

Supervising Volunteers





Objectives

- Standardize
- Provide information
- Improve Process
- Recognize Performers
- Provide feedback

Standardize

- Recruitment
- Supervision
- Motivation
- Orientation
- Training
- Safety
- Recordkeeping
- Evaluation

MISCONCEPTIONS ABOUT VOLUNTEERS




- > VOLUNTEERS THREATEN PAID JOBS
- > VOLUNTEERS ARE OUTSIDERS
- > VOLUNTEERS CAN'T BE DEPENDED UPON
- > VOLUNTEERS WILL CREATE MANY PROBLEMS

NEED FOR PROGRAM PUBLICITY




- > **Publicity** creates awareness.
- > Program publicity generates a broad base of public support and is the primary means of recruitment.
- > Program publicity will also bring attention to and recognition of the group.

Recruitment

- ❖ It's a team effort. anyone can recruit.
Volunteers, Rangers, CMC, Administration, etc.
- ❖ The Volunteer Clearing House.
- ❖ WorkKamper News
- ❖ Final authority- Accepting Official

SPECIAL PROCEDURES & TECHNIQUES

- ⊗ THE VOLUNTEER INTERVIEWS
- ⊗ VOLUNTEER COMPENSATION AND RECOGNITION



5 SUGGESTIONS FOR A SUCCESSFUL VOLUNTEER INTERVIEW



1. Determine the capability of the volunteer.
2. Determine the willingness of the volunteer to complete the job.
3. Determine the volunteer's available time.
4. Determine if there are health or physical problems that would affect the volunteer.
5. Determine WHY the person is volunteering.

Matching Volunteers to the Job

- Application- OF 301
- Interview
- Background Check
 - Consent and Waiver Release form
 - Company SSCI
 - Protection of information
 - Disqualifiers Violent Crimes/Crimes against another person/Crimes involving weapons

Job Descriptions

Supervision

- ❖ Corps Employees
 - ❖ Rangers
 - ❖ CMC
 - ❖ Administration
- ❖ Volunteers



SUPPORT FROM ENTIRE TEAM



- > Keep all members of the staff informed about success, opportunities, special challenges and program direction.
- > The importance of maintaining this balance of attention and support increases as the size of a volunteer group increases.
- > Favoritism of one group over the other creates resentment which can destroy a program.
- > Be open and give strong support to all who supervise volunteers.



Motivation

- Volunteers come to work for all reasons.
 - Fill time
 - A campsite
 - To improve the campground
- Working with volunteers is challenging.
 - They have one job
 - We have many
- Volunteers are seeking a quality experience.
- Ask prospective volunteers why they want to volunteer and the type of experience they are hoping for.

Barriers to Motivation

- * Lack of appreciation for their work.
- * A supervisor that is less than enthusiastic.
- * Busy work
- * Abuse
- * No work
- * Unclear expectations

Barriers (cont.)

- Atmosphere
- Lack of encouragement, concern, support, and recognition.
- Mutual respect.
- Clear Chain of Command
- Total Staff Involvement
- Funding

Identification

- Name tags- red with volunteer
- Shirts
 - ✓ T-Shirt for outside (Green)
 - ✓ Polo Shirt for light duty (Green or white)
 - ✓ Signed out and returned
- Hats (green)

Orientation

- Short term – project specific (BSA)
- Long term –
 - Mission
 - Overview
 - Importance of Volunteers
 - General Duties
 - Specific Duties
 - Training Plan
- Returning -

SUFFICIENT PROGRAM MANAGEMENT TIME

- Successful volunteer programs are characterized by sufficient planning.
- Devote a significant amount of time to volunteer recognition.
- Time devoted to these activities will more than pay for themselves.

SPECIAL OPPORTUNITIES IN SUPERVISION AND MANAGEMENT

- SUPPORT FROM ENTIRE TEAM
- PROGRAM PITFALLS
- FACILITIES FOR VOLUNTEERS

FACILITIES FOR VOLUNTEERS

- > Have necessary preparations been made to accept the services of volunteers?
- > Is there a place for them to work; supplies for the job?
- > Before a volunteer comes to work, be sure to have an office, a desk or a work station ready.
- > At the minimum, have a plan.

ADMINISTRATIVE DETAILS

⌘ JOB DESCRIPTIONS

⌘ TRAINING

⌘ SAFETY

⌘ Activity Hazard Analysis (AHA)

⌘ PPE

⌘ Licensing

⌘ RECORDKEEPING

⌘ Performance Appraisals

⌘ Corps

⌘ Volunteer

⌘ Equipment

⌘ Time



VOLUNTEER COMPENSATION AND RECOGNITION



PROGRAM EVALUATION

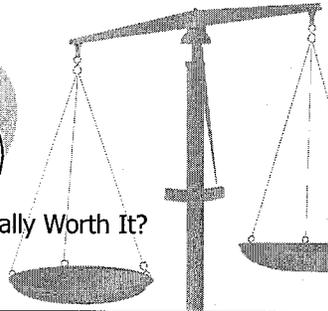
- > Ineffective management, poor supervision, and negative attitudes all combine to make an unworkable program. Know your responsibilities.
- > If a program is truly deficient, volunteers will get disillusioned and leave with ill feelings. What are our net benefits.
- > The reputation of the agency unit will be damaged. Its not all about money.
- > If you can't do it well, don't do it at all.
- > A poor volunteer program can have serious, lingering negative results. Personal Feedback from and about our program will help our continual improvement.



Why Volunteers?

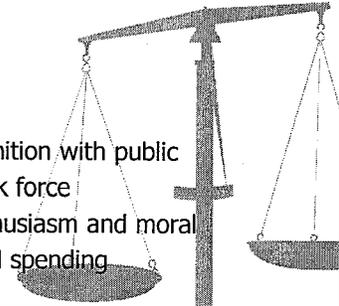


Are they Really Worth It?

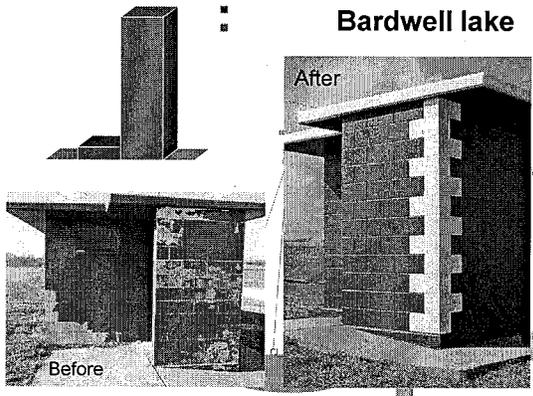


Benefit to The US Army Corps of Engineers

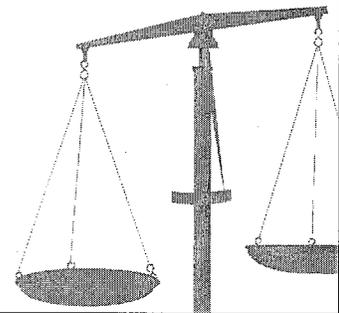
- Positive recognition with public
- Increased work force
- Increased enthusiasm and moral
- Reduced O& M spending



Bardwell lake

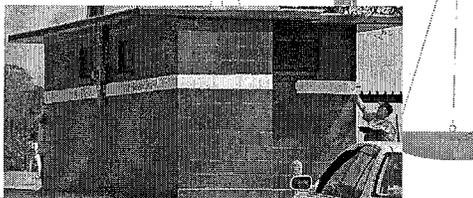


Benbrook

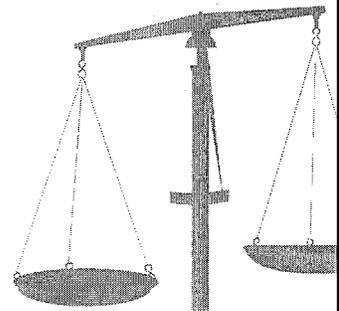


Lavon Lake

- First Baptist Church of Melissa volunteer event at Ticky Creek Park at Lavon Lake.
- Projects to be done included re-painting the restroom and picnic table pavilions, mowing and weed-eating, and shoreline cleanup.
- 40 volunteers showed up
- USACE supplied the paint and brushes
- all other materials including mowers were supplied by the volunteers. The various projects that were done wound up saving the
- Corps Savings = \$2817.52

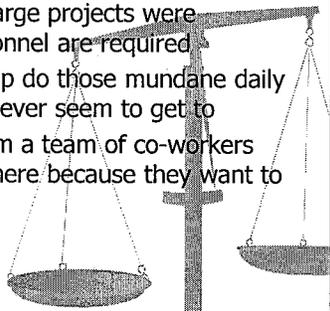


Navarro Mills



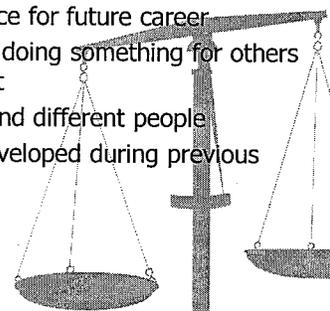
Employee Benefits

- Assistance on large projects where additional personnel are required
- Someone to help do those mundane daily tasks you can never seem to get to
- Enthusiasm from a team of co-workers who are truly there because they want to help



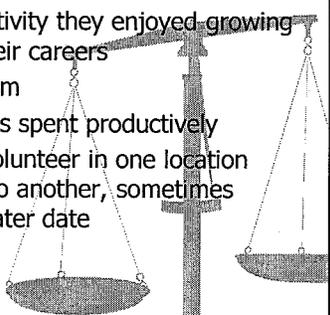
Volunteer Benefits

- Work experience for future career
- Self esteem of doing something for others or environment
- Meeting new and different people
- Utilize skills developed during previous career



Why do People Volunteer

- Give back to activity they enjoyed growing up or during their careers
- Be part of a team
- Feel their time is spent productively
- Travel- Many volunteer in one location then move on to another, sometimes returning at a later date



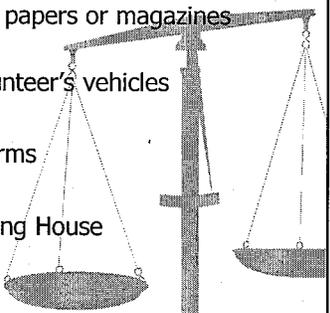
How do we Recruit GOOD people

- We must all become recruiters



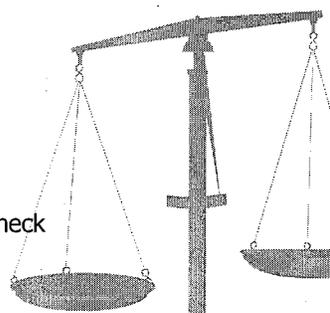
Other ways to Recruit

- Articles in news papers or magazines
- Stickers for volunteer's vehicles
- Volunteer Uniforms
- Volunteer Clearing House



Screening

- Application
- Interview
- References
- Back Ground Check

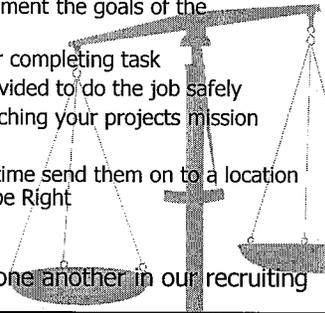


4 Rights of Matching Volunteers to Jobs

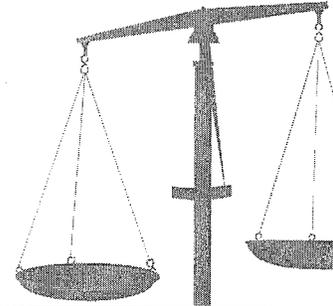
- Right work assignment the goals of the individual
- Right the skills for completing task
- Right training provided to do the job safely
- Right jobs for reaching your projects mission

- Not Right at this time send them on to a location where they may be Right

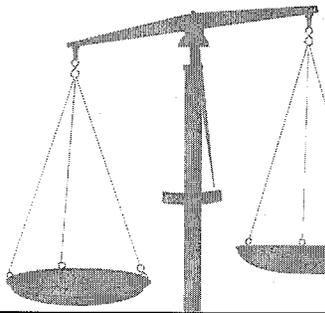
We can all assist one another in our recruiting



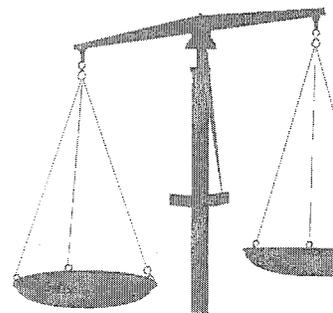
Motivating Volunteers



Constructive Criticism

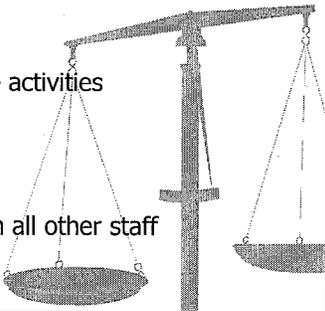


Praise Often

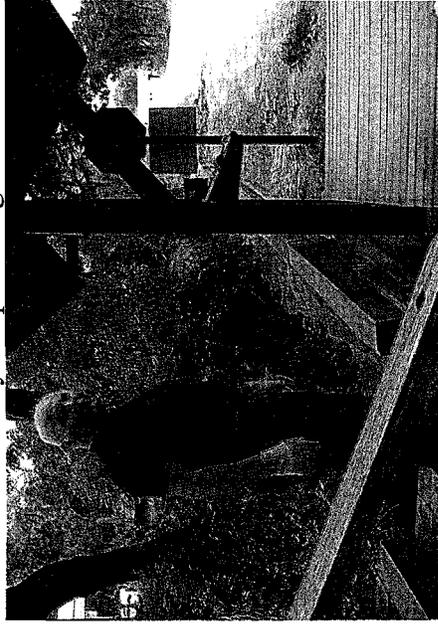


Making them Part of the Team

- Training
- Involve in office activities
- Safety Briefings
- Treat equal with all other staff



Volunteers play vital role for the U.S. Army Corps of Engineers at Belton and Stillhouse Hollow Lakes. As a Volunteer Park Host you will be part of a team that includes Other Volunteers, Service Contractors, Park Rangers, Specialists, Engineering Technicians, Management and Administration. This team works together to preserve and enhance our national recreation and natural resources and keep these valuable areas available to the public. In many cases, Volunteer Park Hosts, and Gate Attendants, are the first contact the public has with the U.S. Army Corps of Engineers.



Volunteer Park Hosts are long term volunteers who make extended stays at parks located in scenic areas and meet many interesting and friendly people while they work at least 20 hrs/week as a part of the project team. A choice campsite is reserved at no charge for these volunteers during their commitment to a project.

Join our Team by contacting Volunteer

Coordinator: Marcus Schimank



Belton and Stillhouse Hollow Lake Office

3740 FM 1670

Belton, TX 76513

Telephone: 254-939-2461

Fax: 254-939-8150

Email: marcus.w.schimank@swf02.usace.army.mil

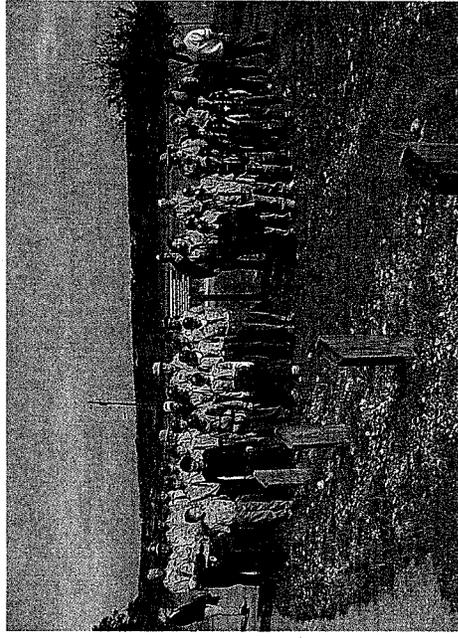
Or visit us on the web at:

www.corpslakes.us/belton

www.corpslakes.us/stillhouse

BELTON AND STILLHOUSE HOLLOW LAKES

Making a Difference!!!



Leave a legacy by
volunteering to preserve
recreation and natural
resources at U.S. Army
Corps of Engineers Lakes.

Opportunities to Make a Difference:

Park Maintenance: This includes such things as litter pick-up, cleaning of restrooms, campsites, picnic sites, keeping grass off of swim beach areas, mowing, edging, clearing trails, assisting engineering technicians, etc...

Light construction work: This includes such things as building low retaining walls, kiosks, making repairs to various park facilities such as shelters and restrooms, fence installation and repair, installing trail signs, guard post replacement, developing new trails, building foot bridges, assisting engineering technicians, etc...

Park Host: Answer questions, help campers get settled, suggest things to do and places to go in the vicinity, and explain the campground regulations. Expected to help keep the campground neat, and attend to some minor repairs or maintenance as needed.

Community Service Supervisor: This assignment includes supervising up to ten non-violent offenders who are on probation in Bell and Lampasas Counties. This position requires good communication, interpersonal and leadership skills as well as working up to 12 hours on the weekends.

Landscape Beautification: This includes such things as planting wild flowers and native grasses, harvesting wild flower and native grass seeds, mulching, fertilizing, pruning and watering park trees, mulching, weeding and watering landscapes, installing new trees and landscapes, building tree wells and landscape edges with native stone, etc....

Wildlife Management: This includes such things as assisting with wetland and food plot plantings, controlling invasive species, building, installing and maintaining bird houses and wood duck boxes, controlling soil erosion via conservation plantings and erosion mat installation, assisting with various wildlife surveys, remote shoreline cleanup, etc....



Visitor Interpretive Services Aides: Make public contact, dispense information and assist visitors. May include preparing and giving interpretive talks to the visiting public. Assist rangers with tours, talks, or walks, update bulletin boards, and distribute interpretive materials. Promote water safety with formal appearances and within the Parks.

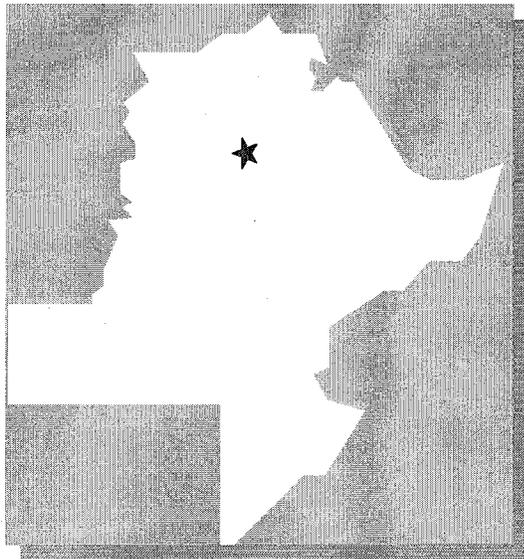
Everyone can Leave a Legacy of Service

Anyone can volunteer at U.S. Army Corps of Engineers facilities: ***Scout Groups, Civic Clubs, Local Businesses, Youth Centers, School Groups, Retirees, Environmental Groups, Steering Committees, Gardening Clubs, Fishing Clubs, Summer Camp Groups, Local Residents and more.*** All of these

volunteers assist us in building and maintaining our recreational facilities as well as developing natural areas where animals and plants can thrive to be enjoyed by present and future generations.

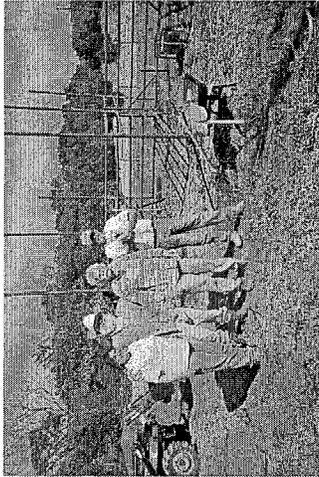
You can become part of the team and help us meet our missions for the nation. Please contact your local Corps Volunteer Coordinator listed on this brochure or visit us on the web at www.lrn.usace.army.mil/volunteer.

Volunteers play vital role for the U.S. Army Corps of Engineers at Bardwell Lake. We are located near Ennis Texas about 50 miles South of Dallas. We are far enough out of the city to provide a truly natural environment but close enough for a visit. As a volunteer you will be part of a team that works together to conserve our nations recreation resources keeping valuable assets accessible to the public. In many cases, Volunteer Park Hosts, and Gate Attendants, are the first contact the public has with the U.S. Army Corps of Engineers.



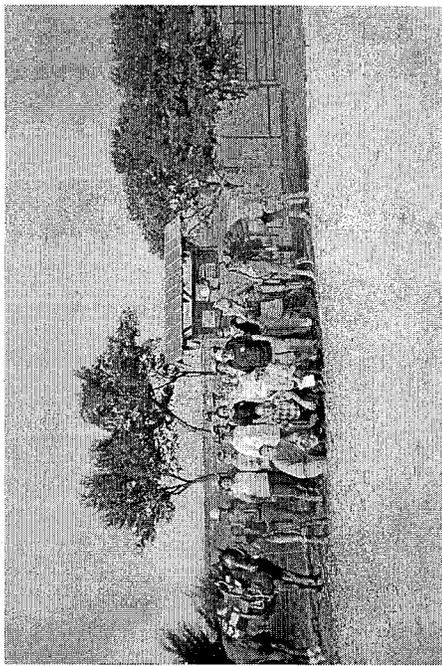
Join our Team by contacting Volunteer

Coordinator: Dorie Nicholson



BARDWELL LAKE

Making a Difference!!!



Bardwell Project Office

4000 Observation Dr.

Ennis, TX 75119

Telephone: 972-875-5711

Fax: 972-875-9711

Email: Dorie.Nicholson@swf02.usace.army.mil

Leave a legacy by
volunteering to preserve
recreation and natural
resources at US Army Corps
of Engineers Lakes.

Or visit us on the web at:

www.corpslakes.us/Bardwell

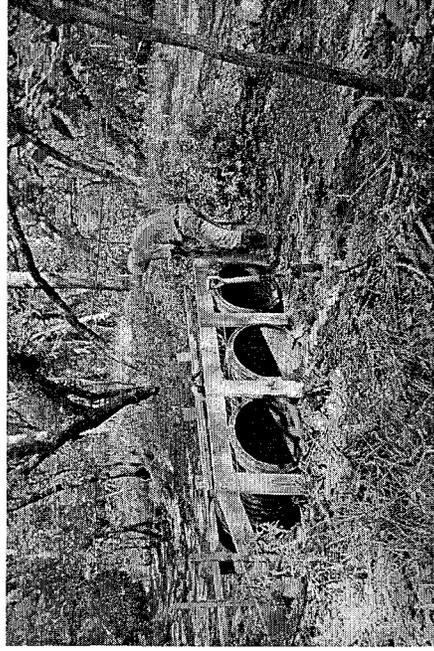
Volunteer Park Hosts are long term volunteers who make extended stays at campgrounds located in scenic areas and meet many interesting and friendly people while spending approximately 20 hrs/week as a part of our team. Choice campsites are reserved at no charge for these volunteers during their 2-6 month or longer commitment.

Opportunities to Make a Difference at Bardwell Lake:

- **Park Maintenance/Light Construction** – updates and repairs to park infrastructure
- **Landscape Beautification** – care of flower beds around park and office buildings
- **Wildlife Management** - food plot and habitat development as well as help with bird box placement and recordkeeping
- **Visitor Interpretive Service** – prepare educational programs for visitors in parks or assist rangers with programs

- **Photographer** – document routine and special events around the project

- **Trail Steward** – work closely with project staff to rehabilitate and maintain project's extensive trail system



- **Litter Control** – beautify shoreline areas by removing trash
- **Boundary Patrol** - patrol boundary by foot or vehicle and report all problems for action.

Bring Us Your Own Ideas! – come up with your own solution to a need around the lake.

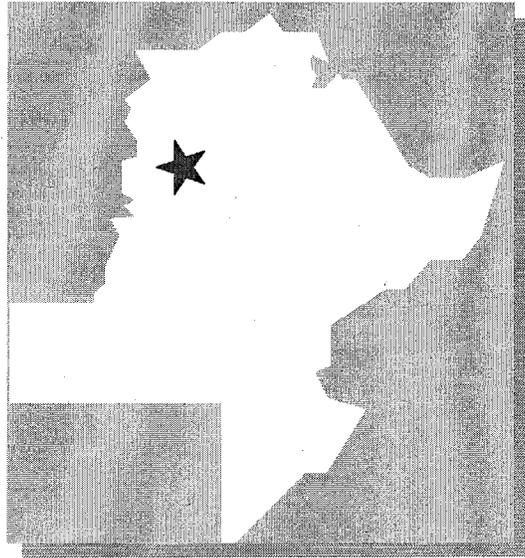
Everyone can Leave a Legacy of Service

Anyone can volunteer at US Army Corps of Engineers facilities: **Scout Troops, Rotary Clubs, Local Businesses, Youth Centers, School Groups, Retirees and more.** All of these volunteers assist us in building and maintaining our recreational facilities as well as developing natural areas where animals and plants can thrive.

You can become part of the team and help us meet our missions for the nation. Please contact your local Corps Volunteer Coordinator listed on this brochure or visit us on the web at :

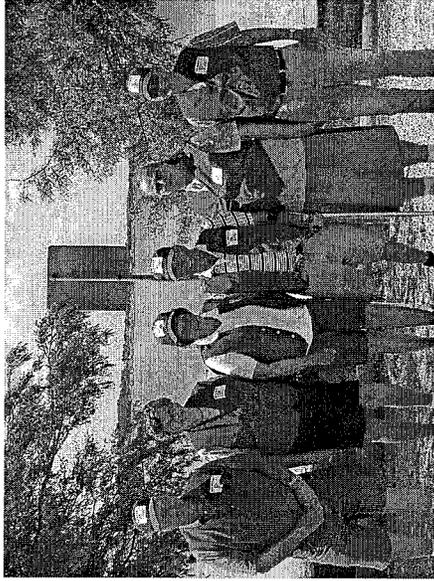
www.lrn.usace.army.mil/volunteer

Volunteers play vital role for the U.S. Army Corps of Engineers. As a volunteer park host you are a part of a team that includes volunteers, service contractors, park rangers, management and administration. This team works together to conserve our national recreation resources and keep these valuable areas available to the public. In many cases, volunteer park hosts, and gate attendants, are the first contact the public has with the U.S. Army Corps of Engineers.



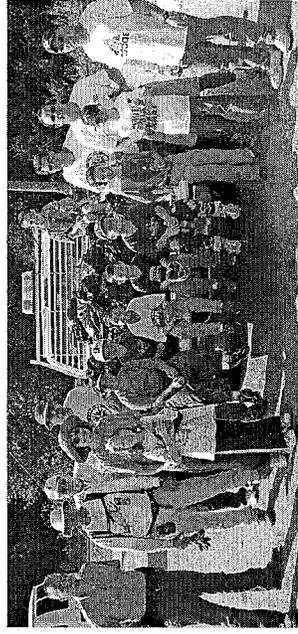
Join our team by contacting

Volunteer Coordinator: *Eric Pedersen*



LAVON LAKE

Making a Difference!!!



Lavon Lake Office

3375 Skyview Drive
Wylie, TX 75098
Telephone: (972) 442-3141
Fax: (972) 442-1109

Email: Eric.C.Pedersen@swf02.usace.army.mil

Or visit us on the web at:

www.corpslakes.us

Leave a legacy by
volunteering to preserve
recreation and natural
resources at US Army
Corps of Engineers Lakes

Volunteer Park Hosts are long term volunteers who make extended stays at campgrounds located in scenic areas and meet many interesting and friendly people while they work 12-20 hrs/week as a part of the project team. Usually a choice campsite is reserved at no charge for these volunteers during their commitment to a project.

Opportunities to Make a Difference:

- **Campground Maintenance/Light Construction.** Campground maintenance work includes litter pick-up, light repair work, and cleaning of restrooms, tables, and fire-pits. May also install or repair fences, signs, and trails.
- **Office Assistant.** Performs general office duties including routine typing and filing, assisting visitors, and answering the telephone.
- **Campground Host.** Answer questions, help campers get settled, suggest things to do and places to go in the vicinity, and explain the campground regulations. Expected to help keep the campground neat, and attend to some minor repairs or maintenance.

- **Landscape Beautification and Wildlife Management.** Assist in beautification by planting flowers, mulching, weeding, watering and maintaining visitor use areas. Some hummingbird and butterfly plots available. Check and maintain various nesting box structures. Replace, repair, build, and install new boxes as needed. Maintain records of nesting habits. Food plot work, habitat management, and other activities possible.



- **Visitor Interpretive Services Aides.** Make public contact, dispense information and assist visitors. May include preparing and giving interpretive talks to the visiting public. Assist ranger with tours, talks, or walks, update bulletin boards, and distribute interpretive materials. Promote water safety with formal appearances and within the parks.

Everyone can Leave a Legacy of Service

Anyone can volunteer at US Army Corps of Engineers facilities: *Scout troops, Rotary Clubs, local businesses, youth centers, school groups, retirees and more.* All of these volunteers assist us in building and maintaining our recreational facilities as well as developing natural areas where animals and plants can thrive.

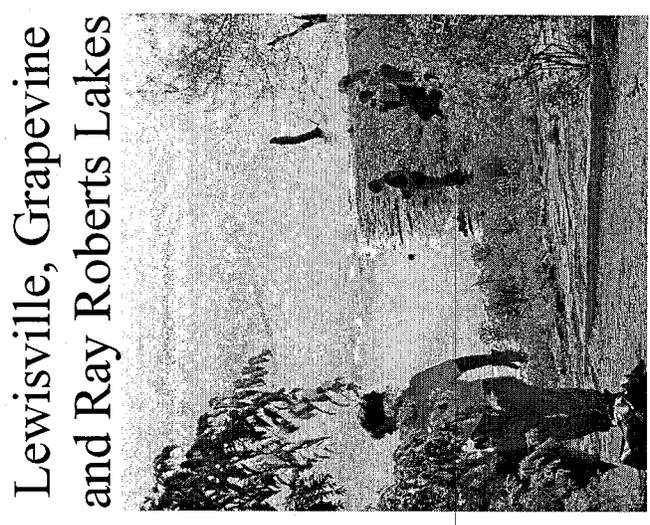
You can become part of the team and help us meet our missions for the nation! Please contact your local Corps Volunteer Coordinator listed on this brochure or visit us on the web at:

www.lrn.usace.army.mil/volunteer

ELM FORK PROJECT

Volunteer Coordinator *Emily Tennill*

The Elm Fork consists of three lakes - **Lewisville, Grapevine** and **Ray Roberts** - located in the Dallas-Fort Worth, TX metropolis. Volunteer positions, however, are primarily at Lewisville and Grapevine Lakes. The urban location of the project offers plenty of natural beauty and outdoor opportunities with the convenience of city life.



Elm Fork Project Office

1801 N. Mill St.
Lewisville, TX 75057
Telephone: 469-645-9078
Fax: 469-645-9101
Email: emily.c.tennill@swf02.usace.army.mil

Or visit us on the web at:
www.corpslakes.us/lewisville

- **Photographer** – document routine and special events around the project
- **Trail Steward** – work closely with project staff to rehabilitate and maintain project’s extensive trail system



Opportunities to Make a Difference at the Elm Fork Project

- **Park Hosts** – greet and assist visitors in parks as well as help with minor maintenance, mowing and cleaning

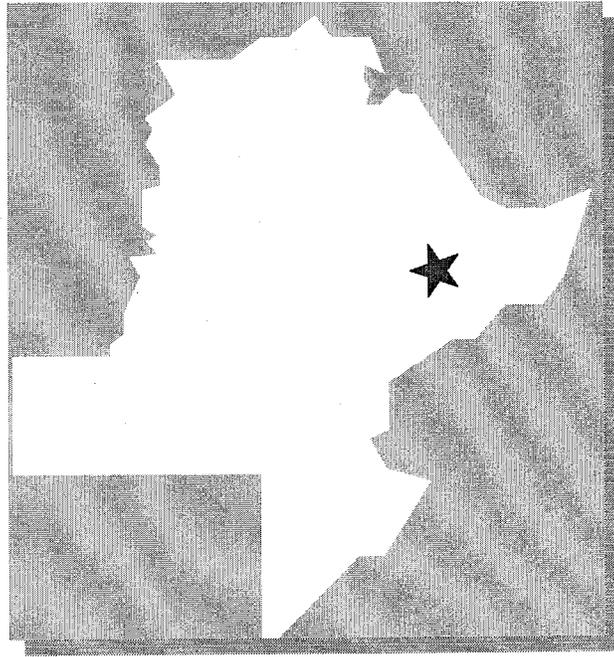
Making a Difference!

Leave a legacy by volunteering to preserve our resources at US Army Corps of Engineers Lakes.

Everyone can Leave a Legacy of Service

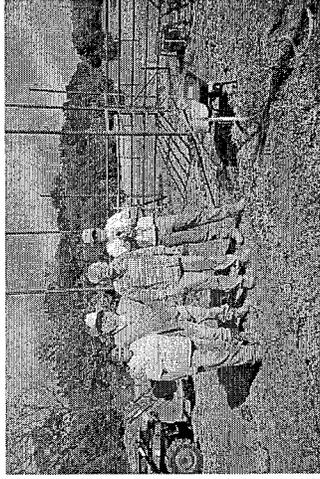
Anyone can volunteer at US Army Corps of Engineers facilities: **Scout Troops, Rotary Clubs, Local**

Volunteers play vital role for the U.S. Army Corps of Engineers at Insert your Project Office name. As a Volunteer Park Host you will be part of a team that includes Volunteers, Service Contractors, Park Rangers, Management and Administration. This team works together to conserve our national recreation resources and keep these valuable areas available to the public. In many cases, Volunteer Park Hosts, and Gate Attendants, are the first contact the public has with the U.S. Army Corps of Engineers.



Join our Team by contacting

Volunteer Coordinator: Your Name



Your Project Office

Your Address

City, State Zip

Telephone: 000-000-0000

Fax: 000-000-0000

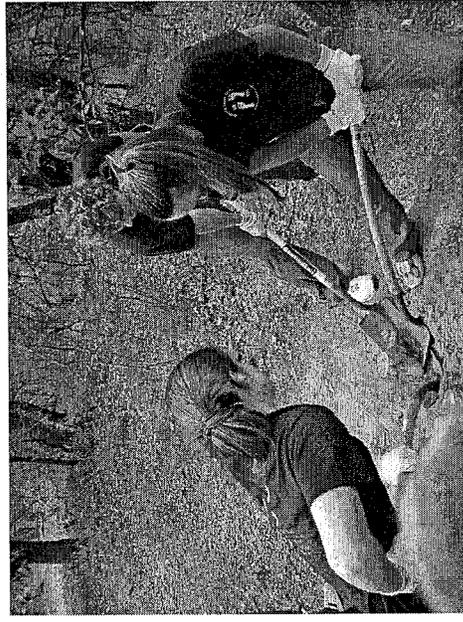
Email: you@swf02.usace.army.mil

Or visit us on the web at:

www.corpslakes.us

YOUR LAKE

Making a Difference!!!



Leave a legacy by volunteering to preserve recreation and natural resources at US Army Corps of Engineers Lakes.

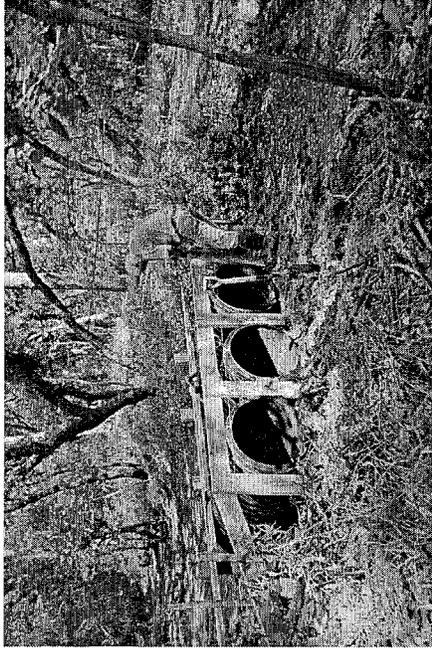
Volunteer Park Hosts are long term

volunteers who make extended stays at campgrounds located in scenic areas and meet many interesting and friendly people while they work # hrs/week as a part of the project team. A choice campsite is reserved at no charge for these volunteers during their commitment to a project.

Opportunities to Make a Difference:

- **Park Maintenance/Light Construction** – updates and repairs to park infrastructure
- **Landscape Beautification** – care of flower beds around park and office buildings
- **Wildlife Management** - food plot and habitat development as well as help with bird box placement and recordkeeping
- **Visitor Interpretive Service** – prepare educational programs for visitors in parks or assist rangers with programs
- **Photographer** – document routine and special events around the project

- **Trail Steward** – work closely with project staff to rehabilitate and maintain project's extensive trail system



- **Litter Control** – beautify shoreline areas by removing trash
- **Boundary Patrol** - patrol boundary by foot or vehicle and report all problems for action.
- **Landowner Education** – work with project staff and private landowners to share educational materials about uses of public lands
- **Bring Us Your Ideas!** – come up with your own solution for a need around the lake

Everyone can Leave a Legacy of Service

Anyone can volunteer at US Army Corps of Engineers facilities: **Scout Troops, Rotary Clubs, Local Businesses, Youth Centers, School Groups, Retirees and more.** All of these volunteers assist us in building and maintaining our recreational facilities as well as developing natural areas where animals and plants can thrive.

You can become part of the team and help us meet our missions for the nation.

Please contact your local Corps Volunteer Coordinator listed on this brochure or visit us on the web at

www.lrn.usace.army.mil/volunteer.

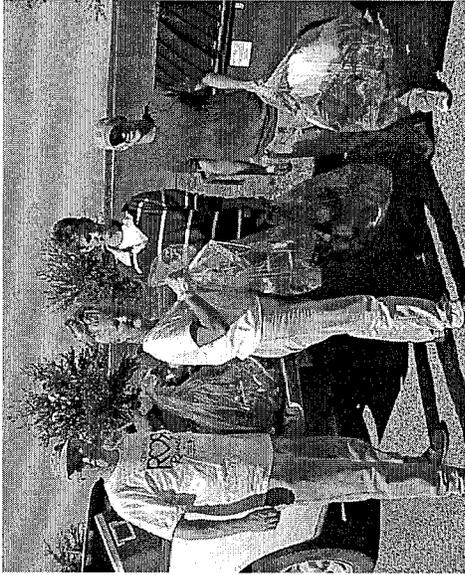
Whitney Lake is in Central Texas located on the main stem of the Brazos River. The Whitney Lake Dam and Powerhouse are located approximately 5.5 miles southwest of Whitney, Texas, 30 miles north of Waco, Texas, and 65 miles southwest of Fort Worth, Texas. Whitney Lake is part of the Mid-Brazos Project in the Fort Worth District of the U.S. Army Corps of Engineers. Over two million people visit Whitney Lake each year to enjoy camping, fishing, boating, water skiing, hunting, sight-seeing, and much more.



Opportunities to make a difference at Whitney Lake

- **Park Hosts** – serve as guide and resource person to visitors of Whitney Lake, provide surveillance, open and close park gates

Join our team in preserving the nation's natural resources:



Whitney Lake Project Office

285 CR 3602.

Whitney, TX 76634

Telephone: 254-622-3332

Jeff.D.Veselka@swf02.usace.army.mil

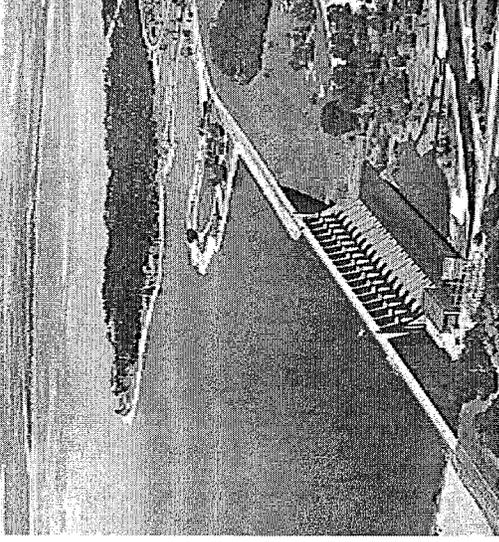
Or visit us on the web at:

www.corpslakes.us

- **Photographer** – document routine and special events around the project
- **Trail Steward** – work closely with project staff to rehabilitate and maintain project's trail system



U.S. Army Corps of Engineers
Fort Worth District



Whitney Lake

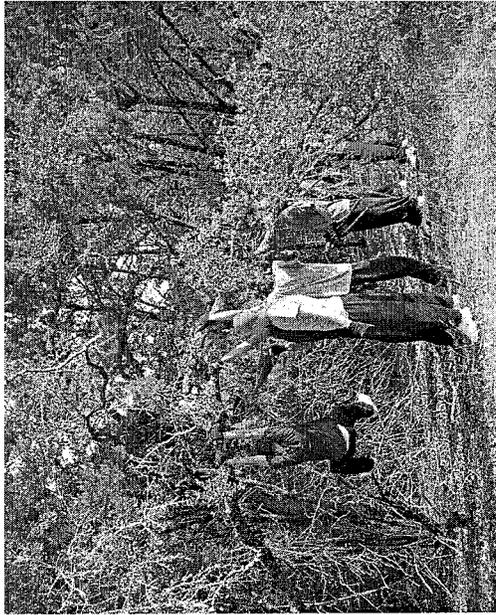
Make a difference Volunteer!

Leave a legacy by volunteering to preserve our resources at
U.S. Army
Corps of Engineers Lakes.

Everyone can leave a legacy of service

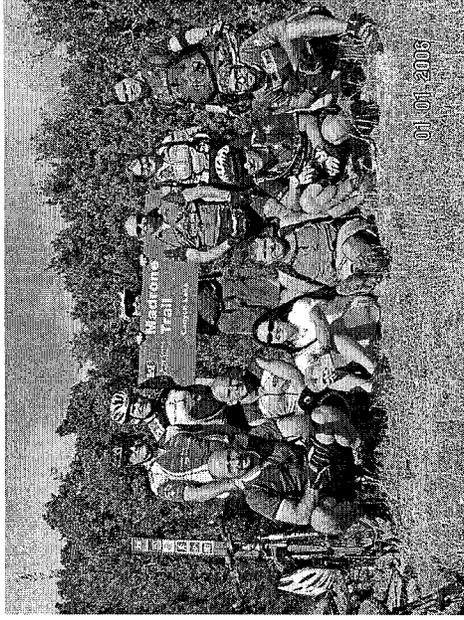
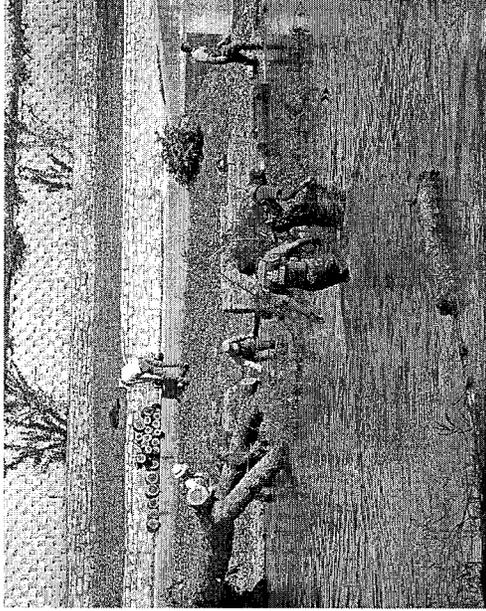
Anyone can volunteer at U.S. Army Corps of Engineers facilities: *Local Businesses, Scout Troops, Rotary Clubs, Youth Centers,*

Volunteers play vital role for the U.S. Army Corps of Engineers. As a Volunteer Park Host you are a part of a team that includes Volunteers, Service Contractors, Park Rangers, Management and Administration. This team works together to conserve our national recreation resources and keep these valuable areas available to the public. In many cases, Volunteer Park Hosts, and Gate Attendants, are the first contact the public has with the U.S. Army Corps of Engineers.



Join our Team by contacting

Volunteer Coordinator: Brett Delk



CANYON LAKE

Making a Difference!!!

Canyon Lake Project Office

601 C.O.E. Rd.

Canyon Lake, TX 78133

Telephone: 830-964 -3341

Fax: 830-964 -2215

Email: Brett.T.Delk@swf02.usace.army.mil

Or visit us on the web at:

www.corpslakes.us

Leave a legacy by
volunteering to preserve
recreation and natural
resources at US Army
Corps of Engineers
Lakes.

Volunteer Park Hosts are long term

volunteers who make extended stays at campgrounds located in scenic areas and meet many interesting and friendly people while they work 12-20 hrs/week as a part of the project team. Usually a choice campsite is reserved at no charge for these volunteers during their commitment to a project.

Opportunities to Make a Difference:

Campground Maintenance/light construction.

Campground maintenance work includes litter pick-up, light repair work, and cleaning of restrooms, tables, and fire-pits. May also install or repair fences, signs, and trails.

Office Assistant.

Performs general office duties including routine typing and filing, assisting visitors, and answering the telephone.

Campground Host.

Answer questions, help campers get settled, suggest things to do and places to go in the vicinity, and explain the campground regulations. Expected to help keep the campground neat and to assist gate attendants as needed.

Landscape Beautification and Wildlife Management.

Assist in beautification by planting flowers, mulching, weeding, watering and maintaining visitor use areas. Maintain water "Wild Scapes" to promote wildlife habitat. Check and maintain various nesting box structures. Replace, repair, build, and install new boxes as needed. Maintain records of nesting habits. Food plot work, habitat management, and other activities possible.



Visitor Interpretive Services Aides. Make public contact, dispense information and assist visitors. May include preparing and giving interpretive talks to the visiting public. Assist ranger with tours, talks, or walks, update bulletin boards, and distribute interpretive materials. Promote water safety with formal appearances and within the Parks.

Everyone can Leave a Legacy of Service

Many individuals and groups volunteer at US Army Corps of Engineers facilities:

Scout Troops, Rotary Clubs, School

Classes, Youth Centers, and more. These volunteers, who generally live near the lakes, assist us in building and maintaining

our recreational facilities and developing natural areas where animals and plant

diversity can thrive. There are many ways you can become part of our team and help

us meet our important missions for the

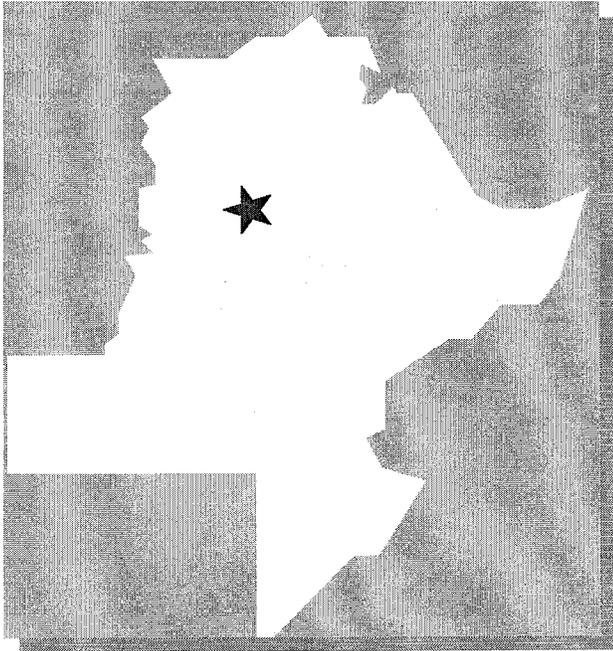
nation. If you or your group would like to

help, please contact your local U.S. Army

Corps Project Office or visit us on the web

at www.lrn.usace.army.mil/volunteer

Volunteers play vital role for the U.S. Army Corps of Engineers at Benbrook Lake. As a Volunteer Park Host you will be part of a team that includes Volunteers, Service Contractors, Park Rangers, Management and Administration. This team works together to conserve our national recreation resources and keep these valuable areas available to the public. In many cases, Volunteer Park Hosts, and Gate Attendants, are the first contact the public has with the U.S. Army Corps of Engineers.



Join our Team by contacting Volunteer

Coordinator: Darlene Faloney



BENBROOK LAKE Making a Difference!!!



Benbrook Project Office

7001 Lakeside Drive

Fort Worth, Texas 76132

Telephone: 817-292-2400x231

Fax: 817-346-0021

Email: Darlene.c.faloney@swf02.usace.army.mil

Leave a legacy by
volunteering to preserve
recreation and natural
resources at US Army
Corps Lakes.

Or visit us on the web at:

www.corpslakes.us/benbrook

Volunteer Park Hosts are long term

volunteers who make extended stays at campgrounds located in scenic areas and meet many interesting and friendly people while they work as a part of the project team. A campsite is reserved at no charge for these volunteers during their commitment to a project.

Opportunities to Make a Difference:

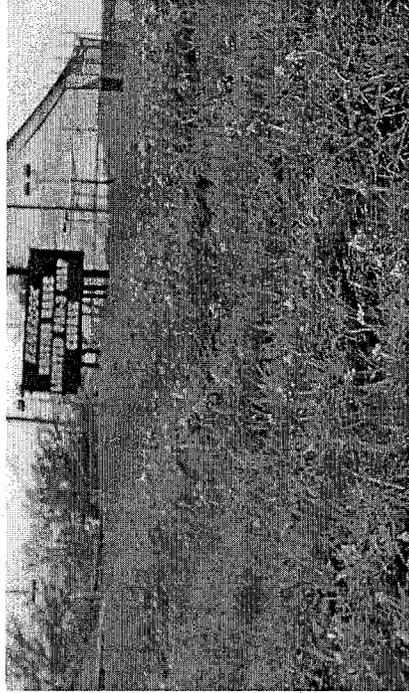
Campground Maintenance/light construction.

Campground maintenance work includes litter pick-up, light repair work, and cleaning of restrooms, tables, and fire-pits. May also install or repair fences, signs, and trails.

Office Assistant. Performs general office duties including routine typing and filing, assisting visitors, and answering the telephone.

Campground Host. Answer questions, help campers get settled, suggest things to do and places to go in the vicinity, and explain the campground regulations. Expected to help keep the campground neat, and attend to some minor repairs or maintenance.

Landscape Beautification and Wildlife Management. Assist in beautification by planting flowers, mulching, weeding, watering and maintaining visitor use areas. Check and maintain various nesting box structures. Replace, repair, build, and install new boxes as needed. Maintain records of nesting habits and survey bird population. Food plot work, habitat management, and other activities possible.



Visitor Interpretive Services Aides. Make public contact, dispense information and assist visitors. May include preparing and giving interpretive talks to the visiting public. Assist ranger with tours, talks, or walks, update bulletin boards, and distribute interpretive materials. Promote water safety with formal appearances and within the Parks.

Bring Us Your Ideas! – come up with your own solution for a need around the lake

Everyone can Leave a Legacy of Service

Anyone can volunteer at US Army Corps of Engineers facilities: **Scout Troops,**

Rotary Clubs, Local Businesses, Youth

Centers, School Groups, Retirees and

more. All of these volunteers assist us in building and maintaining our recreational facilities as well as developing natural areas where animals and plants can thrive.

You can become part of the team and help us meet our missions for the nation.

Please contact your local Corps Volunteer Coordinator listed on this brochure or visit us on the web at

www.lrn.usace.army.mil/volunteer.

Boat Patrol Volunteer

Overview

Volunteers play vital role for the U.S. Army Corps of Engineers. As a Volunteer you are a part of a team that includes Volunteers, Service Contractors, Park Rangers, Management and Administration. This team works together to conserve our national recreation resources and keep these valuable areas available to the public. In some cases, volunteers are the only contact the public has with the U.S. Army Corps of Engineers. Boat Patrol Volunteers will be used as a second (safety) person for boat patrols made by Rangers allowing us to increase our presence on the water.

Primary Responsibilities

Arrive at marina or designated boat ramp as scheduled with properly fitted PFD and in uniform. Ride in boat keeping eyes open for potential hazards and unsafe practices on the water. Talk with other water users regarding safety.

Secondary Responsibilities

Increase safety awareness through communication and lead by example anytime you are near the water or participating in water related activities. Provide valuable information on how to improve our programs by maintaining open communication with Rangers and Managers, passing on ideas for improvement gathered during daily contact with visitors.

Minimum Qualifications

- State Boater Education course certification or equivalent
- First Aid and CPR Training (provided)
- Desire to promote boating and water safety
- Desire to meet and interact with persons from varied backgrounds.
- Cognitive and verbal ability to answer visitor questions and communicate with other park personnel.
- Physical ability to operate boat equipment and handle safety equipment, lifting and carrying 30 lbs for 100 feet (position may require extended periods in the outdoors during adverse conditions such as heat, cold or rain.)
- Visually able to spot safety hazards and take prompt appropriate action to correct in accordance with training provided.

Desired Experience

- Operation of various types of water craft
- Use of water rescue equipment
- Boat maintenance
- Use and care of outboard engines

Park Host Volunteer Standard Operating Procedures and Memorandums - *DRAFT*

Contents	Page
I. Introduction	3
II. Appearance	4
Personal Appearance	4
Park Host Campsite	4
III. Communications	5
General Communications	5
Relaying Problems	5
Work Orders	5
Emergencies	5
Co-Worker Courtesy	6
IV. Park Maintenance	7
Campsites	7
Restrooms	7
Playgrounds/Swim Beaches	8
Litter	8
Mowing	8
Facility Upkeep	8
Facility Security	9

	Page
VI. Record Keeping	10
Volunteer Service Record	10
Volunteer Evaluations	10
VII. Visitor Assistance	11
Customer Service	11
Making Rounds	11
Rule Violations	12
Difficult Questions	13
Belligerent Visitors	13
Gate Attendant Assistance	14
VIII. Bardwell Team Members	15

I. Introduction

Volunteer Park Hosts play vital role for the U.S. Army Corps of Engineers. As a Park Host you are a part of a team that includes Volunteers, Service Contractors, Park Rangers, Management and Administration. This team works together to conserve our national recreation resources and keep these valuable areas available to the public. In many cases, Park Hosts, and Gate Attendant, are the first contact the public has with the U.S. Army Corps of Engineers; therefore, appearance, conduct and actions reflect not only on you, the park, and the lake but also on the Corps as a whole.

The primary functions of a Park Host are providing hospitality and customer service to park guests, assisting in the upkeep of the park facilities and promote safe and responsible use of Corps of Engineer amenities. Additionally, Hosts provide valuable information on how to improve our parks by maintaining open communication with Rangers and Managers, passing on ideas for improvement gathered during daily contact with visitors.

The following Standard Operating Procedures (SOPs) will enable you, our Park Hosts to fulfill your responsibilities efficiently, effectively, professionally and safely. Review these SOPs frequently and don't hesitate to seek guidance from your supervisor.

II. Appearance

A. Personal Appearance

1. While on duty, it is required that Hosts dress in a clean, neat and appropriate fashion.

- a. You must wear the provided Park Host shirt and nametag with the (optional) hat while on duty. When working with the public shorts and sandals (except for flip-flops) are acceptable, but should project a professional, if casual, image. (For example, seamed, tailored denim shorts are fine, but cut-off jeans are not.) All clothing should be clean, well-fitted and free of wrinkles. When doing maintenance tasks and other manual labor you should wear closed toed shoes (preferably safety toes) and long pants to protect you from scratches bites and other dangers. If you need a new shirt at any time, contact the Volunteer Coordinator.
- b. Hair, including facial hair, should be neat, well-groomed and clean. Fingernails should also be clean and clipped.
- c. If you smoke outside, do so in a discreet manner away from visitors. Smoking is not permitted in any government vehicle or building or within 20 feet of any government building.

B. Park Host Campsite

1. A Park Host's campsite should serve as a model site for other campers. All rules should be closely followed.

- a. All pets will be confined to the Park Host's trailer, crate or on a leash not longer than 6 feet in length. Dog pens, other than a standard crate, will not be allowed.
- b. No clotheslines or outdoor drying of laundry will be permitted. No washers, dryers, deep freezers, or excessive personal items will be permitted outside the Park Host's trailer (unless inside a provided shed at your site).

III. Communications

A. General Communications

1. A positive and respectful attitude in every contact will go a long way in insuring that good communication takes place and ultimately will assist in resolving any problems. Address using their name whenever possible (“excuse me” is another good way to politely get someone’s attention). Always introduce yourself using your name and role in the organization (“Hello, My name is ____ I am a Park Host and stopped by to day to welcome you to the park” Etc.) These principles apply to the public, other volunteers, contractors and Corps employees.

2. Never use profanity in the presence of others or where you be might overheard by others.

B. Relaying Problems

1. **All non-emergency questions and concerns should be directed to the Volunteer Coordinator.** Except for question regarding campers within the park like: “Is site 30 rented or can they have more than 2 camping units” can be asked of the gate attendant on duty. The Attendant can then determine if the problem or question requires immediate Ranger attention or through what means the issue should be addressed.

2. Be specific but concise when relaying information. For example, “The campers on site 46 have not been keeping their dog on a leash even after we asked them to do so. The dog is bothering some of the other campers. I think a Ranger needs to speak with them.” Is sufficient information and if the Ranger needs additional information they will contact you when they arrive. “I need a Ranger to look at a site in “A loop” is not specific enough to determine what course of action is necessary. Conversely, a long narrative of the situation is usually unnecessary.

3. Questions of a personal nature should be directed to the Volunteer/Park Host Coordinator during regular business hours (M-F, 7:30am-4:00pm) at 972 875 5711. Feel free to leave a voicemail after hours.

C. Work Orders

1. Work Order Items should be submitted to your volunteer coordinator or left with the gate attendant. Work orders are for tasks such as plumbing leaks electrical problems or other tasks you can not fix yourself. If you need tools or supplies for facility repairs or maintenance please make a detailed list with a description of the items needed the quantity and for what project and submit to the volunteer coordinator.

2. Submit only one work order per item. Resources at the Project are limited and we may not be able to complete a work order immediately. If it is a safety concern or an

item you are getting regular questions about by park visitors, and it has not been addressed after a few weeks, politely inquire about the status of the work order from the volunteer coordinator.

D. Emergencies

1. If a visitor, Gate Attendant, Park Host or other person in the park is injured (beyond minor first aid) or there is some other type of emergency:

- a. call 9-1-1 and report the emergency appropriately
- b. call the Ranger on duty (you will receive an emergency ranger contact list)
- c. notify the Gate Attendants to help direct emergency personnel to the appropriate location. If in an area not controlled by a gate attendant send someone to the road to meet emergency personnel and lead them to the appropriate site.

2. NOTE: This is the *only* time you will not call the Gate Attendant first when handling park guests.

E. Co-worker Courtesy

1. With the variable personalities of everyone working together in the parks, occasionally conflicts may arise. As with the public, any conflict with a co-worker is expected to be handled in a *professional, respectful and courteous manner*. Efforts to resolve the situation should be between the parties involved only. If the conflict cannot be resolved at the personal level, despite honest efforts, contact the Volunteer/Park Host Coordinator for a meeting to discuss the situation. Be prepared with a reasonable resolution to the conflict before calling. The volunteer coordinator will ask you to consider all involved parties point of view and must maintain an objective view of both parties. Gossiping, bickering or otherwise inappropriate behavior will not be tolerated.

IV. Park Maintenance

A. Campsites

1. As campers leave the park or move to other sites, their vacated campsite should be inspected. There are several items for which to look:

- a. Check to make sure that no trash is left at the site. If there is an excessive amount of trash, notify the Gate Attendant to request a Ranger to take a look at the site before it is cleaned up. We currently have a contract for site cleaning so small amounts of trash will be collected by the cleaning contractor. If you note that the sites are not being cleaned adequately please notify the volunteer coordinator.
- b. Ensure there are no personal items. If an item is left behind, take it to the Gatehouse to be labeled with the camper's name, date, and site number and the Gate Attendant will secure it until it can be turned in to a Ranger.
- c. Ensure that the electrical breakers are off and that the pedestal cover is closed. Also, ensure that the water is working and turned off (not dripping).
- c. If you note damage to the site that was not present before the most recent campers occupied the site, notify the Gate Attendant to notify a Ranger promptly. The situation will have to be inspected and rectified by a Ranger before the next camper enters the site. If we can not pin point who was last on the site we can not hold anyone responsible for the damages.

B. Restrooms (only for parks currently open to the public)

1. The restroom(s) assigned to you should be inspected at least once a day. Ensure that there is no trash on the floor and that all showers, toilets and sinks are in good working order. (If inspecting a pit toilet listen for aerator fan, it should be on at all times.)
2. Correct any problems you see
3. Report maintenance needs as appropriate.

C. Playgrounds and Swim Beaches

1. While making rounds through your area, be sure to take a look at the playgrounds and ensure that they are clean and serviceable. Any obvious hazards should be reported to the Gate Attendant promptly. (We currently have no playgrounds at Bardwell Lake).
2. Swim Beaches should be checked for litter, glass and pets. Visitors can be asked to pick up their own trash and given a trash bag. Pets and glass are not allowed on swim beaches and should be removed immediately. Remember you are an informer not an enforcer. Politely explain the rule and call a ranger if further action is needed.

D. Litter

1. As you make rounds, set a good example for other campers by picking up stray trash throughout the park and disposing of it in a trashcan/dumpster.

F. Mowing

1. At this time the only mowing we might ask you to do is on trails, and in parks currently closed to the public, or boundary fence lines.
 - When operating riding mowers be sure the rock guard is attached and facing away from other workers or vehicles at all times.
 - Weed Eaters should not be operated within 6 feet of another person and operator should be wearing long pants closed toed shoes and safety goggles at all times.
 - Use caution and remember you are in wilderness areas which are home to snakes, small animals and bugs; use appropriate caution.
 - Never go without notifying someone of your location and intended time to return, check in frequently.

G. Facility upkeep – Maintenance Park Host primary duty

1. You will be given assignments for facility upkeep in accordance with your training and experience.
2. If you see tasks around the lake you would like to work on please notify the Volunteer coordinator so the appropriate training if any can be given along with any tools or supplies you may need to complete the project. At times we may ask that your suggested project wait for funding or because another task takes priority. However, we want you working on things you feel will make this a better place to visit and will work with you to get you the needed items for each task.

3. Remember your safety is our most important concern. If you do not know how to handle something or feel it may be unsafe, stop. Report any unsafe action you note to your supervisor for correction.
4. If you need training or equipment to perform your duties safely please let the volunteer coordinator know immediately so we can provide it.

H. Facility Security

1. Love Park Gates must be opened at 6am and closed nightly at 9pm for security and control within park. During October-April this is a Volunteer Park Host Responsibility. Gate on left side should be open m daily and closed overnight leaving the tire ripper as an exit only option for anyone still on the water at closing time.
2. Mott Park is closed to the public from October – April and gates should remain closed and locked except for when entering or exiting or for special events (you will be advised of procedures for these events as they arise).
3. High View and Waxahachie Creek Parks remain open year round and gate attendants will continue to open and close gates. If you are entering the park after hours please keep your noise to a minimum and lock gate behind you. After hours traffic should be kept to a minimum and not disturb the gate attendants.
4. All other Project gates should be closed and locked after you go through them. Please do not leave gates open while you work in an area as you may get unwanted visitation by the public exploring in their vehicles.

VI. Record Keeping

A. Volunteer Service Record

1. The Volunteer Service Record is necessary for evaluating the effectiveness of the volunteer program as well as for tracking the number of hours and the service value of each volunteer or group of volunteers.
2. The record is to be completed on a daily basis. The forms will then be turned in to the Volunteer Coordinator monthly. If you require more than one page per month that is wonderful contact the coordinator for additional copies as necessary. These monthly visits with your volunteer coordinator are a great time to make suggestion for the program, inform them of tasks you've noticed could make our facilities nicer and to generally share your ideas and experiences with us.

B. Volunteer Evaluations

1. The volunteer coordinator will formally evaluate you in writing after your first month on the job and approximately every 3 months there after. This is primarily the time for us to pat you on the back and tell you what we like, however, it is also a time for us to adjust the program and direction of your work. Just like your interview all parties are ensuring that this is still the best fit for everyone.
2. You will also be asked to evaluate the training you receive; your supervisor and the program as a whole. Be as honest as possible because this is how we will improve our program and help you and our future Park Hosts have the most positive experience possible.

1. VII. Visitor Assistance

A. Customer Service

1. Remember you may be one of the only representatives of the Corps our visitors come in contact with; be sure their experience is a positive one.
2. Knowing your job will go a long way in assisting campers with problems or questions. Be responsive and answer questions courteously, if you can not answer a question refer them to someone who can or get back to them with an answer in a timely manner.
3. Treat all people the same when it comes to enforcing rules and policies. Don't show favoritism to particular individuals or groups by allowing them to 'bend' the rules or policies.
 - a. Occasionally, exceptions to policies are necessary due to extenuating circumstances; however those decisions should be made by a Ranger.

B. Making Rounds (for Greeters)

1. Generally, your assigned area should be checked a minimum of once during your shift. Preferably after 3pm when new visitors begin checking in to there sites.
 - a. As new campers come into the campground or move into your area, stop to introduce yourself and greet them. Let the camper know where your site is in case of problems and offer to answer any questions. Thursdays and Fridays will generally be busier days. Keeping track of new campers and making early contact with them will enhance their experience and prevent many problems before they occur.
 - b. Every camper should have positive contact with a Park Host at least once during his or her stay.
2. While making rounds on foot is the preferred method because it allows for more personal contact with visitors, making rounds on a bicycle or in the Park Host's personal vehicle is permitted.
 - a. If riding a bicycle Host must wear appropriate sized bike helmet and follow all bike safety precautions.
 - b. Vehicles will be kept in a clean and presentable condition. All vehicles and operators will comply with state laws. Observe the speed limit and all rules of the road while in the park; setting an example for

visitors. The Corps of Engineers will provide two magnetic vehicle decals and one shall be mounted on each side of the vehicle on the front doors during the Park Host's shift if a vehicle is used.

- c. Decals shall be removed at the end of the Park Host's shift or when leaving the park to prevent the decals from being blown off, vandalism or theft of the decals. Failure to remove the decals is considered negligent care.
- d. Park Hosts will sign a property receipt for the decals, as with all property loaned to the Host, and shall be solely responsible for the ordinary care of the decals. In the event of loss or damage of the decals as a result of negligent care by the Park Host, the Park Host shall make financial restitution to the Corps of Engineers for the replacement of the decals.

C. Rule Violations

3. If a camper or day user continues to violate a park rule or otherwise cause a problem in the park despite being politely informed by a Park Host of the rules, you have two options:
 - a. If it is a minor infraction (for example, the visitor's dog is off the leash, but not causing any problems), wait until you see a Ranger in the park and report the problem.
 - b. If the infraction is a more serious (for example, a camper dumping grey water at his or her site), contact the park Gate Attendant to report the problem to the on duty Ranger.
1. Never take it upon yourself to tell a camper what the consequences of their actions may be. **"I'll have to notify a Ranger if I continue to see your dog off a leash," is all you can say.** Telling a camper of any further actions such as "A Ranger is going to give you a ticket" or "The police are going to be through here soon" is an assumption on your part. NEVER tell a camper what the consequences will be or even "might" be; enforcement is not your call!

D. Difficult Questions

1. If a visitor asks you a question to which you do not know the answer, politely tell them you will get back to them with the answer and then ask another Park Host, ask the Gate Attendant or ask a Ranger when one is in the park. **Making up an answer can cause additional problems and could have unfortunate consequences.**
2. If you believe it is a matter which would be better addressed directly to a Ranger (for example, questions about shoreline management around the lake), give the camper the main number to the office (972-875-5711) and ask them to call M-F, 7:30 am to 4:00 pm.

E. Belligerent Visitors

1. If a visitor becomes especially angry, degrading, or uncooperative, remove yourself from the situation and contact the Gate Attendant to request a Ranger handle the situation. Be sure to relay the contact history and attitude of the visitor.
2. *If at any time you feel a visitor is **threatening** to you, either verbally or physically, this is considered an emergency.* Remove yourself from the situation and immediately contact the police (dial 911) and then a Ranger directly. (We have a close relationship and contract with the Ellis County Sheriffs office and you will frequently see them patrolling our parks in the summer.)

F. Gate Attendant Assistance

1. During busy periods in the park, the gate attendant may request that you “run the park” for him/her. This means that you need to drive through the park and report which sites are occupied and which are empty in the campground. In the day use areas, report how many picnic sites and boat ramp spaces are available.
 - a. This activity is only necessary when requested by the gate attendant. Do not try and do the gate attendant’s job for him or her, only assist when requested.
2. From time to time a gate attendant may have an emergency in which he or she must leave the gatehouse for brief periods of time. This action is allowed only when there is a *true emergency*, not for convenience on the part of the Gate Attendant. Park Hosts are permitted to stand in the gatehouse with ranger approval.
 - a. Standing in for the gate attendant should not be for more than two or three hours and should not occur more than once or twice a season.
 - b. Keep a record of campers entering the park and which site they are occupying. Record any campers who are leaving. Give this information to the gate attendant on his or her return so it may be updated in the computer.
 - c. Inform campers who check in during this time to return to the gate house at a specified time when the gate attendant will be in to collect their fees.
3. **At no time should a Park Host accept money from a camper or day user for any reason.** You do not have the authority to accept funds. Send the visitor to the gate- house to pay his or her fee. Only trained and Bonded Gate Attendants may accept moneys and then only while working the gate.

VIII. Bardwell Lake Team

Trinity Operations Project Manager - Larry Buck

Lake Manager – Ken Robinson

Rangers – Dorie Nicholson (Volunteer Coordinator) 972 825 3304
Steven Ridlehuber 973 825 3302
Scott Tackett 972 825 3310

Maintenance Supervisor – Bob Ehlman

Maintenance Personnel – Rusty Hillary 972 825 3307
Scotty Vyers 972 825 3311

Office Personnel – Christine Morgan (Front Desk and Purchasing)
Marty Stevenson (Contracting)

Gate Attendants

High View Park - Char and Ron (Week Days)
Wanda and Ward (Weekends)
Waxahachie Creek Park – Dorothy and Jim (Week Days)
Martha and Robert (Weekends)

Volunteer Park Hosts (you)

We generally have 4-8 couples during the months October-April and plan to have 3+ during the summer recreation season. This is a growing program and over the next few years we plan to develop a volunteer village and increase our utilization of this important resource to our nation recreation and natural resource areas. You are “Making a Difference!”

Park Host/ Ambassador

Overview

Volunteer Park Hosts (greeters) play vital role for the U.S. Army Corps of Engineers. As a Park Host you are a part of a team that includes Volunteers, Service Contractors, Park Rangers, Management and Administration. This team works together to conserve our national recreation resources and keep these valuable areas available to the public. In many cases, Park Hosts, and Gate Attendants, are the first contact the public has with the U.S. Army Corps of Engineers. Park Hosts are long term (3+ months) volunteers who make extended stays at campgrounds as a part of the project team. A choice campsite is reserved at no charge for these volunteers during their commitment to a project.

Primary Responsibilities

Provide hospitality and customer service to park guests, assisting in the upkeep of park facilities and promoting safe responsible use of Corps of Engineer amenities.

Secondary Responsibilities

Create temporary community through fostering of communication between park visitors and personnel. Keep our parks friendly places for outdoor recreation and socialization. Provide valuable information on how to improve our parks by maintaining open communication with Rangers and Managers, passing on ideas for improvement gathered during daily contact with visitors.

Minimum Qualifications

- Desire to work (min 20 hours/week) and live in natural outdoor setting, with your own RV
- Desire to meet and interact with persons from varied backgrounds.
- Appearance should be neat and a positive reflection of the organization.
- Ability to remain **calm** in busy situation.
- Cognitive and verbal ability to answer visitor questions and communicate park rules.
- Physical ability to navigate camp loop and visit campsites (position may require extended periods in the outdoors during adverse conditions such as heat, cold or rain.)
- Visually able to spot safety hazards and take prompt appropriate action to correct in accordance with training provided.
- Physical ability to lift 15 lbs and carry 25 feet

Desired Experience

- Customer Service or work with public, especially children and elderly.
- Previous park or outdoor recreation experience as employee or volunteer.
- Knowledge of campfire activities, teaching experience, ability to host or lead interpretive programming.
- Skills to troubleshoot and fix basic electrical or plumbing problems
- Previous RV Experience

Park Host/ Trail Steward

Overview

Volunteer Park Hosts play vital role for the U.S. Army Corps of Engineers. As a Park Host you are a part of a team that includes Volunteers, Service Contractors, Park Rangers, Management and Administration. This team works together to conserve our national recreation resources and keep these valuable areas available to the public. In many cases, Park Hosts, and Gate Attendants, are the first contact the public has with the U.S. Army Corps of Engineers. Park Hosts are long term (3+ months) volunteers who make extended stays at campgrounds as a part of the project team. A choice campsite is reserved at no charge for these volunteers during their commitment to a project.

Primary Responsibilities

Provide hospitality and customer service to park guests, assisting in the upkeep of park facilities related to the Bardwell Multi-Use trail and promoting safe responsible use of Corps of Engineer amenities. Promote our monthly trail stewardship program.

Secondary Responsibilities

Create temporary community through fostering of communication between park visitors and personnel. Keep our parks friendly places for outdoor recreation and socialization. Provide valuable information on how to improve our parks by maintaining open communication with Rangers and Managers, passing on ideas for improvement gathered during daily contact with visitors.

Minimum Qualifications

- Desire to work (min 20 hours/week) and live in natural outdoor setting, with your own RV
- Desire to meet and interact with persons from varied backgrounds.
- Appearance should be neat and a positive reflection of the organization.
- Ability to remain **calm** in busy situation.
- Cognitive and verbal ability to answer visitor questions and communicate park rules.
- Physical ability to navigate camp loop and visit campsites and remote areas of the trail (position may require extended periods in the outdoors during adverse conditions such as heat, cold or rain.)
- Visually able to spot safety hazards and take prompt appropriate action to correct in accordance with training provided.
- Physical ability to lift 15 lbs and carry 25 feet

Desired Experience

- Customer Service or work with public, especially children and elderly.
- Previous Park or outdoor recreation experience as employee or volunteer.
- Knowledge of Equestrian, Cyclist and Hikers needs and an ability to foster a shared vision for the upkeep of our trail system
- Previous RV Experience

Park Host/ Maintenance

Overview

Volunteer Park Hosts (Maintenance) play vital role for the U.S. Army Corps of Engineers. As a Park Host you are a part of a team that includes Volunteers, Service Contractors, Park Rangers, Management and Administration. This team works together to conserve our national recreation resources and keep these valuable areas available to the public. In some cases, volunteers are the only contact the public has with the U.S. Army Corps of Engineers. Park Hosts are long term volunteers who make extended stays (usually 3+ months) at campgrounds located in scenic areas as a part of the project team. A choice campsite is reserved at no charge for these volunteers during their commitment to a project.

Primary Responsibilities

Upkeep of park facilities such as: bath houses, play grounds, campsites, trails and natural areas. This requires cleaning and inspection of facilities for repair needs, repairing facilities, mowing, weed eating, and other environmental conservation techniques.

Secondary Responsibilities

Create temporary community through fostering of communication between park visitors and personnel. Keep our parks friendly places for outdoor recreation and socialization. Provide valuable information on how to improve our parks by maintaining open communication with Rangers and Managers, passing on ideas for improvement gathered during daily contact with visitors.

Minimum Qualifications

- Desire to work (min 20 hours/week) and live in natural outdoor setting, with your own RV
- Desire to meet and interact with persons from varied backgrounds.
- Cognitive and verbal ability to answer visitor questions and communicate with other park personnel.
- Physical ability to operate mowing and maintenance machinery lifting and carrying 30 lbs for 100 feet (position may require extended periods in the outdoors during adverse conditions such as heat, cold or rain.)
- Visually able to spot safety hazards and take prompt appropriate action to correct in accordance with training provided.

Desired Experience

- Landscaping, planting and care of flowers or other small plants
- Natural resource conservation or trail work
- Custodial work (cleaning, painting, light repairs)
- Mechanical Skills to maintain equipment
- Plumbing and electrical experience
- Previous RV Experience

Park Host/ Office

Overview

Volunteer Park Hosts (office) play a vital role for the U.S. Army Corps of Engineers. As a Park Host you are a part of a team that includes Volunteers, Service Contractors, Park Rangers, Management and Administration. This team works together to conserve our national recreation resources and keep these valuable areas available to the public. In many cases, Park Hosts are the first contact the public has with the U.S. Army Corps of Engineers.

Primary Responsibilities

Provide hospitality and customer service to visitors, answering telephones, filing or other office tasks as needed.

Secondary Responsibilities

Assist in the upkeep of park facilities and promoting safe responsible use of Corps of Engineer amenities. Keep our parks friendly places for outdoor recreation and socialization. Provide valuable information on how to improve our parks by maintaining open communication with Rangers and Managers, passing on ideas for improvement gathered during daily contact with visitors.

Minimum Qualifications

- Desire to work (min 20 hours/week) and live in natural outdoor setting, with your own RV
- Desire to meet and interact with persons from varied backgrounds.
- Cognitive, verbal and auditory ability to check in guest, answer questions and communicate park rules.
- Physical ability to lift 15 lbs and carry 25 feet.
- Visually able to spot safety hazards and take prompt appropriate action to correct in accordance with training provided.

Desired Experience

- Customer Service, office experience, or work with public.
- Previous outdoor recreation experience as employee or volunteer.
- Computer literacy.
- Knowledge of campfire activities, teaching experience, ability to host or lead interpretive programming.
- Previous RV Experience

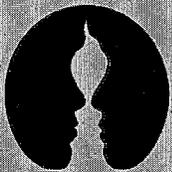
Fact Sheet: Designing Effective Volunteer Positions

Well-designed volunteer positions ensure that volunteer programs contribute to the achievement of their organization's goals. A plan for involving volunteers allows volunteer programs to recruit from the pool of volunteers available in the community and to engage them in ways that effectively utilize their skills. Designing volunteer positions also plays a role in the strategic planning process of the volunteer program as well as the overall organization. Once designed, periodic reviews of volunteer positions and tasks help volunteer program planners make volunteer roles more effective and mission-oriented.

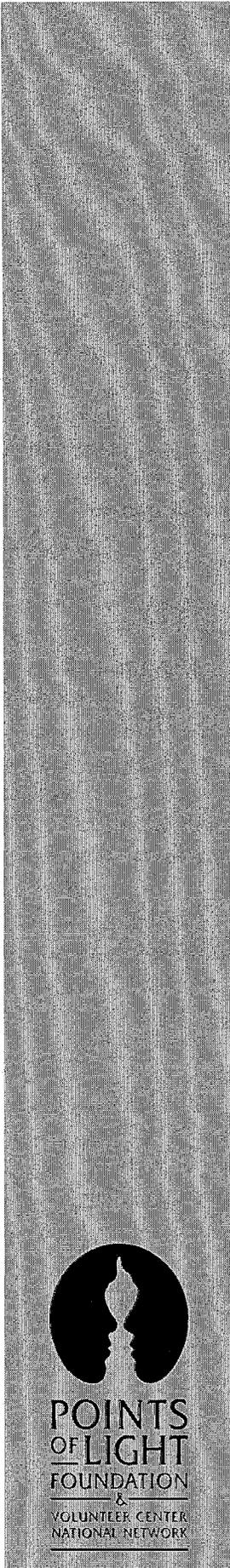
Turning the knowledge gained from developing volunteer positions into written volunteer position descriptions can also simplify some of the most challenging aspects of a volunteer coordinator's job- marketing, recruiting, screening, and training volunteers. Position descriptions can serve as a tool for recruiting people with the right interests, skills, and availability, and matching those individuals successfully with volunteer positions. Position descriptions make clear the volunteer's responsibilities to everyone- staff, volunteers, and volunteer coordinators- which simplifies supervision and clears away many areas of potential conflict.

Position Description Form Tips:

- View the volunteer position from the perspective of the volunteer.
- Is the program targeting the position towards potential long-term volunteers or episodic volunteers?
- Is the position meant to take advantage of the skills of a professional volunteer?
- Is it asking for multiple volunteers with varying experience that the program will train? Is the training component clearly offered?
- Will the position directly meet a need within the community?
- Will the position clearly support the work of the staff of the organization?
- What aspects of the position will most appeal to the selected volunteer pool: episodic, student, senior, etc?
- Are the benefits displayed prominently within the position description in order to enhance its attractiveness to potential volunteers?



**POINTS
OF LIGHT
FOUNDATION**
&
VOLUNTEER CENTER
NATIONAL NETWORK



Using Position Descriptions

The volunteer screening process is strengthened by well-written volunteer position descriptions. Early in the volunteer intake process, volunteers can use volunteer position descriptions to screen themselves by applying only for those positions for which they have the skills and interest.

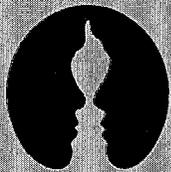
A position description can also be a useful tool in the volunteer interview process. Volunteer Coordinators can easily prepare interview questions for each volunteer position because they have explored the needs of the organization and have outlined the major skills needed for each volunteer position. Having a ready list of interview questions for each volunteer position simplifies future interviews.

In the interview a volunteer coordinator will look for the applicant's

- Interests.
- Constraints, when relevant—for example, afraid of heights.
- Working style—for example, relative to supervisor, other staff, and other volunteers.
- Expectations.

When looking at this list, observe how the position description actually helps in the interview process. Before a volunteer even walks into the office, a well-written position description will have targeted volunteers most interested in the position to be filled, will have explained requirements which would help volunteers self-select themselves away from constraints, would have explained both supervision and evaluation requirements, and would have helped shape the volunteers expectations in terms of the purpose and benefits of the volunteer positions.

Time Saver: Create a list of interview questions for each volunteer position and keep them on file with a copy of the position description. When it's time to conduct an interview, share the position description and list of interview questions with the person who will conduct the interview. Using standardized interview questions will bring consistency to your screening process and simplify preparations for the interview.



POINTS
OF LIGHT
FOUNDATION
&
VOLUNTEER CENTER
NATIONAL NETWORK



Volunteer Position Description Worksheet

Title/Position: _____

Goal of Position: _____

Sample Tasks/Activities: _____

Timeframe: _____

Length of commitment: _____

Estimated hours/month: _____

Scheduling: at discretion of volunteer
 at specified times:

Worksite: _____

Qualifications sought: _____

Training required: _____

Benefits: _____

Supervised by: _____

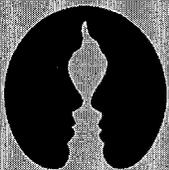
Name: _____

Title: _____

Phone: _____

.....
Drafted by:

Date:



POINTS
OF LIGHT
FOUNDATION
&
VOLUNTEER CENTER
NATIONAL NETWORK

Appendix C
Sample Media Contact List

Media Name	Media Type	Point of Contact	Phone Number	Address	Email Address
Times – Guardian	Newspaper	I. Write Alot	830-669-3311	123 Pencil Ln. Freelance, TX 77777	iwritelot@tguardian.cmo
The Daily Planet	Newspaper	Louis Lane	888-454-6622	222 News Dr. Smallville, USA	Louis.lane@dailyplanet.org
WCAP Channel 4	T.V. News	Kent Brockman	960-455-8877	555 Anchor St. Springfield, MS	Kent.Brockman@wcap.net
KRBC Channel 12	T.V. News	Ron Bургandy	890-477-8992	212 News Rd. Tvlant, USA	R.Burgandy@krbc.net
KTAB Channel 6	T.V. News	Wolf Blitzer	970-223-4441	111 KTAB Dr. Washington, D.C	Wolf@ktab.net
KIX 103.7	Radio	Kid Kraddock	915-554-5226	333 D.J Circle Top 20 Town, USA	Kidk@1037.com
KASE 101	Radio	Justin Frizzell	325-558-4469	444 Airwofle Ave. Dallas, TX 79999	Frizzell@kase.net

Appendix C Sample News Release

Newspaper Article

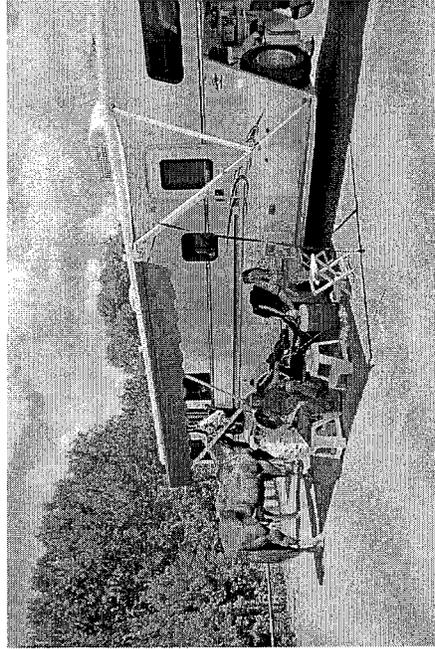
MAKING A DIFFERENCE

(YOUR LAKE) is looking for volunteers interested in making a difference on public lands. The campgrounds at (your lake) are great places to enjoy the great outdoors and spend some time with Mother Nature. We need your help to keep this valuable resource looking good for everyone to enjoy. Please contact (your lake's volunteer coordinator/and or recruiter) at (your contact phone number) for more details. Together, we can make a difference!

20 Second Radio Public Service Announcement

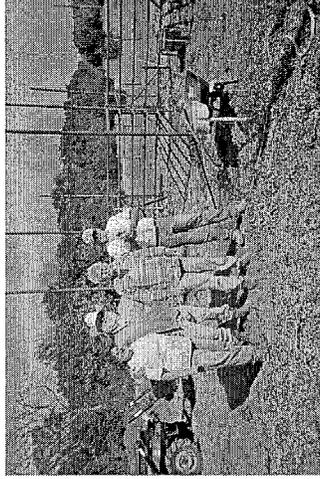
Over (X) number of people visit (Your Lake) every year. Be apart of the team that gives something back to this valuable natural resource. Become a volunteer today by contacting the (Your Lake) at (Your Phone Number) or visit us on the web at (Your website address.) Together, we can make a difference!

Volunteers play vital role for the U.S. Army Corps of Engineers. As a Volunteer Park Host you are a part of a team that includes Volunteers, Service Contractors, Park Rangers, Management and Administration. This team works together to conserve our national recreation resources and keep these valuable areas available to the public. In many cases, Volunteer Park Hosts, and Gate Attendants, are the first contact the public has with the U.S. Army Corps of Engineers.



Join our Team by contacting Volunteer

Coordinator: Your Name



Your Project Office

Your Address

City, State Zip

Telephone: 000-000-0000

Fax: 000-000-0000

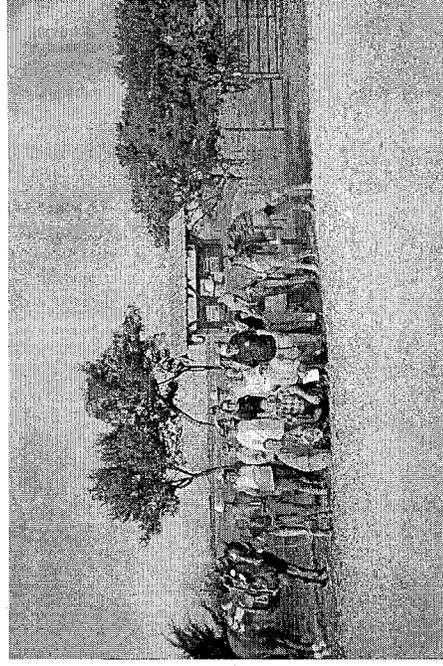
Email: you@swf02.usace.army.mil

Or visit us on the web at:

www.swf-wc.usace.army/mil/your.lake/

YOUR LAKE

Making a Difference!!!



Leave a legacy by
volunteering to preserve
recreation and natural
resources at US Army Corps
Lakes.

Volunteer Park Hosts are long term volunteers who make extended stays at campgrounds located in scenic areas and meet many interesting and friendly people while they work 12-20 hrs/week as a part of the project team. Usually a choice campsite is reserved at no charge for these volunteers during their commitment to a project.

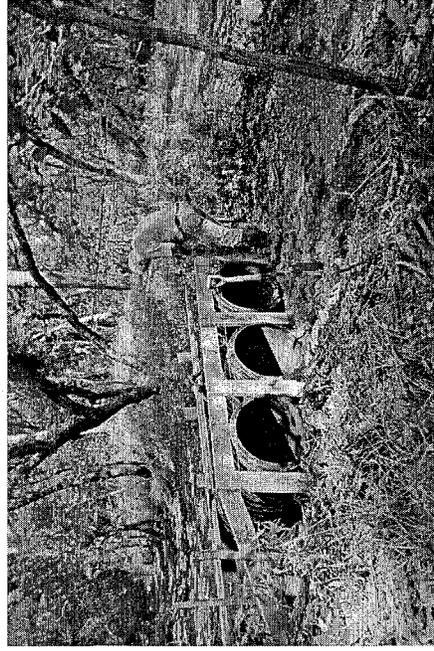
Opportunities to Make a Difference:

Campground Maintenance/light construction. Campground maintenance work includes litter pick-up, light repair work, and cleaning of restrooms, tables, and fire-pits. May also install or repair fences, signs, and trails.

Office Assistant. Performs general office duties including routine typing and filing, assisting visitors, and answering the telephone.

Campground Host. Answer questions, help campers get settled, suggest things to do and places to go in the vicinity, and explain the campground regulations. Expected to help keep the campground neat, and attend to some minor repairs or maintenance.

Landscape Beautification and Wildlife Management. Assist in beautification by planting flowers, mulching, weeding, watering and maintaining visitor use areas. Some hummingbird and butterfly plots available. Check and maintain various nesting box structures. Replace, repair, build, and install new boxes as needed. Maintain records of nesting habits. Food plot work, habitat management, and other activities possible.



Visitor Interpretive Services Aides. Make public contact, dispense information and assist visitors. May include preparing and giving interpretive talks to the visiting public. Assist ranger with tours, talks, or walks, update bulletin boards, and distribute interpretive materials. Promote water safety with formal appearances and within the Parks.

Everyone can Leave a Legacy of Service

Many individuals and groups volunteer at US Army Corps of Engineers facilities: Scout Troops, Rotary Clubs, School Classes, Youth Centers, and more. These volunteers, who generally live near the lakes they work with, assist us in building and maintaining our recreational facilities and developing natural areas where animals and plant diversity can thrive. There are many ways you can become part of our teams and help us meet our important missions for the nation. If you or your

group would like to help us please contact your local Corps Project Office, visit us on the web at www.lrn.usace.army.mil/volunteer, or www.swf.usace.army.mil

Volunteer Recruitment Database

Recruiting Service Providers	Website Address	Phone Number	Email Address
Volunteer Clearinghouse	http://www.lrn.usace.army.mil/volunteer/	1-800-VOL-TEER	Volunteer.Clearinghouse@lrm02.usace.army.mil
Volunteer.Gov	https://www.volunteer.gov/gov/		
Workamper News	http://www.workamper.com/	(501) 362-2637	info@workamper.com
Volunteer Match	http://www.volunteermatch.org	(415) 241-6868	support@volunteermatch.org
Hands On Central Texas	http://www.handsoncentraltexas.org/	(512) 472-6267	rebecca.saltsman@unitedwaycapitalarea.org
Civil Defense Organizations	Website Address	Phone Number	Email Address
Citizens Corp	http://www.citizen corps.gov/	(512) 275-9308	rchapline@txregionalcouncil.org
Coast Guard Auxiliary	http://nws.cgaux.org/index.html		
American Red Cross	http://www.redcross.org/		
Ntl Voluntary Org. Active in Disaster	http://www.nvoad.org/	(202) 955-8396	amiller@nvoad.org
National Volunteer Programs	Website Address	Phone Number	Email Address
USA Freedom Corps	http://www.usafreedomcorps.gov/	877-USA-CORP	info@usafreedomcorps.gov
Corp. for National and Community Service	http://www.nationalservice.org/	(202) 606-5000	info@cns.gov
Learn and Serve America	http://www.learnandserve.org/	(202) 606-5000	LSAabout@cns.gov
AmeriCorps	http://www.americorps.org/	(202) 606-5000	questions@americorps.org
Retired & Senior Volunteer Program	http://www.cssny.org/rsvp/		gsimonovski@cssny.org
Natural Resource Volunteer Groups	Website Address	Phone Number	Email Address
American Trails	http://www.americantrails.org/	(530) 547-2060	trailhead@americantrails.org
International Mountain Biking, Assoc.	http://www.imba.com/	1-800-442-4622	info@imba.com
Texas Equestrian Trail Riders, Assoc.	http://www.tetratrails.com/		info@tetratrails.com
Sierra Club, Lonestar Chapter	http://texas.sierraclub.org/	(512) 477-1729	lonestar.chapter@sierraclub.org
The Nature Conservancy of Texas	http://www.nature.org/texas	(210) 224-8774	lmcbride@tnc.org
Newsletters/Other Information	Website Address	Phone Number	Email Address
E-Volunteerism	http://www.e-volunteerism.com/index.php	(215) 438-8342	
Energize, Inc.	http://www.energizeinc.com/	(215) 438-0434	
Volunteer Today	http://volunteertoday.com/default.htm		editor@volunteertoday.com
Service Leader.org	http://www.serviceleader.org/new/		
Workamper News	http://www.workamper.com/	(501) 362-2637	info@workamper.com
Local Civic Groups/Organizations		Phone Number	
Boys Scouts of America		*	
Girl Scouts of America		*	
Lions Club		*	
Kiwanis Club		*	
Rotary Club		*	

* CHECK WITH YOUR LOCAL CHAMBER OF COMMERCE or PHONE BOOK



BARDWELL LAKE
Background Consent/Release Form

Organization Name: _____ **USACE - Trinity** _____

Applicant's Name (printed)

Social Security Number _____ Date of Birth _____

Applicant's Address

City _____ State _____ Zip _____

I, _____, authorize and give consent for the above named organization to obtain information regarding myself. This includes the following:

Criminal background records/information

- Sex Offender Registry Checks
- Addresses
- Social Security Verification

I the undersigned, authorize this information to be obtained either in writing or via telephone in connection with my application. Any person, firm or organization providing information or records in accordance with this authorization is released from any and all claims of liability for compliance. Such information will be held in confidence in accordance with the organization's guidelines.

Print Name: _____ Date: _____

Signature: _____

PRIVACY ACT NOTICE: Individuals asked or required to furnish personal information are advised of the following:

AUTHORITY: 33 U.S.C. § 569c

PURPOSE AND USES: Your completed application will be reviewed solely in conjunction with the selection process for determining eligibility for participation in the Corps of Engineers Volunteer program.

EFFECTS OF NONDISCLOSURE: Personal information provided is given on a voluntary basis. Failure to do so, however, may result in ineligibility for participation in the Corps of Engineers Volunteer program.

United States Army Corps of Engineers
Fort Worth District

National Volunteer Screening Program

September 9, 2006

Volunteer Screening Program Objectives

To provide a comprehensive, cost effective, quality solution for the screening of the United States Army Corps of Engineer's Volunteer Program.

This program should provide the most comprehensive record of National Criminal History reports, along with National Sex Offender reports to ensure the safety and security of the volunteer program.

Why OPENonline?

- ✓ Provides Over 8 Million Search Results Annually
- ✓ Over 14 Years of Expertise
- ✓ Largest Compilation of Source-Direct Criminal Data in the Industry
- ✓ One-Stop Shop; Comprehensive Services
- ✓ Strong Relationships with Government Agencies and National Data Providers
- ✓ FCRA Compliant
- ✓ Superior Customer Service

The OPENonline Solution

OPENonline's comprehensive background screening package follows a step by step process

- ✓ Verifying and Validating Identity
- ✓ National Check for Criminal Information
- ✓ Performing on-site check at current county of residence for timely and accurate conviction results

These steps avoid identity fraud, and provide the highest probability of uncovering comprehensive and up to date criminal records

Product Solutions

Screening Goal	Solution	Report Description	Price	Timing
Verify and Validate Identity	Social Security Verification	This national search will tell you what person is associated with a particular social security number (SSN). Search also returns present and previous address information and contains an alert if the SSN was reported to be used in a fraudulent situation.	\$3.75	Instant
Uncover Criminal Record Information From Many Jurisdictions	National Criminal History Report	This selection of criminal information includes state, county and municipal court records, arrest records, and felony conviction records from State Departments of Corrections and Public Safety in 38 States plus DC.	\$16.00 1 st Record Free \$4.00 Each additional	Instant
Uncover Crimes Specifically Relating to Sex Offenses	National Sex Offender Report	This report is obtained by checking the National Sex Offender Registry operated and maintained by the U.S. Department of Justice, and includes information from select states and U.S. Territories (AL, AZ, CO, CT, DE, FL, GA, HI, IA, IL, IN, KS, KY, LA, MD, MI, MN, NE, NH, NJ, NY, OH, PA, RI, SC, TN, TX, UT, VA, WA, WI, and WY) as well as verification of results directly with the state(s) of your choice.	\$5.00 Per State	24-72 Hours
Uncover Criminal Record Information With Timely and Accurate Results	On-Site County Criminal Report	On-site county court search for felony and misdemeanor criminal conviction information for the previous 10 years (additional years can be requested). Results include all records found on the subject in the requested counties. Either 7-year or 10-year search option is available. Lower prohibit 10-year search in some states.	\$16.50 Per County (includes court surcharges) see \$4 for surcharges, note in Text	24-72 Hours

Thank You!

We appreciate the opportunity to serve you look forward to building a lasting partnership!



\$20.00 per individual being screened

How is the Check Done and What Information is Provided?

This comprehensive background screening on each prospective volunteer includes the following:

Social Security Verification – This verifies the volunteer’s name against the Social Security Number provided. This helps to eliminate the possibility of false names and/or information.

Address Trace – This verifies the volunteer’s current address and identifies previous addresses. This information is utilized to determine the jurisdiction in which the background screening is conducted.

State or County “Smart Check” – A Statewide or Countywide (depending on the jurisdiction) criminal record check is performed to capture all misdemeanor and felony convictions in that jurisdiction. Utilizing the “Smart Check” the search is conducted in the jurisdiction with the longest and most current residency.

Let's Check for America - Provides access through The National Background Directory™ to criminal data from 47 states where more than 75 percent of the nation's population lives (currently over 116 million records).

Sex Offender Registry - Search of All 50 state repositories plus the District of Columbia for known sex offenders. Rhode Island not included at this time.

Volunteers Profile – Your Organization will receive a Profile Report on each volunteer that is submitted. This profile will include all relevant information related to the background screening process. If there is no criminal record found, this will be noted on the profile along with the jurisdiction that was searched. If conviction(s) are found, all details including charges, court disposition(s), and sentencing will be provided.

The search above is a due diligent search and will stand up in the courts. Doing a strictly National search would not be due diligent and would put your organization at a high risk. All reports would have a turn around time of 3 to 5 business days. We do take on all the liability dealing with the search aspects from the researching, reporting, and deciphering of each individuals report being screened.

We have also implemented measures to protect all “hard copy” documentation. All critical documentation is securely stored for 30 days in our corporate offices. During this time, access is strictly limited to those employees who need access to carry out their job responsibilities. After this time frame has expired, these documents are destroyed utilizing a NAID certified local company. This process involves on-site destruction and provides certification that 100% of the documents have been effectively demolished.

We have an ICSA certified firewall in place that prevents outside hackers and automated attack programs from penetrating our network. In addition, we have the latest and most updated anti-virus software in place to prevent viruses from entering our computer network, which reduces the exposure to data destruction and theft via internally placed “stealth” programs. Knowing that this was not enough, we have also ensured that the best anti-spyware defenses are in place to prohibit spyware from infiltrating our network and clandestinely gathering our data. Finally, a rock solid data backup system is in place that protects our system and data in case of catastrophe. Backups of this system are stored electronically in a secure off site location.

We represent many of the USA Sports organizations, including USA Volleyball, Rugby, Diving, Judo, Boxing along with over 600 Parks & Recreation Departments across the country. In addition, we are a National Program Partner with the National Recreation and Park Association.

Conducting effective criminal background checks should involve the assistance of professionals. Southeastern Security Consultants Inc. (SSCI) has developed a program to:

1. Effectively conduct criminal background checks.
2. Relieve your Organization from the burden of criminal background checks, which are a part of the overall screening process.
3. Give your Organization peace of mind that they have exercised reasonable diligence in the appointment of volunteers.

MEMORANDUM FOR O&M Distribution #2
Number (POL: 02-05)

SUBJECT: Procedure for Access and Use of Texas Law Enforcement
Telecommunications System (TLETS)

1. Background: The Director of the Texas Department of Public Safety (DPS) has approved a recommendation of his TLETS Advisory Policy Board to consider USACE park rangers in Texas as a special category of user under regulations by which DPS governs use of TLETS databases and computers. This approval gives local police agencies conditional permission to pass certain types of TLETS data to park rangers. The state's rationale was explained to state and local law enforcement agencies in the enclosed *TLETS Newsletter* dated 4th Quarter, 2001 (Encl 1).

2. Conditions:

a. One of the conditions of this permission is that the cooperating police agency have an interagency agreement or memorandum of understanding with the local Corps lake office regarding the patrol services and enforcement relationships at that lake area. Either a USACE Cooperative Agreement for Increased Law Enforcement Services (CAILES), or a mutually approved Memorandum of Understanding, must be established. Then, the cooperating agency must notify the appropriate office within DPS that they will be exercising this option.

b. Your access to this data is therefore entirely at the discretion of your local cooperator(s). Misuse of this authority by Corps personnel may result in TLETS privileges' being revoked for both the Corps and the cooperator(s).

c. DPS has granted law enforcement agencies the discretion to disseminate only non-confidential data, e.g., driver license, vehicle registration, NCIC/TCIC "hot file," and other public data. Rangers are not authorized to ask for confidential data, such as individuals' criminal history.

3. Implementation:

a. Lake offices with CAILES in place or immediately pending are authorized to request that their local law enforcement cooperator(s), previously identified as being willing to furnish TLETS information to Corps rangers, notify DPS of its intent to provide this information. This notification must be made to a specific party within DPS. A sample letter, addressed to this specific party and suitable for use by your local cooperator(s), is included as Encl.2. Please keep a signed copy of the cooperator's letter to DPS in your files, and forward one to CESWF-OD-R (Tim Gibson)

CESWF-OD-R

SUBJECT: Procedure for Access and Use of Texas Law Enforcement
Telecommunications System (TLETS)

b. Lake offices without CAILES must execute a local MOU or MOA establishing the cooperative framework for law enforcement efforts in the project area. Please coordinate your MOUs with Tim Gibson. Once OD has approved your MOU, and the agreement is signed by the Corps and the cooperators, the cooperators must notify DPS of its intent to provide this information to Corps rangers. This should be done via the same sample letter to DPS (Encl 2). Please keep a signed copy of the cooperators' letter, and forward one to OD.

4. Additional Policy:

a. Every employee authorized by the lake manager to request TLETS data from local cooperators will be required to read and sign, at the beginning of each calendar year (or annually upon reporting for duty if a temporary employee), a summary of the conditions of use. The statement may be crafted to the individual lake's and cooperators' additional requirements, but must include as a minimum those conditions listed on sample summary of conditions (Encl 3). This statement must be read and signed prior to the employee's requesting or receipt of TLETS information.

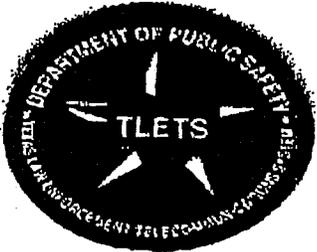
b. Access to TLETS data is restricted to USACE NRM personnel with Visitor Assistance (VA) responsibilities and citation authority, and is to be used only in administration of the VA program.

Encls


DWIGHT L. QUARLES
Chief, Operations Division

CF:

CESWT-OD-R (Marnell)
CESWT-OD-FX
CESWT-OD-FH-M
CESWT-OD-FS
CESWG-OD-OH



TLETS NEWSLETTER

Texas Law Enforcement
Telecommunications System
Information Management Service
Telecommunications Section

Volume 24 NO. 4 Published by the Texas Department of Public Safety: Col. Thomas A. Davis, Jr. Director 4th Quarter 2001

TLETS ADVISORY BOARD UPDATES

Over the last several months the TLETS Advisory Policy Board (APB) and the U.S. Army Corps of Engineer Park Rangers have been negotiating an agreement that would permit local law enforcement to disseminate non-confidential data received over TLETS to Park Ranger personnel without violating existing dissemination policy. Throughout the process, the focus remained on a cooperative effort that ultimately contributes to the public safety goals of all of us. Many local agencies have inter-agency agreements or memorandums of understanding that govern services provided by the local agencies. In these instances the ability of the chief or sheriff to disseminate the data enhances the performance of routine patrol and enforcement functions. The TLETS APB viewed this authorization as part of the "administration of criminal justice" and supported the position that the chief or sheriff should have the discretion to pass drivers license, vehicle registration, TCIC/NCIC hot files, or other non-confidential data derived from TLETS to the Park Rangers. On November 1, 2001, DPS Director, Colonel Thomas A. Davis, approved the APB's recommendation. Agencies wishing to participate

Continued on page 2

INSIDE THIS ISSUE

- 1 TLETS APB - TLETS INTERFACE USERS
- 2 TLETS APB cont. - TLETS USER AGREEMENTS
- 3 OFFLINE SEARCHES - DL UPDATES
- 4 NEW AGENCIES - III UPDATE - VSAT UPDATE
- 5 FAA INFORMATION - TLETS SCHOOLS

ATTENTION INTERFACE AGENCIES

In January DPS will be initiating a programming change to prevent users from making TLETS database inquiries using the RQ, DQ, KQ, IQ, FQ and BQ transaction codes via the NLETS System. There has been a great increase of agencies using the NLETS format for Texas inquiries, which is causing an unnecessary load on the NLETS message switch. If you have any questions contact the TLETS section. tlets@txdps.state.tx.us

BROADCAST RESTRICTITONS

Just a reminder with the holidays upon us that TLETS user's are NOT to broadcast holiday greeting messages and diagrams. We do not want to repeat what happened last year that slowed database entries and inquiries. To review this policy refer to the TLETS/NLETS Operating Manual Chapter 1, Section 1.6.2 TLETS Restrictions.



ENCL 1

TLETS NEWSLETTER 1

RECEIVED
Date: 1/2/02

continued from page 1.

should notify the TLETS Order Center staff in writing, indicating that an inter-local agreement is in place and the dissemination policy is understood and agreed to by both parties. Inquiries will be submitted using the local enforcement agency's ORI. Separate ORI's ***will not*** be assigned to the Corps of Engineers Park Rangers. Details of the TLETS APB Recommendation are on the TLETS website.

Law Enforcement Agency's Letterhead

(_____), 2002

Texas Department of Public Safety
Training and Publications Officer
Telecommunications Section
Information Management Services
ATTN: Ms. Joanne Jenkins
PO Box 4087
Austin, TX 78773-0215

Dear Ms. Jenkins,

This letter is in reference to the approved recommendation of the TLETS Advisory Policy Board of November 1, 2001, regarding access to TLETS by US Army Corps of Engineers park rangers.

The [_____ *County Sheriff's Department/* _____ *Police Department*] agrees to allow Corps of Engineers park rangers at _____ Lake(s) to request and receive non-confidential data derived from TLETS in accordance with the dissemination policy outlined in the referenced recommendation. As required by the recommendation, a cooperative agreement or memorandum of understanding regarding patrol and enforcement is established between [_____ *PD/SO*] and the US Army Corps of Engineers.

Sincerely,

x

Name

*Position (sheriff/police chief/
communications dir, etc.)*

Encl 2

Texas Law Enforcement Telecommunications System (TLETS)
Conditions of Use
 Lake

Access to information in TLETS is regulated by Texas Department of Public Safety (DPS), which declines to recognize the US Army Corps of Engineers as a "criminal justice agency," a requisite by their policy for access to data derived from TLETS. However, in November of 2001, DPS agreed to establish USACE park rangers as a "special category of user," thereby allowing local law enforcement agencies, under certain conditions, to disseminate non-confidential TLETS data to USACE park rangers.

[Your local law enforcement cooperator(s)] Department has elected, as a courtesy, to exercise this option with the park rangers at [] Lake. You are expected to utilize this privilege with discretion and good judgment. Misuse or abuse of the system by USACE may cause DPS to revoke access to TLETS by both the Corps and [the law enforcement cooperator].

The following conditions apply to USACE park rangers in Texas with respect to use of data derived from TLETS:

- A signed cooperative agreement or memorandum of agreement regarding patrol and enforcement at a specific lake must be established (Lake Manager's responsibility).
- Access to TLETS data is restricted to USACE NRM personnel with Visitor Assistance (VA) responsibilities and citation authority. This data is to be used only in administration of the VA program.
- USACE park rangers may request only non-confidential data via TLETS. This data includes driver license and identification card information, vehicle registration information, NCIC/TCIC hot file (wanted/stolen), and other such information deemed non-confidential by the law enforcement cooperator. Corps personnel are NOT authorized to ask for, or receive, confidential data, such as individuals' criminal histories.
- The [] Lake Manager will maintain on file a current list of local USACE employees authorized to ask for and receive TLETS data, and provide copies of the same to [local cooperator(s)].
- [Other local requirements may be added, including cooperators' policies, training requirements, etc.]

[Attach signature page for employees to sign and date.]

End 3

To: Rex Crosswhite
From: Ching Han Wong
Date: 25 October 2006
Re: Volunteer background checks

Issue: Can USACE conduct criminal history background checks on its volunteers?

Short Answer: Yes.

Analysis:

P.L. 98-63 authorizes the Chief of Engineers to accept the services of volunteers and to provide for their incidental expenses to carry out any activity of the Army Corps of Engineers except policy making or law/regulatory enforcement.

ER 1130-2-500, Chapter 10, "The Corps of Engineers Volunteer Program", EP 1130-2-500, Chapter 10, "The Corps of Engineers Volunteer Program" and EP 1130-2-429 "Volunteer Coordinator's Handbook" prescribe standards that must be followed when accepting the services of a volunteer. The policy of USACE is that it "shall utilize volunteers wherever it is feasible, cost-effective, mutually beneficial, and safe." ER 1130-2-500, para. 10-2(c). "The Corps objective is to utilize voluntary services having some value to the Corps in a manner mutually beneficial to the volunteer and the public interest." EP 1130-2-500, para. 10-2(a).

The volunteers USACE accepts "must be qualified to perform the work assigned." ER 1130-2-500, para. 10-2(d). USACE is required to "screen all applicants and identify the talents that are available." EP 1130-2-500, para. 10-3(a)(4). While "most individuals can qualify to become a volunteer for the Corps...however, no person referred from a court-approved program who has been convicted of any violent crime, crime against person, or crime involving the use of a weapon shall be utilized in the Corps of Engineers volunteer program in any manner." Id. at para. 10-3(b). This makes clear that a person with a history of violent crime, crime against person, or crime involving the use of a weapon, may not volunteer for USACE if he/she is referred from a court approved program. In a similar vein, it would make sense that any applicant, court-referred or not, with that sort of record would not be allowed to volunteer. This is one requirement that an applicant must meet during the screening process. In order to meet that requirement, an applicant must disclose his or her criminal record.

In addition, since the ER requires that applicants must be qualified for the work assigned this could mean that applicants are subject to similar requirements as paid employees doing the same work. One requirement for Federal employees is a criminal history background check when they will be involved with the "provision to children under the age of 18 of child care services." 42 USC 13041(a)(1). "Child care services' means...recreational...programs." Id. at 13041(a)(2). It can be argued that USACE lakes fall under the definition of recreational programs since the opportunities/services offered at USACE lakes for people are for recreational purposes. Examples of such services are fishing, swimming, and boating. The people who participate are often families with children under the age of 18. This would mean then, that USACE employees would be required to undergo a criminal history background check before commencing work at a

lake. Currently, USACE employees at the lakes do undergo criminal history background checks. Since under the ER a volunteer must be qualified to perform the work, this requirement also applies to him/her. He/she would be subject to a criminal history background check.

In the alternative, if volunteer work at the lake does not meet the definition of "child care services", there is no other statutory authorization to conduct background checks. Still, it would likely be possible to conduct a check on the criminal record of the prospective volunteer since those records are public and EP 1130-2-500 does require that volunteer applicants be "screen[ed]". The ER or EP does not explicitly authorize criminal history background checks. At most what is allowed is a screening of volunteers. To "screen" is not defined in the ER but the inclusion of the requirement that the applicant must not have a criminal record that indicates violence implies that some investigation will be done on the applicant's criminal history.

I would suggest drafting volunteer job descriptions and applications that explicitly state that a pre-requisite to volunteering for the Corps is a criminal history check for security reasons. The criminal history check should be defined in that document. The extent of the check is something that needs to be negotiated. At the very least it can contain a review of the applicant's public criminal history record. All applicants then would need to agree to subject themselves to such a check in order to be eligible for volunteer positions. Their consent would be voluntary and acknowledge and accept the background investigation. The job description should note that under 5 U.S.C. 552 the information uncovered during the process would be exempt under FOIA from disclosure. 5 U.S.C. 552(b). Another benefit is that standardizing the process would make it less susceptible to claims that the screening process is arbitrary. In summary, so long as the consent is informed and voluntary and the information gathered from the background check is used only for the purposes of determining eligibility, I do not think there would be privacy issues.

One thing to note is that criminal records are generally public records. To the extent that the background investigation is limited to looking at those records, I do not think there would be an unconstitutional invasion of privacy because there can be no reasonable expectation of privacy in public records. Still, it is most safe to articulate on the volunteer form that a background check will be conducted and to the extent possible all personal information will be protected.

Conclusion:

Limited criminal history checks are available to screen applicants to make sure they are qualified and eligible for the volunteer positions.

Army Regulation 340-21

Office Management

The Army Privacy Program

**Headquarters
Department of the Army
Washington, DC
5 July 1985**

Unclassified

SUMMARY of CHANGE

AR 340-21

The Army Privacy Program

This revision incorporates only minor administrative changes including updating of office symbols and ZIP codes. A summary of changes made to this regulation will appear on this page in all future issues of this publication. This publication has been reorganized to make it compatible with the Army electronic publishing database. No content has been changed.

Effective 5 July 1985

Office Management

The Army Privacy Program

By Order of the Secretary of the Army:

JOHN A. WICKHAM, JR.
General, United States Army
Chief of Staff

Official:

DONALD J. DELANDRO
Brigadier General, United States Army
The Adjutant General

History. This UPDATE printing publishes a revision which is effective 5 July 1985. Because the structure of the entire revised text has been reorganized, no attempt has been

made to highlight changes from the earlier regulation dated 27 August 1975.

Summary. This regulation on the Army Privacy Program has been revised. It supplements DOD Directive 5400.11 and DOD 5400.11-R.

Applicability. This regulation applies to the Active Army, the Army National Guard, the U.S. Army Reserve, and the Army and Air Force Exchange Service.

Proponent and exception authority. Not applicable

Army management control process. Supplementation. Supplementation of this regulation is prohibited without prior approval from HQDA(DAAG-AMR-S), ALEX VA 22331-0301.

Interim changes. Interim changes to this

regulation are not official unless they are authenticated by The Adjutant General. Users will destroy interim changes on their expiration dates unless sooner superseded or rescinded.

Suggested Improvements. The proponent agency of this regulation is the Office of The Adjutant General. Users are invited to send comments and suggested improvements on DA Form 2028(Recommended Changes to Publications and Blank Forms) directly to HQDA(DAAG-AMR-S), ALEX VA 22331-0301.

Distribution. Active Army, B; ARNG, D; USAR, D.

Contents (Listed by paragraph and page number)

Chapter 1

General Information, page 1

Purpose • 1-1, page 1

References • 1-2, page 1

Explanation of abbreviations and terms • 1-3, page 1

Responsibilities • 1-4, page 1

Policy • 1-5, page 1

Authority • 1-6, page 1

Access and amendment refusal authority • 1-7, page 1

DA Privacy Review Board • 1-8, page 2

Privacy official • 1-9, page 2

Chapter 2

Individual Rights of Access and Amendment, page 2

Access under the Privacy Act • 2-1, page 2

Notifying the individual • 2-2, page 2

Relationship between the Privacy Act and the Freedom of Information Act • 2-3, page 2

Functional requests • 2-4, page 2

Medical records • 2-5, page 2

Third party information • 2-6, page 2

Referral of records • 2-7, page 2

Fees • 2-8, page 2

Denial of access • 2-9, page 2

Amendment of records • 2-10, page 3

Procedures • 2-11, page 3

Privacy case files • 2-12, page 3

Chapter 3

Disclosure of Personnel Information to Other Agencies and Third Parties, page 3

Disclosure without consent • 3-1, page 3

Blanket routine use disclosures • 3-2, page 4

Disclosure to third parties • 3-3, page 4

Accounting of disclosure • 3-4, page 4

Chapter 4

Recordkeeping Requirements Under the Privacy Act, page 5

Systems of records • 4-1, page 5

Privacy Act Statement • 4-2, page 5

Social Security Number • 4-3, page 5

Safeguarding personal information • 4-4, page 5

First amendment rights • 4-5, page 5

System notice • 4-6, page 5

Reporting requirements • 4-7, page 6

Rules of conduct • 4-8, page 6

Judicial sanctions • 4-9, page 6

Chapter 5

Exemptions, page 6

Exempting systems of records • 5-1, page 6

General exemptions • 5-2, page 6

Specific exemptions • 5-3, page 6

Procedures • 5-4, page 7

Exempt Army records • 5-5, page 7

Exempt OPM records • 5-6, page 15

Glossary

*This regulation supersedes AR 340-21, 27 August 1975.

RESERVED

Chapter 1 General Information

1-1. Purpose

This regulation sets forth policies and procedures that govern personal information kept by the Department of the Army (DA) in systems of records.

1-2. References

a. Required publications.

(1) AR 195-2, Criminal Investigation Activities. (Cited in para 2-10e.)

(2) AR 340-17, Release of Information and Records from Army Files. (Cited in paras 2-8 and 4-4c.)

(3) AR 340-21-8, The Army Privacy Program; System Notices and Exemption Rules for Civilian Personnel Functions. (Cited in para 2-9c.)

(4) AR 380-380, Automated Systems Security. (Cited in paras 4-4band 4-6c(8).)

b. *Related publications.* (A related publication is merely a source of additional information. The user does not have to read it to understand this regulation.)

(1) DODD 5400.11, DOD Privacy Program.

(2) DOD 5400.11-R, DOD Privacy Program.

(3) Treasury Fiscal Requirements Manual. This publication can be obtained from The Treasury Department, 15th and Pennsylvania Ave, NW, Washington, DC 20220.

1-3. Explanation of abbreviations and terms

Abbreviations and special terms used in this regulation are explained in the glossary.

1-4. Responsibilities

a. The Assistant Chief of Staff for Information Management (ACSIM) is responsible for issuing policy and guidance for the Army Privacy Program in consultation with the Army General Counsel.

b. The Adjutant General (TAG) is responsible for developing and recommending policy to ACSIM concerning the Army Privacy Program and for overall execution of the program under the policy and guidance of ACSIM.

c. Heads of Army Staff agencies, field operating agencies, major Army commands (MACOMs), and subordinate commands are responsible for supervision and execution of the privacy program in functional areas and activities under their command.

d. Heads of Joint Service agencies or commands for which the Army is the Executive Agent, or otherwise has responsibility for providing fiscal, logistical, or administrative support, will adhere to the policies and procedures in this regulation.

e. Commander, Army and Air Force Exchange Service (AAFES), is responsible for the supervision and execution of the privacy program within that command pursuant to this regulation.

1-5. Policy

Army policy concerning the privacy rights of individuals and the Army's responsibilities for compliance with operational requirements established by the Privacy Act are as follows:

a. Protect, as required by the Privacy Act of 1974 (5 USC 552a), as amended, the privacy of individuals from unwarranted intrusion. Individuals covered by this protection are living citizens of the United States and aliens lawfully admitted for permanent residence.

b. Collect only the personal information about an individual that is legally authorized and necessary to support Army operations. Disclose this information only as authorized by the Privacy Act and this regulation.

c. Keep only personal information that is timely, accurate, complete, and relevant to the purpose for which it was collected.

d. Safeguard personal information to prevent unauthorized use, access, disclosure, alteration, or destruction.

e. Let individuals know what records the Army keeps on them and let them review or get copies of these records, subject to

exemptions authorized by law and approved by the Secretary of the Army. (See chap 5.)

f. Permit individuals to amend records about themselves contained in Army systems of records, which they can prove are factually in error, not up-to-date, not complete, or not relevant.

g. Allow individuals to ask for an administrative review of decisions that deny them access to or the right to amend their records.

h. Maintain only information about an individual that is relevant and necessary for Army purposes required to be accomplished by statute or Executive Order.

i. Act on all requests promptly, accurately, and fairly.

1-6. Authority

The Privacy Act of 1974 (5 USC 552a), as amended, is the statutory basis for the Army Privacy Program. Within the Department of Defense (DOD), the Act is implemented by DODD 5400.11 and DOD 5400-11-R. The Act assigns—

a. Overall Government-wide responsibilities for implementation to the Office of Management and Budget (OMB).

b. Specific responsibilities to the Office of Personnel Management (OPM) and the General Services Administration (GSA).

1-7. Access and amendment refusal authority

Each access and amendment refusal authority (AARA) is responsible for action on requests for access to, or amendment of, records referred to them under this regulation. The officials listed below are the sole AARAs for records in their functional areas:

a. The Adjutant General—for personnel records of Army retired, separated, and reserve military members; DOD dependent school student transcripts; and records not within the jurisdiction of another AARA.

b. The Administrative Assistant to the Secretary of the Army—for records of the Secretariat and its serviced activities, as well as those records requiring the personal attention of the Secretary of the Army.

c. The president or executive secretary of boards, councils, and similar bodies established by DA to consider personnel matters, excluding the Army Board for Correction of Military Records.

d. Chief of Chaplains—for ecclesiastical records.

e. Chief of Engineers—for records pertaining to civil works, including litigation; military construction; engineer procurement; other engineering matters not under the purview of another AARA; ecology; and contractor qualifications.

f. Comptroller of the Army—for financial records.

g. Deputy Chief of Staff for Personnel—for the records listed below.

(1) Personnel records of current Federal civilian employees and active and former nonappropriated fund employees (except those in the AAFES).

(2) Military police records.

(3) Prisoner confinement and correctional records.

(4) Safety records.

(5) Alcohol and drug abuse treatment records.

Note. (Requests from former civilian employees to amend a record in an OPM system of records such as the Official Personnel Folder should be sent to the Office of Personnel Management, Assistant Director for Workforce Information, Compliance and Investigations Group, 1900 E Street, NW, WASH DC 20415-0001.)

h. The Inspector General (TIG)—for TIG investigative records.

i. The Judge Advocate General (TJAG)—for legal records under TJAG responsibility.

j. The Surgeon General—for medical records, except those properly part of the Official Personnel Folder (OPM/GOVT-1 system of records).

k. Commander, AAFES—for records pertaining to employees, patrons, and other matters that are the responsibility of the Exchange Service.

l. Commanding General, U.S. Army Criminal Investigation Command (USACIDC)—for criminal investigation reports and military police reports included therein.

m. Commanding General, U.S. Army Intelligence and Security Command—for intelligence and security investigative records.

n. Commanding General, U.S. Army Materiel Command—for records of Army contractor personnel, exclusive of those in above.

o. Commanding General, U.S. Army Military Personnel Center—for personnel and personnel-related records of Active duty Army members.

p. Commander, Military Traffic Management Command—for transportation records.

q. Chief, National Guard Bureau—for personnel records of the Army National Guard.

1-8. DA Privacy Review Board

The DA Privacy Review Board acts on behalf of the Secretary of the Army to decide appeals from refusal of the appropriate AARAs to amend records. Board membership is comprised of the Administrative Assistant to the Secretary of the Army, The Adjutant General, and The Judge Advocate General, or their representatives. The AARA may serve as a nonvoting member when the Board considers matters in the AARA's area of functional specialization. The Adjutant General chairs the Board and provides the Recording Secretary.

1-9. Privacy official

a. Heads of Army Staff agencies and commanders of MACOMs and subordinate commands and activities will designate a privacy official who will serve as a staff adviser on privacy matters. This function will not be assigned below battalion level.

b. The privacy official will insure that—

- (1) Requests are processed promptly and responsively.
- (2) Records subject to the Privacy Act in his or her command or agency are described properly by a published system notice.
- (3) Privacy statements are included on forms and questionnaires that seek personal information from an individual.
- (4) Procedures are in place to meet reporting requirements.

Chapter 2 Individual Rights of Access and Amendment

2-1. Access under the Privacy Act

a. Upon a written or oral request, an individual, or his or her designated agent or legal guardian, will be granted access to a record pertaining to that individual, maintained in a system of records, unless—

- (1) The record is subject to an exemption and the system manager has invoked the exemption (see chap 5), or
- (2) The record is information compiled in reasonable anticipation of a civil action or proceeding.

b. The requester does not have to state a reason or justify the need to gain access. An individual cannot be denied access solely for refusal to provide his or her Social Security Number(SSN) unless the SSN was required for access by statute or regulation adopted prior to January 1,1975. The request should be submitted to the custodian of the record.

2-2. Notifying the individual

The custodian of the record will acknowledge requests for access within 10 work days of receipt. Releasable records will be provided within 30 days, excluding Saturdays, Sundays, and legal public holidays.

2-3. Relationship between the Privacy Act and the Freedom of Information Act

A Privacy Act request for access to records will be processed also as a Freedom of Information Act request. If all or any portion of the requested material is to be denied, it must be considered under the substantive provisions of both the Privacy Act and the Freedom of Information Act. Any withholding of information must be justified by asserting a legally applicable exemption in each Act.

2-4. Functional requests

If an individual asks for his or her record and does not cite or reasonably imply either the Privacy Act or the Freedom of Information Act, and another prescribing directive authorizes release, the records should be released under that directive. Examples of functional requests are military members asking to see their Military Personnel Records Jacket, or civilian employees asking to see their Official Personnel Folder.

2-5. Medical records

If it is determined that releasing medical information to the data subject could have an adverse effect on the mental or physical health of that individual, the requester will be asked to name a physician to receive the record. The data subject's failure to designate a physician is not a denial under the Privacy Act and cannot be appealed.

2-6. Third party information

Third party information pertaining to the data subject may not be deleted from a record when the data subject requests access to the record unless there is an established exemption. (See para 5-5.) However, personal data such as SSN and home address of a third party in the data subject's record normally do not pertain to the data subject and therefore may be withheld. Information about the relationship between the data subject and the third party would normally be disclosed as pertaining to the data subject.

2-7. Referral of records

Requests for access to Army systems of records containing records that originated with other DOD components or Federal agencies that claimed exemptions for them will be coordinated with or referred to the originator for release determination. The requester will be notified of the referral.

2-8. Fees

Requesters will be charged only for reproduction of requested documents. Normally, there will be no charge for the first copy of a record provided to an individual to whom the record pertains. Thereafter, fees will be computed as set forth in AR 340-17.

2-9. Denial of access

a. The only officials authorized to deny a request from a data subject for records in a system of records pertaining to that individual are the appropriate AARAs, or the Secretary of the Army, acting through the General Counsel. (See para 1-7.) Denial is appropriate only if the record—

- (1) Was compiled in reasonable anticipation of a civil action or proceeding, or
- (2) Is properly exempted by the Secretary of the Army from the disclosure provisions of the Privacy Act (see chap 5), there is a legitimate governmental purpose for invoking the exemption, and it is not required to be disclosed under the Freedom of Information Act.

b. Requests for records recommended to be denied will be forwarded to the appropriate AARA within 5 workdays of receipt, together with the request, disputed records, and justification for withholding. The requester will be notified of the referral.

c. Within the 30 workday period, the AARA will give the following information to the requester in writing if the decision is to deny the request for access: (See para 2-2.)

- (1) Official's name, position title, and business address.
- (2) Date of the denial.
- (3) Reasons for the denial, including citation of appropriate sections of the Privacy Act and this regulation.
- (4) The opportunity for further review of the denial by the General Counsel, Office of the Secretary of the Army, The Pentagon, WASH DC 20310-0104, through the AARA within 60 calendar days. (For denials made by the Army when the record is maintained in one of OPM's Government-wide systems of records, notices for which are described in AR340-21-8, appendix A, an individual's

request for further review must be addressed to the Assistant Director for Agency Compliance and Evaluation, Office of Personnel Management, 1900 E Street, NW, WASH DC 20415-0001.)

2-10. Amendment of records

a. Individuals may request the amendment of their records, in writing, when such records are believed to be inaccurate as a matter of fact rather than judgment, irrelevant, untimely, or incomplete.

b. The amendment procedures are not intended to permit challenges of an event in a record that actually occurred, or to permit collateral attack upon an event that has been the subject of a judicial or quasi-judicial action.

c. Consideration of a request for amendment would be appropriate if it can be shown that—

(1) Circumstances leading up to the event recorded on the document were challenged through administrative procedures and found to be inaccurately described.

(2) The document is not identical to the individual's copy, or

(3) The document was not constructed in accordance with the applicable record-keeping requirements prescribed.

d. For an example of above, the amendment provisions do not allow an individual to challenge the merits of an adverse action. However, if the form that documents the adverse action contains an error on the fact of the record (for example, the individual's name is misspelled, or an improper date of birth or SSN was recorded), the amendment procedures may be used to request correction of the record.

e. USACIDC reports of investigation (records in system notices A0501.08e Informant Register, A0508.11b Criminal Information Reports and Cross Index Card Files, and A0508.25a Index to Criminal Investigative Case Files) have been exempted from the amendment provisions of the Privacy Act. Requests to amend these reports will be considered under AR 195-2 by the Commander, U.S. Army Criminal Investigation Command. Action by the Commander, U.S. Army Criminal Investigation Command, will constitute final action on behalf of the Secretary of the Army under that regulation.

f. Records placed in the National Archives are exempted from the Privacy Act provision allowing individuals to request amendment of records. Most provisions of the Privacy Act apply only to those systems of records that are under the legal control of the originating agency; for example, an agency's current operating files or records stored at a Federal Records Center.

2-11. Procedures

a. Requests to amend a record should be addressed to the custodian or system manager of that record. The request must reasonably describe the record to be amended and the changes sought (that is, deletion, addition, or amendment). The burden of proof rests with the requester; therefore, the alteration of evidence presented to courts, boards, and other official proceedings is not permitted. (An individual acting for the requester must supply a written consent signed by the requester.)

b. The custodian or system manager will acknowledge the request within 10 workdays and make final responses within 30 workdays.

c. The record for which amendment is sought must be reviewed by the proper system manager or custodian for accuracy, relevance, timeliness, and completeness to assure fairness to the individual in any determination made about that individual on the basis of that record.

d. If the amendment is proper, the custodian or system manager will physically amend the record by adding or deleting information, or destroying the record or a portion of it. He or she will notify the requester of such action.

e. If the amendment is not justified, the request and all relevant documents, including reasons for not amending, will be forwarded to the proper AARA within 5 workdays; the requester will be notified.

f. The AARA, on the basis of the evidence, either will amend the

record and notify the requester and the custodian or deny the request and inform the requester of—

(1) Reasons for not amending.

(2) His or her right to seek further review by the DA Privacy Review Board (through the AARA).

g. On receipt of an appeal from a denial to amend, the AARA will append any additional records or background information that substantiates the refusal or renders the case complete and, within 5 workdays of receipt, forward the appeal to the DA Privacy Review Board.

h. The DA Privacy Review Board, on behalf of the Secretary of the Army, will complete action on a request for further review within 30 workdays of its receipt by the AARA. The General Counsel may authorize an additional 30 days when unusual circumstances and good cause so warrant. The Board may seek additional information, including the appellant's official personnel file, if relevant and necessary to decide the appeal.

(1) If the Board determines that amendment is justified, it will amend the record and notify the requester, the AARA, the custodian of the record, and any prior recipients of the record.

(2) If the Board denies the request, it will obtain the General Counsel's concurrence. Response to the appellant will include reasons for denial and the appellant's right to file a statement of disagreement with the Board's action and to seek judicial review of the Army's refusal to amend.

i. Statements of disagreement will be an integral part of the record to which they pertain so the fact that the record is disputed is apparent to anyone who may have access to, use of, or need to disclose from it. The disclosing authority may include a brief summary of the Board's reasons for not amending the disputed record. The summary will be limited to the reasons stated to the individual by the Board.

2-12. Privacy case files

Whenever an individual submits a Privacy Act request, a case file will be established. (See system notice A0240.01DAAG.) In no instance will the individual's request and Army actions thereon be included in the individual's personnel file. The case file will comprise the request for access/amendment, grants, refusals, coordination action, and related papers. This file will not be used to make any determinations about the individual.

Chapter 3 Disclosure of Personnel Information to Other Agencies and Third Parties

3-1. Disclosure without consent

The Army is prohibited from disclosing a record from a system of records without obtaining the prior written consent of the data subject, except when disclosure is—

a. Made to officers and employees of DOD who have a need for the record in the performance of their duties.

b. Required under the Freedom of Information Act. (See para 3-3 for information normally releasable.)

c. Permitted by a routine use that has been published in the *Federal Register*.

d. Made to the Bureau of the Census for planning or carrying out a census or survey, or to a related activity pursuant to title 13 of the United States Code.

e. Made to a recipient who has provided the Army with advance written assurance that the record will be—

(1) Used solely as a statistical research or reporting record.

(2) Transferred in a form that is not individually identifiable.

f. Made to the National Archives of the United States as a record that has sufficient historical or other value to warrant its continued preservation by the U.S. Government, or for determination of such value by the Administrator of the General Services Administration (GSA), or designee. (Records sent to Federal Records Centers for

storage remain under Army control. These transfers are not disclosures and do not therefore need an accounting.)

g. Made to another agency or to an instrumentality of any governmental jurisdiction within or under the control of the United States for a civil or criminal law enforcement activity if—

(1) The activity is authorized by law.

(2) The head of the agency or instrumentality has made a written request to the Army element that maintains the record. The request must specify the particular portion desired and the law enforcement activity for which the record is sought.

h. Made to a person pursuant to a showing of compelling circumstances affecting the health or safety of an individual. Upon such disclosure notification will be transmitted to the last known address of such individual.

i. Made to either House of Congress, or, to the extent of matter within its jurisdiction, any committee or subcommittee thereof, any joint committee of Congress, or subcommittee of any such joint committee.

j. Made to the Comptroller General, or authorized representatives, in the course of the performance of the duties of the General Accounting Office(GAO).

k. Pursuant to the order signed by a judge of a court of competent jurisdiction.(Reasonable efforts must be made to notify the subject individual if the legal process is a matter of public record.)

l. Made to a consumer reporting agency under section 3(d) of the Federal Claims Collection Act of 1966 (originally codified at 31 USC 952(d); recodified at 31 USC 3711(f)). The name, address, SSN, and other information identifying the individual; amount, status, and history of the claim; and the agency or program under which the case arose may be disclosed in this instance.

3-2. Blanket routine use disclosures

In addition to routine uses in each system notice, the following blanket routine uses apply to all records from systems of records maintained by the Army except those which state otherwise.

a. *Law enforcement.* Relevant records maintained to carry out Army functions may be referred to Federal, State, local, or foreign law enforcement agencies if the record indicates a violation or potential violation of law. The agency to which the records are referred must be the appropriate agency charged with the responsibility of investigating or prosecuting the violation or charged with enforcing or implementing the statute, rule, regulation, or order issued pursuant thereto.

b. *Disclosure when requesting information.* A record may be disclosed to a Federal, State, or local agency that maintains civil, criminal, or other relevant enforcement information, or other pertinent information, such as licensing, to obtain data relevant to an Army decision concerning—

- (1) Hiring or retention of an employee.
- (2) Issuance of a security clearance.
- (3) Letting of a contract.
- (4) Issuance of a license, grant, or other benefit.

c. *Disclosure of requested information.* If the information is relevant and necessary to the requesting agency's decision, a record may be disclosed to a Federal agency in response to its request in connection with—

- (1) Hiring or retention of an employee.
- (2) Issuance of a security clearance.
- (3) Reporting of an investigation of an employee.
- (4) Letting of a contract.
- (5) Issuance of a license, grant, or other benefit.

d. *Congressional inquiries.* Disclosure from a system of records maintained by the Army may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

e. *Private relief legislation.* Relevant information in all systems of records of DOD published on or before August 22, 1975, will be disclosed to OMB for review of private relief legislation, as set forth in OMB Circular A-19. Information may be disclosed at any stage of the legislative coordination and clearance process.

f. *Disclosures required by international agreements.* A record may be disclosed to foreign law enforcement, security, investigatory, or administrative authorities. These disclosures are in compliance with requirements imposed by, or to claim rights conferred in, international agreements and arrangements including those regulating the stationing and status in foreign countries of DOD military and civilian personnel.

g. *Disclosure to State and local taxing authorities.* Any information normally contained in Internal Revenue Service Form W-2, which is maintained in a record from a system of records of the Army, may be disclosed to State and local taxing authorities with which the Secretary of the Treasury has entered into agreements under 5 USC 5516, 5517, and 5520; only to those State and local taxing authorities for which an employee or military member is or was subject to tax regardless of whether tax is or was withheld. This routine use complies with Treasury Fiscal Requirements Manual, sec 5060.

h. *Disclosure to OPM.* A record may be disclosed to OPM concerning information on pay and leave, benefits, retirement deduction, and any other information necessary for OPM to carry out its legally authorized Government-wide personnel management functions and studies.

i. *Disclosure to National Archives and Records Service (NARS), GSA.* A record may be disclosed to NARS, GSA, in records management inspections conducted under 44 USC, 2904 and 2906.

j. *Disclosure to the Department of Justice for litigation.* A record may be disclosed as a routine use to any component of the Department of Justice for the purpose of representing DOD, or any officer, employee, or member of DOD in pending or potential litigation to which the record is pertinent.

3-3. Disclosure to third parties

Personal information that may be disclosed under the Freedom of Information Act is as follows:

a. Military personnel.

(1) Name, rank, date of rank, gross salary, present and past duty assignments, future assignments that are officially established, office or duty telephone number, source of commission, promotion sequence number, awards and decorations, military and civilian educational level, and duty status at any given time.

(2) Lists or compilations of unit or office addresses or telephone numbers of military personnel are not released where the requester's primary purpose in seeking the information is to use it for commercial solicitation.

b. Civilian employees.

(1) Name and present and past position titles, grades, salaries, and duty stations that include office or duty telephone numbers.

(2) Disclosure of information in (1) above will not be made when the request is a list of present or past position titles, grades, salaries, and/or duty stations and—

(a) Is selected to constitute a clearly unwarranted invasion of personal privacy. For example, the nature of the request calls for a response that would reveal more about the employee than the items in (1) above.

(b) Would be protected from mandatory disclosure under an exemption of the Freedom of Information Act.

(3) In addition to the information in (1) above, the following information may be made available to a prospective employer of a current or former Army employee:

(a) Tenure of employment.

(b) Civil service status.

(c) Length of service in the Army and the Government.

(d) Date and reason for separation shown on SF 50 (Notification of Personnel Action).

3-4. Accounting of disclosure

a. An accounting of disclosure is required whenever a record from an Army system of records is disclosed to someone other than the data subject, except when that record—

(1) Is disclosed to officials within DOD who have a need for it to perform official business.

(2) Is required to be disclosed under the Freedom of Information Act.

b. Since the characteristics of records maintained within the Army vary widely, no uniform method for keeping the disclosure of accounting is prescribed. For most paper records, the accounting may be affixed to the record being disclosed. It must be a written record and consist of—

(1) Description of the record disclosed.

(2) Name, position title, and address of the person to whom disclosure was made.

(3) Date, method, and purpose of the disclosure.

(4) Name and position title of the person making the disclosure.

c. Purpose of the accounting of disclosure is to enable an individual—

(1) To ascertain those persons or agencies that have received information about the individual.

(2) To provide a basis for informing recipients of subsequent amendments or statements of dispute concerning the record.

d. When an individual requests such an accounting, the system manager or designee will respond within 10 workdays and inform the individual of the items in above.

e. The only bases for not furnishing the data subject an accounting of disclosures are if disclosure was made for law enforcement purposes under 5 USC 552a(b)(7), or the disclosure was from a system of records for which an exemption from 5 USC 552a(c)(3) has been claimed. (See table 5-1.)

Chapter 4 Recordkeeping Requirements Under the Privacy Act

4-1. Systems of records

a. Notices of all Army systems of records are required by the Privacy Act to be published in the *Federal Register*. An example is at figure 4-1. When new systems are established, or major changes occur in existing systems, which meet the criteria of OMB guidelines summarized in paragraph 4-6b, advance notice must be furnished OMB and the Congress before the system or proposed changes become operational.

b. Uncirculated personal notes, papers, and records that are retained at the author's discretion and over which the Army exercises no control or dominion are not considered Army records within the meaning of the Privacy Act. Individuals who maintain such notes must restrict their use to that of memory aids. Any disclosure from personal notes, either intentional or through carelessness, removes the information from the category of memory aids and the notes then become subject to provisions of the Act.

c. Only personal information that is necessary to accomplish a purpose or mission of the Army, required by Federal statute or Executive Order of the President, will be maintained in Army systems of records. Statutory authority or regulatory authority to establish and maintain a system of records does not convey unlimited authority to collect and maintain all information that may be useful or convenient. The authority is limited to relevant and necessary information.

d. Except for statistical records, most records could be used to determine an individual's rights, benefits, or privileges. To ensure accuracy, personal information to be included in a system of records will be collected directly from the individual if possible. Collection of information from third parties will be limited to verifying information for security or employment suitability or obtaining performance data or opinion-type evaluations.

4-2. Privacy Act Statement

a. Whenever personal information is requested from an individual that will become part of a system of records retrieved by reference to the individual's name or other personal identifier, the individual will be furnished a Privacy Act Statement. This Statement is to ensure that individuals know why this information is

being collected so they can make an informed decision on whether or not to furnish it. As a minimum, the Privacy Act Statement will include the following information in language that is explicit and easily understood and not so lengthy as to deter an individual from reading it:

(1) Cite the specific statute or Executive order, including a brief title or subject, that authorizes the Army to collect the personal information requested. Inform the individual whether or not a response is mandatory or voluntary and any possible consequences of failing to respond.

(2) Cite the principal purposes for which the information will be used.

(3) Cite the probable routine uses for which the information may be used. This may be a summary of information published in the applicable system notice.

b. The above information normally will be printed on the form used to record the information. In certain instances, it may be printed in a public notice in a conspicuous location such as at check-cashing facilities; however, if the individual requests a copy of its contents, it must be provided.

4-3. Social Security Number

Executive Order 9397 authorizes DA to use the SSN as a system to identify Army members and employees. Once a military member or civilian employee of DA has disclosed his or her SSN for purposes of establishing personnel, financial, or medical records upon entry into Army service or employment, the SSN becomes his or her identification number. No other use of this number is authorized. Therefore, whether the SSN alone is requested from the individual, or the SSN together with other personal information, the Privacy Act Statement must make clear that disclosure of the number is voluntary. If the individual refuses to disclose the SSN, the Army activity must be prepared to identify the individual by alternate means.

4-4. Safeguarding personal information

a. The Privacy Act requires establishment of proper administrative, technical, and physical safeguards to—

(1) Ensure the security and confidentiality of records.

(2) Protect against any threats or hazards to the subject's security or integrity that could result in substantial harm, embarrassment, inconvenience, or unfairness.

b. At each location, and for each system of records, an official will be designated to safeguard the information in that system. Consideration must be given to such items as sensitivity of the data need for accuracy and reliability in operations, general security of the area, and cost of safeguards. (See AR 380-380.)

c. Ordinarily, personal information must be afforded at least the protection required for information designated "For Official Use Only." (See AR340-17, chap IV.) Privacy Act data will be afforded reasonable safeguards to prevent inadvertent or unauthorized disclosure of record content during processing, storage, transmission, and disposal.

4-5. First amendment rights

No record describing how an individual exercises rights guaranteed by the first amendment will be kept unless expressly authorized by Federal statute, by the subject individual, or unless pertinent to and within the scope of an authorized law enforcement activity. Exercise of these rights includes, but is not limited to, religious and political beliefs, freedom of speech and the press, and the right of assembly and to petition.

4-6. System notice

a. The Army publishes in the *Federal Register* a notice describing each system of records for which it is responsible. A notice contains—

(1) Name and locations of the records.

(2) Categories of individuals on whom records are maintained.

(3) Categories of records in the system.

(4) Authority (statutory or executive order) authorizing the system.

(5) Purpose of the system.

(6) Routine uses of the records, including categories of users and purposes of such uses.

(7) Policies and practices for storing, retrieving, accessing, retaining, and disposing of the records.

(8) Position title and business address of the responsible official.

(9) Procedures an individual must follow to learn if a system of records contains a record about the individual.

(10) Procedures an individual must follow to gain access to a record about that individual in a system of records, to contest contents, and to appeal initial determinations.

(11) Categories of sources of records in the system.

(12) Exemptions from the Privacy Act claimed for the system. (See table 5-1.)

b. New, or altered systems that meet the requirements below require a report to the Congress and OMB. A new system is one for which no system notice is published in the *Federal Register*. An altered system is one that—

(1) Increases or changes the number or types of individuals on whom records are kept so that it significantly alters the character and purpose of the system of records.

(2) Expands the types or categories of information maintained.

(3) Alters the manner in which records are organized, indexed, or retrieved to change the nature or scope of those records.

(4) Alters the purposes for which the information is used, or adds a routine use that is not compatible with the purpose for which the system is maintained.

(5) Changes the equipment configuration on which the system is operated, to create potential for either greater or easier access.

c. Report of a new or altered system must be sent to HQDA(DAAG-AMR-S) at least 120 days before the system or changes become operational and include a narrative statement and supporting documentation. The narrative statement must contain the following items:

(1) System identification and name.

(2) Responsible official.

(3) Purpose of the system, or nature of changes proposed (if an altered system).

(4) Authority for the system.

(5) Number (or estimate) of individuals on whom records will be kept.

(6) Information on First Amendment activities.

(7) Measures to assure information accuracy.

(8) Other measures to assure system security. (Automated systems require risk assessment under AR 380-380.)

(9) Relations to State/local government activities. (See fig 4-2.)

d. Supporting documentation consists of system notice for the proposed new or altered system and proposed exemption rule, if applicable.

4-7. Reporting requirements

a. The annual report required by the Privacy Act, as amended by Public Law 97-375, 96 Statute 1821, focuses on two primary areas:

(1) Information describing the exercise of individuals' rights of access to and amendment of records.

(2) Changes or additions to systems of records.

b. Specific reporting requirements will be disseminated each year by HQDA(DAAG-AMR-S) in a letter to reporting elements.

4-8. Rules of conduct

Systems managers will ensure that all personnel, including Government contractors or their employees who are involved in the design, development, operation, maintenance, or control of any system of records are informed of all requirements to protect the privacy of individuals who are subjects of the records.

4-9. Judicial sanctions

The Privacy Act has both civil remedies and criminal penalties for violations of its provisions.

a. *Civil remedies* An individual may file a civil suit against the Army if Army personnel fail to comply with the Privacy Act.

b. *Criminal penalties* A member or employee of the Army may be found guilty of a misdemeanor and fined not more than \$5,000 for willfully—

(1) Maintaining a system of records without first meeting the public noticerequirements of publishing in the *Federal Register*.

(2) Disclosing individually identifiable personal information to one not entitled to it.

(3) Asking for or getting another's record under false pretenses.

Chapter 5 Exemptions

5-1. Exempting systems of records

The Secretary of the Army may exempt Army systems of records from certain requirements of the Privacy Act. The two kinds of exemptions are general and specific. The general exemption relieves systems of records from most requirements of the Act; the specific exemptions from only a few. (See table 5-1.)

5-2. General exemptions

Only Army activities actually engaged in the enforcement of criminal laws as their primary function may claim the general exemption. To qualify for this exemption, a system must consist of—

a. Information compiled to identify individual criminals and alleged criminals, which consists only of identifying data and arrest records; type and disposition of charges; sentencing, confinement, and release records; and parole and probation status.

b. Information compiled for the purpose of a criminal investigation, including efforts to prevent, reduce, or control crime, and reports of informants and investigators associated with an identifiable individual.

c. Reports identifiable to an individual, compiled at any stage of the process of enforcement of the criminal laws, from arrest or indictment through release from supervision.

5-3. Specific exemptions

The Secretary of the Army has exempted from certain parts of the Privacy Act all properly classified information and a few systems of records that have the following kinds of information. The Privacy Act exemption cited appears in parentheses after each category.

a. Classified information in every Army system of records. This exemption is not limited to the systems listed in paragraph 5-5. Before denying an individual access to classified information, the Access and Amendment Refusal Authority must make sure that it was properly classified under the standards of Executive Order 11652, 12065, or 12356 and that it must remain so in the interest of national defense or foreign policy. (5 USC 552a(k)(1))

b. Investigatory data for law enforcement purposes (other than that claimed under the general exemption). However, if this information has been used to deny someone a right, privilege, or benefit to which the individual is entitled by Federal law, it must be released, unless doing so would reveal the identity of a confidential source. (5 USC 552a(k)(2))

c. Records maintained in connection with providing protective services to the President of the United States or other individuals protected pursuant to 18 USC 3056. (5 USC 552a(k)(3))

d. Statistical data required by statute and used only for statistical purposes and not to make decisions on the rights, benefits, or entitlements of individuals, except for census records that may be disclosed under 13 USC 8. (5 USC 552a(k)(4))

e. Data compiled to determine suitability, eligibility, or qualifications for Federal service, Federal contracts, or access to classified information. This information may be withheld only to the extent

that disclosure would reveal the identity of a confidential source. (5 USC 552a(k)(5))

f. Testing material used to determine if a person is qualified for appointment or promotion in the Federal service. This information may be withheld only if disclosure would compromise the objectivity or fairness of the examination process. (5 USC 552a(k)(6))

g. Information to determine promotion potential in the Armed Forces. Information may be withheld, but only to the extent that disclosure would reveal the identity of a confidential source. (5 USC 552a(k)(7))

5-4. Procedures

a. When a system manager seeks an exemption for a system of records, the following information will be furnished to HQDA(DAAG-AMR-S), Alexandria, VA 22331-0301:

- (1) Applicable system notice.
- (2) Exemptions sought.
- (3) Justification.

b. After appropriate staffing and approval by the Secretary of the Army, a proposed rule will be published in the *Federal Register*, followed by a final rule 30 days later. No exemption may be invoked until these steps have been completed.

5-5. Exempt Army records

The following records are exempt from certain parts of the Privacy Act:

a. ID-AO224.04DAIG.

(1) *Sysname.* Inspector General Investigative Files.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(k)(2) or (5) are exempt from the following provisions of 5 USC 552a: (c)(3), (d), (e)(4)(G), (e)(4)(H), and (f).

(3) *Authority.* 5 USC 552a(k)(2) and (5).

(4) *Reasons.* Selected portions and/or records in this system are compiled for the purposes of enforcing civil, criminal, or military law, including Executive orders or regulations validly adopted pursuant to law. Granting individuals access to information collected and maintained in these files could interfere with enforcement proceedings; deprive a person of a right to fair trial or an impartial adjudication or be prejudicial to the conduct of administrative action affecting rights, benefits, or privileges of individuals; constitute an unwarranted invasion of personal privacy; disclose the identity of a confidential source; disclose nonroutine investigative techniques and procedures, or endanger the life or physical safety of law enforcement personnel; violate statutes which authorize or require certain information to be withheld from the public such as: trade or financial information, technical data, National Security Agency information, or information relating to inventions. Exemption from access necessarily includes exemption from the other requirements.

b. ID-AO224.05DAIG.

(1) *Sysname.* Inspector General Action Request/Complaint Files.

(2) *Exemption.* All portions of this system of records which fall within 5 USC 552a(k)(2) or (5) are exempt from the following provisions of 5 USC 552a: (c)(3), (d), (e)(4)(G), (e)(4)(H), and (f).

(3) *Authority.* 5 USC 552a(k)(2) and (5).

(4) *Reasons.* Selected portions and/or records in this system are compiled for the purposes of enforcing civil, criminal, or military law, including executive orders or regulations validly adopted pursuant to law. Granting individuals access to information collected and maintained in these files could interfere with enforcement proceedings; deprive a person of a right to fair trial or an impartial adjudication or be prejudicial to the conduct of administrative action affecting rights, benefits, or privileges of individuals; constitute an unwarranted invasion of personal privacy; disclose the identity of a confidential source; disclose nonroutine investigative techniques and procedures, or endanger the life or physical safety of law enforcement personnel; violate statutes that authorize or require certain information to be withheld from the public such as trade or financial information, technical data, National Security Agency information, or information relating to inventions. Exemption from access necessarily includes exemption from the other requirements.

c. ID-AO239.01DAAG.

(1) *Sysname.* Request for Information Files.

(2) *Exemption.* Portions of this system of records that fall within 5 USC 552a(j)(2) are exempt from the following provisions of 5 USC 552a: (c)(3), (c)(4), (d), (e)(1), (e)(2), (e)(3), (e)(4)(G), (e)(4)(H), (e)(5), (e)(8), (f), and (g). Portions of the system maintained by offices of Initial Denying Authorities that do not have a law enforcement mission and that fall within 5 USC 552a(k)(1) through (k)(7) are exempt from the following provisions of 5 USC 552a: (c)(3), (d), (e)(1), (e)(4)(G), (e)(4)(H), and (f).

(3) *Authority.* 5 USC 552a(j)(2) and (k)(1) through (k)(7).

(4) *Reasons.* This system of records is maintained solely for the purpose of administering the Freedom of Information Act and processing routine requests for information. To ensure an accurate and complete file on each case, it is sometimes necessary to include copies of records that have been the subject of a Freedom of Information Act request. This situation applies principally to cases in which an individual has been denied access and/or amendment of personal records under an exemption authorized by 5 USC 552. The same justification for the original denial would apply to a denial of access to copies maintained in the Freedom of Information Act file. It should be emphasized that the majority of records in this system are available on request to the individual and that all records are used solely to process requests. This file is not used to make any other determinations on the rights, benefits, or privileges of individuals.

d. ID-AO240.01DAAG.

(1) *Sysname.* Privacy Act Case Files.

(2) *Exemptions.* Portions of this system that fall within 5 USC 552a(j)(2) are exempt from the following provisions of 5 USC 552a: (c)(3), (c)(4), (d), (e)(1), (e)(2), (e)(3), (e)(4)(G), (e)(4)(H), (e)(5), (e)(8), (f), and (g). Portions of this system maintained by the DA Privacy Review Board and by those Access and Amendment Refusal Authorities that do not have a law enforcement mission and that fall within 5 USC 552a(k)(1) through (k)(7) are exempt from the following provisions of 5 USC 552a: (c)(3), (d), (e)(1), (e)(4)(G), (e)(4)(H), and (f).

(3) *Authority.* 5 USC 552a(j)(2) and (k)(1) through (k)(7).

(4) *Reasons.* This system of records is maintained solely for the purpose of administering the Privacy Act of 1974. To ensure an accurate and complete file on each case, it is sometimes necessary to include copies of records which have been the subject of a Privacy Act request. This situation applies principally to cases in which an individual has been denied access and/or amendment of personnel records under an exemption authorized by 5 USC 552a. The same justification for the original denial would apply to a denial of access and/or amendment of copies maintained in the Privacy Act Case File. It should be emphasized that the majority of records in this system are available on request to the individual and that all records are used solely to administer Privacy Act requests. This file is not used to make any other determinations on the rights, benefits, or privileges of individuals.

e. ID-AO241.01HQDA.

(1) *Sysname.* HQDA Correspondence and Control/Central File System.

(2) *Exemption.* Portions of this system of records that fall within 5 USC 552a(k)(1) through (k)(7) are exempt from the following provisions of 5 USC 552a: (c)(3), (d), (e)(1), (e)(4)(G), (e)(4)(H), and (f).

(3) *Authority.* 5 USC 552a(k)(1) through (k)(7).

(4) *Reasons.* Documents are generated by other elements of the Army or are received from other agencies and individuals. Because of the broad scope of the contents of this system and since the introduction of documents is largely unregulatable, specific portions or documents that may require an exemption cannot be predetermined. Therefore, and to the extent that such material is received and maintained, selected individual documents may be exempted from disclosure under any of the provisions of 5 USC 552a(k)(1) through (k)(7).

f. ID-AO401.08DAJA.

(1) *Sysname.* Prosecutorial Files.

(2) *Exemption.* Portions of this system of records that fall within 5 USC 552a(j)(2) are exempt from the following provisions of 5 USC 552a: (c)(3), (e)(4), (d), (e)(2), (e)(3), (e)(4)(G), (e)(4)(H), (e)(8), (f), and (g).

(3) *Authority.* 5 USC 552a(j)(2).

(4) *Reasons.*

(a) From subsection (c)(4), (d), (e)(4)(G), (e)(4)(H), (f), and (g) because granting individuals access to information collected and maintained by this component relating to the enforcement of laws could interfere with proper investigations and the orderly administration of justice. Disclosure of this information could result in the concealment, alteration or destruction of evidence; the identification of offenders or alleged offenders; nature and disposition of charges; and jeopardize the safety and well-being of informants, witnesses and their families, and law enforcement personnel and their families. Disclosure of this information could also reveal and render ineffectual investigative techniques, sources and methods used by this component, and could result in the invasion of the privacy of individuals only incidentally related to an investigation. Exemption from access necessarily includes exemption from other requirements.

(b) From subsection (c)(3) because the release of accounting of disclosure would place the subject of an investigation on notice that he or she is under investigation and provide him or her with significant information concerning the nature of the investigation, thus resulting in a serious impediment to law enforcement investigations.

(c) From subsection (e)(2) because in a criminal or other law enforcement investigation, the requirement that information be collected to the greatest extent practicable from the subject individual would alert the subject as to the nature or existence of the investigation and thereby present a serious impediment to effective law enforcement.

(d) From subsection (e)(3) because compliance would constitute a serious impediment to law enforcement in that it could compromise the existence of a confidential investigation or reveal the identity of witnesses or confidential informants.

(e) From subsection (e)(8) because compliance with this provision would provide an impediment to law enforcement by interfering with the ability to issue warrants or subpoenas and by revealing investigative techniques, procedures, or evidence.

g. ID-AO402.01aDAJA.

(1) *Sysname.* General Legal Files.

(2) *Exemption.* Those portions of this system of records falling within 5 USC 552a(k)(1), (2), (5), (6), and (7) may be exempt from the following provisions of 5 USC 552a: (c)(3), (d), (e)(1), and (f).

(3) *Authority.* 5 USC 552a(k)(1), (2), (5), (6), and (7).

(4) *Reasons.* Various records from other exempted systems of records are sometimes submitted for legal review or other action. A copy of such records may be permanently incorporated into the General Legal Files system of records as evidence of the facts upon which a legal opinion or review was based. Exemption of the General Legal Files system of records is necessary in order to ensure that such records continue to receive the same protection afforded them by exemptions granted to the system of records in which they were originally filed

h. ID-AO404.02DAJA.

(1) *Sysname.* Courts-Martial Files.

(2) *Exemption.* All portions of this system that fall under 5 USC 552a(j)(2) are exempt from the following provisions of 5 USC 552a: (d)(2), (d)(3), (d)(4), (e)(2), (e)(3), (e)(4)(H), and (g).

(3) *Authority.* 5 USC 552a(j)(2).

(4) *Reasons.* Courts-martial files are exempt because a large body of existing criminal law governs trials by court-martial to the exclusion of the Privacy Act. The Congress recognized the judicial nature of court-martial proceedings and exempted them from the Administrative Procedures Act by specifically excluding them from the definition of the term "agency" (5 USC 551(1)(f)). Substantive and procedural law applicable in trials by court-martial is set forth in the Constitution, the Uniform Code of Military Justice (UCMJ) Manual for Courts-Martial, 1984, and the decisions of the U.S. Court of

Military Appeals and Courts of Military Review. The right of the accused not to be compelled to be a witness against himself or herself and the need to obtain accurate and reliable information with regard to criminal misconduct necessitate the collection of information from sources other than the individual accused.

(a) Advising the accused or any other witness of the authority for collection of the information, the purpose for which it is to be used, whether disclosure is voluntary or mandatory, and the effects on the individual of not providing the information would unnecessarily disrupt and confuse court-martial proceedings. It is the responsibility of the investigating officer or military judge to determine what information will be considered as evidence. In making the determination, the individual's rights are weighed against the accused's right to a fair trial. The determination is final for the moment and the witness' failure to comply with the decision would delay the proceeding and may result in prosecution of the witness for wrongful refusal to testify.

(b) In a trial by court-martial, the accused has a unique opportunity to assure that the record is accurate, relevant, timely, and complete as it is made. He or she has the right to be present at the trial, to be represented by counsel at general and special courts-martial, and to consult with counsel in summary courts-martial, to review and challenge all information before it is introduced into evidence, to cross-examine all witnesses against him or her, to present evidence in his or her behalf, and in general and special courts-martial, to review and comment upon the record of trial before it is authenticated. Procedures for correction of the record are controlled by the Manual for Courts-Martial, 1984. After completion of appellate review, the record may not be amended. The Uniform Code of Military Justice (10 USC 876) provides that the proceedings, findings, and sentences of courts-martial as approved, reviewed, or affirmed are final and conclusive and binding upon all departments, courts, agencies, and officers of the United States subject only to action upon a petition for new trial, action by the Secretary concerned, and the authority of the President.

i. ID-AO501.08eUSACIDC.

(1) *Sysname.* Informant Register.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(j)(2) are exempt from the following provisions of 5 USC 552a: (c)(3), (c)(4), (d), (e)(1), (e)(2), (e)(3), (e)(4)(G), (e)(4)(H), (e)(5), (e)(8), (f), and (g).

(3) *Authority.* 5 USC 552a(j)(2).

(4) *Reasons.*

(a) From subsection (c)(3) because release of accounting of disclosures would provide the informant with significant information concerning the nature of a particular investigation, the internal methods and techniques involved in criminal investigation, and the investigative agencies (State, local or foreign) involved in a particular case resulting in a serious compromise of the criminal law enforcement processes.

(b) From subsection (c)(4), (d), (e)(4)(G), (e)(4)(H), (f), and (g) because disclosure of portions of the information in this system of records would seriously impair the prudent and efficient handling of these uniquely functioning individuals; hamper the inclusion of comments and evaluations concerning the performance qualification, character, identity, and propensities of the informant; and prematurely compromise criminal investigations which either concern the conduct of the informant, or investigations wherein he or she is integrally or only peripherally involved. Additionally, the exemption from access necessarily includes exemption from amendment, certain agency requirements relating to access and amendment of records and civil liability predicated upon agency compliance with specific provisions of the Privacy Act.

(c) From subsections (d), (e)(4)(G), (e)(4)(H), and (f) are also necessary to protect the security of information properly classified in the interest of national defense and foreign policy.

(d) From subsection (e)(1) because the nature of the criminal investigative function creates unique problems in prescribing what information concerning informants is relevant or necessary. Due to close liaison and existing relationships with other Federal, State,

local, and foreign law enforcement agencies, information about informants may be received, which may relate to a case then under the investigative jurisdiction of another Government agency; but it is necessary to maintain this information in order to provide leads for appropriate law enforcement purposes and to establish patterns of activity that may relate to the jurisdiction of both the USACIDC and other agencies. Additionally, the failure to maintain all known information about informants could affect the effective utilization of the individual and substantially increase the operational hazards incumbent in the employment of an informant in very compromising and sensitive situations.

(e) From subsection (e)(2) because collecting information from the informant would potentially thwart both the criminal investigative process and the required management control over these individuals by appraising the informant of investigations or management actions concerning his or her involvement in criminal activity or with USACIDC personnel.

(f) From subsection (e)(3) because supplying an informant with a form containing the information specified could result in the compromise of an investigation, tend to inhibit the cooperation of the informant, and render ineffectual investigative techniques and methods utilized by USACIDC in the performance of its criminal law enforcement duties.

(g) From subsection (e)(5) because this requirement would unduly hamper the criminal investigative process due to type of records maintained and necessity for rapid information retrieval and dissemination. Also, in the collection of information about informants, it is impossible to determine what information is then accurate, relevant, timely, and complete. With the passage of time, seemingly irrelevant or untimely information may acquire new significance as further investigation or contact brings new details to light. In the criminal investigative process, accuracy and relevance of information concerning informants can only be determined in a court of law. The restrictions imposed by subsection (e)(5) would restrict the ability of trained investigators to exercise their judgment in reporting information relating to informant's actions and would impede the development of criminal intelligence necessary for effective law enforcement.

(h) From subsection (e)(8) because the notice requirements of this provision could present a serious impediment to criminal law enforcement by revealing investigative techniques, procedures, and the existence of confidential investigations.

j. ID-AO501.10DAMI.

(1) *Sysname.* Counterintelligence Research File System(CIRFS).

(2) *Exemption.* All portions of this system of records which fall within 5 USC 552a(k)(1), (2), or (5) are exempt from the following provisions of 5 USC 552a: (c)(3), (d), (e)(1), (e)(4)(G), (e)(4)(H), (e)(4)(I), and (f).

(3) *Authority.* 5 USC 552a(k)(1), (2), and (5).

(4) *Reasons.* Information in the files is obtained from overt and sensitive intelligence sources, and contains information classified in the interest of national security under the provisions of EO 12356 and predecessor orders. The system contains investigatory material compiled for law enforcement purposes as well as for determining the suitability for employment or military service and thus will also require the protection of confidential sources. Information may reflect the efforts of hostile intelligence services in the collection effort against the U.S. Army. Additionally, the following factors are at issue in disclosure of data from this system of records: release of exempted information would endanger the safety of sources involved in intelligence programs; release would invade the privacy of those individuals involved in intelligence programs; release would compromise and thus negate specialized techniques used to support intelligence programs; and release would interfere with and negate the orderly conduct of intelligence operations. Exemption from the remaining provisions is predicated upon the exemption from disclosure or upon the need for conducting complete and proper investigations.

k. ID-AO502.03DAMI.

(1) *Sysname.* Intelligence Collection Files.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(k)(1), (2) or (5) are exempt from the following provisions of 5 USC 552a: (c)(3), (d), (e)(4)(G), (e)(4)(H), (e)(4)(I), and (f).

(3) *Authority.* 5 USC 552a(k)(1), (2), and (5).

(4) *Reasons.* Executive Order 12356 and predecessor orders provide for the protection of some official information and material which, because it bears directly on the effectiveness of our national defense and the conduct of our foreign relations, must be subject to some constraints for the security of our Nation and the safety of our people and our Allies. To protect against actions hostile to the United States, of both overt and covert nature, it is essential that such official information and material be given only limited dissemination. This exemption is also essential to protect the privacy and personal safety of the sources involved. It is vital to the conduct of secure operations under Director, Central Intelligence Directives 4 and 5 and Defense Intelligence Agency Manual 58-11. Additionally, the disclosure of data within this system of records is exempt to the extent the disclosure of such data would reveal the identity of sources who furnished information to the Government under an express or implied promise that source identities would be held in confidence. These assurances are essential to the candid disclosure of information that is essential to the investigative purpose. Confidence in the integrity of government assurances must be maintained or the investigative process will be severely damaged. Exemption from the other requirements is premised on and follows from the rationale that requires exemption from access.

l. ID-AO502.03bDAMI.

(1) *Sysname.* Technical Surveillance Index.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(k)(1), (2), or (5) are exempt from the following provisions of 5 USC 552a: (c)(3), (d), (e)(1), (e)(4)(G), (e)(4)(H), and (e)(4)(I).

(3) *Authority.* 5 USC 552a(k)(1), (2), or (5).

(4) *Reasons.* The material contained in this record system contains data concerning sensitive sources and operational methods whose dissemination must be strictly controlled because of national security intelligence considerations. Disclosure of documents or the disclosure accounting record may compromise the effectiveness of the operation, and negate specialized techniques used to support intelligence or criminal investigative programs, or otherwise interfere with the orderly conduct of intelligence operations or criminal investigations.

m. ID-AO502.10aDAMI.

(1) *Sysname.* USAINTA Investigative File System.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(k)(1), (2), or (5) are exempt from the following provisions of 5 USC 552a: (d), (e)(4)(G), (e)(4)(H), and (e)(4)(I).

(3) *Authority.* 5 USC 552a(k)(1), (2), and (5).

(4) *Reasons.* Executive Order 12356 and predecessor orders provide for the protection of some official information and material which, because it bears directly on the effectiveness of our national defense and the conduct of our foreign relations, must be subject to some constraints for the security of our Nation and the safety of our people and our Allies. To protect against actions hostile to the United States, of both overt and covert nature, it is essential that such official information and material be given only limited dissemination. Additionally, in the conduct of such operations which produce these records, at times the methods and arrangements with our Allies pertinent to the conduct of intelligence operations are relevant to this issue of national security interests and must be safeguarded. Further, the disclosure of unclassified data within this record system is exempt only to the extent that the disclosure of such material would reveal the identity of a source who furnished information to the Government under an express or implied promise that the identity of the source would be held in confidence. These assurances are essential to the candid disclosure of information that is essential to the purposes of these investigations. Confidence in the integrity of the Government's assurances must be maintained or the investigative process will be severely damaged. Exemption from the other

requirements is premised on and follows from the rationale that requires exemption from access.

n. ID-AO503.03aDAMI.

(1) *Sysname.* Department of the Army Operational Support Activities Files.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(k)(1), (2), or (5) are exempt from the following provisions of 5 USC 552a: (c)(3), (d), (e)(4)(G), (e)(4)(H), (e)(4)(I), and (f).

(3) *Authority.* 5 USC 552a(k)(1), (2), and (5).

(4) *Reasons.* Executive Order 12356 and predecessor orders provide for the protection of official information and material which, because it bears directly on the effectiveness of our national defense and the conduct of our foreign relations, must be limited in its accessibility. To protect against hostile actions, both overt and covert, it is essential that such official information and material be given only limited dissemination. Additionally, the following factors are at issue in disclosure of data from this system of records: release of exempted information would endanger the safety of sources involved in intelligence programs; release would invade the privacy of those individuals involved in intelligence programs; release would compromise and thus negate specialized techniques used to support intelligence programs; and release would interfere with and negate the orderly conduct of intelligence operations. Exemption from the other provisions is premised on and follows from the rationale that exempts access to this system of records.

o. ID-AO503.06aDAMI.

(1) *Sysname.* Counterintelligence Operations File.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(k)(1), (2) or (5) are exempt from provisions of 5 USC 552a: (c)(3), (d), (e)(1), (e)(4)(G), (e)(4)(H), (e)(4)(I), and (f).

(3) *Authority.* 5 USC 552a(k)(1), (2), and (5).

(4) *Reasons.* Executive Order 12356 and predecessor orders provide for the protection of official information and material which, because it bears directly on the effectiveness of our national defense and the conduct of our foreign relations, must be limited in its accessibility. To protect against hostile actions, both overt and covert, it is essential that such official information and material be given only limited dissemination. Additionally, the following factors are at issue in disclosure of data from this system of records: release of exempted information would endanger the safety of sources involved in intelligence programs; release would invade the privacy of those individuals involved in intelligence programs; release would compromise and thus negate specialized techniques used in support of intelligence programs; and release would interfere with and negate the orderly conduct of intelligence operations. Relevant to the above considerations, exemption is necessary from the requirements to provide an individual an accounting of disclosures and to inform an individual whether a record exists on him or her within this system of records, during the period in which an investigative interest and activity remains concerning that individual. Exemption is necessary to avoid disclosure of the existence of ongoing law enforcement investigations and compromise of the purposes and objectives for such ongoing investigations. Further, the disclosure of data within this record system is exempt to the extent that the disclosure of such material would reveal the identity of a source who furnished information to the Government under an express or implied promise that the identity of the source would be held in confidence. These assurances are essential to the candid disclosure of information, which is essential to the purposes of these investigations. Confidence in the integrity of the Government's assurances must be maintained or the investigative process will be severely damaged. The exemption of an individual's right of access to records on him or her in this system of records and the reasons therefor necessitate and provide the rationale for the exemption of this system of records from the requirements of amendment and other cited provisions. Maintaining information that is strictly relevant to law enforcement purposes may result in exclusion of seemingly irrelevant data of significant value in determining the qualifications and suitability of

individuals for Federal civilian employment, military service, Federal contracts, or access to classified information.

p. ID-AO506.01fDAMI.

(1) *Sysname.* Personnel Security Clearance Information Files.

(2) *Exemption.* All portions of this system which fall within 5 USC 552a(k)(1), (2), or (5) are exempt from the following provisions of 5 USC 552a: (d), (e)(4)(G), (e)(4)(H), (e)(4)(I), and (f).

(3) *Authority.* 5 USC 552a(k)(1), (2), and (5).

(4) *Reasons.* Material contained in this record system that is properly and currently classified under Executive Order 12356 and predecessor orders includes data concerning sensitive source and operational methods whose dissemination must be strictly controlled because of its relationship to national security intelligence considerations. Additionally, in the conduct of operations that produce these records, at times the methods and arrangements with our Allies pertinent to the conduct of intelligence operations are relevant to this issue of national security interests and must be safeguarded. Further, the disclosure of unclassified data is exempt only to the extent that the disclosure of such material would reveal the identity of a source who furnished information to the Government under an express promise that the identity of the source would be held in confidence, or, prior to the effective date of 5 USC 552a, under an implied promise that the identity of the source would be held in confidence. These assurances are essential to the purposes of these investigations. Confidence in the integrity of the Government's assurance must be maintained or the investigative process will be severely damaged. Exemption from access necessarily includes exemption from the other requirements.

q. ID-AO508.07USACIDC.

(1) *Sysname.* Criminal Investigation Accreditation Files.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(k)(2), (5), or (7) are exempt from the following provisions of 5 USC 552a: (d), (e)(1), (e)(4)(G), (e)(4)(H), and (f).

(3) *Authority.* 5 USC 552a(k)(2), (5), and (7).

(4) *Reasons.*

(a) From subsections (d), (e)(4)(G), (e)(4)(H), and (f) because disclosure of portions of the information in this system of records would seriously impair the selection and management of these uniquely functioning individuals; hamper the inclusion of comments, reports, and evaluations concerning the performance, qualifications, character, actions, and propensities of the agent; and prematurely compromise investigations which either concern the conduct of the agent himself or herself or investigations wherein he or she is integrally or only peripherally involved. Additionally, the exemption from access necessarily includes exemptions from the amendment and the agency procedures that would otherwise be required to process these types of requests.

(b) From subsection (e)(1) because the failure to maintain all known information about agents could affect the effective utilization of the individual and substantially increase the operational hazards incumbent in the employment of agents in very compromising and sensitive situations.

r. ID-AO508.11aUSACIDC.

(1) *Sysname.* Criminal Investigation and Crime Laboratory Files.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(j)(2) are exempt from the following provisions of 5 USC 552a: (c)(3), (c)(4), (d), (e)(1), (e)(2), (e)(3), (e)(4)(G), (e)(4)(H), (e)(5), (e)(8), (f), and (g).

(3) *Authority.* 5 USC 552a(j)(2).

(4) *Reasons.*

(a) From subsection (c)(3) because the release of accounting of disclosures would place the subject of an investigation on notice that he or she is under investigation and provide him or her with significant information concerning coordinated investigative effort and techniques and the nature of the investigation, resulting in a serious impediment to criminal law enforcement activities or the compromise of properly classified material.

(b) From subsection (c)(4), (d), (e)(4)(G), (e)(4)(H), (f), and (g) because access might compromise ongoing investigations, reveal classified information, investigatory techniques or the identity of

confidential informants, or invade the privacy of persons who provide information in connection with a particular investigation. The exemption from access necessarily includes exemption from amendment, certain agency requirements relating to access and amendment of records, and civil liability predicated upon agency compliance with those specific provisions of the Privacy Act. The exemption from access necessarily includes exemption from other requirements.

(c) From subsection (e)(1) because the nature of the investigative function creates unique problems in prescribed specific perimeters in a particular case as to what information is relevant or necessary. Also, due to close liaison and working relationships with other Federal, State, local, and foreign law enforcement agencies, information may be received that may relate to a case then under the investigative jurisdiction of another Government agency, but it is necessary to maintain this information in order to provide leads for appropriate law enforcement purposes and to establish patterns of activity that may relate to the jurisdiction of both the USACIDC and other agencies.

(d) From subsection (e)(2) because collecting information from the subject of criminal investigations would thwart the investigative process by placing the subject of the investigation on notice thereof.

(e) From subsection (e)(3) because supplying an individual with a form containing the information specified could result in the compromise of an investigation, tend to inhibit the cooperation of the individual queried, and render ineffectual investigation techniques and methods utilized by the USACIDC in the performance of their criminal law enforcement duties.

(f) From subsection (e)(5) because this requirement would unduly hamper the criminal investigative process due to the great volume of records maintained and the necessity for rapid information retrieval and dissemination. Also, in the collection of information for law enforcement purposes, it is impossible to determine what information is then accurate, relevant, timely, and complete. With the passage of time, seemingly irrelevant or untimely information may acquire new significance as further investigation brings new details to light. In the criminal investigative process, accuracy and relevance of information can only be determined in a court of law. The restrictions imposed by subsection (e)(5) would restrict the ability of trained investigators to exercise their judgment in reporting on investigations and impede the development of criminal intelligence necessary for effective law enforcement.

(g) From subsection (e)(8) because the notice requirements of this provision could present a serious impediment to criminal law enforcement by revealing investigative techniques, procedures, and the existence of confidential investigations.

s. ID-AO508.11bUSACIDC.

(1) *Sysname.* Criminal Information Reports and Cross Index Card Files.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(j)(2) are exempt from the following provisions of 5 USC 552a: (c)(3), (c)(4), (d), (e)(1), (e)(2), (e)(3), (e)(4)(G), (e)(4)(H), (e)(5), (e)(8), (f), and (g).

(3) *Authority.* 5 USCa(j)(2).

(4) *Reasons.*

(a) From subsection (c)(3) because the release of accounting of disclosures would place the subject of an investigation on notice that he or she is under investigation and provide him or her with significant information concerning coordinated investigative effort and techniques and the nature of the investigation, resulting in a serious impediment to criminal law enforcement activities or the compromise of properly classified material.

(b) From subsections (c)(4), (d), (e)(4)(G), (e)(4)(H), (f), and (g) because access might compromise ongoing investigations, reveal investigatory techniques and the identity of confidential informants, and invade the privacy of persons who provide information in connection with a particular investigation. The exemption from access necessarily includes exemption from amendment, certain agency requirements relating to access and amendment of records, and civil

liability predicated upon agency compliance with those specific provisions of the Privacy Act. In addition, subsections (d), (e)(4)(G), (e)(4)(H), and (f) are necessary to protect the security of information properly classified in the interest of national and foreign policy.

(c) From subsection (e)(1) because the nature of the criminal investigative function creates unique problems in prescribing specific perimeters in a particular case what information is relevant or necessary. Also, due to close liaison and working relationships with other Federal, State, local, and foreign law enforcement agencies, information may be received that may relate to a case then under the investigative jurisdiction of another Government agency, but it is necessary to maintain this information in order to provide leads for appropriate law enforcement purposes and to establish patterns of activity that may relate to the jurisdiction of both the USACIDC and other agencies.

(d) From subsection (e)(2) because collecting information from the subject of criminal investigation would thwart the investigative process by placing the subject of the investigation on notice thereof.

(e) From subsection (e)(3) because supplying an individual with a form containing the information specified could result in the compromise of an investigation, tend to inhibit the cooperation of the individuals queried, and render ineffectual investigative techniques and methods utilized by USACIDC in the performance of their criminal law enforcement duties.

(f) From subsection (e)(5) because this requirement would unduly hamper the criminal investigative process due to the great volume of records maintained and the necessity for rapid information retrieval and dissemination. Also, in the collection of information for law enforcement purposes, it is impossible to determine what information is then accurate, relevant, timely, and complete. With the passage of time, seemingly irrelevant or untimely information may acquire new significance as further investigation brings new details to light. In the criminal investigative process, accuracy and relevance of information can only be determined in a court of law. The restrictions imposed by subsection (e)(5) would restrict the ability of trained investigators to exercise their judgment in reporting on investigations and impede the development of criminal intelligence necessary for effective law enforcement.

(g) From subsection (e)(8) because the notice requirements of this provision could present a serious impediment to criminal law enforcement by revealing investigative techniques, procedures, and the existence of confidential investigations.

t. ID-AO508.16DAPE

(1) *Sysname.* Absentee Case Files.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(j)(2) are exempt from the following provisions of 5 USC 552a: (c)(3), (c)(4), (d), (e)(2), (e)(3), (e)(4)(G), (e)(4)(H), (e)(8), (f), and (g).

(3) *Authority.* 5 USC 552a(j)(2).

(4) *Reasons.*

(a) From subsection (c)(4), (d), (e)(4)(G), (e)(4)(H), (f), and (g) because granting individuals access to information collected and maintained by this component relating to the enforcement of laws could interfere with proper investigations and the orderly administration of justice. Disclosure of this information could result in the concealment, alteration, or destruction of evidence, the identification of offenders or alleged offenders, nature and disposition of charges; and jeopardize the safety and well-being of informants, witnesses and their families, and law enforcement personnel and their families. Disclosure of this information could also reveal and render ineffectual investigative techniques, sources and methods used by this component, and could result in the invasion of the privacy of individuals only incidentally related to an investigation. Exemption from access necessarily includes exemption from the other requirements.

(b) From subsection (c)(3) because the release of accounting of disclosure would place the subject of an investigation on notice that he or she is under investigation and provide him or her with significant information concerning the nature of the investigation, thus resulting in a serious impediment to law enforcement investigations.

(c) From subsection (e)(2) because in a criminal or other law

enforcement investigation, the requirement that information be collected to the greatest extent practicable from the subject individual would alert the subject as to the nature or existence of the investigation and thereby present a serious impediment to effective law enforcement.

(d) From subsection (e)(3) because compliance would constitute a serious impediment to law enforcement in that it could compromise the existence of a confidential investigation or reveal the identity of witnesses or confidential informants.

(e) From subsection (e)(8) because compliance with this provision would provide an impediment to law enforcement by interfering with the ability to issue warrants or subpoenas and by revealing investigative techniques, procedures, or evidence.

u. ID-AO508.24aDAPE.

(1) *Sysname.* Serious Incident Reporting Files.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(j)(2) are exempt from the following provisions of 5 USC 552a: (c)(3), (c)(4), (d), (e)(2), (e)(3), (e)(4)(G), (e)(4)(H), (e)(8), (f), and (g).

(3) *Authority.* 5 USC 552a(j)(2).

(4) *Reasons.*

(a) From subsections (c)(4), (d), (e)(4)(G), (e)(4)(H), (f), and (g) because granting individuals access to information collected and maintained by this component relating to the enforcement of criminal laws could interfere with orderly investigations and the orderly administration of justice. Disclosure of this information could result in the concealment, alteration or destruction of evidence, the identification of offenders or alleged offenders, nature and disposition of charges; and jeopardize the safety and well-being of informants, witnesses and their families, and law enforcement personnel and their families. Disclosure of this information could also reveal and render ineffectual investigative techniques, sources and methods used by this component, and could result in the invasion of the privacy of individuals only incidentally related to an investigation. Exemption from access necessarily includes exemption from the other requirements.

(b) From subsection (c)(3) because the release of accounting of disclosure would place the subject of an investigation on notice that he or she is under investigation and provide him or her with significant information concerning the nature of the investigation thus resulting in a serious impediment to law enforcement investigations.

(c) From subsection (e)(2) because in a criminal or other law enforcement investigation, the requirement that information be collected to the greatest extent practicable from the subject individual would alert the subject as to the nature or existence of the investigation and thereby present a serious impediment to effective law enforcement.

(d) From subsection (e)(3) because compliance would constitute a serious impediment to law enforcement in that it could compromise the existence of a confidential investigation or reveal the identity of witnesses or confidential informants.

(e) From subsection (e)(8) because compliance with this provision would provide an impediment to law enforcement by interfering with the ability to issue warrants or subpoenas and by revealing investigative techniques, procedures, or evidence.

v. ID-AO508.25aUSACIDC.

(1) *Sysname.* Index to Criminal Investigative Case Files.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(j)(2) are exempt from the following provisions of 5 USC 552a: (c)(3), (c)(4), (d), (e)(1), (e)(2), (e)(3), (e)(4)(G), (e)(4)(H), (e)(5), (e)(8), (f), and (g).

(3) *Authority.* 5 USC 552a(j)(2).

(4) *Reasons.*

(a) From subsection (c)(3) because the release of accounting of disclosures would place the subject of an investigation on notice that he or she is under investigation and provide him or her with significant information concerning coordinated investigative effort and techniques and the nature of the investigation, resulting in a serious impediment to criminal law enforcement activities or the compromise of properly classified material.

(b) From subsection (c)(4), (d), (e)(4)(G), (e)(4)(H), (f), and (g) because access might compromise ongoing investigations, reveal investigatory techniques and the identity of confidential informants, and invade the privacy of persons who provide information in connection with a particular investigation. The exemption from access necessarily includes exemption from amendment, certain agency requirements relating to access and amendment of records, and civil liability predicated upon agency compliance with those specific provisions of the Privacy Act. In addition, subsections (d), (e)(4)(G), (e)(4)(H), and (f) are necessary to protect the security of information properly classified in the interest of national and foreign policy.

(c) From subsection (e)(1) because the nature of the criminal investigative function creates unique problems in prescribing specific perimeters in a particular case what information is relevant or necessary. Also, due to close liaison and working relationships with other Federal, State, local and foreign law enforcement agencies, information may be received that may relate to a case then under the investigative jurisdiction of another Government agency, but it is necessary to maintain this information in order to provide leads for appropriate law enforcement purposes and to establish patterns of activity that may relate to the jurisdiction of both the USACIDC and other agencies.

(d) From subsection (e)(2) because collecting information from the subject of criminal investigations would thwart the investigative process by placing the subject of the investigation on notice thereof.

(e) From subsection (e)(3) because supplying an individual with a form containing the information specified could result in the compromise of an investigation, tend to inhibit the cooperation of the individuals queried, and render ineffectual investigative techniques and methods utilized by USACIDC in the performance of their criminal law enforcement duties.

(f) From subsection (e)(5) because this requirement would unduly hamper the criminal investigative process due to the great volume of records maintained and the necessity for rapid information retrieval and dissemination. Also, in the collection of information for law enforcement purposes, it is impossible to determine what information is then accurate, relevant, timely, and complete. With the passage of time, seemingly irrelevant or untimely information may acquire new significance as further investigation brings new details to light. In the criminal investigative process, accuracy and relevance of information can only be determined in a court of law. The restrictions imposed by subsection (e)(5) would restrict the ability of trained investigators to exercise their judgment in reporting on investigations and impede the development of criminal intelligence necessary for effective law enforcement.

(g) From subsection (e)(8) because the notice requirements of this provision could present a serious impediment to criminal law enforcement by revealing investigative techniques, procedures, and the existence of confidential investigations.

w. ID-AO509.08DAPE.

(1) *Sysname.* Registration and Permit Files.

(2) *Exemption.* This system of records insofar as it contains information falling within 5 USC 552a(k)(2) is exempted from the following provisions of 5 USC 552a:(c)(3).

(3) *Authority.* 5 USC 552a(k)(2).

(4) *Reasons.* From subsection (c)(3) because the release of accounting of disclosures would place the subject of an investigation on notice that he or she is under investigation and provide him or her with significant information concerning the nature of the investigation thus resulting in a serious impediment to criminal law enforcement investigations, activities, or the compromise of properly classified material.

x. ID-AO509.10DAPE.

(1) *Sysname.* Law Enforcement: Offense Reporting System(MPMIS).

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(j)(2) are exempt from the following provisions of 5 USC 552a: (c)(3), (c)(4), (d), (e)(2), (e)(3), (e)(4)(G), (e)(4)(H), (e)(8), (f), and (g).

(3) *Authority.* 5 USC 552a(j)(2).

(4) *Reasons.*

(a) From subsections (c)(4), (d), (e)(4)(G), (e)(4)(H), (e)(8), (f), and (g) because granting individuals access to information collected and maintained by this component relating to the enforcement of criminal laws could interfere with orderly investigations and the orderly administration of justice. Disclosure of this information could result in the concealment, alteration, or destruction of evidence; the identification of offenders or alleged offenders; nature and disposition of charges; and jeopardize the safety and well-being of informants, witnesses, and their families and law enforcement personnel and their families. Disclosure of this information could also reveal and render ineffectual, investigative techniques, sources, and methods used by this component, and could result in the invasion of the privacy of individuals only incidentally related to an investigation.

(b) From subsection (c)(3) because the release of accounting of disclosure would place the subject of an investigation on notice that he or she is under investigation and provide him or her with significant information concerning the nature of the investigation, thus resulting in a serious impediment to law enforcement investigations.

(c) From subsection (e)(2) because in a criminal or other law enforcement investigation, the requirement that information be collected to the greatest extent practicable from the subject individual would alert the subject as to the nature or existence of the investigation and thereby present serious impediment to effective law enforcement.

(d) From subsection (e)(3) because compliance would constitute a serious impediment to law enforcement in that it would compromise the existence of a confidential investigation, or reveal the identity of witnesses or confidential informants.

(e) From section (e)(8) because compliance with this provision would provide an impediment to law enforcement by interfering with the ability to issue warrants or subpoenas and by revealing investigative techniques, procedures, or evidence.

y. ID-AO509.18bDAPE.

(1) *Sysname.* Expelled or Barred Person Files.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(j)(2) are exempt from the following provisions of 5 USC 552a: (c)(3), (c)(4), (d), (e)(2), (e)(3), (e)(4)(G), (e)(4)(H), (e)(8), (f), and (g).

(3) *Authority.* 5 USC 552a(j)(2).

(4) *Reasons.*

(a) From subsections (c)(4), (d), (e)(4)(G), (e)(4)(H), (f), and (g) because granting individuals access to information collected and maintained by this component relating to the enforcement of criminal laws could interfere with orderly investigations and the orderly administration of justice. Disclosure of this information could result in the concealment, alteration or destruction of evidence, the identification of offenders or alleged offenders, and the nature and disposition of charges; and jeopardize the safety and well-being of informants, witnesses, and their families and law enforcement personnel and their families. Disclosure of this information could also reveal and render ineffectual investigative techniques, sources, and methods used by this component, and could result in the invasion of the privacy of individuals only incidentally related to an investigation.

(b) From subsection (c)(3) because the release of accounting of disclosures would place the subject of an investigation on notice that he or she is under investigation and provide him or her with significant information concerning the nature of the investigation, thus resulting in a serious impediment to law enforcement investigations.

(c) From subsection (e)(2) because in a criminal or other law enforcement investigation, the requirement that information be collected to the greatest extent practicable from the subject individual would alert the subject as to the nature or existence of the investigation and thereby present a serious impediment to effective law enforcement.

(d) From subsection (e)(3) because compliance would constitute a serious impediment to law enforcement in that it could compromise the existence of a confidential investigation or reveal the identity of witnesses or confidential informants.

(e) From subsection (e)(8) because compliance with this provision would provide an impediment to law enforcement by interfering with the ability to issue warrants or subpoenas and by revealing investigative techniques, procedures, or evidence.

z. ID-AO509.19DAPE.

(1) *Sysname.* Military Police Investigator Certification Files.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(k)(2), (5), or (7) are exempt from the following provisions of 5 USC 552a: (d), (e)(4)(G), (e)(4)(H), and (f).

(3) *Authority.* 5 USC 552a(k)(2), (5), and (7).

(4) *Reasons.* From subsections (d), (e)(4)(G), (e)(4)(H), and (f) because disclosure of portions of the information in this system of records would seriously impair the selection and management of these uniquely functioning individuals; hamper the inclusion of comments, reports and evaluations concerning the performance, qualifications, character, actions, and propensities of the agent; and prematurely compromise investigations which either concern the conduct of the agent himself or herself, or investigations wherein he or she is integrally or only peripherally involved. Additionally, the exemption from access necessarily includes exemptions from the amendment and the agency procedures that would otherwise be required to process these types of requests.

aa. ID-AO509.21DAPE.

(1) *Sysname.* Local Criminal Information Files.

(2) *Exemptions.* All portions of this system of records that fall within 5 USC 552a(j)(2) are exempt from the following provisions of 5 USC 552a: (c)(3), (c)(4), (d), (e)(2), (e)(3), (e)(4)(G), (e)(4)(H), (e)(8), (f), and (g).

(3) *Authority.* 5 USC 552a(j)(2).

(4) *Reasons.*

(a) From subsections (c)(4), (d), (e)(4)(G), (e)(4)(H), (f), and (g) because granting individuals access to information collected and maintained by this component relating to the enforcement of laws could interfere with proper investigations and the orderly administration of justice. Disclosure of this information could result in the concealment, alteration, or destruction of evidence; the identification of offenders or alleged offenders; nature and disposition of charges; and jeopardize the safety and well-being of informants, witnesses, and their families and law enforcement personnel and their families. Disclosure of this information could also reveal and render ineffectual investigative techniques, sources, and methods used by this component, and could result in the invasion of the privacy of individuals only incidentally related to an investigation. Exemption from access necessarily includes exemption from the other requirements.

(b) From subsection (c)(3) because the release of accounting of disclosure would place the subject of an investigation on notice that he or she is under investigation and provide him or her with significant information concerning the nature of the investigation, thus resulting in a serious impediment to law enforcement investigations.

(c) From subsection (e)(2) because, in a criminal or other law enforcement investigation, the requirement that information be collected to the greatest extent practicable from the subject individual would alert the subject as to the nature or existence of the investigation and thereby present a serious impediment to effective law enforcement.

(d) From subsection (e)(3) because compliance would constitute a serious impediment to law enforcement in that it could compromise the existence of a confidential investigation or reveal the identity of witnesses or confidential informants.

(e) From subsection (e)(8) because compliance with this provision would provide an impediment to law enforcement by interfering with the ability to issue warrants or subpoenas and by revealing investigative techniques, procedures, or evidence.

ab. ID-AO511.05DAPE.

(1) *Sysname.* Traffic Law Enforcement/Vehicle Registration System:MPMIS.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(j)(2) are exempt from the following provisions of 5 USC 552a: (c)(3), (c)(4), (d), (e)(2), (e)(3), (e)(4)(G), (e)(4)(H), (e)(8), (f), and (g).

(3) *Authority.* 5 USC 552a(j)(2).

(4) *Reasons.*

(a) From subsections (c)(4), (d), (e)(4)(G), (e)(4)(H), (f), and (g) because granting individuals access to information collected and maintained by this component relating to the enforcement of laws could interfere with proper investigations and the orderly administration of justice. Disclosure of this information could result in the concealment, alteration, or destruction of evidence; the identification of offenders or alleged offenders; nature and disposition of charges; and jeopardize the safety and well-being of informants, witnesses, and their families and law enforcement personnel and their families. Disclosure of this information could also reveal and render ineffectual investigative techniques, sources, and methods used by this component and could result in the invasion of the privacy of individuals only incidentally related to an investigation. Exemption from access necessarily includes exemption from the other requirements.

(b) From subsection (c)(3) because the release of accounting of disclosure would place the subject of an investigation on notice that he or she is under investigation and provide him or her with significant information concerning the nature of the investigation, thus resulting in a serious impediment to law enforcement investigations.

(c) From subsection (e)(2) because in a criminal or other law enforcement investigation, the requirement that information be collected to the greatest extent practicable from the subject individual would alert the subject as to the nature or existence of the investigation and thereby present a serious impediment to effective law enforcement.

(d) From subsection (e)(3) because compliance would constitute a serious impediment to law enforcement in that it could compromise the existence of a confidential investigation or reveal the identity of witnesses or confidential informants.

(e) From subsection (e)(8) because compliance with this provision would provide an impediment to law enforcement by interfering with the ability to issue warrants or subpoenas and by revealing investigative techniques, procedures, or evidence.

ac. ID-AO702.03aUSAREC.

(1) *Sysname.* Enlistment Eligibility Files.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(k)(5) are exempt from the following provisions of 5 USC 552a: (d).

(3) *Authority.* 5 USC 552a(k)(5).

(4) *Reasons.* It is imperative that the confidential nature of evaluations and investigatory material on applicants applying for enlistment furnished to the U.S. Army Recruiting Command under an express promise of confidentiality be maintained to ensure the candid presentation of information necessary in determinations of enlistment and suitability for enlistment into the United States Army.

ad. ID-AO702.08aDASG.

(1) *Sysname.* Army Medical Procurement Applicant Files.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(k)(5) are exempt from the following provisions of 5 USC 552a: (d).

(3) *Authority.* 5 USC 552a (k)(5).

(4) *Reasons.* It is imperative that the confidential nature of evaluation and investigatory material on applicants furnished to the Army Medical Procurement Program under an express promise of confidentiality be maintained to ensure that candid presentation of information necessary in determinations involving selection for AMEDD training programs and for suitability for commissioned service and future promotion.

ae. ID-AO704.10bMEPCOM.

(1) *Sysname.* ASVAB Institutional Test Scoring and Reporting System.

(2) *Exemption.* All portions of this system that fall within 5 USC 552a(k)(6) are exempt from the following provision of 5 USC 552a: (d).

(3) *Authority.* 5 USC 552a(k)(6).

(4) *Reasons.* Exemption is needed for the portion of records that pertains to individual item response on tests, to preclude compromise of scoring keys.

af. ID-AO709.01aDAPE.

(1) *Sysname.* United States Military Academy Candidate Files.

(2) *Exemption.* All portions of this system that fall within 5 USC 552a(k)(5), (6), or (7) are exempt from the following provisions of 5 USC 552a: (d).

(3) *Authority.* 5 USC 552a(k)(5), (6), and (7).

(4) *Reasons.*

(a) From subsection (d) because access might reveal investigatory and testing techniques. The exemption from access necessarily includes exemption from amendment, certain agency requirements relating to access and amendment of records, and civil liability predicated upon agency compliance with those specific provisions of the Privacy Act.

(b) Exemption is necessary to protect the identity of individuals who furnished information to the U.S. Military Academy, which is used in determining suitability, eligibility, or qualifications for military service and which was provided under an express promise of confidentiality.

(c) Exemption is needed for the portion of records compiled within the Academy that pertain to testing or examination material used to rate individual qualifications, the disclosure of which would compromise the objectivity or fairness of the testing or examination process.

(d) Exemption is required for evaluation material used by the Academy in determining potential for promotion in the Armed Services, to protect the identity of a source who furnished information to the Academy under an express promise of confidentiality.

ag. ID-AO709.03DAPE.

(1) *Sysname.* U.S. Military Academy Personnel Cadet Records.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(k)(5) or (7) are exempt from the following provisions of 5 USC 552a: (d)

(3) *Authority.* 5 USC 552a(k)(5) and (7).

(4) *Reasons.* It is imperative that the confidential nature of evaluation and investigatory material on candidates, cadets, and graduates, furnished to the U.S. Military Academy under promise of confidentiality be maintained to ensure the candid presentation of information necessary in determinations involving admission to the Military Academy and suitability for commissioned service and future promotion.

ah. ID-AO713.09aTRADOC.

(1) *Sysname.* Skill Qualification Test.

(2) *Exemption.* All portions of this system that fall under 5 USC 552a(k)(6) are exempt from the following provision of 5 USC 552a: (d).

(3) *Authority.* 5 USC 552a(K)(6).

(4) *Reasons.* An exemption is required for those portions of the Skill Qualification Test system pertaining to individual item responses and scoring keys to preclude compromise of the test and to ensure fairness and objectivity of the evaluation system.

ai. ID-AO720.04DAPE.

(1) *Sysname.* Army Correctional System: Correctional Treatment Records.

(2) *Exemption.* All portions of this system of records that fall within 5 USC 552a(J)(2) are exempt from the following provisions of 5 USC 552a: (c)(3), (c)(4), (d), (e)(2), (e)(3), (e)(4)(G), (e)(4)(H), (e)(5), (e)(8), (f), and (g).

(3) *Authority.* 5 USC 552a(j)(2).

(4) *Reasons.* Granting individuals access to information collected and maintained by this component relating to the enforcement of criminal laws could interfere with the orderly administration of justice. Disclosure of this information could jeopardize the safety and well-being of information sources, correctional supervisors, and other confinement facility administrators. Disclosure of the information could also result in the invasion of privacy of persons who provide information used in developing individual treatment programs. Further, disclosure could result in a deterioration of a prisoner's self-image and adversely affect meaningful relationships between a prisoner and his or her counselor or supervisor. These factors are, of course, essential to the rehabilitative process. Exemption from the remaining provisions is predicated upon the exemption

from disclosure, or upon the need for proper functioning of correctional programs.

aj. ID-AO917.10DASG.

(1) *Sysname.* Family Advocacy Case Management Files.

(2) *Exemption.* All portions of this system that fall within 5 USC 552a (k)(2) and (5) are exempt from the following provision of 5 USC 552a: (d).

(3) *Authority.* 5 USC 552a(k)(2) and (5).

(4) *Reasons.* Exemptions are needed in order to encourage persons having knowledge of abusive or neglectful acts toward children to report such information and to protect such sources from embarrassment or recriminations as well as to protect their right to privacy. It is essential that the identities of all individuals who furnish information under an express promise of confidentiality be protected. In the case of spouse abuse, it is important to protect the privacy of spouses seeking treatment. Additionally, granting individuals access to information relating to criminal and civil law enforcement could interfere with ongoing investigations and the orderly administration of justice in that it could result in the concealment, alteration, destruction, or fabrication of information; could hamper the identification of offenders or alleged offenders; and the disposition of charges; and could jeopardize the safety and well-being of parents, children, and abused spouses.

ak. ID-A1012.01DPE.

(1) *Sysname.* Applicants/Students, US Military Academy Prep School.

(2) *Exemption.* Parts of this system that fall within 5 USC 552a(k)(5) and (7) are exempt from subsection (d) of 5 USC 552a.

(3) *Authority.* 5 USC 552a(k)(5) and (7).

(4) *Reasons.* It is imperative that the confidential nature of evaluation material on individuals, furnished to the U.S. Military Academy Preparatory School under an express promise of confidentiality, be maintained to ensure the candid presentation of information necessary in determinations involving admission to or retention at the U.S. Military Academy Preparatory School and subsequent admission to the U.S. Military Academy and suitability for commissioned military service.

5-6. Exempt OPM records

Three OPM systems of records apply to Army employees, except for nonappropriated fund employees. These systems, the specific exemptions determined to be necessary and proper, the records exempted, provisions of the Privacy Act from which exempted, and justification are set forth below.

a. Personnel Investigations Records (OPM/CENTRAL-9).

(1) All material and information in these records that meets the criteria stated in 5 USC 552a(k)(1), (2), (3), (5), and (6) is exempt from the requirements of 5 USC 552a(c)(3) and (d). These provisions of the Privacy Act relate to making accountings of disclosures available to the data subject and access to and amendment of records.

(2) The specific applicability of the exemptions to this system and the reasons for the exemptions are as follows:

(a) Personnel investigations may obtain from another Federal agency, properly classified information that pertains to National defense and foreign policy. Application of exemption(k)(1) may be necessary to preclude the data subject's access to and amendment of such classified information under 5 USC 552a(d).

(b) Personnel investigations may contain investigatory material compiled for law enforcement purposes other than material within the scope of 5 USC 552a(j)(2), e.g., investigations into the administration of the merit system. Application of exemption (k)(2) may be necessary to preclude the data subject's access to or amendment of such records, under 552a(c)(3) and (d).

(c) Personnel investigations may obtain from another Federal agency information that relates to providing protective services to the President of the United States or other individuals pursuant to section 3056 of title 18. Application of exemption (k)(3) may be necessary to preclude the data subject's access to and amendment of such records under 5 USC 552a(d).

(d) All information about individuals in these records that meets the criteria stated in 5 USC 552a(k)(5) is exempt from the requirements of 5 USC 552a(c)(3) and (4). These provisions of the Privacy Act relate to making accountings of disclosures available to the data subject and access to and amendment of records.

(e) All material and information in these records that meets the criteria stated in 5 USC 552a(k)(6) is exempt from the requirements of 5 USC 552a(d), relating to access to and amendment of records by the data subject. This exemption is claimed because portions of this system relate to testing or examination materials used solely to determine individual qualifications for appointment or promotion in the Federal Service. Access to or amendment of this information by the data subject would compromise the objectivity and fairness of the testing or examination process.

(3) Exemptions (a) through (d) are claimed because this system contains investigatory material compiled solely for the purpose of determining suitability, eligibility, and qualifications for Federal civilian employment. To the extent that the disclosure of material would reveal the identity of source who furnished information to the Government under an express promise that the identity of the source would be held in confidence, or, prior to September 27, 1975, under an implied promise that the identity of the source would be held in confidence, the application of exemption(k)(5) will be required to honor such a promise should the data subject request access to or amendment of the record, or access to the accounting of disclosures of the record.

b. Recruiting, Examining, and Placement Records (OPM/GOVT-5).

(1) All information about individuals in these records that meets the criteria stated in 5 USC 552a(k)(5) is exempt from the requirements of 5 USC 552a(c)(3) and (d). These provisions of the Privacy Act relate to making accountings of disclosures available to the data subject and access to and amendment of records. These exemptions are claimed because this system contains investigatory material compiled solely for the purpose of determining the appropriateness of a request for approval of an objection to an eligible's qualification for employment in the Federal Service. To the extent that the disclosure of such material would reveal the identity of a source who furnished information to the Government under an express promise that the identity of the source would be held in confidence, the application of exemption (k)(5) will be required to honor such a promise should the data subject request access to the accounting of disclosures of the record or access to or amendment of the record.

(2) All material and information in these records that meets the criteria stated in 5 USC 552a(k)(6) are exempt from the requirements of 5 USC 552a(d), relating to access to and amendment of records by the subject. This exemption is claimed because portions of this system relate to testing or examination materials used solely to determine individual qualification for appointment or promotion in the Federal Service and access to or amendment of this information by the data subject would compromise the objectivity and fairness of the testing or examining process.

c. Personnel Research Test Validation Records (OPM/GOVT-6).

All material and information in these records that meets the criteria stated in 5 USC 552a(k)(6) is exempt from the requirements of 5 USC 552a(d), relating to access to and amendment of the records by the data subject. This exemption is claimed because portions of this system relate to testing or examination materials used solely to determine individual qualifications appointment or promotion in the Federal Service. Access to or amendment of this information by the data subject would compromise the objectivity and fairness of the testing or examination process.

Table 5-1
Provisions of the Privacy Act from which a general or specific exemption may be claimed

Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (b)(1) Disclosures within the DOD
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (b)(2) Disclosures to the public
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (b)(3) Disclosures for a "Routine Use"
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (b)(4) Disclosures to the Bureau of Census
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (b)(5) Disclosures for statistical research and reporting
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (b)(6) Disclosures to the National Archives
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (b)(7) Disclosures for law enforcement purposes
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (b)(8) Disclosures under emergency circumstances
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (b)(9) Disclosures to the Congress
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (b)(10) Disclosures to the General Accounting Office
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (b)(11) Disclosures pursuant to court orders
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (b)(12) Disclosures to consumer reporting agencies
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (c)(1) Making disclosure accountings
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (c)(2) Retaining disclosure accountings
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes Section of the Privacy Act: (c)(3) Making disclosure accountings available to the individual
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes Section of the Privacy Act: (c)(4) Informing prior recipients of corrections
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes Section of the Privacy Act: (d)(1) Individual access to records
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes

Table 5-1
Provisions of the Privacy Act from which a general or specific exemption may be claimed—Continued

Section of the Privacy Act: (d)(2) Amending records
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes Section of the Privacy Act: (d)(3) Review of the component's refusal to amend a record
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes Section of the Privacy Act: (d)(4) Disclosure of disputed information
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes Section of the Privacy Act: (d)(5) Access to information compiled in anticipation of civil action
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes Section of the Privacy Act: (e)(1) Restrictions on collecting information
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes Section of the Privacy Act: (e)(2) Collection directly from the individual
Exemption (j)(2): Yes Exemption (k)(1&nd: &No Section of the Privacy Act: (e)(3) Informing individuals from whom information is requested
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (e)(4)(A) Describing the name and location of the system
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (e)(4)(B) Describing categories of individuals
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (e)(4)(C) Describing categories of records
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (e)(4)(D) Describing routine uses
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (e)(4)(E) Describing records management policies and practices
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (e)(4)(F) Identifying responsible officials
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes Section of the Privacy Act: (e)(4)(G) Procedures for determining if a system contains a record on an individual
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes Section of the Privacy Act: (e)(4)(H) Procedures for gaining access
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes Section of the Privacy Act: (e)(4)(I) Describing categories of information sources
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes Section of the Privacy Act: (e)(5) Standards of accuracy
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (e)(6) Validating records before disclosure
Exemption (j)(2): No

Table 5-1

Provisions of the Privacy Act from which a general or specific exemption may be claimed—Continued

Exemption (k)(1&nd: &No Section of the Privacy Act: (e)(7) Records of First Amendment Activities
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (e)(8) Notification of disclosure under compulsory legal process
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (e)(9) Rules of conduct
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (e)(10) Administrative, technical, and physical safeguards
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (e)(11) Notices for new and revised routine uses
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes Section of the Privacy Act: (f)(1) Rules for determining if an individual is the subject of a record
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes Section of the Privacy Act: (f)(2) Rules for handling access requests
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes Section of the Privacy Act: (f)(3) Rules for granting access
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes Section of the Privacy Act: (f)(4) Rules for amending records
Exemption (j)(2): Yes Exemption (k)(1&nd: &Yes Section of the Privacy Act: (f)(5) Rules regarding fees
Exemption (j)(2): Yes Exemption (k)(1&nd: &No Section of the Privacy Act: (g)(1) Basis for civil action
Exemption (j)(2): Yes Exemption (k)(1&nd: &No Section of the Privacy Act: (g)(2) Basis for judicial review and remedies for refusal to amend
Exemption (j)(2): Yes Exemption (k)(1&nd: &No Section of the Privacy Act: (g)(3) Basis for judicial review and remedies for denial of access
Exemption (j)(2): Yes Exemption (k)(1&nd: &No Section of the Privacy Act: (g)(4) Basis for judicial review and remedies for other failure to comply
Exemption (j)(2): Yes Exemption (k)(1&nd: &No Section of the Privacy Act: (g)(5) Jurisdiction and time limits
Exemption (j)(2): Yes Exemption (k)(1&nd: &No Section of the Privacy Act: (h) Rights of legal guardians
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (i)(1) Criminal penalties for unauthorized disclosure
Exemption (j)(2): No Exemption (k)(1&nd: &No

Table 5-1

Provisions of the Privacy Act from which a general or specific exemption may be claimed—Continued

Section of the Privacy Act: (i)(2) Criminal penalties for failure to publish
Exemption (j)(2): No Exemption (k)(1&nd: &No Section of the Privacy Act: (i)(3) Criminal penalties for obtaining records under false pretenses
Exemption (j)(2): Yes Exemption (k)(1&nd: &No Section of the Privacy Act: (j) Rulemaking requirement
Exemption (j)(2): N/A Exemption (k)(1&nd: &No Section of the Privacy Act: (j)(1) General exemption for the Central Intelligence Agency
Exemption (j)(2): N/A Exemption (k)(1&nd: &No Section of the Privacy Act: (j)(2) General exemption for criminal law enforcement records
Exemption (j)(2): Yes Exemption (k)(1&nd: &N/A Section of the Privacy Act: (k)(1) Exemption for classified material
Exemption (j)(2): N/A Exemption (k)(1&nd: &N/A Section of the Privacy Act: (k)(2) Exemption for law enforcement material
Exemption (j)(2): Yes Exemption (k)(1&nd: &N/A Section of the Privacy Act: (k)(3) Exemption for records pertaining to Presidential protection
Exemption (j)(2): Yes Exemption (k)(1&nd: &N/A Section of the Privacy Act: (k)(4) Exemption for statistical records
Exemption (j)(2): Yes Exemption (k)(1&nd: &N/A Section of the Privacy Act: (k)(5) Exemption for investigatory material compiled for determining suitability for employment or service
Exemption (j)(2): Yes Exemption (k)(1&nd: &N/A Section of the Privacy Act: (k)(6) Exemption for testing or examination material
Exemption (j)(2): Yes Exemption (k)(1&nd: &N/A Section of the Privacy Act: (k)(7) Exemption for promotion evaluation materials used by the Armed Forces
Exemption (j)(2): Yes Exemption (k)(1&nd: &No Section of the Privacy Act: (l)(1) Records stored in GSA records centers
Exemption (j)(2): Yes Exemption (k)(1&nd: &No Section of the Privacy Act: (l)(2) Records archived before September 27, 1975
Exemption (j)(2): Yes Exemption (k)(1&nd: &No Section of the Privacy Act: (l)(3) Records archived on or after September 27, 1975
Exemption (j)(2): Yes Exemption (k)(1&nd: &No Section of the Privacy Act: (m) Applicability to Government contractors
Exemption (j)(2): Yes Exemption (k)(1&nd: &No Section of the Privacy Act: (n) Mailing Lists
Exemption (j)(2): Yes Exemption (k)(1&nd: &No

Table 5-1
Provisions of the Privacy Act from which a general or specific exemption may be claimed—Continued

Section of the Privacy Act: (o) Reports on new systems

Exemption (j)(2): Yes

Exemption (k)(1) and (k)(2): No

Section of the Privacy Act: (p) Annual report

System name: Out-of-Service Accounts Receivables

System location: U.S. Army Finance and Accounting Center, Ft Benjamin Harrison, IN 46249-1536.

Categories of individuals covered by the system: Separated and retired military/civilian personnel and others indebted to the U.S. Army.

Categories of records in the system: Records of current and former military members and civilian employees' pay accounts showing entitlements, deductions, payments made, and any indebtedness resulting from deductions and payments exceeding entitlements. These records include, but are not limited to:

a. Individual military pay records, substantiating documents such as military pay orders, pay adjustment authorizations, military master pay account printouts from the Joint Uniform Military Pay System (JUMPS), records of travel payments, financial record data folders, miscellaneous vouchers, personal financial records, credit reports, promissory notes, individual financial statements, and correspondence.

b. Applications for waiver of erroneous payments or for remission of indebtedness with supporting documents, including, but not limited to, statements of financial status (personal income and expenses), statements of commanders and/or accounting and finance officers, and correspondence with members and employees.

c. Claims of individuals requesting additional payments for service rendered with supporting documents including, but not limited to time and attendance reports, leave and earnings statements, travel orders and/or vouchers, and correspondence with members and employees.

d. Delinquent accounts receivable from field accounting and finance officers including, but not limited to returned checks, medical services billings, collection records, and summaries of the Army Criminal Investigations Command and/or Federal Bureau of Investigation reports.

e. Reports from probate courts regarding estates of deceased debtors.

f. Reports from bankruptcy courts regarding claims of the United States against debtors.

Authority for maintenance of the system: 31 USC 3711; 10 USC 2774; and 12 USC 1715.

Purpose: To process, monitor, and post-audit accounts receivable, to administer the Federal Claims Collection Act, and to answer inquiries pertaining thereto.

Routine uses of records maintained in the system, including categories of users and the purposes of such uses: Information may be disclosed to—

a. U.S. Attorneys, Department of Justice—for legal action or final disposition of the debt claims. The litigation briefs (comprehensive, written referral recommendations) will restructure the entire scope of the collection cases.

b. Internal Revenue Service (IRS)—to obtain locator status for delinquent accounts receivables (automated controls exist to preclude redisclosure of solicited IRS address data), or to report writeoff amounts as taxable income pertaining to amounts compromised and accounts barred from litigation due to age.

c. Private collection agencies—for collection action when the Army has exhausted its internal collection efforts.

Disclosure to Consumer Reporting Agencies: Disclosures pursuant to 5 USC 552a(b)(12) may be made to consumer reporting agencies as defined in the Fair Credit Reporting Act (15 USC 1681a (f)), or the Federal Claims Collection Act of 1966 (31 USC 3701(a)(3)) when an individual is responsible for a debt to the U.S. Army. This is provided the debt has been validated, is overdue, and the debtor has been advised of the disclosure and the right to dispute, appeal, or review the claim; and/or whenever a financial status report is requested for use in the administration of the Federal Claims Collection Act. Claims of the United States may be compromised, terminated, or suspended when warranted by information collected.

Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:

Storage: Paper records in collection file folders and bulk storage; card files, computer magnetic tapes, and printouts; and microfiche.

Retrievability: By SSN, name, substantiating document number and conventional indexing is used to retrieve data.

Safeguards: The U.S. Army Finance and Accounting Center employs security guards. An employee badge and visitor registration system is in effect. Hard copy records are maintained in areas accessible only to authorized personnel who are properly screened, cleared, and trained. Computerized records are accessed by the custodian of the records system and by persons responsible for servicing the record system in the performance of their official duties. Certifying finance and accounting officers of debts have access to debt information to confirm if the debt is valid and collection action is to be continued. Computer equipment and files are located in a separate secured area.

Retention and disposal: Individual military pay records and accounts receivables are converted to microfiche and retained for 6 years. Destruction is by shredding. Retention periods for other records vary according to category, but total retention does not exceed 56 years; these records are sent to the Federal Records Center, GSA at Dayton, Ohio; destruction is by burning or salvage as waste paper.

System manager(s) and address: Commander, U.S. Army Finance and Accounting Center, Indianapolis, IN 46249-1536.

Notification procedure: Individuals desiring to know whether this system of records contains information about them should contact the System Manager, ATTN:FINCP-F, furnishing full name, SSN, and military status, or other information verifiable from the record itself.

Record access procedures: Individuals seeking access to records in this system pertaining to them should submit a written request as indicated in "Notification procedure" and furnish information required therein.

Contesting record procedures: The Army's rules for access to records and for contesting contents and appealing initial determinations are contained in AR340-21(32 CFR, part 505).

Record source categories: Information is received from DOD staff and field installations, Social Security Administration, Treasury Department, financial organizations, and automated systems interface.

Systems exempted from certain provisions of the act: None.

NARRATIVE STATEMENT

1. *System identification and name:* A0404.02DAJA, Courts-Martial Files.
2. *Responsible official:* Mr. James D. Kemper, U.S. Army Legal Services Agency, Office of The Judge Advocate General, Room 204B, Nassif Building, Falls Church, VA 22041-5013.
3. *Purpose of the system:* Records of trial by court-martial are necessary for the purpose of legal review and final action in court-martial cases. After completion of appellate review, they protect each accused against a subsequent trial for the same offense.
4. *Authority for the system:* Title 10 USC, chapter 47, section 865 states that in the case of a general court-martial, or when a sentence that includes a bad-conduct discharge is approved by the convening authority in a special court-martial, the record will be sent to TJAG. All other special and summary courts-martial records will be reviewed by a judge advocate.
5. *Number (or estimate) of individuals on whom records will be maintained:* Approximately 7,000,000.
6. *Information of first amendment activities:* The system contains no information on first amendment activities; the system may include records of trial in which the charged misconduct was an activity protected by the First Amendment.
7. *Measures to assure information accuracy:* In a trial by court-martial, the accused has a unique opportunity to assure that his or her record is accurate, relevant, timely, and complete as it is made. He or she has the right to—
 - a. Be present at trial.
 - b. Be represented by counsel in general and special courts-martial.
 - c. Consult with counsel prior to a summary court-martial.
 - d. Review and challenge all information before it is introduced into evidence.
 - e. Cross-examine all witnesses against him or her.
 - f. Present evidence in his or her behalf.
 - g. Review and comment upon the record of trial before the convening authority's action in general and special courts-martial.
8. *Other measures to assure system security:* As courts-martial records reflect criminal proceedings ordinarily open to the public, copies are normally releasable to the public pursuant to the Freedom of Information Act. However, access to the original records is limited to authorized individuals. Security measures consist of standard physical security devices and civilian and military guards.
9. *Relationship to State/local Government activities:* None.
10. *Supporting documentation:* Proposed system notice and proposed exemption rule are at enclosures 1 and 2, respectively.

Figure 4-2. Sample of a report for a new system of records

Glossary

Section I Abbreviations

AAFES

Army and Air Force Exchange Service

AARA

Access and Amendment Refusal Authority

ACSIM

Assistant Chief of Staff for Information Management

DA

Department of the Army

DOD

Department of Defense

GAO

General Accounting Office

GSA

General Services Administration

JUMPS

Joint uniform military pay system

MACOM

major Army command

MPMIS

Military Police management information system

NARS

National Archives and Records Service

NGB

National Guard Bureau

OMB

Office of Management and Budget

OPM

Office of Personnel Management

SSN

Social Security Number

TAG

The Adjutant General

TIG

The Inspector General

TJAG

The Judge Advocate General

USACIDC

U.S. Army Criminal Investigation Command

Section II Terms

Access

The review of a record or obtaining a copy of a record or parts thereof in a system of records.

Agency

The DOD is a single agency for the purpose of disclosing records subject to The Privacy Act of 1974. For other purposes, including access, amendment, appeals from denials of access or amendment, exempting systems of records, and record-keeping for release to non-DOD agencies, the DA is an agency.

Access and Amendment Refusal Authority

The Army Staff agency head or major Army commander designated sole authority by this regulation to deny access to, or refuse amendment of, records in his or her assigned area or functional specialization.

Confidential source

A person or organization that has furnished information to the Federal Government under an express promise that its identity would be withheld, or under an implied promise of such confidentiality if this implied promise was made before September 27, 1975.

Data subject

The individual about whom the Army is maintaining information in a system of records.

Disclosure

The furnishing of information about an individual, by any means, to an organization, Government agency, or to an individual who is not the subject of the record, the subject's designated agent or legal guardian. Within the context of the Privacy Act and this regulation, this term applies only to personal information that is a part of a system of records.

Individual

A living citizen of the United States or an alien admitted for permanent residence. The Privacy Act rights of an individual may be exercised by the parent or legal guardian of a minor or an incompetent. (The Privacy Act confers no rights on deceased persons, nor may their next-of-kin exercise any rights for them.)

Maintain

Collect, use, maintain, or disseminate.

Official use

Any action by a member or employee of DOD that is prescribed or authorized by law or a regulation and is intended to perform a mission or function of the Department.

Personal information

Information about an individual that is intimate or private to the individual, as distinguished from information related solely to the individual's official functions or public life.

Privacy Act request

A request from an individual for information about the existence of, or for access to or amendment of, a record about him or her that

is in a system of records. The request must cite or implicitly refer to the Privacy Act.

Record

Any item, collection, or grouping of information about an individual that—

Routine use

Disclosure of a record outside DOD without the consent of the subject individual for a use that is compatible with the purpose for which the information was collected and maintained by DA. The routine use must be included in the published system notice for the system of records involved.

Statistical record

A record maintained only for statistical research or reporting purposes and not used in whole or in part in making determinations about specific individuals.

System manager

The official responsible for policies and procedures for operating and safeguarding a system of records. This official is located normally at Headquarters, DA.

System of records

A group of records under the control of DA from which information is retrieved by the individual's name or by some identifying number, symbol, or other identifying particular assigned to the individual. System notices for all systems of records must be published in the *Federal Register*. (A grouping or files series of records arranged chronologically or subjectively that is not retrieved by individual identifier is not a system of records, even though individual information could be retrieved by such an identifier, such as through a paper-by-paper search.)

Section III

Special Abbreviations and Terms

There are no special terms.

Unclassified

PIN 002344-000

USAPA

ELECTRONIC PUBLISHING SYSTEM
TEXT FORMATTER ... Version 2.59

PIN: 002344-000

DATE: 05-07-99

TIME: 11:23:30

PAGES SET: 25

DATA FILE: s150.fil

DOCUMENT: AR 340-21

DOC STATUS: NEW PUBLICATION

To: Larry Buck, Rex Crosswhite
From: Ching Han Wong
Date: October 31, 2006
Re: Privacy Act implications for conducting volunteer background checks

This memo will summarize the key relevant requirements of the Privacy Act for the Corps of Engineers Volunteer Program. The statute and the AR are very comprehensive and in the event an issue is not covered in this memo, please refer directly to the statute or the AR which are attached.

Issue: What are USACE's Privacy Act requirements when it collects personal information from applicants for volunteer positions?

Short Answer: The Privacy Act of 1974, 5 U.S.C. §552a establishes requirements that USACE must abide by in its compilation, use, and storage of personal information provided by the applicants. AR 340-21 supplements those requirements.

Analysis:

I. The Privacy Act requires notice to the applicant.

The Privacy Act of 1974, 5 U.S.C. §552a, requires that agencies that collect an individual's personal information in a system of records do not disclose such information unless authorized by law. Disclosure is allowed in certain cases, one of which is, "to those officers and employees of the agency which maintains the record who have a need for the record in the performance of their duties." Id. at 552a(b). This would be necessary because in order to properly evaluate the qualifications of potential volunteers, USACE must screen them. See ER 1130-2-500, para. 10-2(d); and EP 1130-2-500, para. 10-3(a)(4). Part of determining whether a potential volunteer is qualified is to conduct an assessment and check of his or her criminal history.

Under the Privacy Act, in collecting the personal information, USACE must inform each individual whom it asks to supply information, on the form which it uses to collect the information or on

a separate form that can be retained by the individual: a) the authority which authorizes the solicitation of the information and whether disclosure is mandatory or voluntary; b) the principal purposes for which the information is intended to be used; c) the routine uses which may be made of the information; and d) the effects on him, if any, of not providing all or any part of the requested information. 5 U.S.C. § 552a(e).

Here is an example of language that might be used for the notice required under the Privacy Act:

PRIVACY ACT NOTICE: Individuals asked or required to furnish personal information are advised of the following:

AUTHORITY: 33 U.S.C. § 569c

PURPOSE AND USES: Your completed application will be reviewed solely in conjunction with the selection process for determining eligibility for participation in the Corps of Engineers Volunteer program.

EFFECTS OF NONDISCLOSURE: Personal information provided is given on a voluntary basis. Failure to do so, however, may result in ineligibility for participation in the Corps of Engineers Volunteer program.

I have cited 33 U.S.C. § 569c because it is the authority which allows USACE to accept the services of volunteers for its civil works projects. The procedures for accepting volunteers are set forth in ER 1130-2-500, EP 1130-2-500, and EP 1130-2-429. Those regulations stem from the authority granted in 33 U.S.C. §569c.

II. Personal information must be retained in a system of records.

After the personal information has been collected, USACE must maintain them in a system of records. A system of records means “a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual.” 5 U.S.C. § 552a(a)(5).

USACE must,

- (1) establish procedures whereby an individual can be notified in response to his request if any system of records named by the individual contains a record pertaining to him;
- (2) define reasonable times, places, and requirements for identifying an individual who requests his record or information pertaining to him before the agency shall make the record or information available to the individual;

(3) establish procedures for the disclosure to an individual upon his request of his record or information pertaining to him, including special procedure, if deemed necessary, for the disclosure to an individual of medical records, including psychological records, pertaining to him;

(4) establish procedures for reviewing a request from an individual concerning the amendment of any record or information pertaining to the individual, for making a determination on the request, for an appeal within the agency of an initial adverse agency determination, and for whatever additional means may be necessary for each individual to be able to exercise fully his rights under this section; and

(5) establish fees to be charged, if any, to any individual for making copies of his record, excluding the cost of any search for and review of the record.

Id. at 552a(f).

AR 340-21 is the Army Regulation which establishes Army procedures on the Privacy Program.

It is attached.

III. Applicants shall have access to that system of records.

Pursuant to 5 U.S.C. §552a(d),

Each agency that maintains a system of records shall—

(1) upon request by any individual to gain access to his record or to any information pertaining to him which is contained in the system, permit him and upon his request, a person of his own choosing to accompany him, to review the record and have a copy made of all or any portion thereof in a form comprehensible to him, except that the agency may require the individual to furnish a written statement authorizing discussion of that individual's record in the accompanying person's presence;

(2) permit the individual to request amendment of a record pertaining to him and--

(A) not later than 10 days (excluding Saturdays, Sundays, and legal public holidays) after the date of receipt of such request, acknowledge in writing such receipt; and

(B) promptly, either--

(i) make any correction of any portion thereof which the individual believes is not accurate, relevant, timely, or complete; or

(ii) inform the individual of its refusal to amend the record in accordance with his request, the reason for the refusal, the procedures established by the agency for the individual to request a review of that refusal by the head of the agency or an officer designated by the head of the agency, and the name and business address of that official;

(3) permit the individual who disagrees with the refusal of the agency to amend his record to request a review of such refusal, and not later than 30 days (excluding

Saturdays, Sundays, and legal public holidays) from the date on which the individual requests such review, complete such review and make a final determination unless, for good cause shown, the head of the agency extends such 30-day period; and if, after his review, the reviewing official also refuses to amend the record in accordance with the request, permit the individual to file with the agency a concise statement setting forth the reasons for his disagreement with the refusal of the agency, and notify the individual of the provisions for judicial review of the reviewing official's determination under subsection (g)(1)(A) of this section;

(4) in any disclosure, containing information about which the individual has filed a statement of disagreement, occurring after the filing of the statement under paragraph (3) of this subsection, clearly note any portion of the record which is disputed and provide copies of the statement and, if the agency deems it appropriate, copies of a concise statement of the reasons of the agency for not making the amendments requested, to persons or other agencies to whom the disputed record has been disclosed; and

(5) nothing in this section shall allow an individual access to any information compiled in reasonable anticipation of a civil action or proceeding.

Finally, violations of the Privacy Act can result in criminal penalties or civil remedies. *Id.* at 552a(g) & (i).

Conclusion:

If USACE conducts background checks and requests personal information from potential volunteers then it must abide by the Privacy Act. Its key requirements are that 1) while collecting the information, the applicant must be given notice; 2) the information collected can only be disclosed to select individuals as authorized by statute; and 3) the information must be made available to the applicant for review. There are civil and criminal sanctions for violating the Privacy Act.



DEPARTMENT OF THE ARMY
FORT WORTH DISTRICT, CORPS OF ENGINEERS
4100 OBSERVATION DRIVE
ENNIS TX 75119

REPLY TO
ATTENTION OF

Bardwell Lake Project Office

Dear Volunteer:

Thank you for your interest in being a part of the Bardwell Team! The U.S. Army Corps of Engineers at Bardwell Lake is a diverse team of employees, contractors and volunteers; working together, we provide high-quality outdoor recreation and natural resources experiences. Your enthusiasm for stewarding our nation's public lands is vital to the success of our missions and our ability to serve the American public.

The Bardwell Team works and plays hard. Please review the attached information and if you're ready to take on the challenge of being a team member, return the completed copy of the *Volunteer Application for Natural Resources Agencies* to the Volunteer Coordinator via one of the following:

Mail: Bardwell Lake, Volunteer Coordinator
U.S. Army Corps of Engineers
4100 Observation Drive
Ennis, TX 75119

Fax: 972-875-9711 (fax)

Email: DORIE.NICHOLSON@SWF02.USACE.ARMY.MIL (electronic applications are available at our web site <http://www.swf-wc.usace.army.mil/bardwell/>).

Someone will contact you for more information or an interview as an appropriate position becomes available. We have many interested applicants for our volunteer positions and, unfortunately, we cannot guarantee everyone a position. Please feel free to contact the Volunteer Coordinator at 972-875-5711 or at the email address above if you have any questions. Thank you again!

Sincerely,

Bobby Faucett
Lake Manager
Bardwell Lake



US Army Corps
of Engineers

AGREEMENT FOR INDIVIDUAL/GROUP
VOLUNTEER SERVICES

(Act of July 30, 1983 Public Law 98-63)

_____ AREA

NAME/GROUP (Type or Print Full Name)

TELEPHONE NUMBER

ADDRESS (Street, City, State and Zip Code)

Brief description of work to be performed, including minimum time commitment required. (Attach complete job description.)

I understand that I will not receive any compensation for the above work and that volunteers are NOT considered to be Federal employees for any purpose other than tort claims and injury compensation, and I understand that volunteer service is not creditable for leave accrual or any other employee benefits. I also understand that either the Corps of Engineers or I may cancel this agreement at any time by notifying the other party.

I hereby volunteer my services as described above, to assist the Corps of Engineers in its authorized work.

(Signature of Volunteer)

(Date)

We agree to obtain parental or guardian consent for each individual under 18 years of age and to comply with applicable child labor laws. We understand that the individuals volunteering under this agreement will not receive any compensation for the above work and that they will NOT be considered to be Federal employees for any purpose other than tort claims and injury compensation, and we understand that volunteer service is not creditable for leave accrual or any other employee benefits. We also understand that either the Corps of Engineers, or we, may cancel this agreement at any time by notifying the other party.

We agree to provide the Corps of Engineers with a listing of active participants home address, and the number of hours each contributed, when and as requested.

(Signature of Group Representative)

(Date)

The Corps of Engineers agrees, while this agreement is in effect, to provide such materials, equipment and facilities as are available and needed to perform the work described above, and to consider the individuals volunteering under this agreement as Federal employees only for the purpose of tort claims and compensation for work related injuries.

(Signature of Accepting Official)

(Date)

ACCEPTANCE/TERMINATION OF AGREEMENT

(Signature of Accepting Official)

(Date)



US Army Corps
of Engineers

PARENTAL APPROVAL
(ER 1130-2-432)

NAME OF VOLUNTEER _____

PARENT OR GUARDIAN'S NAME _____

ADDRESS _____

TELEPHONE _____
(Residence) *(Business)*

I affirm that I am the parent/guardian of the above named volunteer, I understand that the Corps of Engineers' VOLUNTEERS program does not provide compensation, except as otherwise provided by law, and that the service will not confer on the volunteer the status of a Federal employee. I have read the attached description of the work that the volunteer will perform.

I give my permission for _____ to participate

In this program sponsored by _____
(Name of Sponsoring Organization, if applicable)

at _____ from _____ to _____
(Project/Office) *(Date)* *(Date)*

(Signature)

(Date)

Volunteer Applicant Name(s) _____

Date _____

Phone Number(s) _____

1. Have you ever been a Park Host/ Volunteer? If so, what was your experience like? What made it positive for you? What did you dislike if anything?

2. Describe your ideal role as a Park Host. What attracts you most to the role of Park Host?

3. What would/does make you a good Park Host?

4. Are there any special skills you have that may be useful in your work with us?

5. How do you feel about wearing a uniform (cap, vest or shirt, nametag, safety items)?

6. Tell me about your past camping experience(s).

7. Why is outdoor recreation/natural resource management important to you?

8. How long (what months) are you available to work with us? What type of site will you need (30/50 amp, length of trailer etc)?

10. Is there any other information you feel is important to share? Do you have any questions for me?

Volunteer Application for Natural Resources Agencies		Instructions: Mark "x" in the appropriate boxes. For other items, either print or type responses If extra space is needed use item 17.	
1. Name (Last, First, Middle)	2. Age	3. Telephone Number () -	4. Email Address
5. Street Address (include apartment no., if any)		6. City, State, and Zip Code	
7. Which general volunteer work categories are you most interested in?			
<input type="checkbox"/> Archeology	<input type="checkbox"/> Historical/ Preservation	<input type="checkbox"/> Soil/ Watershed	
<input type="checkbox"/> Botany	<input type="checkbox"/> Pest/Disease Control	<input type="checkbox"/> Timber/Fire Prevention	
<input type="checkbox"/> Campground Host	<input type="checkbox"/> Minerals/ Geology	<input type="checkbox"/> Trail/Campground Maintenance	
<input type="checkbox"/> Construction Maintenance	<input type="checkbox"/> Natural Resources Planning	<input type="checkbox"/> Tour Guide/Interpretation	
<input type="checkbox"/> Computers	<input type="checkbox"/> Office/Clerical	<input type="checkbox"/> Visitor Information	
<input type="checkbox"/> Conservation Education	<input type="checkbox"/> Range/Livestock	<input type="checkbox"/> Other (Please specify)	
<input type="checkbox"/> Fish/Wildlife	<input type="checkbox"/> Research/Librarian		
8. What qualifications/skills/experience/education do you have that you would like to use in your volunteer work?			
<input type="checkbox"/> Backpacking/Camping	<input type="checkbox"/> Heavy Equipment Operation	<input type="checkbox"/> Sign Language	
<input type="checkbox"/> Biology	<input type="checkbox"/> Horses – Care/ Riding	<input type="checkbox"/> Supervision	
<input type="checkbox"/> Boat Operation	<input type="checkbox"/> Landscaping/Reforestation	<input type="checkbox"/> Other Trade skills (Please specify)	
<input type="checkbox"/> Carpentry	<input type="checkbox"/> Land Surveying		
<input type="checkbox"/> Clerical/Office Machines	<input type="checkbox"/> Livestock/Ranching	<input type="checkbox"/> Teaching	
<input type="checkbox"/> Computer Programming	<input type="checkbox"/> Map reading	<input type="checkbox"/> Working with People	
<input type="checkbox"/> Drafting/Graphics	<input type="checkbox"/> Mountaineering	<input type="checkbox"/> Writing/Editing	
<input type="checkbox"/> Driver's License	<input type="checkbox"/> Photography	<input type="checkbox"/> Other (Please specify)	
<input type="checkbox"/> First Aid Certificate	<input type="checkbox"/> Public Speaking		
<input type="checkbox"/> Hand/Power Tools	<input type="checkbox"/> Research/Librarian		
9. Based on boxes checked in items 7 and 8, what particular type of volunteer work would you like to do? (Please describe any specific qualifications, skills, experience, or education that apply.)			
10 a. Have you volunteered before? <input type="checkbox"/> Yes <input type="checkbox"/> No			
b. If Yes, please briefly describe your volunteer experience.			
11. Would you like to supervise other volunteers? <input type="checkbox"/> Yes <input type="checkbox"/> No			
12. What are some of your objectives for working as a volunteer? (Optional)			
13. Please specify any physical limitations that may influence your volunteer work activities:			

14a. Which months would you be available for volunteer work?

- January February March April May June
 July August September October November December

14b. How many hours per week would you be available for volunteer work? Hours

14c. Which days per week would you be available for volunteer work?

- Monday Tuesday Wednesday Thursday Friday Saturday Sunday

15. Specify at least three states or specific locations within a state where you would like to do volunteer work.

16. Specify your lodging requirements:

- I will furnish my own lodging (such as tent; camper; own, relative's, or friend's place)
 I will require assistance in finding lodging

17. If a volunteer assignment is not available at the location specified in item 14, do you want your application forwarded to another location or Federal agency seeking volunteers with your background/interest?

- Yes No (Please specify)

18. This is provided for more detailed responses. Please indicate the item numbers to which these responses apply:

Public Burden Statement

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Agriculture, Forest Service, 1621 N. Kent Street, Room 800 RPE, Arlington, VA Attention: Clearance Officer; and to the Office of the Management and Budget, Paperwork Reduction Project (OMB# 0596-0080), Washington, DC 20503.

Notice to Volunteer

Volunteers are not considered to be Federal employees for any purposes other than tort claims and injury compensation. Volunteer service is not creditable for leave accrual or any other benefit. However, volunteer service is creditable work experience.

Privacy Act Statement

Following information is provided to comply with the Privacy Act (PL 93-579). 5 U.S.C. 301 and 7 CFR 260 authorize acceptance of the information requested on this form. The data will be used to contact applicants and to interview, screen, and select them for volunteer assignments. Furnishing this data is voluntary.

18. Signature (Sign in ink)

19. Date

Volunteer Applicant Name(s) _____

Date _____

References Name _____

Phone Number(s) _____

I am calling you today because a potential volunteer listed you as a reference. Do you have a few minutes to answer some questions?

1. How do you know them? When and how did you meet?

2. Do they work well in group settings? Do you see them as a leader?

3. Do they meet and make friends easily? Can you elaborate?

4. Tell me about a time when you saw this person under stress. What was the situation? How did they cope with their emotions? How did they resolve the problem?

5. Choose a question depending on answers to question 1
 - a. Have you ever observed them in a social setting? What do they enjoy for recreation?

 - b. Have you ever seen them at work? Can you describe their general work attitude



Home

Frequently-Asked Questions

Subscribe to CharityChannel

CharityUniversity

Distance classes

Register

Interested in Teaching?

eNewsletters

Subscribe to receive eNewsletters by email

Browse:

Don Griesmann's Grant Opportunities

E-Philanthropy and Technology Review

Grants and Foundations Review

Major Gifts Review

Nonprofit Boards and Governance Review

Nonprofit Consulting Review

Thread of the Week

Volunteer Management Review

We Interview

We Review

Weekly Review

Resource Guide

What is the Resource Guide?

Career Search Online

Classified Ad System

Volunteer Management Review™

Volunteer Valuation, Not Evaluation

March 12, 2003 - Jill Friedman-Fixler

By Jill Friedman Fixler

Email This Article to a Colleague
Subscribe to this eNewsletter
Printer Friendly Version

The literature on volunteer management strongly recommends annual performance evaluations for volunteers. These appraisals provide documentation on performance and are used in coaching and counseling. Yet, do such performance evaluations work for volunteers, and are they motivated by such feedback?

Before answering this, let's look at volunteer motivation. The hallmark of an effective volunteer program for both volunteer and organization is to define volunteer work that directly impacts the mission. A perfect match between the skills of the volunteer and the requirements of the assignment usually results in appropriate and successful performance. Experience tells us that socialization opportunities, meaningful work and compatibility with organizational mission motivates volunteers.

Have you ever met volunteers who look forward to their evaluation and enjoy the process? Most people carry significant baggage about performance reviews. The majority of volunteers today are employed, and are therefore familiar with the review process. They want their volunteer experience to be different from their employment, to be fun and challenging, and to have an impact. They don't want a lot of administrative bureaucracy; nor do they want their volunteering to be reminiscent of their workplace.

In performance evaluations, volunteers are concerned about failing the organization they serve; supervisors worry about giving negative feedback to someone who "works for free." Furthermore, an evaluation can seem artificial and stilted. Sometimes the information therein is a surprise to the volunteer, signifying an inadequate supervisory



Internet Explore

Most likely causes:

- You are not c
- The website
- There might



Internet Explore

Most likely causes:

- You are not c
- The website
- There might



Internet Explore

Most likely causes:

- You are not c
- The website
- There might

Consultants Registry
Online

CharityNews

Subscribe to receive
CharityNews by email

Browse:

- CharityNews-USA
- CharityNews-Canada
- CharityNews UK
- CharityNews-International
- CharityWire

Forums

Forum Descriptions and
Links

GuestShare

Share documents,
articles, software, and
more

Search

Search the site
(but not the forums)

Search the forum
archives

**What is
CharityChannel?**

Overview

Subscriber Fee

What is CharityChannel
and Who's Creating It?

Newsroom

Reprints

Terms of Use

Contact Us

relationship. Performance evaluations are not a replacement for ongoing supervision! Some supervisors believe that the performance evaluation is their opportunity to change behavior and increase volunteer accountability. While not the intent of the evaluation, behavioral feedback is the basis for an effective and motivational supervisory relationship.

While volunteers don't like performance evaluations, they don't shun the supervision process. Supervision provides them an opportunity to grow closer to staff and to receive recognition, coaching and counseling. Quality supervision ensures accountability, performance success and volunteer retention. It should be equally satisfying for the supervisor and the volunteer.

In a collaborative volunteer management system with an adequate supervision process, volunteer performance evaluations are not only redundant, but out of place. Volunteers are looking for validation for the work that they do. This recognition is essential for volunteer retention. To capitalize on this, why not eliminate evaluations and start a "Valuation" process for volunteers?

Instead of the typical annual evaluation, send each volunteer a handwritten Valuation note instead. These days, everyone cherishes a "snail mail" letter. This letter is personalized by describing all of the things that the volunteer is doing right. It serves as a powerful motivator and a complimentary tool to effective supervision. Through a Valuation system, you eliminate the stigma of performance evaluation for both supervisors and volunteers. A Valuation letter reinforces the behaviors that supervisors want to cultivate, and captures the essence of the volunteer's motivation. Volunteers will appreciate the effort and the positive, individualized feedback. Most important, because a Valuation system is so volunteer friendly, it is a significant retention tool.

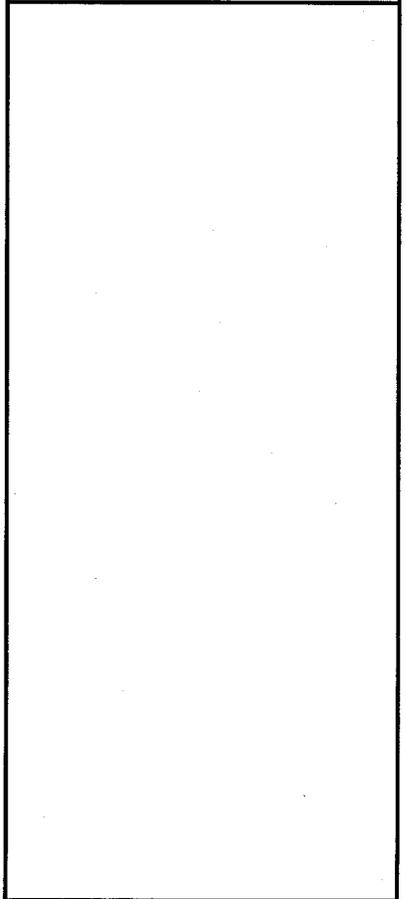
CharityChannel Poll

Search Articles



Advanced Search

**Latest Volunteer Management
Review Articles**



About the Contributor



Jill Friedman Fixler
JFFixler & Associates
6471 South Dallas Court
Englewood, Co 80111 USA
+1 303 773-3336
<http://www.jffixler.com/>

Jill Friedman Fixler has more than 25 years experience in nonprofit management. She has created

volunteer programs in health, human services, cultural, religious and animal welfare organizations. Jill is President of JFFixler and Associates, a training and consulting firm serving nonprofit organizations since 1996. Her services include facilitation, board development, program development, volunteer engagement, organizational development and human resources. Her clients have included Audubon Aquarium of the Americas, Synagogues: Transformation and Renewal (STAR), Foothills United Way, CASA (Court Appointed Special Advocates) of Natrona County Wyoming, Exempla Lutheran Medical Center, Colorado State Parks, Junior League of Denver, Metro Volunteers, Hostelling International-USA, and Table Mountain Animal Center.

Jill has been a presenter and trainer at the International Conference on Volunteer Administration, Citizen Corp, Americorp, VISTA, The Westchester New York Cohort of Synagogue 2000, Colorado Healthcare Directors of Volunteers, Colorado Conference on Volunteerism, Directors of Volunteers in Agencies, the American Institute of Constructors, Denver Regional Council of Governments, Make a Wish Foundation of Utah, and the Rocky Mountain Staff Conference for the American Cancer Society.

Jill was a contributor to SUPERVISING VOLUNTEERS by Jarene Frances Lee. Her article "Group Interviewing Techniques; Hitting the Bull's Eye Every Time," appeared in the April 2003 issue of the E-Volunteerism Journal. Her latest article "Highly Skilled Volunteers = High Impact Results," was published in October of 2005.

Contact: <mailto:%20jff@jffixler.com>

Other CharityChannel contributions by this contributor

Related CharityChannel Articles (all contributors)

No Related Resources Selected

Legal

Volunteer Management Review(tm) is a domestic and international trademark of CharityChannel LLC. Copyright (c) and Trademark (tm) 2006 CharityChannel LLC. All rights reserved. The article in this issue, "Volunteer Valuation, Not Evaluation" Copyright (c) 2006 by Jill Friedman Fixler.

Volunteer Evaluation Form



Signature of Volunteer: _____

Signature of Coordinator: _____

Date: _____

VOLUNTEER EVALUATION FORM
Part A: Completed by Coordinator

Name: _____ Position: _____

Period of Evaluation: _____

Coordinator: _____

Rating scale:				
1= needs improvement,	2 = fair,	3 = good,	4 = very good,	5 = superior,
N/A = not applicable				

I. PROFESSIONALISM

- _____ Relates well with public
- _____ Exhibits poise in handling difficult situations
- _____ Exhibits sincere interest and enthusiasm towards visitors and work

Comments: _____

II. RESPONSIBILITY

- _____ Reliable about schedule and time commitment
- _____ Completes assignments in a timely fashion
- _____ Pays attention to detail when necessary
- _____ Willing to take on assignments

Comments: _____

III. EFFECTIVENESS

- _____ Welcomes opportunities to learn information or procedures that will make work more effective
- _____ Follows through on assignments
- _____ Willing to ask questions when in doubt
- _____ Uncovers and communicates all pertinent facts

Comments: _____

Benefits to staff from working with this volunteer are:

Benefits to program from this volunteer's skills, experience and knowledge are:

Additional Comments: _____

VOLUNTEER EVALUATION FORM

Part B: Completed by Volunteer

Rating scale:				
1= needs improvement,	2 = fair,	3 = good,	4 = very good,	5 = superior,
N/A = not applicable				

I. ORIENTATION AND TRAINING

_____ The job description for your position was reviewed and procedures to be followed were explained

_____ Training was effective and provided the tools needed to perform the assigned tasks

Comments: _____

II. SUPERVISION

- ____ Supervisor was available to you when you had questions or needed information
- ____ Supervisor's attitude was one of professional regard
- ____ Lines of supervision were clear

Comments: _____

Please respond to the following questions:

What other training or growth opportunities would you like to see offered?

What additional "tools" would make your work more effective and/or pleasant?

What are some suggestions or goals you would offer for the volunteer program?

How can we improve our volunteer - staff structure and/or relationships?

Additional Comments: _____

VOLUNTEER EVALUATION FORM

Name of Volunteer.....Period Covered.....

Position.....Park Host.....

Date of Evaluation.....

Position Goals

	NOT MET	SATISFACTORY			WELL MET
1.....	1	2	3	4	5
2.....	1	2	3	4	5
3.....	1	2	3	4	5
4.....	1	2	3	4	5

Work Relationships

	POOR	SATISFACTORY			EXCELLENT
Relations with other volunteers	1	2	3	4	5
Relations with staff	1	2	3	4	5
Relations with Public	1	2	3	4	5
Initiative	1	2	3	4	5
Flexibility	1	2	3	4	5
Meeting commitments on hours and deadlines	1	2	3	4	5
Ability to take direction and work independently	1	2	3	4	5

Comments by supervisor regarding above areas:.....

.....

.....

Overall how does the volunteer feel about remaining in this position?

.....

.....

What else can be done to support the volunteer in this position or to move the volunteer into a new position?

.....

.....

Signed:.....Signed:.....

Supervisor: Dorie Murphy.....Volunteer(optional):.....

Date.....Date.....

Schedule of next evaluation:.....l.....

(918) 865-2621

Keystone Lake Camping Voucher

Issued to _____

Issuing Ranger _____

Issue Date _____

This Voucher Entitles the person named above to
_____ free days of camping.

Voucher Number _____

