

[illegible]

**Date:** Apr/15/2023  
**DOB:** 06/09/1998  
**CSR Main Number:** (214) 821-8711

## Referrals

- Please place a checkmark (✓) next to the agencies where you worked your hours.
- IF YOU DO NOT INDICATE WHERE YOU WORKED YOUR HOURS, WE MAY NOT BE ABLE TO CREDIT THEM!**
- Probation Officer's Name: \_\_\_\_\_ Officer's Location: \_\_\_\_\_

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## **Community Service Restitution Program**

### **FREQUENTLY ASKED QUESTIONS**

#### **\* I do not have internet access, what do I do?**

1. You can walk-in without an appointment Monday - Thursday 9am - 4 pm to get registered  
\*(Closed for lunch 1pm -2pm)
2. Bring your referral form or court papers
3. Probation \$58 fee, Municipal Courts \$43 fee (cash, debit or credit card, money order)

#### **\* I registered, what's next?**

1. Make sure to print your timesheet
2. The locations you selected are on the timesheet with their contact information
3. Call the locations on the timesheet to find out when you can start volunteering
4. Make sure you bring your timesheet with you every time you work and fill out date/hours worked. The agency representative must sign your timesheet for each day worked so you can receive credit for all working hours.

#### **\* I cannot reach anyone at the locations I selected to work, what do I do?**

1. You can go to the location and ask to speak to someone in person about starting your volunteer work
2. You can choose other locations to work from the approved list and reach out to them
3. If are needing a new list of referrals, call 214-871-8711 or email [ydavalos@volnow.org](mailto:ydavalos@volnow.org)

#### **\* Can I work my hours at one or more of the approved selected locations?**

1. Yes, you can work at more than one of the approved locations to complete your community service hours

#### **\*I completed my hours, where do I turn them in?**

1. Email a clear picture of the whole timesheet to: [ydavalos@volnow.org](mailto:ydavalos@volnow.org)
2. You can bring or mail your timesheet to our office at 2800 Live Oak Street, Dallas, TX 75204
3. Make sure to let me know the approved location(s) where you volunteered
4. Make sure agency representative has signed all working days for credit
5. I need to know your officer's name

**\*When I log in, it's saying "In Progress"**

1. "In Progress" is the status while you work your CSR Hours and have not yet completed them.
2. Once you have completed your hours, it will change to "Complete"

**\*I do not see my list of references**

1. The only way to see the agency's contact information, is by printing the TIMESHEET
2. The Referral Form is for you to turn into your probation officer to confirm registration
3. The timesheet is what you will use to get the agency's contact information and to record the hours worked
4. Only volunteer at the approved location(s) on your timesheet
5. If the referrals do not work for you, call 214-821-8711 for a reassignment or email [ydavalos@volnow.org](mailto:ydavalos@volnow.org)

**\*How does the canned good donation work & can I participate?**

1. You must have approval from your probation officer to be able to submit canned goods for credit hours
2. If approved, you can donate the following:
  - (6) canned goods=1 community service hour
  - (1) 16-18oz jar of peanut butter=2 community service hours
3. Cans must be free of dents, rust, have a complete label, **NOT** expired
4. Bring all canned goods to the **NORTH TEXAS FOOD BANK** at 3677 Mapleshade Lane, Plano, TX 75075
5. Make sure to turn in the receipt for the donation(s) to your probation officer and VolunteerNow to receive credit hours

For additional questions, please email [ydavalos@volnow.org](mailto:ydavalos@volnow.org)