

VOLUNTEER SERVICE, IOWA COMMISSION ON[817]

[Created by Executive Order 48 on 2/14/94]
 [Prior to 3/31/04, see Iowa Commission on National and Community Service[555];
 renamed Iowa Commission on Volunteer Service by Executive Order 64 on 5/18/98]

CHAPTER 1 ORGANIZATION AND OPERATION

- 1.1(ExecOrd48) Purpose
- 1.2(ExecOrd48) Organization and operation

CHAPTER 2 RULE MAKING

- 2.1(ExecOrd48) Initiation of rule-making procedures
- 2.2(ExecOrd48) Procedures for oral or written presentations

CHAPTER 3 DECLARATORY RULINGS

- 3.1(ExecOrd48) Declaratory rulings
- 3.2(ExecOrd48) Procedure for informal settlements in contested cases

CHAPTER 4 Reserved

CHAPTER 5 DUE PROCESS

- 5.1(ExecOrd48) Appeals

CHAPTER 6 PUBLIC RECORDS AND FAIR INFORMATION PRACTICES (Uniform Rules)

- 6.1(17A,22) Definitions
- 6.3(17A,22) Requests for access to records
- 6.6(17A,22) Procedure by which additions, dissents, or objections may be entered in certain records
- 6.9(17A,22) Routine use
- 6.10(17A,22) Consensual disclosure of confidential records
- 6.11(17A,22) Release to subject
- 6.12(17A,22) Availability of records

CHAPTER 7 RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP)

- 7.1(15H) Purpose and program description
- 7.2(15H) Applications
- 7.3(15H) Grant criteria
- 7.4(15H) Application process for new state-developed project grants
- 7.5(15H) Administration of grants
- 7.6(15H) Reversion of funds

CHAPTER 8 IOWA YOUTH MENTORING PROGRAM CERTIFICATION

- 8.1(15H) Definitions
- 8.2(15H) Certification
- 8.3(15H) Description of application
- 8.4(15H) Certification standards

- 8.5(15H) Special consideration
- 8.6(15H) Decertification
- 8.7(15H) Fraudulent practices in connection with certified mentoring programs
- 8.8(15H) Appeal procedure

CHAPTER 1
ORGANIZATION AND OPERATION

817—1.1(ExecOrd48) Purpose. This chapter describes the organization and operation of the Iowa commission on volunteer service (herein generally referred to as the commission), including the offices where and the means by which any interested person may obtain information and make submittals or requests.

817—1.2(ExecOrd48) Organization and operation.

1.2(1) Location. The commission is located at 200 East Grand, Des Moines, Iowa 50309; telephone (515)242-4799. Office hours are 8 a.m. to 4:30 p.m., Monday to Friday. Offices are closed on Saturdays and Sundays and on official state holidays designated in accordance with state law.

1.2(2) The commission. The commission consists of 15 to 25 voting members and functions under the leadership of a chairperson. Each member, appointed in accordance with federal and state guidelines, serves a three-year term scheduled so that no more than one-third of the appointments will expire in the same year.

1.2(3) Meetings. The commission shall meet at regular intervals at least four times annually. Additional meetings may be called at the discretion of the chairperson. All meetings are open to the public in accordance with the open meetings law, Iowa Code chapter 21.

a. Chairperson. The chairperson of the commission presides at each meeting. Members of the public may be recognized at the discretion of the chairperson.

b. Public notice. The commission shall give advance public notice of the time and place of each commission meeting. The notice will include the specific date, time, and place of the meeting.

c. Quorum. A quorum shall consist of half of the current voting members of the commission plus one. When a quorum is present, a position is carried by an affirmative vote of the majority of commission members eligible to vote. A commissioner is eligible to vote in person, by telephone hook-up, or by proxy executed in writing to the chairperson prior to the meeting. A proxy shall be valid only for one meeting.

d. Termination. Any commissioner who does not attend three or more consecutive regular meetings or who attends less than one-half of the regular meetings within a 12-month period shall be considered to have resigned from the commission.

e. Resignations. A commissioner wishing to resign may do so by submitting a letter of resignation to the governor and sending a copy to the commission chairperson.

f. Public presentations. A specific time is set aside at each meeting for the public to address the board. As a general guideline, a limit of five minutes will be allocated for each of these presentations. If a large group seeks to address a specific issue, the chairperson may limit the number of speakers. To address the board, individuals are encouraged to notify the commission staff at least 72 hours in advance of the meeting.

1.2(4) Minutes. The minutes of all commission meetings shall be recorded and kept by the administrative assistant in the commission office.

1.2(5) Records. The records of all of the business transacted and other information with respect to the operation of the commission are public records and shall be kept on file in the commission office. All records, except statements specified as confidential under these rules, are available for inspection during regular business hours. (Copies of up to ten pages of records may be obtained without charge. The cost of reproduction will be charged for pages in excess of ten. The charge may be waived by the executive director.)

1.2(6) Submission and requests. Inquiries, submissions, petitions, and other requests directed to the commission shall be made by letter addressed to the executive director at the address listed in subrule 1.2(1). Any person may petition for a written or oral hearing before the commission. All requests for a hearing must be in writing and state the specific subject to be discussed and the reasons why a personal appearance is necessary if one is requested.

1.2(7) Committees. The chairperson may establish committees including an executive committee that may conduct commission business as necessary between scheduled meetings. The chairperson may appoint commissioners and noncommissioners to serve on the committees. Noncommissioners shall not serve on the executive committee.

These rules are intended to implement Executive Order Number 48.

[Filed 11/16/94, Notice 6/22/94—published 12/7/94, effective 1/11/95]

[Filed 3/11/04, Notice 1/21/04—published 3/31/04, effective 5/5/04]

CHAPTER 2
RULE MAKING

817—2.1(ExecOrd48) Initiation of rule-making procedures.

2.1(1) Any person may request the commission to adopt, amend, or rescind a rule by making the request in writing to the commission coordinator clearly stating the intent, purposes, and general language of the desired rules.

2.1(2) The commission shall act upon the request within 60 days after its submission in accordance with Iowa Code section 17A.7.

2.1(3) The commission may initiate rule-making procedures upon its own motion in accordance with Iowa Code section 17A.4.

817—2.2(ExecOrd48) Procedures for oral or written presentations.

2.2(1) Except where oral or written presentations are deemed unnecessary by the commission in accordance with Iowa Code section 17A.4(2), the commission shall allow for the submission of oral or written presentations or both prior to its adoption of any rules.

2.2(2) Interested persons shall have at least 20 days from the date of publication of notice in the Iowa Administrative Bulletin to submit written requests for oral presentations or to submit written presentations.

2.2(3) Notice of date, time, and place of oral presentations by requesting parties will be published in the Iowa Administrative Bulletin at least 20 days in advance of the hearing.

2.2(4) Interested parties may be requested to supplement oral presentations with written presentations at the discretion of the commission.

These rules are intended to implement Executive Order Number 48.

[Filed 11/16/94, Notice 6/22/94—published 12/7/94, effective 1/11/95]

CHAPTER 3
DECLARATORY RULINGS

817—3.1(ExecOrd48) Declaratory rulings. The commission shall provide declaratory rulings as to applicability of any statutory provision, rule, or other written statement of law or policy, decision or order when petitioned to do so by the public where, in the judgment of the commission, it is necessary or helpful for them to conduct their affairs in accordance with the law.

Requests for declaratory rulings shall be made to the commission coordinator in writing.

Within 30 days after submission of a request for declaratory ruling, the commission shall issue a ruling on the rule, statute, or policy in question. The ruling shall be in writing.

The commission may decline to rule when, in the judgment of the commission, the ruling would be beyond the commission's realm of authority, when no clear answer is determinable, or when the issue presented is pending resolution by a court of Iowa or by the attorney general.

817—3.2(ExecOrd48) Procedure for informal settlements in contested cases. Unless precluded by statute, informal settlement of disputes over rules of the commission that may otherwise result in contested case proceedings as prescribed in Iowa Code section 17A.12 shall be encouraged. All informal settlements shall be made by the commission coordinator subject to ratification by the commission and by the parties contesting the rule in question. The settlement shall be expressed in a written stipulation representing an informed mutual consent.

These rules are intended to implement Executive Order Number 48.

[Filed 11/16/94, Notice 6/22/94—published 12/7/94, effective 1/11/95]

CHAPTER 4
Reserved

CHAPTER 5
DUE PROCESS

817—5.1(ExecOrd48) Appeals.

5.1(1) *Commission staff decisions.* Administrative staff of the commission shall make all decisions in accordance with established policies and administrative rules of the Iowa commission on volunteer service and published policies from the Corporation for National Service.

a. Appeal of commission staff decision. If an individual, agency, or reasonable representative of commission business disagrees with a staff decision, that party has the right to appeal to the full commission. The appeal shall be in the form of a public hearing. The appellant must request the hearing in writing to the executive director within 14 calendar days of receiving the written notice of the staff decision. The written request shall clearly set forth the issues being contested and provide evidence supporting the claims. In order to be considered by the full commission, the request shall be based upon one or more of the following grounds:

- (1) The staff's decision was in violation of federal law.
- (2) The staff's decision was in violation of Iowa state law.
- (3) The staff's decision was in violation of published Corporation for National Service guidelines or published Iowa commission on volunteer service rules.
- (4) The staff's decision was made in an unreasonable and arbitrary or capricious manner.

All written evidence provided by the appellant will be mailed to commission members no later than 7 calendar days before the scheduled hearing for the commissioners' consideration. Commission staff will also be afforded the right to present a written explanation of the staff decision. This explanation shall be mailed at the same time as the appellant's materials.

b. Hearing.

(1) The executive director shall set a date for the hearing within 30 calendar days from the date the request was received. The hearing date will be set as soon as reasonable, and in no event later than 60 calendar days from the date the request was received.

(2) The executive director shall establish the procedural guidelines of the hearing in accordance with the uniform rules on contested cases as published in the Iowa Administrative Code. The executive director will notify the appellant and commission members of the hearing procedures no later than 14 calendar days before the designated hearing date.

(3) The commission chairperson shall preside at the hearing. If the chairperson is not able to preside, the commission vice-chairperson shall be the designated substitute. The commission chairperson shall appoint a representative of the commission to preside if neither the chairperson or vice-chairperson is able to preside.

(4) After commission consideration of all evidence presented, the presiding officer shall call for a roll-call vote of the commission members. A quorum must be present to take an official vote of the commission on the appeal. A simple majority vote of the eligible voting members of the commission is required for a decision. The presiding officer shall announce the result of the roll-call vote. The commission's decision is final and binding on all parties.

(5) Written notice of the commission's decision on the appeal shall be mailed to the appellant within 10 days of the hearing.

5.1(2) *Committee decisions.* Committees of the commission shall make all decisions in accordance with established policies and administrative rules of the Iowa commission on volunteer service and published policies from the Corporation for National Service.

a. Appeal of committee decision. If an individual, agency, or representative of commission business disagrees with a committee decision, that party has the right to appeal to the full commission. The appeal shall be in the form of a public hearing. The appellant must request the hearing in writing to the executive director within 14 calendar days of receiving the written notice of the committee decision. The written notice shall clearly set forth the issues being contested and provide evidence supporting the claims. In order to be considered by the full commission, the request shall be based upon one or more of the following grounds:

- (1) The committee's decision was in violation of federal law.
- (2) The committee's decision was in violation of Iowa state law.
- (3) The committee's decision was in violation of published Corporation for National Service guidelines or published Iowa commission on volunteer service rules.
- (4) The committee's decision was made in an unreasonable and arbitrary or capricious manner.

All written evidence provided by the appellant will be mailed to commission members no later than 7 calendar days before the scheduled hearing for the commissioners' consideration. The committee chairperson will also be afforded the right to present a written explanation of the committee's decision. This explanation shall be mailed at the same time as the appellant's materials.

b. Hearing.

(1) The executive director shall set a date for the hearing within 30 calendar days from the date the request was received. The hearing date will be set as soon as reasonable, and in no event later than 60 calendar days from the date the request was received.

(2) The executive director shall establish the procedural guidelines of the hearing in accordance with the uniform rules on contested cases as published in the Iowa Administrative Code. The executive director will notify the appellant and commission members of the hearing procedures no later than 14 calendar days before the designated hearing date.

(3) The commission chairperson shall preside at the hearing. If the chairperson is not able to preside, the commission vice-chairperson shall be the designated substitute. The commission chairperson shall appoint a representative of the commission to preside if neither the chairperson or vice-chairperson is able to preside.

(4) After commission consideration of all evidence presented, the presiding officer shall call for a roll-call vote of the commission members. A quorum must be present to take an official vote of the commission on the appeal. A simple majority vote of the eligible voting members of the commission is required for a decision. The presiding officer shall announce the result of the roll-call vote. The commission's decision is final and binding on all parties.

(5) Written notice of the commission's decision on the appeal shall be mailed to the appellant within 10 days of the hearing.

This rule is intended to implement Executive Order Number 48.

[Filed 11/16/94, Notice 6/22/94—published 12/7/94, effective 1/11/95]

[Filed 3/11/04, Notice 1/21/04—published 3/31/04, effective 5/5/04]

CHAPTER 6
PUBLIC RECORDS AND FAIR INFORMATION PRACTICES

The Iowa commission on volunteer service hereby adopts, with the following exceptions and amendments, rules of the Governor's Task Force on Uniform Rules Agency Procedures relating to public records and fair information practices which are printed in the first Volume of the Iowa Administrative Code.

817—6.1(17A,22) Definitions. As used in this chapter:

"Agency." In lieu of "(official or body issuing these rules)" insert "Iowa Commission on Volunteer Service".

817—6.3(17A,22) Requests for access to records.

6.3(1) Location of record. In lieu of "(insert agency head)", insert "Commission coordinator"; and in lieu of "(insert agency name and address)", insert "Iowa Commission on Volunteer Service, 200 East Grand Avenue, Des Moines, Iowa 50309".

6.3(2) Office hours. In lieu of "(insert customary office hours and, if agency does n have customary office hours of at least thirty hours per week, insert hours specified in Iowa Code section 22.4)", insert "8 a.m. to 4:30 p.m., Monday through Friday, except holidays".

6.3(7) Fees.

c. Supervisory fee. In lieu of "(specify time period)" insert "one hour".

817—6.6(17A,22) Procedure by which additions, dissents, or objections may be entered in certain records. In lieu of "(designate official)", insert "the Iowa commission on volunteer service".

817—6.9(17A,22) Routine use.

6.9(1) Defined. "Routine use" means the disclosure of a record without the consent the subject or subjects, for a purpose which is compatible with the purpose for which the record was collected. It includes disclosures required to be made by statute other than the public records law, Iowa Code chapter 22.

6.9(2) To the extent allowed by law, the following are considered routine uses of all agency records:

a. Disclosure of officers, employees, and agents of the agency who have a need for the record in the performance of their duties. The custodian of the record may, upon request of an officer or employee, or on the custodian's own initiative, determine what constitutes legitimate need to use confidential records.

b. Disclosure of information indicating an apparent violation of the law to appropriate law enforcement authorities for investigation and possible prosecution, civil court action, or regulatory order.

c. Disclosure to the department of inspections and appeals regarding matters in which performs services or functions on behalf of the agency.

d. Transfers of information within the agency, to other state agencies, or to local units government, as appropriate, to administer the program for which the information is collected.

e. Information released to staff of federal and state entities for audit purposes or to determine whether the agency is operating a program lawfully.

f. Any disclosure specifically authorized by the statute under which the record is collected or maintained.

817—6.10(17A,22) Consensual disclosure of confidential records.

6.10(1) Consent to disclosure by a subject. The subject may consent in writing to agency disclosure of confidential records as provided in rule 6.7(17A,22).

6.10(2) Complaints to public officials. A letter from a subject of a confidential record to a public official which seeks the official's intervention on behalf of the subject in a matter that involves the agency

may be treated as an authorization to release sufficient information about the subject to the official to resolve the matter.

817—6.11(17A,22) Release to subject. The subject of a confidential record may file a written request to review the subject's confidential records. However, the agency need not release the following records to the subject:

1. The identity of a person providing information to the agency when the information is authorized as confidential pursuant to Iowa Code subsection 22.7(18).
2. The work product of an attorney or otherwise privileged information.
3. Peace officers' investigative reports, except as required by Iowa Code subsection 22.7(5).
4. Those otherwise authorized by law.

817—6.12(17A,22) Availability of records. This rule lists the agency records which are open to the public, those which are confidential, and those which are partially open and partially confidential.

Agency records are listed by category, according to the legal basis for confidential treatment (if any). The commission administers federally funded programs to enforce confidentiality standards for federal law and regulations as are required for receipt of the funds. A single record may contain information from several categories.

The chart indicates whether the record contains personally identifiable information and indicates the legal authority for confidentiality and for the collection of personally identifiable information.

Abbreviations used in the chart are defined as follows:

<u>Code</u>	<u>Meaning</u>	<u>Code</u>	<u>Meaning</u>
O	Open for public inspection	O/C	Partially open and partially confidential
C	Confidential/Not open to the public	O/E	Partially open to members of the public and partially exempt from disclosure
E	Exempt from mandatory disclosure		
NA	Not Applicable		

<u>Description of Record</u>	<u>Type of Record</u>	<u>Legal Authority For Confidentiality</u>	<u>Personally Identifiable Information</u>
Records of Commission and Committees	O/E	Iowa Code 21.5	No
Rule Making	O	NA	No
Declaratory Rulings	O/C	Iowa Code 22.7	No
Policy Manuals	O	NA	No
General Correspondence	O/E/C	Iowa Code 22.7	Yes
Publications	O	NA	No
Financial and Administrative Records	O/E/C	Iowa Code 22.7	Yes
Contracts and Agreements	O/C	Iowa Code 22.7(3)	Yes
Appeal Records	O/C	Iowa Code 22.7	Yes
Litigation Files	O/E/C	Iowa Code 22.7	Yes
Privileged Communications and Products of Attorneys	E/C	Iowa Code 22.7	No

These rules are intended to implement Iowa Code chapters 17A and 22 and Executive Order No. 48.
[Filed 11/16/94, Notice 6/22/94—published 12/7/94, effective 1/11/95]

CHAPTER 7
RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP)

817—7.1(15H) Purpose and program description. The purpose of the retired and senior volunteer program (RSVP) is to identify and address priority community needs through the mobilization of adult volunteers aged 55 and over, thereby recognizing and using the competence, wisdom and experience of this age group for the benefit of all Iowans. RSVP grants will give support to each RSVP project serving Iowa and provide discretionary grants on a competitive basis for RSVP project expansion. The commission administers two types of RSVP grants:

7.1(1) *RSVP grant.* Each RSVP project which has a current memorandum of agreement to operate an RSVP project from the Corporation for National and Community Service (the federal domestic volunteer agency) is to be allocated a share of state funds appropriated for distribution. Each RSVP project shall submit to the commission a budget outlining the method by which the project will expend the grant allotted to the project and other information as requested by the commission.

7.1(2) *State-developed RSVP project grants.* From state funds appropriated by the legislature, RSVP projects will be developed that are consistent with the goals of the Corporation for National and Community Service, RSVP and the commission. After a review by the grant review committee pursuant to subrule 7.4(3), grants will be awarded on a competitive basis by the commission and the Corporation for National and Community Service to local organizations or groups to initiate new RSVP projects. Decisions to make state funding available for new state-developed programs or existing program expansions must be approved by the commission.

817—7.2(15H) Applications. Appropriate forms and applications for each grant are available from the commission or the Corporation for National and Community Service.

817—7.3(15H) Grant criteria. To respond to funding priorities, as funds are made available, the executive director of the commission and the state director of the Corporation for National and Community Service will coordinate in establishing criteria for the awarding of state-developed funds. At a minimum, the criteria will contain the following:

1. Goals and objectives of the project;
2. The qualifications of the applicant to manage funds;
3. Letters of local support verifying coordination and cooperation and the need for volunteers;
4. Total project budget;
5. Evidence of ability to submit timely and accurate reports;
6. Description and time line of planned activities;
7. Agreement to develop for the project a community partnership group whose membership should include a cross section of the community served;
8. Description of the applicant organization, including staffing pattern; and
9. Documentation of the applicant's ability to provide the required local match.

817—7.4(15H) Application process for new state-developed project grants.

7.4(1) The commission and the Corporation for National and Community Service shall issue a request for proposals containing project criteria and application forms for the appropriate fiscal year.

7.4(2) The applicant shall submit the completed application to the commission according to the time line identified in the request for proposals.

7.4(3) Applications submitted will be reviewed by a grant review committee, which is composed of up to two representatives of each of the following: the Corporation for National and Community Service, the Iowa commission on volunteer service, and the citizens of Iowa. Using the criteria in rule 7.3(15H), the committee will review the applications for appropriateness and to determine the merit of the project.

7.4(4) Applicants whose projects have been selected for funding shall be notified by the commission.

7.4(5) The commission will contract with the approved applicant(s) for the appropriate fiscal year, July 1 to June 30.

817—7.5(15H) Administration of grants. The commission shall prepare contractual agreements for the grants.

7.5(1) Execution of contract. The contract shall be executed by the executive director of the commission and the duly authorized official of the local RSVP project.

7.5(2) Contract requirements. The contract shall include due dates and the process for the submission of project reports and financial reports.

7.5(3) Reporting. All grant recipients shall submit biannual progress and financial reports to the Corporation for National and Community Service and provide these reports to the commission.

7.5(4) Distribution of funds. The base-level formula for distribution of funds will be based on the 2001 state funding levels. When applicable, any relinquished funds will be distributed based on the existing formula. New programs that are not state-developed will begin at the minimum funding level.

7.5(5) Training. Up to 1.5 percent of funds designated for RSVP grants may be retained by the commission for training and technical assistance for RSVP project directors and members.

7.5(6) Administrative funds. The commission or any other state agency may not retain RSVP grant funds for administration or any other purpose not designated pursuant to this chapter.

817—7.6(15H) Reversion of funds. Grant funds not expended by the project by June 30 shall revert to the commission.

These rules are intended to implement Iowa Code section 15H.2(3)“i.”

[Filed emergency 6/24/05 after Notice 5/11/05—published 7/20/05, effective 7/1/05]

[Filed 9/7/07, Notice 5/9/07—published 9/26/07, effective 10/31/07]

CHAPTER 8
IOWA YOUTH MENTORING PROGRAM CERTIFICATION

One of the purposes of the Iowa mentoring partnership (IMP) is to certify mentoring programs that meet those certification standards for youth mentoring programs outlined in this chapter. The Iowa mentoring partnership assists with the development and support of a network of mentoring providers and provides training and support services to certified mentoring programs and programs with a conditional certification. The Iowa mentoring partnership seeks to increase the capacity of these programs, deliver resources, raise awareness, and enhance the quality of mentoring relationships in Iowa.

817—8.1(15H) Definitions.

“*Certification*” means the process which identifies youth mentoring programs as meeting the criteria for effective practice to be eligible for financial and technical assistance.

“*Commission*” means the Iowa commission on volunteer service.

“*Conditional certification*” means a temporary certification identifying a youth mentoring program before the program is fully operational in order for the program to apply for financial and technical assistance.

“*Mentoring certification application*” means the application developed by the Iowa commission on volunteer service, which can be adopted by all agencies and departments of state government. The application contains information which shall be used to determine an applicant’s designation as a certified mentoring program for participation in the Iowa mentoring partnership.

“*Mentoring program*” means a program that provides older mentors to youth. A mentoring program must meet all of the following requirements:

1. Be located in this state;
2. Be operated as a public or private not-for-profit entity, part of a school or area education agency, or part of a faith-based community;
3. Serve youth aged 5 to 23;
4. Appropriately screen mentors, requiring a minimum of two hours of orientation and training prior to serving in a mentoring capacity;
5. Require mentors and youth to meet for a minimum of one hour per week over the course of a school or calendar year;
6. Require mentors and youth in an E-mentoring program to communicate electronically, at least once per week, over the course of a school or calendar year.

817—8.2(15H) Certification. The commission is responsible for ascertaining that a youth mentoring program is qualified to be designated as a certified mentoring program.

8.2(1) Full certification. Before a mentoring program can participate in the Iowa mentoring partnership, it must be certified by the commission.

a. A review team shall review applications from youth mentoring programs to determine whether the mentoring programs are eligible to participate in the Iowa mentoring partnership.

b. Full certification means the commission has determined that the youth mentoring program has met the established standards.

c. Applications for mentoring program certification are available from the Iowa Commission on Volunteer Service, 200 East Grand Avenue, Des Moines, Iowa 50309, or the Iowa Department of Public Health, Lucas State Office Building, Des Moines, Iowa 50319.

d. Applicants shall receive written notification of the commission’s decision.

8.2(2) Conditional certification. Some mentoring programs are temporarily certified before the program becomes fully operational or before the program has met the standards for full certification.

a. Conditional certification may be in effect for six months and may be used for the purpose of applying for financial and technical assistance available to certified mentoring programs. The commission may grant an extension of conditional certification if it is determined that significant progress is being made toward meeting the requirements for full certification.

b. The mentoring program name will not be included on the IMP Web site, nor will the program be referred potential mentors, until the mentoring program has been fully certified. The Web site of the Iowa mentoring partnership is www.iowamentoring.org.

c. It shall be the responsibility of the mentoring program to notify the commission when the program believes it has met the certification criteria.

d. Additional documentation may be required of new mentoring programs to verify elements of the application. Mentoring programs may be requested to provide documentation of continued eligibility at any time during and after conditional certification.

8.2(3) Recertification. Certified youth mentoring programs shall submit verification of continued eligibility to the commission at least every two years.

a. The form for recertification shall be provided by the commission.

b. Other documents and regular reporting will be requested to verify the continuing eligibility of the mentoring program.

8.2(4) Documentation. Various and specific documentation may be required by the commission during the certification process. Each program shall provide relevant information upon the commission's request in order to be considered for certification.

Applications shall be signed by an authorized representative of the organization.

8.2(5) Reapplication. A mentoring program may reapply upon proof of compliance with Iowa youth mentoring program certification standards. Any program that is denied certification or decertified for any reason bears the burden of proving that all deficiencies previously cited have been corrected. Corrections shall be in accordance with requirements of the Iowa mentoring partnership. Applications may be requested from the Iowa Commission on Volunteer Service, 200 East Grand Avenue, Des Moines, Iowa 50309, or the Iowa Department of Public Health, Lucas State Office Building, Des Moines, Iowa 50319.

8.2(6) Notification. The commission shall be notified within 30 days following a change in staff of the mentoring program director or an authorized representative of the certified mentoring program.

817—8.3(15H) Description of application. The IMP application requires information about individuals who manage and administer the local mentoring program. Names, current addresses, federal identification number, and names of board and committee members must be included. Documents which establish nonprofit status may be required.

Specific questions are included on the application regarding mentoring program operations, training, number of mentors and mentees, structure of the program, and other information to determine whether the program meets the certification standards established in rule 817—8.4(15H).

Information contained in the application may be reviewed by the applicant upon request to the Iowa Commission on Volunteer Service, 200 East Grand Avenue, Des Moines, Iowa 50309. Material to be added to a file may be sent to the commission at the above address.

817—8.4(15H) Certification standards. The commission has established standards to certify youth mentoring programs. These standards are intended to indicate whether programs are operating under the quality policies and procedures established by a national panel of mentoring program experts, researchers and others.

8.4(1) The mentoring program should have a statement of purpose and long-range plan that include:

a. Who, what, where, when, why, and how activities will be performed.

b. Input from originators, staff, funders, potential volunteers, and participants.

c. Assessment of community need.

d. Realistic, attainable, and easy-to-understand operational plan.

e. Goals, objectives, and time lines for all aspects of the plan.

f. Funding and resource development plan.

8.4(2) The mentoring program shall have recruitment plans for both mentors and participants that include:

a. Strategies that portray accurate expectations and benefits.

- b.* Year-round marketing and public relations strategies.
- c.* Targeted outreach based on participants' needs.
- d.* Volunteer opportunities beyond mentoring.
- e.* A philosophy consistent with the program's statement of purpose and long-range plan.
- f.* A goal of serving at least 15 youth, computed as an average of the number of youth served over the preceding three program years.

8.4(3) The mentoring program shall have an orientation for mentors and mentees that includes:

- a.* Program overview.
- b.* Description of eligibility, screening process, and suitability requirements.
- c.* Level of commitment expected (time, energy, flexibility).
- d.* Expectations and restrictions (accountability).
- e.* Expected benefits and rewards of the program.
- f.* A separate focus for potential mentors and participants.
- g.* A summary of program policies, including but not limited to policies on written reports, interviews, evaluations, and reimbursement.

8.4(4) The mentoring program shall have eligibility screening for mentors and participants that includes:

- a.* An application process and review.
- b.* A face-to-face interview.
- c.* Reference checks for mentors, which may include character references, a child abuse registry check, a driving record check, and a criminal record check where legally permissible.
- d.* Suitability criteria that relate to the program's statement of purpose and needs of the target population. Criteria may include some or all of the following: personality profile, skills identification, gender, age, language, racial requirements, level of education, career interests, motivation for volunteering, and academic standing.
- e.* Successful completion of prematch training and orientation.

8.4(5) The mentoring program shall have a readiness and training curriculum for all mentors and participants that includes:

- a.* Knowledgeable trainers.
- b.* Orientation to the program and resource network, including information and referral, other support services, and schools.
- c.* Skills development as appropriate.
- d.* Cultural sensitivity and appreciation training.
- e.* Guidelines for participants on how to get the most out of the mentoring relationship.
- f.* Dos and don'ts of relationship management.
- g.* Job and role descriptions.
- h.* Confidentiality and liability information.
- i.* Crisis management/problem-solving resources.
- j.* Communications skills development.
- k.* Ongoing sessions as necessary.

8.4(6) The mentoring program should have a matching strategy that includes:

- a.* A link with the program's statement of purpose.
- b.* A commitment to consistency.
- c.* A grounding in the program's eligibility criteria.
- d.* A rationale for the selection of a particular matching strategy from the wide range of available models.
- e.* Appropriate criteria for matches, including some or all of the following: gender, age, language requirements, availability, needs, interests, preferences of volunteer and participant, life experience, and temperament.
- f.* A signed statement of understanding that both parties agree to the conditions of the match and the mentoring relationship.
- g.* Prematch social activities between mentor and participant pools.

h. Team-building activities to reduce the anxiety of the first meeting.

8.4(7) The mentoring program should have a monitoring process that includes:

a. Consistent, scheduled meetings with staff, mentors, and participants.

b. A tracking system for ongoing assessment.

c. Written records.

d. Input from community partners, family, and significant others.

e. A process for managing grievances, praise, rematching, interpersonal problem solving, and premature relationship closure.

8.4(8) The mentoring program should have a support, recognition, and retention component that includes:

a. A formal kick-off event.

b. Ongoing peer support groups for volunteers, participants, and others.

c. Ongoing training and development.

d. Relevant discussion of issues and dissemination of information.

e. Networking with appropriate organizations.

f. Social gatherings of different groups as needed.

g. Annual recognition and appreciation event.

h. Newsletters or other mailings to participants, mentors, supporters, and funders.

8.4(9) The mentoring program should have closure steps that include:

a. Private and confidential exit interviews regarding the mentoring relationship between:

(1) Participant and staff;

(2) Mentor and staff; and

(3) Mentor and participant without staff.

b. Clearly stated policy for future contacts.

c. Assistance to participants in defining future steps for achieving personal goals.

8.4(10) The mentoring program should have an evaluation process based on:

a. Outcome analysis of the program and mentoring relationships.

b. Program criteria and statement of purpose.

c. Informational needs of board, funders, community partners, and other supporters of the program.

817—8.5(15H) Special consideration. In addition to the standards listed above, the commission may give consideration to other factors to determine certification status in order to ensure that only high-quality youth mentoring programs are certified.

At the discretion of the commission, on-site audits may be conducted to determine certification.

817—8.6(15H) Decertification. A youth mentoring program shall be decertified by the commission if it is determined that the program no longer meets the certification standards identified herein for a high-quality mentoring program or if program personnel cannot be contacted by the commission.

8.6(1) Written notice of the intent to revoke certification shall be provided to a youth mentoring program when the commission determines that there is reasonable cause to believe the program does not comply with the rules contained herein. Notice shall be sent by United States mail at least 20 days before decertification becomes effective.

8.6(2) If the commission sends a letter by first-class mail to the last-known address provided to the commission by the youth mentoring program and the letter is returned as undeliverable, this may be considered grounds for decertification.

8.6(3) Decertification procedures may be initiated by the commission or following investigation of a complaint filed by the general public. A request for an investigation from the public must be in written form and shall specify the reason(s) why the certified youth mentoring program no longer meets the certification standards. Supporting documentation may be attached to the request. The identity of the complainant is confidential pursuant to Iowa Code section 22.7(18).

8.6(4) Benefits and designation as a certified mentoring program will continue until the final decision is issued by the commission.

817—8.7(15H) Fraudulent practices in connection with certified mentoring programs. A person is considered to be guilty of a fraudulent practice if the person knowingly falsifies information on an application for the purpose of obtaining certification and any other potential benefits, including those offered through the Iowa mentoring partnership or other state contracts and grants available only to certified mentoring programs.

The commission may investigate allegations or complaints of fraudulent practices and will take action to decertify a youth mentoring program upon concluding that a violation has occurred.

A violation under this rule is grounds for decertification of the youth mentoring program responsible for the violation. Decertification shall be in addition to any penalty otherwise authorized.

817—8.8(15H) Appeal procedure. Commission decisions regarding certified mentoring programs may be contested by an adversely affected party as detailed in 817—Chapter 5.

These rules are intended to implement Iowa Code chapter 15H.

[Filed 9/7/07, Notice 5/9/07—published 9/26/07, effective 10/31/07]