

IV. Organization and Management

4.1.030 Using Volunteers

Authority 2008 7 CFR 246.26(d)(1) & MPSF-1:WC-93-15-P

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POLICY: The local agency (LA) shall ensure that volunteers who are given access to client information are well trained and knowledgeable of the restrictions on disclosure of this information.

PROCEDURES:

- A. The LA shall exercise discretion in screening and selecting capable volunteers who would have access to confidential information. If a potential volunteer does not appear to be a good candidate for keeping information confidential, there may be other activities that the person can perform that would not include access to participation information.
- B. Once volunteers are selected, specific job requirements should be covered in the orientation or training of volunteers. Refer to [4.1.020](#), [2.4.050](#), [2.4.060](#), and [2.4.070](#).
- C. The LA shall assure volunteers are familiar with confidentiality requirements and capable of complying. Volunteers are required to sign the same confidentiality agreement signed by LA paid staff. Refer to [8.1.020](#).
- D. Follow-up training can be conducted periodically to remind volunteers of the importance of maintaining the confidential nature of participant information.
- E. Supervision should be based on duties of the volunteer.