

Child Protective Services Volunteer Program Rulemaking Report 2025- 2026

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DEPARTMENT OF
**PUBLIC HEALTH &
HUMAN SERVICES**

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OVERVIEW

The following statutorily required report is completed by the Department of Public Health and Human Services (DPHHS) Office of Faith and Community-Based Services (OFCBS).

The report includes the requirements set forth in MCA 41-3-132. Duties of the Department. The Department shall: (1) establish a registration for volunteers interested in supporting child protective services activities, including those related to child abuse and neglect prevention, family support, and reunification; (2) develop a process for referring potential volunteers to faith-based and community-based organizations offering volunteer opportunities that support child protective services activities, including those related to child abuse and neglect prevention, family support, and reunification. (3) Report to the children, families, health, and human services interim committee in accordance with 5-11-210 on the Department's efforts related to this part.

UPDATE SUMMARY

During this reporting period, the SB163 [Volunteer Portal](#) continued to expand Montana's community response capacity for the Child and Family Services Division (CFSD). The Volunteer Portal can be found on the OFCBS website at www.faithandcommunity.gov. The portal currently includes 22 individual volunteers and 15 volunteer organizations, representing 37 registered community partners willing to support children, families, and local CFSD offices. Participation has occurred across numerous regions of Montana, demonstrating growing statewide awareness and engagement with the initiative.

Volunteer interest spans 10 CFSD office areas across Montana. Helena currently represents the largest concentration of registered individual volunteers (seven), followed by Missoula and Thompson Falls (three each). Additional participation has been recorded in both eastern and western Montana, demonstrating statewide interest in supporting vulnerable children and families.

When a newly registered organization is not yet known to OFCBS, an introductory meeting is held either virtually or in person to discuss the organization's mission, available resources, and its interest in supporting CFSD.

When appropriate, OFCBS collaborates with local CFSD supervisors to identify opportunities for new organizations to become involved in meeting community needs.

In many cases, however, organizations registering through the portal already have established working relationships with their local CFSD office.

Individuals registering as volunteers can select the CFSD office where they wish to serve, as well as a participating volunteer organization that supports that office. Registration notifications are automatically sent to OFCBS, identifying whether the submission is from a volunteer organization or an individual volunteer. OFCBS then facilitates the connection by introducing the volunteer to the selected organization via email, allowing the organization to coordinate volunteer onboarding and placement directly.

CHART OF VOLUNTEERS

VOLUNTEERS BY COMMUNITY

Community/ CFSD Office	Individual Volunteers	Organizations Serving the Community
Helena	7	5
Missoula	3	2
Thompson Falls	3	1
Glendive	2	3
Kalispell	2	2
Billings	1	3
Columbus	1	3
Glasgow	1	3
Hardin	1	1
Miles City	1	1

Outreach and recruitment efforts for the Child Welfare Volunteer Portal are conducted primarily through the OFCBS monthly news bulletin, which is distributed to faith-based organizations, nonprofit partners, and community stakeholders across Montana. The portal is also promoted through the OFCBS website and during presentations, meetings, training sessions, conferences, and other verbal outreach opportunities held throughout the state.

These ongoing outreach efforts are intended to increase awareness of volunteer opportunities, encourage participation from both individuals and organizations, and expand the network of community resources available to support CFSD.