices, alarm systems, etc.

Should you be caught with contraband, you will be subject to dismissal from the volunteer program and will be restricted from gaining access to any ACS/DYFJ facilities.

EVENTS AND RECOGNITION

Volunteers are an essential resource and play a major role in shaping the lives of our young people. We aim to always celebrate our volunteers because without their efforts we could not do this work. We acknowledge the selfless efforts of our volunteers by way of:

- Annual recognition ceremony
- Giveaways and prizes
- Mayoral recognition
- Highlights in our electronic communications

Every year, we honor our volunteers by hosting a Volunteer Recognition Ceremony which highlights the efforts made by everyone who gave their time to serve our young people. Additionally, we keep record of all volunteer time and efforts in order to submit to NYC Service, and office of the Mayor that celebrates New Yorkers who serve their community so that their contribution to the New York City community can be acknowledged and celebrated.



APPENDICES

PRISON RAPE ELIMINATION ACT (PREA)

The Prison Rape Elimination Act (PREA) was enacted by the United States Congress in 2003 to address the problem of sexual abuse of offenders in United States' correctional facilities. The act covers all public and private institutions that hold adult or juvenile offenders in confinement as well as community-based agencies and organizations. The act also addresses offender-on-offender sexual abuse and staff misconduct.

Volunteers in any DYFJ facility will be responsible for upholding PREA and should therefore be aware of the statutes that make up this policy. PREA upholds a standard of zero-tolerance for sexual misconduct, abuse and harassment. Sexual misconduct is any attempted or actual sexual activity or contact with a youth, regardless of whether the youth agreed, because it is impossible for youth to provide consent. PREA supports the elimination of sexual abuse in correctional settings. Absolutely no sexual activity or harassment of any kind is permitted in an ACS facility. This includes forced or consensual activity between youth and youth and staff and youth.

Volunteers must maintain appropriate boundaries with youth. This means that romantic relationships or suggestions of one are expressly forbidden. Volunteers should do their best to avoid topics of conversation that are too personal or beyond the scope of reason for which you have been invited into the facility. While you are encouraged to form partnerships with the youth, volunteers are to maintain no contact with youth outside of the facility unless it is a part of your professional responsibilities.

MANDATED REPORTING

The Protection of People with Special Needs Act requires persons who are Mandated Reporters to report abuse, neglect, and significant incidents involving vulnerable persons to the Vulnerable Persons' Central Register (VPCR) operated by the NYS Justice Center for the Protection of People with Special Needs. Volunteers, employees, directors, and operators of juvenile justice facilities are mandated reporters, as are human services professionals. To report all allegations of reportable incidents immediately upon discovery to the Justice Center's Vulnerable Persons' Central Register by calling 1-855-373-2122.

Contact Information

Volunteer Coordinator in Special Projects

Address: 150 William Street, 6th Floor NY, NY 10038

Phone: (212) 676-6870

Email: DYFJ.VolunteerManagement@acs.nyc.gov

DYFJ.VolunteerManagement@acs.nyc.gov



ACCESSIBILITY AND TRANSPORTATION

Horizon Juvenile Center

Located just off 149th Street and Third Avenue, Horizon is DYFJ's sole secure detention facility in the Bronx. To gain access to facility, when you arrive at the building, ring the doorbell and wait. There will be a red and green light near the doorbell. Once the light turns green, you may proceed through the first set of doors. At the second set of doors, wait until the second set of lights turns green, then proceed inside. This facility follows the Americans with Disabilities Act.

By Train: Take 2 or 5 train to 149 St and Third Ave and walk to Brook Ave

By Bus: Take BX19 to 149 St and Brook Ave

Parking: First come, first serve parking at the front of facility. Parking is NOT guaranteed for any individual.

Crossroads Juvenile Center

Located in the Brownsville area of Brooklyn, Crossroads is DYFJ's sole secure detention facility in Brooklyn. To gain access to the facility, when you arrive at the building, ring the doorbell and wait. There will be a red and green light near the doorbell. Once the light turns green, you may proceed through the first set of doors. At the second set of doors, wait until the second set of lights turns green, then proceed inside. This facility follows the Americans with Disabilities Act.

By Train: Take C train to Rockaway Blvd

By Bus: Take B12 towards Lefferts Gardens Ocean Ave to East New York Ave / Rockaway Ave

Parking: First come, first serve parking at the front of facility. Parking is NOT guaranteed for any individual.