



DEPARTMENT OF JUVENILE JUSTICE  
AND DELINQUENCY PREVENTION

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SUBJECT: Governor's One on One Volunteer Programs

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RELATED STANDARDS: N/A

RELATED NCAC CITATION: NA

RELATED LEGISLATION: NA

INDEX AS: Program Standards

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**PURPOSE:** To ensure a high level of program efficiency and financial accountability for Governor's One-on-One Volunteer Programs.

**POLICY STATEMENT:** All Governor's One-on-One Volunteer Programs (One-on-One programs) shall adhere to *Governor's One-on-One Program Standards and Operational Requirements*. Funding is contingent upon initial and continued adherence to:

1. Governor's One-on-One Volunteer Program mission and goals;
2. Governor's One-on-One Volunteer Program Standards;
3. Required programmatic and financial record maintenance;
4. On-site monitoring evaluations conducted by the State Governor's One-on-One Volunteer Program (State Office) staff or Department designee;
5. Conflict of Interest policy (*Form DJJDP13 001*);
6. Ethical Conduct policy (DJJDP 13); and
7. Corrective action prescribed by the State Office.

State Office staff or a Department designee shall monitor One-on-One programs for compliance annually.

I. DEFINITIONS

**A. At Risk or At-Promise Children:** Youth who, because of a wide range of personal, familial, social, or academic circumstances, may experience school failure, or become involved in anti-social activities without intervention to reduce the risk factors. Factors to identify these youth include: school performance below grade level, non-promotion, substance abuse, delinquency, truancy, unstable home environment, family income at or below the poverty level, physical or mental health problems, learning disabilities and low self-esteem.

## II. GOVERNOR'S ONE-ONE-ONE MISSION AND GOALS

A. **Mission:** Governor's One-on-One programming policies, standards, and operational requirements address the importance of creating and maintaining positive adult role models for court-involved and at-risk youth through mentoring services. Adult community volunteers provide and mobilize support services for these youth through a variety of enrichment activities.

The Governor's One-on-One Volunteer Program is a community mentoring initiative created to grant at-risk and court involved youth the opportunity to become successful through the guidance of caring adults in their respective communities. Programs provide mentoring services for youth through grant awards to community organizations. These programs provide effective and quality services administered by newly chartered non-profit organizations, or a component of a private non-profit organization, or the component of an existing state or county agency. The purpose of the program is to establish individual relationships between adult volunteers and youth resulting in the long-term enhancement of youths' lives.

B. **Goals:** Programs are tasked with the following goals:

1. To provide structure for court-involved youth through mentorship and court guidance;
2. To prevent juvenile crime in local communities by mentoring youth who are at risk of delinquency;
3. To recruit community volunteers to provide positive adult role models for youth;
4. To improve school attendance and performance;
5. To reduce juvenile delinquency and undisciplined behavior in youth involved in juvenile court; and
6. To increase county awareness of, and involvement in the problems of youth served in the juvenile justice system.

## III. GRANT PROCESS

A. Request for Proposals (RFP): The State Office shall make available an RFP process.

B. Funding Priorities: The State Office places priority on One-on-One programs that provide satisfactory mentoring services to court-involved and at-risk youth ages six (6) to seventeen (17) that represent a sixty percent (60%) referral base from local law enforcement (Sheriff, Police, School Resource Officer) or referred to the program by any DJJDP Case Manager Professional (Juvenile Court Counselor, Youth Development Center Social Worker, etc.). The remaining forty percent (40%) referral base may consist

of referrals from a Parent/Guardian, Teacher, School Guidance Counselor, etc. or another youth serving agency. Ineffective programs shall not be funded.

### C. RFP Review Process

#### 1. Selection of Grant Review Team

##### a) The State Office shall:

(1) Publish and make available to community programs, selection criteria for the Grant Review Team; and

(2) Conduct the selection of the Team.

##### b) Team members serve at the discretion of the Department.

c) Team members shall notify the Department of any potential conflict of interest between the team member and the applicant(s). Failure to demonstrate the highest degree of ethical conduct will negate the Team member's scoring of applicants.

2. Grant Review Scoring: Scoring shall be administered equitably and without regard to race, religion, sex, or ethnic background. State Office staff shall make scoring criteria available to applicants prior to scoring and during the RFP process.

#### 3. Selection and Notification of Award Recipients

a) A recommendation of one (1) program applicant per County shall be made to the State Office.

b) State Office staff shall review the Team's recommendation for funding, and recommendations by the local Juvenile Crime Prevention Council (JCPC), in addition to the current program operation (when applicable).

c) The State Office shall make recommendations to the Secretary. The Secretary or his designee shall make the final selection of grant awards.

d) State Office staff shall ensure that applicants are notified of grant request funding decisions upon the Secretary's decision.

## IV. GOVERNOR'S ONE-ON-ONE STATE OFFICE RESPONSIBILITIES

### A. Standards: State Office staff shall:

1. Provide services consistent with the Department's mission and policies;

2. Promote effective programming through the Request for Proposals (RFP) process;
3. Demonstrate the highest level of professionalism and ethical service to Governor's One-on-One providers;
4. Treat each program and its staff in an equal and non-prejudicial manner; and
5. Notify the Assistant Secretary of Intervention/Prevention, or his designee, orally and in writing in the event of any conflict of interest arising between a State Office staff member and a provider.

B. Advisory Council: A Governor's One-on-One Advisory Council composed of two (2) representatives from each region of the State, shall be created. Representatives shall be current One-on-One Program providers of at least one (1) year and in good standing with the Department. The Advisory Council shall organize the Governor's One-on-One annual meeting and assist programs host regional meetings. As liaisons, Advisory Council representatives may disseminate new policy and procedures as directed by State Office staff and relay information from One-on-One providers to State Office staff.

C. Annual Reporting: The State Office Program Coordinator shall provide reports annually to the Department for submission to the General Assembly.

## V. FUNDING AND FISCAL MANAGEMENT REQUIREMENTS

A. Funding Period: The funding period for contracts is July 1<sup>st</sup> to June 30<sup>th</sup>. The Department may extend the contract for two (2), and one (1) year periods, through a contract amendment process. The Department may amend contracts in the event of changes in the scope of work or an increase/decrease in available funds.

### B. Budgeting

1. Submission of Annual Budget: All providers shall submit an annual budget to the Department. Budget submissions occur during the RFP application, contract amendment, and/or budget revision processes, and upon request by the Department. Annual budgets shall reflect expenditures in accordance with *Governor's One-on-One Program Standards and Operational Requirements*. These requirements are listed on the Department of Juvenile Justice and Delinquency Prevention's website ([www.ncdjdp.org](http://www.ncdjdp.org)).
2. Approval: The Department has discretion in approving all budgets submitted by a provider. Incomplete or inaccurate budget information shall not be approved and may result in loss of funds for falsification of records.
3. Budget Revisions: One-on-One providers shall submit a budget revision and narrative when a change occurs in the operating budget. The revision shall reflect and explain any variances to the original budget submitted. The Department has

discretion in approving all budget revisions. (Budget Revision Form 001 and Budget Narrative Form 002)

### C. Accounting

#### 1. Department Disbursements

a) Funds approved for provider shall be disbursed in payments over a twelve (12) month period based on the grant award amount as determined by the program classification (three-quarter, half-time, full-time, full-time and a half, and double time).

b) Providers shall submit a “Reimbursement Request (Invoice) Form” (*Form OO 003*) by the 5<sup>th</sup> of each month. This form shall properly identify all program personnel by name, title, salary, fringe benefits, and contain signatures of the Chairman and Treasurer of the Board of Directors and/or the Chief Fiscal Officer.

#### 2. Program Fiscal Records

a) Each provider shall maintain financial records that reflect all expenditures, specifically those related to personnel costs incurred and program-related revenues received. The financial records shall:

(1) Properly identify all sources of funds used for the operation of the program;

(2) Provide clear and precise justification for all personnel expenses incurred by the program and be included in related budget information; and

(3) Include copies of the Reimbursement Request (Invoice) and other payroll documentation (General Ledger and Payroll Registry, timesheets, etc.).

b) Providers shall maintain a bank account for direct deposit and keep accurate and detailed records of funds received from the Department and related expenditures.

## VI. OVERSIGHT AND MONITORING REQUIREMENTS

### A. Monitoring Methods

1. State Office On-Site Monitoring: State Office staff or a Department designee shall visit each program site annually or within the two-year renewal process and perform a general audit of programmatic, budgeting, and personnel records. State Office staff shall review records for consistency, accuracy, and completeness. Program activities observed, adherence with *Governor’s One-on-One Program*

*Standards and Operational Requirements*, and areas of strength and improvement shall be identified and provided in writing to the provider. All monitoring information shall be kept in the program's file at the State Office.

2. Financial Accountability Monitoring: The Department's Internal Auditor shall conduct financial monitoring visits selected for auditing due to indicators from Governor's One-on-One reporting or from Department staff observation.

B. Corrective Action: The Department State Coordinator or a designee shall prepare a formal report documenting all findings, including areas of non-compliance, upon completion of monitoring site visits. The provider shall prepare and submit to the State Office a Corrective Action Plan within thirty (30) days of receipt of the monitoring report. The Corrective Action Plan shall clearly identify strategies and timelines for resolving non-compliance.

## VII. PROGRAM RESPONSIBILITIES

### A. Eligibility

1. A newly chartered private non-profit organization or a component of a private non-profit organization and/ or a component of an existing State/county agency may apply for a Governor's One-on-One Volunteer Program grant.

2. Applicants shall submit applications in accordance with the RFP posted on the Department's web page.

B. Board of Directors/Advisory Board: Each provider shall maintain a local Board of Directors or Advisory Council that reflects local commitment and is representative of the community.

1. The primary role of the Board of Directors/Advisory Council is to oversee program services and financial operations.

2. The Board of Directors/Advisory Council shall develop and implement a local fundraising initiative to complete the operational budget for program and financial sustainability.

3. The Board of Directors/ Advisory Council shall provide Board minutes, agendas, and other documentation as requested by the State Governor's One-on-One office and the Department.

C. Planning: In accordance with the *Governor's One-on-One Program Standards and Operational Requirements* providers shall create and maintain a written plan for each mentor match. Plans shall include referral forms, contact logs, and volunteer information. Providers shall maintain records for each youth and adult volunteer participating in the program.

#### D. Communication

##### 1. Providers shall:

- a) Maintain an operational computer that is compatible with client tracking software provided by the Department. The computer shall be equipped with email and software sufficient to exchange information and complete recordkeeping requirements;
- b) Provide State Office staff with any change in staffing (persons or responsibilities), contact information, site location, and program policy; and
- c) Not share information about program participants unless a “Confidentiality Release Form” (*Form OO 004*) is signed. A copy of this form shall be provided to the parent/legal guardian of the program participant and made available upon State Office or Department request.

##### 2. Communication with program participants, their families, schools, and human service agencies is required of providers.

E. Collaboration: Providers shall demonstrate local collaborative efforts and partnerships with JCPCs, Juvenile Counseling Services, local schools, community organizations, and other youth serving organizations.

F. Monitoring: Each program shall maintain current and accurate statistical and analytical program data to evaluate the overall success of its program, and provide the information to the State Office upon request. (Statistical Summary Report Form 005)

#### G. Accountability

1. Providers are required to submit a number of reports that reflect program operations, provide program accountability, and clarify expectations.
2. Monthly Reports: Each provider shall submit a report to the Department by the 5<sup>th</sup> of each month. Monthly Reports shall be signed by the Program Director.
3. The Monthly Report is used to monitor compliance with the minimum number of youth and adult volunteer matches to be served in relation to the grant funded amount and program classification. In addition, the report captures non-departmental revenue sources used to complete the program’s operational budget.
4. Equipment/Inventory List: Providers shall maintain a documented inventory list of specific equipment. The equipment list shall properly identify Governor’s One-on-One items. Providers shall submit the “Equipment/Inventory List” (*Form OO 006*) to the State Office annually.

## VIII. PROGRAM STANDARDS

A. Operation: All providers shall provide mentoring services for the twelve (12)-month period of each grant-funded year.

B. Clients: providers are required to treat program participants fairly and are prohibited from using physical punishment. The use of force against a program participant is grounds for grant termination and revocation of funds.

C. Program staff shall:

1. Respect and protect the civil and legal right of participants;
2. Not discriminate against any youth, volunteer, personnel, or prospective employee on the basis of race, religion, color, creed, national origin, sex, age, physical or mental handicapping condition;
3. Respect the confidentiality of youth, volunteers, and personnel by safeguarding private information, seeking only relevant personal data needed to execute job duties and responsibilities, and disclosing information about personnel, youth, and volunteers to only those authorized to receive that information;
4. Report immediately any corrupt, illegal, or unethical behavior, which could affect either a participant's welfare or the integrity of the One-on-One program or Department; and
5. Immediately report serious incidents to the State Governor's One-on-One State Office in writing.

*NOTE: A "serious incident" is defined by the "Serious Incident Report" policy (DJJDP 17).*

D. Staffing

1. Criminal Background Checks: All program staff shall receive a criminal history background check that shall be completed by the Provider. The Provider must maintain documentation of the check in personnel files.
2. Adult volunteers shall also receive a criminal history background check completed by the Program Provider prior to interacting with any program participant. Documentation of the check shall be maintained in volunteer files.

E. Staff Training

1. All program staff shall receive training in all *Governor's One-on-One Standards and Operational Requirements* during mandatory – attendance trainings within the first year of employment.

2. State Office staff or a Department designee shall conduct trainings as well as provide information to providers on available training opportunities and best practices.

3. Technical assistance shall be made available to all providers.

F. Records: All accounting, budgeting, and program files are subject to review at any time by authorized Department staff. These records shall immediately be made available to requesting staff.

#### IX. ATTACHMENTS

Conflict of Interest Policy Statement (*Form DJJDP13 001*)  
*Governor's One-on-One Program Standards and Operational Requirements and all Governor's One-on-One forms can be found at <http://www.juvjus.state.nc.us/community/govone.html>.*