

INTRODUCTION

Community resource coordinators (CRCs) are responsible for the program and fiscal management of the Community Resource Program (CRP) for their local county. Annually, or as often as is administratively reasonable, with direction from local county director and management team, the CRC prepares a plan for the direction of the local Community Resource Program.

In addition, CRCs:

- Assist requesting staff in the development of needed programs and services that utilize volunteers and resources in support of their local office and department mission and goals.
- Identify, develop and mobilize community resources.
- In accordance with current accounting and IRS policies and procedures, are responsible for soliciting, accepting and maintaining records of donations received from outside resources on behalf of DHS clients.

PROGRAM MANAGEMENT

CRCs are responsible for the; recruitment, screening, evaluation, registration and orientation, training, placement, supervision and recognition of DHS volunteers.

CRCs provide direct supervision to volunteers placed with the volunteer unit. Volunteers who are placed with other programs and offices within DHS are to be supervised by the most appropriate DHS employee or lead volunteer.

VolunteerWorks is a volunteer management software package that assists CRCs to track volunteer services program activities. Each county office should have the program and manual available. CRCs should contact the Field Operations Administration for further information or training. Use of VolunteerWorks is optional. If it is not used the CRC should have some other tracking system in place.

CRCs are responsible for the collection and reporting of all data required to provide Field Operations Administration (FOA) with accurate monthly reporting of volunteer activities.

**FISCAL
MANAGEMENT**

CRCs, in accordance with internal control policies and procedures, are responsible for the development of the local CRP budget, based on the annual CRP allocation. CRCs are to take precautions to reduce the risk of inaccurate or inappropriate expenditures. See CRM 105, Internal Controls for detailed information regarding internal control procedures, CRP allocation and expenditures.

**EMPLOYEE
VOLUNTEERISM**

The CRP offers DHS employees and their families an opportunity to help build communities, strengthen the department's image and promote the ethic of volunteerism through a variety of meaningful, short-term volunteer opportunities. The CRC identifies community volunteer opportunities and encourages employee participation.

CRCs recruit employee volunteer groups to provide service in support of DHS collaborative efforts to the benefit of DHS clients and/or the community. Volunteer groups can be registered in order to track the number of employees involved and the hours of service provided.

Employees recruited by the local CRC who volunteer on their own time and provide a direct service to DHS clients or support a DHS-sponsored or DHS-supervised program should be registered as a volunteer and counted on the Web-Based Monthly Activity Reporting System. DHS employees who volunteer for non-DHS sponsored activities are not counted or reported.

**COMMUNITY
COLLABORATION/
RESOURCE
DEVELOPMENT**

Community collaborations bring together members of the community with the common goal of resolving existing or emerging gaps in service. Working together, collaborative members can expand and enhance services to DHS clients and educate communities to the issues that face DHS and its clients.

CRCs are often consulted by local office staff to research methods of developing new programs and services or ways to enhance existing DHS programs and services to assist DHS clients in achieving their full potential. CRCs utilize existing relationships and

seek to cultivate new relationships with individuals, businesses, faith-based organizations, service groups and agency partners in the local community. CRCs utilize this network to pool existing resources and as a forum to provide information about the needs of DHS clients and of special projects that are administered by the Community Resource Program. CRCs promote public awareness of the Community Resource Program and seek donations of items and services to support these programs and benefit DHS clients through this network.

CRCs can supplement an existing program or develop a new project by coordinating a fundraiser or other event. Fundraisers can be specific to the local office and involve local DHS staff or can be larger in scale and encompass involvement with the entire community. CRCs are encouraged to be creative in the types of events and activities that they develop to fund new and existing projects.

CRCs can be instrumental in the development of, or collaboration with, community resources to meet the needs of DHS clients and local communities. To keep abreast of changes in programs as well as new services or programs, prevent duplication of services/ resources, and enhance DHS' working relationships, CRCs should maintain regular contact with local governmental agencies, nonprofit organizations and for-profit service agencies. CRCs are encouraged to find the most appropriate methods of sharing their knowledge of community resources with staff and clients.

Large projects or new initiatives may require substantial funding. CRCs are encouraged to research and submit proposals for available grants from funders that are focused on assisting human services programs. Private and federal funding sources, local and statewide foundations, corporations and community block grants are all examples of available funding sources. There are several libraries throughout the state that host the Foundation Center Cooperating Collection. This resource can be used to research available grant makers and the types of proposals that they fund.

Frequently, community collaboration is a funding requirement for available local, state, federal and foundation dollars. As DHS is often the fiduciary of state and federal dollars, CRCs are able to act as liaison between the collaborative and DHS helping to reduce confusion and increase the effectiveness of the collaborative. CRCs serve as representative of DHS to the community. CRCs may facilitate educating the local community about DHS programs and

services, the needs of DHS clients and ways in which individuals and groups can help through volunteerism and services/donations.

TRAINING

Local offices should notify the program office immediately after a new CRC is hired.

Outlined below are several areas of training involving CRCs:

New Community Resource Coordinators (CRC)

New CRCs will attend new Community Resource Coordinator training offered by the Field Operations Administration (FOA). If training is not immediately available, the FOA will provide a program orientation that will include a review of the Community Resource Manual and directions on reporting requirements. CRCs are also eligible to attend the new supervisors institute (NSI), if not attended previously. CRCs may make arrangements to attend NSI through their local office director or designee.

New CRCs may arrange to mentor with an experienced CRC from a neighboring county and should also consider visiting area counties with similar community resource programs. To arrange for a mentor to be assigned, contact the community resource coordinator specialist.

The FOA office maintains a lending library of current volunteer administration materials. Contact FOA for a list of available resources.

Local Office Staff

CRCs provide employees with an overview of services available from the volunteer unit and instruction on how to access these services. CRCs also inform staff how DHS clients can access goods or services throughout the community. Information may be shared via e-mail, written materials or brochures, guest speakers, in-service trainings, or development of a comprehensive resource guide.

PARTICIPATION ON PRIVATE NONPROFIT BOARDS

DHS supports the continuation and/or expansion of collaborative efforts within communities. Local office participation is an important

part of these collaborative efforts. Department staff may participate on local boards if participation is determined to be in the interest of the department. Board participation is only granted if both conditions are met:

- Specific board participation is identified, in writing, as one of the staff person's duties.
- Assigned staff represents only DHS interests on the board. Any other type of participation (for example, fund-raisers, picnics, etc.) *may* jeopardize the staff person's governmental immunity.

Conflict of Interest

Conflict of interest, or the appearance of such conflicts, must be avoided. CRCs must not share confidential information and must not present their personal views as those of DHS; see Civil Service Rules 2-8 Ethical Conduct. DHS staff, other than contract coordinators or Division of Contracts and Rate Setting (DCRS) staff may **not** participate in:

- Fixing rates.
- Granting subsidies.
- Issuing permits or certificates.
- Making loans.
- Negotiating or executing contracts.
- Other regulation or supervision relating to a business entity in which the public officer or employee has a financial or personal interest.

If staff assigned to participate on a board believes that there may be a conflict of interest, the employee must disclose any financial interest in a contract to the official body that has power to approve the contract. This disclosure shall be made a matter of the official body's minutes.

GOVERNMENTAL IMMUNITY/COMMU- NITY RESOURCE COORDINATORS

As with any activity performed by a DHS employee, CRCs may be sued. Litigation is a risk associated with any staff function. Generally, governmental immunity may be afforded to a DHS employee who is:

- Engaged in an exercise or discharge of a governmental function, specifically doing DHS work.
- Acting in the scope of his or her authority.
- Engaged in conduct that does not amount to gross negligence. Whether an individual's conduct has risen to the level of gross negligence cannot be answered in advance, as it will depend on the facts in each particular case.