



Arkansas Department of Community Correction

Two Union National Plaza Building
105 West Capitol, 2nd Floor
Little Rock, Arkansas 72201-5731
(501) 682-9510 Fax: (501) 682-9538

*"Service with Excellence
& Integrity"*

ADMINISTRATIVE DIRECTIVE: 09-08 EMPLOYEE TRAINING

TO: DEPARTMENT OF COMMUNITY CORRECTION (DCC) EMPLOYEES

FROM: G. DAVID GUNTARP, DIRECTOR

SUPERSEDES: AD 07-18

PAGE 1

APPROVED: Signature on File

EFFECTIVE: June 1, 2009

- I. APPLICABILITY.** This directive applies to Department of Community Correction (DCC) employees.
- II. POLICY.** The DCC provides employees with opportunities to gain necessary knowledge, skills, abilities, and information to perform their duties in accordance with the mission of the DCC and which meets the accreditation standards of the American Correctional Association (ACA). (4-ACRS-7B-14[P] through -7B-18[P], -7B-19 and -7E-07[P]) (3-3073, 3-3082[P], 3-3083 through 3-3086, 3-3099 and 3-3100).
- III. DEFINITIONS.**
 - A. Live Event.** An authorized training session conducted at a designated site for employees to attend in person to obtain training credit hours.
 - B. On-The-Job Training (SOJT).** Supervised training of an employee as the employee functions in the position.
 - C. Orientation.** A mandatory training program for new DCC employees and provided after employment but prior to full job assignment.
 - D. Rehire.** A former employee who left the agency in good standing and who returned after a year or more.
 - E. Specialized Training.** Training intended to develop distinct skills or abilities in special activities, e.g., instructor training or sex offender supervision.
 - F. Training.** Instruction intended to enhance the performance capability of employees.

IV. RESPONSIBILITIES. The CTS is responsible for coordination of all DCC sponsored or conducted training. Training priorities are to achieve proficiency in job tasks related to public, employee, and offender safety in supervising or managing the DCC offender population.

- A.** The Chief Deputy Director is responsible for establishing and maintaining a system for documenting compliance with ACA training standards. Minimum training requirements for the various categories of DCC employees are described in Attachment 1. Supervisors must ensure part time, extra help, regular employees, and volunteers are aware of and comply with training requirements. Supervisors are responsible for ensuring staff compliance with any training pre-requisites, staff availability and established timeframes. The Chief Deputy Director will present the training (including revisions) outlines for orientation, basic, and specialized training to the Director and Deputy Directors for their review and approval prior to implementing.
- B.** The CTS is responsible for coordination of all DCC sponsored or conducted training. CTS is the only authority for establishing online training programs, approving training activities and authorizing credit hours for training conducted online, onsite, or by outside entities. Training priorities will be established based upon agency needs.
- C.** Supervisors must ensure employees timely meet their training requirements, have access to necessary equipment and appropriate time for online and other training, and in the employee meet the stated training program timeframes. New employees must be free to take and complete testing for the on-line orientation courses within the first 40 employment hours of their start dates; and employees attend live training events as designated. Employees may not attend a CTS live event without prior approval and authorization by CTS. Supervisors may enroll employees in authorized CTS programs. Once enrolled, only CTS may withdraw or alter an established training program for an employee.
- D.** Staff are expected to meet the minimum training hours for their position categories (see attachment) during the performance rating period. Employees are responsible for planning, obtaining approval, attending and providing documentation of attendance of training, and facilitating credit approval.

V. TRAINING PROGRAM STRUCTURE

- A. New Employee Orientation.** The CTS will organize and administer (in coordination with HRS) the New Employee Orientation Program for new or rehired employees. This will include the facilitation of electronic training data system entries for enrollment and completion of each phase of orientation. CTS is responsible for maintaining documentation regarding all DCC training activities. Supervisor's must ensure that employees are in attendance or provided the opportunity to complete online training within stated timeframes following notification of the training.
 - 1. Phase 1 of the Employee Orientation training program is in-processing conducted by HRS. This phase occurs the first week of hire/rehire and prior to job assignment. The curriculum is as approved by the Director, Chief Deputy and Deputy Directors.

HRS will forward documentation of this training to the CTS for awarding credit. Upon notification of an employee completing Phase I, CTS will notify the employee to access and begin the agency online training orientation program.

2. Phase II will be conducted by the supervisor or designee and completed prior to the assignment of any job duties. This phase of orientation should include such areas as the explanation of essential job functions, duties and responsibilities and performance evaluation documents; office security and safety information (including emergency plans); equipment assignment & orientation (e.g. computer, keys, firearms, handcuffs, pepper spray); resource control acknowledgement; review of job-related policies and procedures; on-the-job training rotation with veteran employees. Supervisors must forward the training documentation to CTS for awarding training credit.
3. Phase III orientation will be coordinated by CTS, using online training programs and live training events. CTS will utilize and maintain a list of approved trainers as appropriate. The training curriculum for the online training will be approved by the Director, Chief Deputy and Deputy Directors prior to establishment of the class in the electronic training system.
4. Supervisors of Parole/Probation Officers must ensure that all newly hired PPO staff receives orientation and familiarization on firearms prior to attending the PPO Training Program.
5. Center Supervisors must ensure newly hired Residential Supervisor staff complete the Skills Qualification Test (SQI) prior to job assignment.

B. Annual, Specialized, Basic and New Employee Training. In addition to new employee orientation DCC employees are required to successfully complete the appropriate Basic, New Employee or Specialized training during the first year of employment in one of the positions listed below. Employees must meet all training requirements on an annual basis including designed refresher classes.

Employees in counseling positions must attain licensure or certification as specified below.

1. Parole/Probation Officers Training Program - Parole/Probation Deputy Director, Program Administrators, Managers, Assistant Managers, and supervision officers (including drug court).
2. Residential Supervisors Basic Training - Residential Services Deputy Director, offender care-workers including center supervisors, assistant center supervisors, all levels of security, treatment staff, unit trainers, maintenance and food production supervisors, food service workers, and other staff with regular offender contact.
3. Instructor Development Course – All DCC Instructors who teach Parole and Probation classes for the CTS.

4. Firearms Instructor Class – All employees who conduct DCC firearms qualifications and training.
5. Drug Court Basic Training – DCC Drug Court personnel (probation/parole officers, advisors, substance abuse program leaders, administrative specialists etc.)
6. Supervisory Classes completed within the first six months of assignment to a supervisory position.
 - a. The Human Elements Course (T.H.E.), conducted by IATP (Interagency Training Program);
 - b. Interpersonal Communications, conducted by IATP;
 - c. Grievance Prevention and Handling, conducted by IATP;
 - d. Supervisors Class, conducted by CTS; and
 - e. Cultural Diversity, conducted by CTS.
7. Treatment Staff. Persons hired in treatment positions must at a minimum be Certified Alcohol and Drug Counselors, (CADC), Certified as a Co-occurring Disorders Professional (CCDP), or Counselors in Training (CIT) within the initial 30 days of employment with DCC. An individual hired as a CIT must test for certification as a CADC or CCDP within six months of becoming eligible to test and pass the test within two years of becoming eligible to test. Upon a CIT becoming certified, employees must present the certification documentation to their supervisors who will forward such certification documents to Human Resources, along with a request to move the certified employee to the approved rate of pay provided funds are available and the newly certified employee's salary does not exceed that pay rate.
8. Supervisory treatment staff must be a Certified Clinical Supervisor (CCS) or must test for certification and pass the certification test within two years of being hired as a CCS.

Persons who fail to get a passing score within the designated time frame do not meet the essential functions of the job and will be removed from the position pursuant to appropriate personnel action. (4-ACRS-7B-02)

9. New Employee Training. All new employees or rehires must complete the New Employee Training which will be coordinated by CTS using live training events. CTS will utilize and maintain a list of approved trainers as appropriate for the live events. The training curriculum for the live events will be approved by the Director, Chief Deputy and Deputy Directors. Approved classes will be indicated on the sign-off sheets following completion of each phase of training.

C. Training Administration. Training must meet the needs of the agency and employees must comply with ACA training standards. The CTS employee training programs will be planned, coordinated, approved and supervised by qualified supervisory-level employees. (4-ACRS-7B-11 and -7B-12) (3-3072, 3-3075, 3-3076, 3-3078, and 3-3079). The CTS Manager will ensure a record is maintained of each DCC employee's training activities, courses attended, lesson plans (including course objectives) for all courses in accordance with the State's Record Retention Act and agency policy.

1. Student and Course Evaluations. Instructors must evaluate students to determine understanding and ability to perform intended learning objectives. Course evaluations will be conducted for all DCC sponsored or coordinated training programs other than training provided during staff meetings. Students will be provided an opportunity to critique the material, course content, and the instructors on major courses provided or sponsored by the CTS. (3-3073)
2. Training Program Assessment and Planning. The CTS Manager will conduct and submit a written annual training assessment. The training assessment will include current and projected job-related training needs and existing basic, pre-service, in-service, specialized, and other training programs. Consideration will be given to employee turnover, program development, changes (such as expansion or program policy changes), course evaluations, and agency issues. Information may be gathered from many sources to include observation and analysis of job components, staff surveys regarding training needs, review of facility operations, staff reports, and evaluation findings. The CTS Manager will use the results of the assessment to develop and maintain a training plan and revise curriculum and lesson plans. Provision will be made or appropriate employee, supervisory, and deputy director input. The plan should address pre-service training curricula for the various job categories, with specific time for completion of each training unit. The plan should consider the mission; physical facility characteristics, professional development needs, current/projected needs and/or issues, new theories, techniques and technologies, and specific offender populations. Supervisors are encouraged to notify the CTS Manager concerning specific training needs for categories of employees. The assessment and plan must be reviewed and approved by the Chief Deputy Director. (4-ACRS-7B-10) (3-3077)
3. Curriculum. Training curricula will be developed based on clear, concise, and measurable written statements of intended learning outcomes. Additional topics will also be developed based on employee career tracks, organizational needs and the results of the training assessment and in accordance with the Training Plan. The content and instructional methods selected for a training program must be consistent with the stated learning objectives, sequenced to facilitate learning, and incorporate strategies to evaluate the learning. Training program curricula will be reviewed by CTS and approved by the Chief Deputy Director. (4-ACRS-7B-14, -7B-15, and -7B-16, and -7B-17)
4. Lesson Plans. The Chief Deputy Director will ensure training courses comply with ACA minimum training requirements. Lesson plans must be approved by the CTS Manager for all training courses taught by DCC trainers. For credit to be awarded for training activities conducted during staff meetings a roster of attendees signed by the supervisor, class title and outline of objectives are required to be submitted with the request for credit. The curriculum for Parole/Probation Officer law enforcement certification shall be developed in accordance with guidelines in the Executive Commission on Law Enforcement Standards and Training (CLEST) rules and regulations manual. (4-ACRS-7E-07[P] and -7C-01)

5. Instructor Qualification.
 - a. Instructor qualifications will be reviewed and approved by the appropriate deputy director or program administrator parole/probation services and the CTS Manager to ensure DCC sponsored or coordinated training is presented by appropriate persons. DCC CTS and training program instructors must successfully complete a 40 hour training-for-trainers or instructor development course and demonstrate the use of principles of adult learning, a variety of experiential instructional techniques, principles of curriculum design, and facilitation/presentation strategies, unless the person is a certified teacher, a master instructor (as recognized by the military) or a current or former Arkansas Law Enforcement Training Academy (ALETA) instructor. Trainers must have completed a prescribed Instructor Development Training Course and be ALETA approved.
 - b. The Deputy Director of Parole/Probation Services must ensure the availability of a pool of Parole/Probation Officers qualified as firearms instructors to provide firearms training. Parole/Probation Officer Certification Course instructors shall be ALETA certified or CLEST approved for the course(s) they are to teach. Only ALETA certified firearms trainers from the pool of instructors provided by the Deputy Director of Parole/Probation Services shall present firearms range training programs. ALETA certified chemical agent trainers, where possible, will also be used for chemical agent training programs. CTS shall process requests through the Internal Affairs Administrator (IAA) to the Commission for instructor certification. (3-3074)
6. Site Visits. CTS management may make onsite monitoring visits to training programs for which DCC training credit may be awarded.
7. Scheduling and Posting of Training. The CTS shall expeditiously schedule training courses and identify requirements for completion to ensure timely employee qualification. The CTS shall provide and maintain a training calendar of scheduled and planned training programs.
8. Maintenance and Security of Employee Training Files. CTS shall establish and maintain employee training files in the electronic training data system and ensure files are secured at all times and inaccessible to unauthorized persons. The Training Manager must ensure accurate attendance records are obtained for DCC sponsored, coordinated or approved training. CTS shall not disclose employee training information except to the employee, his/her supervisory chain, or as authorized by policy or court order. Attendance rosters or notices of course completion and CLEST information will be provided to supervisors and students upon request.
9. Meetings or Seminars Using State of Arkansas Funds. Meetings and seminars financed with State funds must be held in Arkansas unless they involve multi-state organizations or prior written approval is obtained (through the supervisory chain) from the Governor's Office.

D. Travel Arrangements for Training Participants

1. Meals and Lodging. Training participants are responsible for meals and lodging arrangements unless otherwise notified by CTS or other training sponsors. Reimbursement will be in accordance with State guidelines and DCC policy and procedures. CTS may arrange meal and lodging accommodations for training participants in accordance with established procedures.
2. Transportation. State vehicles shall be used, whenever possible, when traveling to training events. An employee who chooses not to take an available State vehicle for personal reasons will not be reimbursed for mileage driven in a personal vehicle.

E. Training Resources. The CTS staff will make the agency training schedule accessible to DCC employees, provide video tapes, materials, books, and/or website links to compliment training and staff development programs, and maintain a current listing of training resources available. (3-3080) To meet training requirements, supervisors are encouraged to use national, State, and local resources, e.g. local libraries, corporations, colleges, schools, and associations. Appropriate equipment, space and reference materials (when available) should be allotted or available for training use and storage. Classrooms should be separate from offenders and should be an appropriate learning environment. (4-ACRS-7B-13) (3-3081 and 3-3099 [P])

F. Requests and Approval of Training

1. Pre-Approval. All training requires prior approval. Failure to obtain approval before attending may result in the attendee paying for the course. Training approved for funding must be job related. DCC funding shall not be used for the following (this does not preclude employees from obtaining credit for the same as described in this policy):
 - a. Classes taken as a preview or in preparation for a certification or licensing exam, other than law enforcement officers, such as for CAD/C certification, and
 - b. Advanced education degrees and/or program classes (e.g., college tuition, books, and professional licenses).
2. Training Provided or Sponsored by DCC. The CTS will use an electronic training data system for entries, storage and maintenance of DCC training records (e.g. classes taken, scores, credits, and other training activities). Employees who wish to attend and receive credit for training must have prior supervisory approval. If the training is not conducted by the CTS, a copy of the course outline and objectives, and completed sign-in rosters must be obtained and provided to the CTS. CTS will enter valid training credit into the electronic training data system.
3. Non-DCC Sponsored Training. An employee may request training by sponsors outside the DCC by submitting course Form 1, "Training Request" to his/her supervisor. The supervisor is responsible for affirming the requested training meets the needs of the agency and is germane to the position. If there are costs involved in obtaining the training (e.g. registration fees), the Supervisor must forward the document to the Deputy Director of Administrative Services to confirm funds are

available. Upon receipt of funding confirmation, the request should be submitted to the appropriate Deputy Director for finalization. The employee is responsible for submitting the training request form, the course outline and any certification or documentation of attendance through the supervisory chain, to the CTS for entry into the electronic training data system.

4. Associations and Other Organization Memberships. Although certain expenses may be reimbursed by DCC for attendance of certain association conferences and seminars membership dues are the responsibility of employees, and will not be reimbursed.

G. Training Credit

1. All classes must be job related and successfully completed to receive credit. Employees may access the electronic training data system or contact their supervisors or CTS to determine their level of compliance with training requirements.
2. Upon completion of training and the submission of required documentation, CTS will update the electronic training data system to indicate employee attendance. The CTS will review records of attendance and approve training credit. Supervisors may only enroll employees in approved training programs.
3. When an employee attends training at his/her own expense, he/she may request and be granted credit for that portion which is job related and was successfully completed. Upon completion of training not sponsored or presented by CTS, the employee must forward evidence of course completion (e.g. attendance certificate) through the supervision chain to the CTS to receive credit. Requests for job-related college course credit must include a grade slip indicating a “C” or higher. The number of hours awarded will be based on the conversion table below. Supervisors may choose to recommend less credit when the course was only partially attended.

TRAINING HOURS CONVERSION TABLE FOR JOB-RELATED COURSES	
Type of Hours	Training Hours
1 Semester Hour of Credit	6
1 College Quarter Hour of Credit	3
1 Continuing Education Unit	10
1 Hour of Acceptable Professional Development Education	1
Up to 2 Hours for Training Conducted During Staff Meetings	0 - 2

4. With the approval of the Chief Deputy Director, CTS may accept certain training completed by an employee prior to employment with DCC. CTS may evaluate prior training records and consider supervisory input. The employee is responsible for submitting records (through the supervisor) to CTS when credit is desired. Occasionally, approved prior training may be used to reduce the requirements for DCC training. However, where specific DCC courses are required (e.g. DCC Basic Probation/Parole Officer or Residential Supervisor Basic courses, Defensive Tactics, Use of Force), prior training may not be substituted unless CTS verifies that the employee successfully completed the course and there was no substantive change to the course since completion.

5. A Law Enforcement Officer (LEO) who performs firearm practice on a supervised DCC approved course of fire and obtains a passing score may receive credit for re-qualification as of that date. Credit is received when the supervising range officer completes the appropriate qualification record, submits it to and receives approval from the CTS.

H. Maintenance of and Access to Training Records. Upon notification from HRS that an employee has ended DCC employment, the CTS will copy their training record onto a compact disk labeled appropriately, and maintained in accordance with the Record Retention policy.

VI. ATTACHMENTS

AD 09-08 Attachment 1 Minimum Required Employee Training Hours

AD 09-08 Attachment 2 Training Rules

AD 09-08 Form 1 Training Request

Arkansas Department of Community Correction
MINIMUM REQUIRED EMPLOYEE TRAINING HOURS

CATEGORY OF POSITIONS	EMPLOYEE ORIENTATION	ANNUAL TRAINING (second and subsequent employment years)
Parole/Probation Services staff in field offices: advisors (counselors all types), LSWs, SAPLs, administrative specialists, supervision officers (including polygraph and CVSA examiners), P/P managers and assistants, other clerical and administrative staff; deputy director, P/P Program Administrators, clinical supervisors, treatment supervisors, and managers	40	40
Residential Services: offender-care workers, including all security, treatment staff, staff with regular offender contact, such as Center/Assistant Center Supervisors, unit trainers, maintenance and food production supervisors, and food service workers, and the Deputy Director.	40	40
Residential center staff with minimal or no offender contact, such as personnel staff, business managers, and administrative specialists.	40	16
Central training staff	40	40
All other supervisory and management	40	16
All other non-supervisory administrative, clerical and other support staff	40	16
Extra help and part-time employees	16*	16

** Topics described as appropriate by the supervisor for the position and activities to be performed.*

Arkansas Department of Community Correction
TRAINING RULES

1. As a DCC student or guest at a training facility, you must display professionalism in your attitude and conduct while in training and at all times while representing DCC.
 2. Facilities must be kept neat and orderly. Notify DCC training staff of problems with facilities or personnel.
 3. Weapons (firearms, knives, chemical agents, etc.) and handcuffs are prohibited at a DCC facility, however, you may be asked to bring them for training purposes but, they must remain securely stored in your vehicle until requested to remove them. Horseplay, unnecessary roughness or disregard for instructions during training, especially while involved in critical training such as defensive tactics and ROPES, will not be tolerated.
 4. You are prohibited from bringing alcohol or illegal drugs inside the perimeter fence or onto the grounds of a DCC facility. You will not be allowed onto the DCC grounds intoxicated or under suspicion of intoxication. Smoking is permitted only in designated areas, which must be at least 25 feet from facility entrances. Use cigarette receptacles properly.
 5. Food or snacks may be consumed in the designated break room area not in the classroom. However, you may have drinks in the classroom if they are in spill-proof containers.
 6. Contact the Central Training Staff for housing arrangements, directions to training sites, information about what to bring to and what is available at the training site, and other questions or issues.
 7. Only state-issued cell phones and beepers are allowed to be carried at the training site, however, they should be silenced prior to entering the classroom.
 8. Violation of the rules and regulations, state and federal laws can result in your immediate dismissal from the training course and disciplinary action up to and including termination.
 9. Designated student parking is available at the Central Training facility in any space other than “reserved parking,” unless otherwise instructed by the training staff. Parking on the grass is prohibited. Specific instructions and information will be provided for parking at other training sites.
 10. You are responsible for attending scheduled training or notifying your supervisor, and CTS prior to the program cancellation deadline or prior to training, as appropriate. You may assume responsibility for training cost if you fail to attend training without prior notification or a valid excuse.
 11. You are expected to attend the full training session. If an emergency precludes your full participation, you must inform the instructor who will later consider the reason given and determine whether credit can be given for the class, based on the amount of time and material missed and the reason for the missed time. If you miss more than 5 percent of the class hours, the instructor must not give credit for the class. However, with instructor approval, you may attend missed portions of the class when the course is offered again or work with the instructor to make up the missed time.
 12. An unexcused absence, continued tardiness, inappropriate conduct, or poor attendance may result in dismissal from training event and further disciplinary action. All unauthorized or unexcused absences will be reported to your supervisor. After the first unauthorized or unexcused absence, any subsequent one (including a tardy greater than 15 minutes) will result in removal from the course and may subject you to disciplinary action up to and including termination
 13. You must make full use of training opportunities and are expected to actively participate in the program to the best of your abilities and give honest, conscientious and constructive training evaluations.
 14. Daily class times will be as announced by the CTS or the training coordinator/sponsor. You are expected to be seated and ready at the opening of class, and after morning, lunch and afternoon breaks
 15. A large part of classroom instruction is your participation. Respect for opinions and viewpoints are expected at all times. You should not disturb other students by holding side conversations while a class is being conducted. You must comply with the Code of Ethics and Rules of Conduct, Dress Code and Appearance, and other DCC policies, and directions from the training staff in a timely and respectful manner. Serious violations will be reported to your supervisor. The instructor or training staff may expel you from the classroom for serious violations or inappropriate behavior. Additionally, your behavior may result in disciplinary action. Since the training facility is shared, noise should be kept to a minimum.
 16. A 70% academic average (points received divided by possible points multiplied by 100) is required for successful completion of a course. Successful completion of Basic Training is required to maintain DCC employment. If you miss a class, you are responsible to obtain class material and information
-

Arkansas Department of Community Correction TRAINING REQUEST

Use this form to request training attendance approval and credit for training activities or for online training that is not provided with JAKE. Retain a copy for submission when training is completed as described in "Request for Training Hours" below. **The employee is responsible for making any necessary registration and travel arrangements after receiving approval.**

Training Dates: _____ Training Sponsor: _____

Student/Employee's Name: _____

Student/Employee's Position: _____ Phone: _____

Course Title: _____

Instructor: _____

Briefly describe how this program will support your current responsibilities or future goals for your position:

Will this information be shared? YES NO If yes, how will you share? _____

ESTIMATED COST

Transportation _____

Registration
(Cannot include membership fees) _____

Lodging _____

Meals _____

Miscellaneous _____

TOTAL: _____

Is a state vehicle available? YES NO

NOTE 1: Requests that do not involve costs to the agency do not need to be reviewed by the Deputy Director of Administrative Services.

NOTE 2: Attach a completed Out-of-State Travel Request form if traveling out of state.

Employee Signature

Date

Adm. Services Deputy Director
(if necessary) FUNDS ARE: AVAILABLE NOT AVAILABLE

Signature

Date

Supervisor: APPROVED DISAPPROVED

Signature

Date

Division Manager: APPROVED DISAPPROVED

Signature

Date

NOTE: APPROVAL/SIGNATURE INDICATES THAT THE TRAINING IS JOB-RELATED

REQUEST FOR TRAINING HOURS

*Upon completion of training, complete this section and submit this form to the CENTRAL TRAINING SECTION
DO NOT SUBMIT THIS DOCUMENT TO CTS UNTIL TRAINING IS COMPLETED AND ALL AREAS ARE SIGNED.*

Actual Training Hours Training Credit Hours **APPROVED:** (supervisor)

I hereby certify that I fully participated in the training described above.

Certificate Attached No certificate issued, but I have initialed (on the attached agenda) the classes that I attended.

I certify that I partially participated in the training described above by attending only _____ hours.

I have initialed (on the attached agenda) the classes that I attended.

Employee/Student's Name (Print)

Date

Supervisor's Name (Print)

Employee/Student's Signature

Date

Supervisor's Signature