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ORGANIZATION AND RESPONSIBILITIES
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CHAPTER 2

ORGANIZATION AND RESPONSIBILITIES

1. GENERAL. The organizational structure of the Department's Senior Volunteer Program (SVP) is comprised of the Office of Community Outreach and Media Relations (COMR) commander, the SVP supervisor, a senior volunteer statewide coordinator, Division supervisors, Division coordinators, Area commanders, Area supervisors, Area coordinators, and Area associate coordinators. All information outlined in this manual shall apply to all Division, Area, and section commands.

2. PROGRAM ORGANIZATION AND SUPERVISION. The COMR commander, SVP supervisor, and the statewide coordinator, serve as liaisons between Executive Management and field Divisions regarding SVP activities. Appointment requirements, roles, and responsibilities for these positions, and all other program supervising positions, are detailed below:

a. Community Outreach and Media Relations Commander. The COMR commander serves as a liaison between Executive Management and Field Divisions.

b. Senior Volunteer Program Supervisor. The SVP program supervisor serves as a liaison between Executive Management and Field Divisions.

c. Statewide Coordinator. The statewide coordinator should be a senior volunteer, appointed by the COMR commander, and shall report to the SVP supervisor in COMR who oversees the SVP. This position also serves as a liaison between Executive Management and Field Divisions and is responsible for the standardized administration of the SVP and for coordinating and monitoring the program statewide. Responsibilities include, but are not limited to, the following:

(1) Monitoring and assisting with the establishment and implementation of SVP operations in Division and Area commands.

(2) Assisting Division and Area coordinators with the maintenance of their programs.

(3) Collecting and maintaining the following reports: CHP 462H, Senior Volunteer Program Quarterly Report; CHP 462K, Senior Volunteer Property Inventory; CHP 462P, Senior Volunteer Program Annual Activity Summary; and CHP 462Q, Senior Volunteer Program Financial Statement, when applicable.

(4) Scheduling and attending meetings with Division coordinators to exchange ideas and determine program needs and resolutions.

(5) Preparing reports which equip Executive and Top Management with information necessary to make informed program decisions.

(6) Maintaining a list of all commands participating in the SVP. This list shall include the names and SVP ID numbers of all senior volunteers within the command (refer to Chapter 3, Personnel and Administrative Procedures, of this manual).

(7) Maintaining and revising Highway Patrol Manual (HPM) 70.55, Senior Volunteer Program.

d. Division Supervisor. The Division supervisor shall be at the rank of sergeant or above and shall be appointed by the Division commander. The Division supervisor is responsible for the overall management of the Division SVP and shall ensure all monthly, quarterly, and annual reports are completed and submitted to the statewide coordinator in a timely manner.

e. Division Coordinator. The Division coordinator shall be a uniformed officer and shall be appointed by the Division commander. This position shall monitor the administration and coordination of all SVP activities. Responsibilities include, but are not limited to, the following:

(1) Coordinating SVP activities which may involve multiple commands.

(2) Preparing and submitting the following documents from commands to the statewide coordinator:

(a) CHP 462H (shall be submitted no later than the tenth calendar day following the end of each quarter).

(b) CHP 462K (shall be submitted no later than the tenth calendar day following the end of each quarter).

(c) CHP 462Q (shall be submitted no later than the tenth calendar day following the end of each month, when applicable).

(d) CHP 462P (shall be submitted no later than the tenth calendar day following the end of the last quarter of the year).

(3) Maintaining a list of all senior volunteer names and ID numbers within the Division.

(4) Coordinating any regional training involving multiple commands.

(5) Providing a report of any new activities, special awards, or achievements a command or individual volunteer receives, to the statewide coordinator, no later than the tenth calendar day following the end of each quarter.

f. Area Commander. The Area commander is responsible for the overall management of an Area SVP. This includes ensuring the Area SVP is administered in compliance with HPM 70.55, and for approving and ensuring the submission of all SVP forms.

g. Area Supervisor. The Area supervisor shall be appointed by the Area commander. This position shall be a uniformed employee, at the rank of sergeant or above, and shall have supervisory responsibility of an Area coordinator within the Area command. The Area supervisor shall ensure all monthly, quarterly, and annual reports are reviewed, completed, and submitted to the Area commander in a timely manner.

h. Area Coordinator. The Area coordinator shall be appointed by the Area commander and shall be a uniformed officer. This position is responsible for the administration of SVP operations within an Area command. There should only be one coordinator for each Area SVP. Responsibilities include, but are not limited to, the following:

(1) Ensuring standard application and selection criteria are used for selecting volunteers.

(2) Ensuring all volunteer applicants complete all required applications and forms (refer to Chapter 3 of this manual).

(3) Assigning duties to volunteers and coordinating basic and supplemental training for activities (refer to Chapter 5, Training, of this manual).

(4) Coordinating graduation procedures for volunteers who complete basic training elements.

(5) Ensuring volunteers are assigned with an ID number and a departmental SVP ID card (refer to Chapter 3 of this manual).

(6) Establishing a working relationship with the local or regional Retired Senior Volunteer Program, when available.

- (7) If an Area elects to establish an SVP fund account, the Area coordinator must coordinate with volunteers to establish a nonprofit corporation status in order to disperse funds donated to the Area SVP.
- (8) Maintaining the senior volunteer personnel files (refer to Chapter 3 of this manual).
- (9) Supervising and scheduling volunteer meetings, as required (refer to Chapter 5 of this manual).
- (10) Coordinating authorized SVP activities.
- (11) Ensuring a background investigation is completed for each SVP applicant.
- (12) Maintaining a roster of volunteers currently assigned to the Area, including their addresses, telephone numbers, ID numbers, and applicable e-mail addresses.
- (13) Ensuring an annual driver license record check with the Department of Motor Vehicles is conducted to ensure all volunteers have driving privileges. The record shall be filed in the volunteer's personnel folder.
- (14) Conducting biannual commentary driving to operate patrol vehicles.
- (15) Updating the SVP picture board.
- (16) Ensuring the CHP 462H and CHP 462K is submitted to the SVP statewide coordinator, no later than the fifth calendar day following the end of each quarter.
- (17) Ensuring the CHP 462P is submitted to the SVP statewide coordinator, no later than the fifth calendar day following the end of the last quarter of the year.
- (18) If the Area elects to establish an SVP fund account, the Area coordinator shall submit a CHP 462Q to the SVP statewide coordinator, no later than the fifth calendar day following the end of each month.

i. Area Associate Coordinators. When necessary, an Area commander may appoint an associate coordinator. This position shall be the rank of an officer and will act as back-up for the Area coordinator. The SVP may have as many Area associate coordinators necessary, to ensure efficient operation and availability at meetings and activities.

3. ADVISORY COMMITTEE. When applicable, and upon approval of the Area commander, the Area's SVP may have an Area Advisory Committee (AAC). The AAC shall consist of the Area commander, Area supervisor, Area coordinator, and the volunteer who has the responsibility of being the lead administrator. The AAC should meet quarterly to discuss SVP activities and resolve operational issues related to the SVP.

4. VOLUNTEER APPOINTMENT STRUCTURE.

a. The Area SVP supervisor should work with the Area senior volunteers to establish an appointment structure within the Area's SVP, if needed.

b. Appointment of volunteer members to this structure shall be made by the Area supervisor, with final approval from the Area commander.

c. When applicable, staff resources being sufficient, and at the commander's discretion, the Area SVPs may have a designated appointment structure as follows:

(1) Lead administrator.

(2) Staff administrator.

(3) Field administrator.

(4) Senior Volunteers shall not hold, or be given positions of, rank (i.e., sergeant, lieutenant, captain, chief [refer to paragraph 5.a]).

5. VOLUNTEER COMMAND STRUCTURE.

a. Volunteer Rank. Senior volunteers are required to report to the Area coordinator. The senior volunteer coordinator shall be a uniformed member of the Department. For this reason, senior volunteers shall not be given positions of rank. At the commander's discretion, senior volunteers may be given previously identified titles to identify their unique positions, particular to the office they are working in.

For example, if a senior volunteer is mainly responsible for overseeing administrative duties in their office, they may hold the title of “Staff Administrator.” These position titles may or may not follow the senior volunteer if they wish to start working at a different Area. These titles are solely based on the needs of a particular command requiring them and may be cancelled by the commander at any time.

b. Lead Administrator. Depending on the size of the program, and at the commander’s discretion, the Area SVP should have a lead administrator. The senior volunteer in this position will perform their duties under the guidance and direction of the Area coordinator. Responsibilities include the following:

(1) Ensuring the program operates efficiently, effectively, and in compliance with HPM 70.55, and the command’s Standard Operating Procedures.

(2) Presiding over SVP meetings.

(3) Acting as a liaison between senior volunteers and the Area coordinator.

(a) The lead administrator shall not have authority over senior volunteers. Any direction from the lead administrator to senior volunteers shall come from the Area coordinator.

(b) When questions arise regarding duties, schedules, and issues on day-to-day operations of the Area SVP, volunteers are encouraged to address their issues and concerns with the lead administrator for follow-up and resolution.

(c) If an Area does not have a lead administrator, senior volunteers may contact the Area coordinator for direction. If senior volunteers have direct concerns about the lead administrator, they may direct issues and concerns to the Area coordinator.

c. Staff Administrator. The staff administrator reports directly to the lead administrator. This position is responsible for the Area staff activities and command administrative projects and assignments.

d. Field Administrator. The field administrator reports directly to the lead administrator. This position is responsible for the Area field activities.

6. PERSONAL HEALTH INSURANCE. Senior volunteers are required to have liability

and personal injury insurance. Documentation shall be required, and proof presented as a condition to be accepted to the Area SVP.

- a. Documented proof of personal medical coverage for senior volunteers shall be placed in the volunteer's personnel file. This document will need to be provided annually and shall be the responsibility of the Area coordinator (refer to Chapter 3 of this manual).
- b. Any injuries or accidents sustained by a volunteer, in the course of volunteering, **shall not** be counted on the command's occupational safety goals.
- c. Volunteers are **NOT** covered by the Department's Worker's Compensation Insurance policy while participating in the SVP.

7. REGISTRATION WITH LOCAL RETIRED SENIOR VOLUNTEER PROGRAM.

- a. The Retired Senior Volunteer Program (RSVP) is a federal program under the Corporation for National and Community Service, Senior Corps. All SVP members shall be associated with their local RSVP if one exists within their respective geographical location. The RSVP provides an umbrella insurance policy consisting of Excess Medical Coverage, Accidental Death and Dismemberment Coverage, Volunteer Liability Insurance, and Excess Automobile Liability Insurance. There is no cost to the Department or to the senior volunteer to become a member of the RSVP. Senior volunteers may reach out to the statewide coordinator at COMR, to find locations RSVP covers within their area. If an RSVP is not available, the statewide coordinator will attempt to locate a substitute resource.
- b. When applicable, volunteers shall submit and have on file, their local RSVP enrollment application, as provided by the local RSVP guidelines or approved substitute.
- c. Volunteers shall report and document their volunteered time monthly on a CHP 462L, Senior Volunteer Program Monthly Time Record, and the CHP 462H, in accordance with the local RSVP policy, when applicable. A copy of this report shall be maintained in the volunteer's personnel file.

8. PROGRAM FUNDS.

- a. The SVP receives no direct financial support from the Department. Any financial support or donations to the program from corporations, local businesses, or private citizens, shall remain separate from any departmental funds. Donations

or contributions to the SVP shall have no departmental connection. Each Area SVP electing to establish a program fund shall either create a nonprofit 501(c)(3) corporation, or shall utilize the local Area office squad club. An acceptable name for a newly established corporation would be "Senior Volunteer Program" and the Area location code (e.g., Senior Volunteer Program-330 for Redwood City Area office).

(1) The Area office mailing or street address may be used for establishing the senior volunteer corporation and a checking account.

(2) All checks or donations received shall be made out to the SVP without reference to the Department (e.g., Senior Volunteer Program-330 **not** CHP Senior Volunteer Program-330).

(3) The use of overtime, compensatory time, and per diem for SVP-related activities are not authorized.

b. There are no requirements for an Area SVP to establish a program fund. If an Area SVP elects to establish a fund, the Area coordinator shall complete a CHP 51, Memorandum, outlining the request. The CHP 51 shall be reviewed and approved by the Area commander, then submitted to the Division commander for final approval.

(1) After approval, a copy of the approved CHP 51 shall be forwarded to the statewide coordinator, for their records.

c. Tax-Exempt Status. Most charitable organizations in California seek income tax-exempt status under 501(c)(3) of the Federal Internal Revenue Code (IRC), and Section 23701(d) of the California Revenue and Taxation Code. These provisions generally exempt a charity from federal or state income tax on all forms of income derived from the charity's exempt purposes.

d. The Area coordinator shall be responsible for ensuring the procedures for registering and operating as a tax exempt, nonprofit corporation, are followed. The Area coordinator should, if needed, contact the statewide SVP coordinator to receive the necessary forms, fees, and reporting agencies (e.g., Internal Revenue Service [IRS], Employer Identification Number [EIN]).

e. In the event a program fund is established, the following volunteer positions are required and shall be assigned for a 501(c)(3) corporation.

(1) Area President.

(2) Area Vice President.

(3) Area Secretary/Treasurer.

These positions may be assigned to the SVP lead administrator, staff administrator as additional duties, or can be independently assigned to additional senior volunteers. These positions shall only be used for a command that has established a program fund and shall only perform the duties as required in a 501(c)(3) corporation.

f. Areas electing to establish an SVP account will also be required to stipulate to an audit of financial statements, and related records, to maintain active status as an SVP with the Department. Failure to participate in the Department's financial audit shall result in the suspension of the Area's SVP.

g. Under authority given by the Commissioner, the Office of Internal Affairs, and the Office of Inspector General, SVP audits shall be completed, as necessary. The objective of the audit is to determine if the SVP is complying with state and federal laws and tax regulations applicable to its operation. Additionally, the purpose of the audit is to review the financial statements and all related records to determine if transactions and cash accountabilities are properly recorded.

h. Senior Volunteer Programs electing to establish a program fund shall obtain an EIN and request tax-exempt status with the IRS in accordance with IRC Section 501(a). To accomplish this, each Area commander shall ensure the Area SVP coordinator completes the application process for receiving tax-exempt status as a nonprofit organization. Guidelines for completing this process may be obtained by contacting the IRS, Tax Exempt and Government Entities Division, or the statewide coordinator, for the forms, information, and bylaws.

i. The EIN alone does not offer tax-exempt status. The EIN is used by the IRS only for tracking purposes. The steps for obtaining tax-exempt status are as follows:

(1) Acquire, complete, and submit the following required documents from the IRS, California Department of Justice, and Franchise Tax Board (FTB). Forms and instructions are available from the statewide coordinator or at www.ftb.ca.gov/file/business/types/charities-nonprofits.

(a) Internal Revenue Service.

1 Form 1023, Application for Recognition of Exemption.

2 Form 8718, User Fee for Exempt Organization Determination Letter Request.

3 Form 990, Return of Organization Exempt from Income Tax.

(b) California Department of Justice, Form RRF-1, Annual Registration Renewal Fee Report to Attorney General of California.

(c) Franchise Tax Board, Form 199, California Exempt Organization Annual Information Return.

j. Upon receipt of the IRS determination letter of tax-exempt status as a nonprofit organization, donations received by SVPs are subject to regulation in accordance with Section 501(c)(3) of the IRC.

k. Annual registration with the Office of the Attorney General is required, per Section 12581.2 of the California Government Code, when a nonprofit entity accepts donations for the purpose of gifting the donated item to charity.

l. Guidelines for filing with the Office of the Attorney General may be obtained from the statewide coordinator. A copy of all forms shall be reviewed by the Area commander and forwarded, through channels, during annual reporting to the statewide coordinator.

9. FISCAL ACCOUNTABILITY AND DOCUMENTATION.

a. Established SVP accounts shall adhere to monthly reporting on a CHP 462Q. The report shall include disbursements, cash receipts, cash advances, petty cash, and monthly cash balances.

b. Receipts and/or documentation for all program expenditures shall be maintained for a period of three years. Small dollar items, such as meals, need only have the reason and number of volunteers written on the reverse side. A complete Monthly Cash Receipts Journal will capture the program's expenditures. Page two of the CHP 462Q captures the Monthly Disbursement Journal cash receipts.

c. Cash receipts or documentation shall be maintained for all incoming funds for a period of three years. A pre-numbered receipt with the program name and number shall be used.

d. An CHP 462P, outlining the year's activities, shall be completed, and submitted to the commander for review and approval, no later than January 31 of the following

year. In order to satisfy this requirement, an IRS Form 990-EZ, Short Form Return of Organization Exempt From Income Tax, shall be completed. When Area SVP receipts are more than \$25,000 for that year, the IRS 990-EZ shall be completed and filed with the IRS. Area SVPs having receipts of \$25,000 or less, shall prepare and maintain the form on file at the command and a copy of the form shall be submitted to the Division coordinator. The Division coordinator shall then submit a copy of the form to the statewide coordinator. When the program receipts are more than \$25,000 for the year, the FTB Form 199, shall be filed with the FTB by the Area office.

10. CHECKING ACCOUNT PROCEDURES. All checking accounts shall require dual signatures for disbursement of funds. One of the signers on the SVP checking account shall be selected from the following: Area commander, lieutenant, Area supervisor, Area coordinator, or Area associate coordinator. One of the signers shall be the volunteer who has been appointed treasurer.

a. Every Area SVP with an established bank account shall reconcile the account monthly. Monetary donations shall be deposited into the program checking account within 72 hours from when the donation was received.

b. Other than petty cash expenses, all expenses shall be paid by check. A copy of every check shall be maintained for three years.

c. When an Area SVP receives a monetary donation, a numbered receipt with the name of the program (e.g., SVP 535) shall be provided. If a donation is received via the United States Postal Service, the Area SVP shall provide a receipt to the donor. Copies of all receipts shall be maintained at the Area office for a period of three years.

11. AUTHORITY TO DISBURSE FUNDS.

a. Funds from the Area SVP checking account shall only be disbursed when the expense is consistent with this policy and will further the mission of the SVP. The authorization to disburse funds shall be recorded on a CHP 51 and approved by the Area supervisor. As part of the Area's annual report, a copy of all documentation shall be forwarded through channels to the statewide coordinator.

b. Disbursement of funds from the Area SVP checking account in excess of \$100 requires authorization from the Area commander.

c. Disbursement of funds from the Area SVP checking account in excess of \$1,000 requires authorization from the Division commander.

d. Disbursement of funds from the Area SVP checking account in excess of \$5,000 requires authorization from the COMR commander.

12. FINANCIAL REPORTING RESPONSIBILITIES.

a. The Area coordinator shall complete and submit a monthly CHP 462Q to the command supervisor and commander for review and approval. The Area commander will ensure the report is then submitted to the Division coordinator, no later than the fifth calendar day following the end of each month. If no activity is recorded within that month, a negative report is required.

b. The Division coordinator is responsible for collecting the Area's monthly SVP financial report.

c. The Division coordinator shall then submit the collected CHP 462Q to the statewide coordinator, no later than the tenth calendar day following the end of each month.

13. REQUEST FOR SERVICE. The solicitation of donations in exchange for services is prohibited as described within HPM 10.3, Personnel Transactions Manual, Chapter 14, Inconsistent and Incompatible Activities.