



Dear Future Volunteer,

Thank you for your interest in volunteering with the Domestic Violence Center of Howard County (DVC)! There are many volunteer opportunities available for both individuals and groups that help us meet the needs of our clients. As an agency, it is our hope to include volunteers in a broad range of ways in order to best utilize their skills and special interests.

As a DVC volunteer there is a wide-range of trained and untrained positions available. For example, Helpline Volunteers truly make a difference by providing support and information to callers on our 24-hour Helpline. Many volunteers also choose to become legal advocates, work with DVC fundraising events, assist with general office projects, help with our Residential program, or provide childcare assistance during counseling sessions. No matter how you choose to give your time, know that all of the volunteer positions help the DVC better serve clients.

Our volunteer application process begins by completing the enclosed **Volunteer Application Packet**. Inside the Volunteer Application Packet you will find:

- History and facts about the DVC
- Volunteer Positions
- Information about yourself
- 3 References
- Background Check Form

Once these forms are returned to the DVC, prospective volunteers attend an orientation session to learn more about our volunteer opportunities. After orientation, depending on your area of interest, you will be required to attend volunteer training. Trainings happen multiple times throughout the year and pre-registration is required.

If you have any questions, please contact Maribel Joa at 410-997-0304 x119 or volunteer@dvcenter.org.

Sincerely,

Maribel Joa
Volunteer Coordinator

The mission of the Domestic Violence Center of Howard County is to reduce the harm and effects of domestic violence while working towards its elimination.

History

The Domestic Violence Center of Howard County, Inc., formerly known as Citizens Against Spousal Assault (CASA), was born out of the needs discovered in 1976 by the Howard County Task Force for Battered Women. This task force surveyed services available to county residents and discovered that abused women in Howard County were neglected. No county agency offered domestic violence victims the support and assistance necessary to ensure their safety and help with discovering their rights and opinions. Thus, in 1978, a small group of concerned citizens founded and incorporated CASA.

The members of this newborn organization established a helpline which was staffed by trained volunteers during peak stress hours. Motel rooms served as the first CASA shelter, paid for by fundraising efforts, and county residents offered their homes as temporary safe shelter for women and children.

CASA soon hired a part-time executive director and opened a Safehouse to provide a more stable environment from which children could attend school without interruption and allow ongoing counseling. Next the agency established offices in the local Harriet Tubman Center and hired a secretary, resident manager, and counseling supervisor. When services and staff expanded further, the center relocated to Route 108.

In 1989, the agency took a bold step with the opening of a transitional shelter where women and children could live for up to 12-months after leaving the Safehouse. This option allows clients the needed time to “get on their feet” again. This has significantly reduced the number of victims returning to their abusive partners. The agency now operates two transitional facilities. The shelters are located in fully furnished y homes in Howard County.

Today, the Domestic Violence Center of Howard County enjoys a broad base of support throughout Howard County including an experienced Board of Directors who volunteer their services to the agency. DVC staff includes more than 30 employees who work in the agency counseling, legal, residential, and community relations departments.

Volunteers continue to serve as the backbone of the agency by providing their time and services to continue to make a difference with the thousands of women, children, and men who receive services with the DVC. The Center’s success is due to the efforts of the Board, staff, volunteers, and Howard County community, all working cooperatively to serve the needs of families impacted by abuse.



Domestic Violence Center of Howard County

Guiding Families from Crisis to Hope

Founded in 1978, the DVC has been providing services for more than 30 years.

DVC Funding

FY 2010 Budget: \$1,443,033

Federal, State and County Government Grants 66%

Fundraising and fees 16%

Other grants 18%

DVC Staffing

30 employees (18 full-time, 13 part-time)

Interns from local undergraduate and graduate universities

Over 100 active volunteers

DVC Services

Confidential Emergency and Transitional Shelter

Counseling for Victims, Children, and Abusers

Legal Representation

24-Hour Helpline

Outreach and Community Education

Pet Safe Program

DVC Clients

The number of clients served in **FY 2009**:

Total # of clients: 3,801 (duplicated)

Total # of clients 3,088 (unduplicated)

Total # of hotline calls: 1,505

Number of people in emergency shelter: 112

Number of emergency bed nights: 2,267

Number of people in transitional shelter: 19

Total number of transitional bed nights: 3,054

Number of clients assisted with Civil Orders of Protection: 127

Number of clients assisted with child custody or divorces: 2

Individuals seeking legal information/referral (duplicated): 713

Individuals seeking legal information/referral (unduplicated): 347

Number of presentations to community members: 56

DVC clients are diverse in age, ethnicity, race, and socioeconomic status.



DVC Service Overview

24-HOUR HELPLINE (410-997-2272/ 800-752-0191)

- Around-the-clock telephone support provided by trained volunteers and staff
- Information and referrals related to domestic violence

COUNSELING SERVICES

- **Individual Counseling** - for victims of domestic violence and their children
- **Open Door Group** - Confidential victim's orientation group **every Monday from 7-8:30 p.m. and every Thursday from 12-1 p.m. (childcare provided by request)**
- **New Behaviors** - Abuser Intervention Program designed to teach new relationship behaviors for perpetrators of intimate partner violence (men & women groups)

SHELTER SERVICES

- 45-day crisis shelter for victims of domestic violence and their children
- Long-term transitional housing for up to 6 months for those who qualify
- Case management and support services

LEGAL SERVICES

- Legal representation at protective order hearings
- Legal advocacy and court accompaniment
- Limited representation for divorce and custody hearings of domestic violence victims

COMMUNITY OUTREACH

- Training and information sessions provided for local groups including schools, faith communities, businesses and civic organizations
- Specialized training for medical, judicial & law enforcement professionals
- Coordination and participation in community events such as school fairs, health fairs and awareness events

VOLUNTEER SERVICES

- Comprehensive training for volunteer programs
- Volunteer appreciation program

OTHER SERVICES

- **A Community Response** - Involvement in the interagency Family and Sexual Violence Coordinating Council of Howard County
- **The Safety of All Family Members** -Pet Safe provides shelter for animal companions of individuals who are escaping abusive relationships
- **Facilitating Independence** - Financial literacy program helps clients learn to successfully manage their finances
- **Making Change a Reality** - Safety planning and photography of injuries



How do I get involved with the Domestic Violence Center?

Trained Volunteer Positions

- **24-hour Helpline:** The helpline provides a vital link with the community on a 24-hour basis, 365 days a year. Volunteers are provided with a comprehensive training that includes information on the services we provide, community agencies and referrals, crisis intervention, education on the dynamics of domestic violence, communication skills, and good listening skills. You, in turn, provide Helpline callers with relevant information and referrals and crisis intervention when necessary. Helpline Volunteers can answer calls from their own home and generally work 4-hour shifts. ***Must be 18 years of age.***
- **Legal Advocacy Project:** Volunteers work with our Legal Advocate Coordinator by helping clients petition the courts for protective orders. Legal Advocates have significantly improved the justice system's ability to respond to and assist victims of domestic abuse in Howard County. Special training is offered for this opportunity and no prior legal experience is required. ***Must be 18 years of age.***
- **Childcare Assistants:** Volunteers help provide much-needed childcare for the children of our clients. You can play games, read stories, and create art while supervising children during their parents counseling sessions. Volunteers are needed evenings, Monday-Thursday. ***Must be 16 years of age.***
- **Residential Assistants:** Residential Program Volunteers meet monthly (on the third Saturday of each month) to work on miscellaneous shelter projects. This may include gardening, yard work, painting rooms, cleaning, grocery shopping, or even projects that volunteers propose. This is a great opportunity for volunteers with specialized talent or skills! ***Must be 18 years of age.***
- **Educational Outreach:** Volunteers are asked on an as needed basis to help raise awareness about domestic violence in Howard County. Duties may include representing the agency at community fairs, high schools, hospitals, and local colleges. Volunteers will have the chance to promote the agency by talking about our services and how others can get involved. ***Must be 18 years of age.***

Other Ways to Help Untrained Volunteer Positions

- **Pantry Volunteers:** Volunteers work with DVC staff to organize the pantry and assist with picking up of donations from community partners. *Must be 16 years of age.*
- **General Office Projects:** The DVC is always in need of dependable volunteers who have experience with general office duties. These volunteers will help answer phones, perform data entry, assist with copying, filing, and help with one-time office for upcoming events. These volunteers will be needed during the office hours of 9-5 p.m. during weekdays. *Must be 16 years of age.*
- **Special Events Volunteers:** Duties may include providing assistance at various fundraisers throughout the year, including our annual fall fundraising event, Hope Bowl, and Client Party. *Minimum 16 years of age, requirement varies depending on event.*
- **One-Time Opportunities to Suit Your Group:** Group fundraising is a wonderful way to raise money for the DVC by tailoring a project to your personal creativity, interests, and schedule. Examples of successful group fundraisers include car washes, bake sales, and neighborhood yard sales. The sky is the limit—be creative! If you need suggestions, please inquire for ways in which your group can help. *No age requirement.*

Volunteer Application

Date _____ **Name** _____ **D.O.B.** _____

Mailing Address

City _____ **State** _____ **Zip** _____ **Email** _____

Home Telephone _____ **Cell** _____ **Work** _____

Volunteer Opportunities Desired

I am interested in the following volunteer opportunities: (You may check more than 1)

- Helpline
- Legal Advocate
- Residential Assistant
- Childcare Assistant
- Educational Outreach
- General Office Projects
- Pantry Volunteer
- Special Events Volunteer
- One-time Fundraising Opportunity

What days and hours are you available for work? Please fill in the grid below:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning							
Afternoon							
Evenings							
Overnight							

Personal Information

1. How did you hear about DVC?

2. Why do you want to volunteer at DVC?

3. Do you have any interests or special skills you would like to offer to the DVC?

4. Do you have any past volunteer experience?

5. Some volunteer opportunities at DVC involve dealing with victims in crisis. Is there any reason you believe you would not be able to volunteer for DVC in this capacity?

6. Have you or anyone you know had a personal experience with domestic violence? If yes, please explain.

7. Have you or anyone in your family received services from our agency? Please note services received and last date of service.

8. Do you have a reliable means of transportation to and from your volunteer opportunity?
 Yes No

9. Are you currently employed? If yes, where? Yes No

10. Do you speak, write, and/or understand a language(s) other than English? Yes No

What language(s)? _____

Please list the contact information for 3 professional and/or personal references (non-family members please.)

First Last Name Telephone

Employment/Occupation Relationship

First Last Name Telephone

Employment/Occupation Relationship

First Last Name Telephone

Employment/Occupation Relationship

Please read carefully, initial each paragraph, and sign below. Thank you!

_____ I hereby certify that I have not knowingly withheld any information that might adversely affect my initial chances for volunteering, and the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material fact on this application or on any document used to secure a volunteer position shall be grounds for rejection of this application or for immediate discharge if I have been selected to volunteer, regardless of the time elapsed before discovery.

_____ I hereby authorize the DVC to thoroughly investigate my references, work record, education, criminal record, and other matters related to my suitability for a volunteer position. I further authorize the references I have listed to disclose to the DVC any and all letters, reports, and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the DVC, my former employers, and all other persons, corporations, partnerships, and associations from any and all claims, demands, or liabilities arising out of or in any way related to such investigation or disclosure.

_____ I understand that nothing contained in the application or conveyed during any training sessions or other volunteer experiences at the DVC is intended to create a volunteer contract between the DVC and myself. In addition, I understand and agree that if I am accepted as a volunteer, my volunteer tenure is for no definite or determinable period of time and may be terminated at any time, with or without prior notice, at the option of either myself or the DVC, and that no promises or representations contrary to the foregoing are binding on me or the DVC unless made in writing and signed by myself and a DVC designated representative.

Date Applicant's Signature

NATIONAL BACKGROUND INVESTIGATIONS, INC.
P.O. Box 966, Stevensville, MD 21666
Telephone No: 410-604-2430 / Facsimile No: 410-604-2496

APPLICANT RELEASE AND AUTHORIZATION FORM - WR

I hereby authorize **DOMESTIC VIOLENCE CENTER** or authorized representatives of the company bearing this release to obtain and release any information pertaining to my background, including any of the services noted below, for employment or volunteer purposes. I hereby fully release and discharge my prospective employer or other source providing information from all claims and damages arising out of or relating to any investigation of my background for said purposes. **PLEASE PROVIDE MINIMUM 7 YEARS RESIDENTIAL HISTORY.**

Name: _____ Alias/Other: _____
(First, Middle, Last - Print Clearly)

Date of Birth: _____ Social Sec. No.: _____

Driver's Lic. No.: _____ State _____ Signature: _____

(1) Current Addr: _____ City/State: _____

County: _____ Dates/From: _____ To: _____

(2) Previous Addr: _____ City/State: _____

County: _____ Dates/From: _____ To: _____

(3) Previous Addr: _____ City/State: _____

County: _____ Dates/From: _____ To: _____

Witnessed by: _____ Date: _____

IMPORTANT: FOR CLIENT USE ONLY - Mark an "X" for any of the following:

Would you like NBI to also check Alias/Other name given? : Yes _____ No _____
(Be advised there is an additional charge per alias name)

CRIMINAL HISTORY RECORD SEARCH:

(1)Current Address _____ (2)Previous Address _____ (3)Previous Address _____

Maryland (Statewide) Criminal Search _____ Maryland Traffic Court Search _____

Motor Vehicle Report (Driving Record) _____ Social Security Number Trace _____

Sex Offender Registry _____ Wants/Warrants _____ Credit Report _____ Bankruptcy _____

Federal Criminal _____ Federal Civil _____ Federal Tax Lien _____ State Tax Lien _____

Workers' Compensation _____ Civil Judgment: Upper Court _____ Lower Court _____

Verification (Specify Number of Items): Education _____ License _____ Employment _____