How to Get Started with SERV

1. **Employees** should identify an approved volunteer services leave program.

2. **Employees** should contact the chosen program to discuss the program’s requirements with regard to the screening process, time commitment expectations, etc., and to explain the Commonwealth’s program in regard to the potential commitment to volunteer for up to one work day per month.

3. **Employees** should check to see whether or not the organization is on the approved state list. Lists are available from the state by alpha, category or region. If the organization you are interested in is not on the approved list **employees** may request HRD to review the program for inclusion. Please send your request via email with the organization name, address and website address to: Natalie.wadzinski@massmail.state.ma.us. State agency approval must be received before the employee can proceed to volunteer.
   - When state agency approval is received, prospective **volunteers** must agree to follow all screening procedures (including a background check, if required,) mandated by the chosen program.

4. **Employees** must discuss his/her request to participate in the SERV Program with his/her direct supervisor and submit a completed **SERV Program Leave Request Form** to his/her supervisor at least 30 calendar days before the requested date of volunteer service along with a **SERV Proposed Volunteer Schedule**.

5. **Supervisors** review the SERV Program Leave Request Form and Proposed Volunteer Schedule for compliance with:
   - Business needs of the agency
   - Conformance of the request with all program rules (see SERV Guidelines)
   - Work history which includes employee performance, attendance, disciplinary action, and other information about their work performance.

6. **Employees** (prospective volunteer) must attend a training/orientation session before beginning to serve as a volunteer, if one is provided by the chosen program.

7. The Approval Process:
   - Reason must be provided on the form if the request is denied by the **Supervisor** and a copy given to the employee.
   - All requests, whether approved or denied by the **Supervisor**, must be reviewed by **President Asquino** for conformance with all program rules. **President Asquino** has the option to reverse the supervisor decision.
   - Approval on individual requests does not imply that future requests will automatically be approved.
8. **Approved Leave:**
   - If the request is approved, the **Payroll Coordinator** should be advised so that the appropriate payroll records can be maintained. The following HR/CMS time reporting codes will be used to reflect SERV (Volunteer Services):

<table>
<thead>
<tr>
<th>Time Reporting Code</th>
<th>Brief Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSV</td>
<td>Voluntary Community Service Leave</td>
</tr>
<tr>
<td>MEN</td>
<td>Voluntary Youth Mentoring Leave</td>
</tr>
<tr>
<td>VLFOS</td>
<td>Voluntary Foster Care Paid Leave 1 day/mo</td>
</tr>
<tr>
<td>VSL</td>
<td>Volunteer School Volunteer Leave</td>
</tr>
</tbody>
</table>

   - The **employee** should also indicate the appropriate leave code on his/her department timesheet.
   - **Agency Responsibility:**
     i. It is the agency head’s responsibility to ensure the integrity of employee’s participation in the program and to prevent any abuse of volunteer leave.
     ii. **Human Resource Department** is responsible for compiling employee participation data and for responding to survey requests from HRD.

9. **Employees** are responsible for submitting a completed **Verification of Volunteer Services Form** to his/her supervisor each time volunteer services are provided. Specific information regarding the dates and times of volunteering sessions is to be included on the form. This form must be signed by an authorized person on behalf of the chosen program.
   - The **Verification Forms** should be maintained by the **Human Resources Department**. It is the responsibility of the **Human Resources Department** to ensure that the services performed match the program description submitted by **employees** in the **SERV Program Leave Request Forms**.
   - **Human Resources** are responsible for compiling employee participation data and for responding to survey requests from HRD.

Source: The above information was taken from the Commonwealth of Massachusetts SERV Program Guidelines, full version 10/25/07. This document is not meant as a substitute for the full version. Further detail are provided in the full version of the [SERV Program Guidelines](http://www.mwcc.edu/HR/volunteerForms.html) document located on our website at [http://www.mwcc.edu/HR/volunteerForms.html](http://www.mwcc.edu/HR/volunteerForms.html). Prospective volunteers as well as supervisors are responsible for reading through the full version and complying with the specifications outlined therein.

   - See Appendix I on pages 7-8 of the SERV Program Guidelines for Examples of Acceptable Activities.
   - See Appendix II on pages 9-10 of the SERV Program Guidelines for Examples of Activities Not Permitted.

10. **Employees** should contact Marsha Poor to receive technical support on setting up the electronic volunteer hours vacation log.