

A photograph of the California State Capitol building, showing its iconic dome and classical architecture. The building is white with a dark dome and is set against a clear blue sky. The image is partially obscured by a large, curved, dark blue graphic element that sweeps across the page from the top left towards the center.

POLICIES AND PROCEDURES

FOR COMMUNITY CORRECTIONS FACILITIES
(CCF's)

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STATE OF CALIFORNIA
BOARD OF STATE AND COMMUNITY CORRECTIONS
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Standards and Training for Corrections

Policies and Procedures for Community Corrections Facilities

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I. INTRODUCTION

A. Purpose of the Manual

The purpose of this manual is to provide policies and procedures to assist Community Corrections Facilities in the administration of the training programs.

B. The Board of State and Community Corrections and the Standards and Training for Corrections Program

The Board of State and Community Corrections (BSCC) was established on July 1, 2012, and was formerly known as Corrections Standards Authority (CSA), and prior to 2005, as the Board of Corrections (BOC). The BOC was created in 1944 to provide leadership and coordination in local California corrections. The BOC set minimum standards for local adult detention facilities and operations, and had statutory responsibility for establishing selection criteria and training standards for local corrections personnel (Sheriff, Probation, Police, and Departments of Correction). These responsibilities continue under the BSCC and are defined in California Penal Code Sections 6024 through 6036.

The Standards and Training for Corrections (STC) program, established in 1980, is a division of the BSCC. The purpose of the STC program is to raise the level of competence of the state's local corrections and probation personnel. The program accomplishes this by developing selection and training standards, providing a course certification and delivery system, technical assistance and support, and training to local corrections agencies statewide.

Through research, planning, design, and assessment, the STC program assists local agencies in ensuring they select and train qualified personnel and maintain staff proficiency through job-related skills training. Job relatedness is defined as a demonstrable relationship between the course subject matter and the job being performed.

STC is charged with the following responsibilities:

- assisting local corrections agencies in selecting qualified persons for employment and maintaining staff proficiency;
- promoting development of an efficient and effective training delivery system;
- providing technical assistance and support to all participating agencies, CCF's and providers; and,
- developing selection and training standards for local corrections personnel.

Pursuant to the contract with the California Department of Corrections and Rehabilitation (CDCR) these service, with the exception of funding support, are provided to the Community Corrections Facilities (CCF's) as well.

All CCF's are contractually obligated by CDCR to adhere to all STC Program regulations, policies and procedures for selection and training of CCF custody staff. Penal Code section 2910.5 requires facilities operated by public agencies to comply with the BSCC's standards for selection and training and declares that persons providing security at these facilities are peace officers as defined in Section 830.55. Issues that fall outside the specific regulations, policies, and procedures of the BSCC will be referred to the California Department of Corrections and Rehabilitation for resolution.

II. SCOPE OF PROGRAM

A. Determination of Eligibility

1. Eligible Agencies

Agencies eligible for participation in STC include those of any county, city and county, or city defined as:

- county probation departments;
- County sheriff's departments operating jails designated as Types I, II, III, or IV by Title 15 CCR;
- county departments of correction operating jails designated as Types I, II, III, or IV by Title 15 CCR; and,
- city police departments operating jails designated as Types I, II, III, or IV by Title 15 CCR.
- Community Corrections Facilities (CCF's) under contract with California Department of Corrections and Rehabilitation (CDCR)

2. Eligible Staff

Staff participating in the STC program must occupy eligible budgeted positions in a CCF. Refer to the position allocation schedule adopted by the local governing authority (e.g., City Council or Board of Supervisors) to determine the number of positions. When an on-call employee covers a position for a permanent employee who would normally occupy that position, the on-call employee (not listed in the city or county position allocation schedule) is not eligible to participate in the STC program. Non-eligible staff must perform corrections functions or perform duties supporting operation of the CCF's STC program.

There are two types of staff eligible to participate in STC: "full" participants and "limited" participants. CCF's must include the positions of all full and limited participants. Exceptions include warden, assistant warden, chief and assistant chief, whose participation is optional. Staff eligible to participate in STC must meet the following criteria:

a. Full Participants (Full-Time Employees)

Full participants (full-time employees) are employed full-time occupying budgeted positions authorized by the County Board of Supervisors or City Council and have as a primary duty the responsibility for the custody and/or correcting behavior of adult or juvenile offenders, and work at least 51 percent of their working hours in this capacity, or have responsibility for supervision, management, or administration of these staff. A full fiscal year makes up the basis for determining the percentage of work hours devoted to correctional duties.

b. Full Participants (Regular Part-Time Employees)

Full participants (regular part-time employees) are employed regular part-time (providing they work at least halftime and have as a primary duty the responsibility for the custody and/or correcting behavior of adult offenders, and work at least 51 percent of their working hours in this capacity, or have responsibility for supervision, management, or administration of these staff. A full fiscal year makes up the basis for determining the percentage of work hours devoted to correctional duties.

Part-time employees are required to comply with the same selection and training standards as full-time staff.

c. Full Participants (Staff Support Employees)

(1) Employees in staff or administrative positions outside the corrections career ladder that coordinate STC training or have responsibility for administrative oversight of the STC program within CCF's may be included as eligible staff, at the discretion of the CCF administrator, under either of the following conditions:

(a) The training planned is proper, relevant, and designed to improve competence in the employees' areas of responsibility within the CCF's STC program operation. The training may apply to employees filling positions such as CCF training officer and business manager; or,

(b) The training planned for the employee is designed to maintain competency in an STC-eligible job classification category held by the employee before assignment to the staff or administrative position. The position must be identified in one of the seven STC program eligible classifications discussed in the definitions under job classifications.

- (2) Eligibility for staff and administrative positions is limited to annual training. There is not a core training requirement. Recommended annual training for training coordinators includes STC's Training Manager Course during their first year of assignment Course during the first year of assignment to that role and attendance at the annual STC Training Manager's Seminar

B. Job Classifications

The following are definitions of the job classifications used by STC. When CCF's are unsure about an individual's job classification, it is important to focus on the job function to determine the STC job classification rather than the person's job title. CCF's should use the definitions noted below to determine the appropriate STC job classifications when developing the ATP and managing the training program.

1. Administrator

This is a top-level administrative position in a CCF. The position typically includes warden, assistant warden, chief, and assistant chief.

2. Manager

This is a middle management position above the first supervisory level and below the assistant CCF administrative level. The position typically includes titles such as captain, corrections lieutenant, and division director,

3. Supervisor

This is the first supervisory level. This individual plans, assigns, and reviews the work of a group of entry-level or journey-level staff. Titles typically includes lieutenant and sergeant depending on the CCF.

4. Journey Adult Corrections Officer

With minimal supervision, the journey adult corrections officer (ACO) in a CCF performs the full range of inmate custody, supervision, and counseling. Incumbents may have lead responsibility and may or may not have peace officer status. Titles typically include corrections officer and custodial officer. (Records clerks, bailiffs, transportation, maintenance, medical, food services, and education/program staff are not covered under this definition.)

III. STANDARDS FOR SELECTION

The BSCC has established minimum selection standards for entry-level corrections officer positions. CCF's employing persons in these positions must comply with these standards (Sections 130-133, Title 15, California Code of Regulations [CCR]).

These selection criteria are based on a comprehensive job analysis that is updated periodically to ensure the currency of the standards. The job analysis identifies the core tasks for the corrections officer position based on the frequency of each task performed, the criticality of the task, and how common the task is statewide.

The process by which BSCC's selection criteria have been established and maintained complies with the Federal Uniform Guidelines on Employee Selection Procedures and related professional standards.

A. Minimum Selection Standards

In addition to requirements in Section 830 et seq. of the Penal Code and Section 1029 et seq. of the Government Code, the BSCC standards in Title 15, Sections 130-133 CCR shall apply. The standards for entry-level PO positions, entry-level JCO positions, and entry-level ACO positions shall include but not be limited to the following:

1. basic abilities and other characteristics important for successful job performance by passing the BSCC's written examination. An alternative examination may be substituted pursuant to Title 15, Section 131 CCR
2. competence in oral communication as demonstrated in an interview;
3. past behavior compatible to job requirements as demonstrated by a background investigation;
4. competence in the knowledge, skills, and abilities necessary for entry-level job performance, as demonstrated by successful completion of the required core training curriculum;
5. competence in the performance of entry-level duties as demonstrated by successful completion of the employer's probationary period;
6. possession of the skills and abilities for the position as demonstrated by meeting the BSCC's current guidelines for vision, hearing, and medical screening; and,
7. be at least 18 years of age before appointment.

In administering selection standards, an employing CCF should consider whether it is obligated under applicable laws to provide a reasonable accommodation for that individual (Title 15, Section 131 (d) CCR).

B. Written Selection Examination Administration

1. Cost

BSCC has absorbed the substantial cost of developing a written selection examination for three entry-level positions: JCO, ACO, and PO. Each examination is different and based upon a job analysis and other research specific to each classification. There are two versions of the examination; a “paper and pencil” version and an on-line version. While BSCC makes the examination available to all agencies and CCF’s that participate in STC at no cost, the test contractor charges fees to set up each test administration, for shipping, and for scoring. CCF’s may proctor test administration themselves or pay the test contractor to perform this activity.

2. Test Security Agreement

CCF’s using the BSCC’s examination enter into an agreement with the BSCC’s examination contractor. Terms of the agreement include assuming responsibility for test security. Any breach of test security or loss of the examination booklets may result in the CCF being financially liable for the costs for new test development and validation. It may also result in restricted use of the examination under paid proctoring conditions.

It is very important to follow the test administration protocol specified by the BSCC’s testing agent. It is essential that the designated representative of the STC participating CCF understand the provisions of the security agreement. Specific instructions on how to appropriately administer and manage examination materials are detailed in BSCC’s Test Administration and Proctor Instructions publication. The Test Administration and Proctor Instructions are provided by the test contractor and are included in each examination order. The test contractor or STC may be contacted for additional information.

3. Candidate Orientation Booklets

STC offers a candidate orientation booklet that is available to prospective job candidates before they take the written selection examination and is specific to each of the entry-level positions. The purpose of the candidate orientation booklet is two-fold. The booklet provides candidates a preview of the types of questions they will be asked on the test. It also serves as a self-selection tool for those candidates who, after reviewing the sample test questions, believe they are not suited for the position and “drop out” before the CCF expends funds screening them. CCF’s are encouraged to make the Candidate Orientation Booklet available to job candidates. These are available at the BSCC website.

4. Cutoff Scores

The BSCC's written selection examinations require the determination of a single cutoff score within a score range for each entry-level position. The decision of which cutoff score to use is made by the CCF. The cutoff score can vary from one test administration to another depending on the size of the candidate pool and local needs. Each test has a recommended range of cutoff scores that the hiring CCF should review. Setting a cutoff score below the minimum recommended point may result in less satisfactory applicants. Setting the cutoff too high may result in unfair hiring practices. Cutoff scores set outside the recommended range may make it difficult for STC to provide support in the event a test result is challenged.

Communication between the CCF and its local hiring resource is essential in selecting useful cutoff scores. For more information on test scoring, please refer to the BSCC's User Manual publication (there is a separate manual for each of the three entry-level positions). The test contractor or STC may be contacted to obtain copies of the user manuals.

5. Alternative Written Selection Examination

CCF's have the option to choose an alternative examination to the BSCC examination. Those agencies choosing an alternative written examination pursuant to Title 15 CCR, Section 131 (c) must:

- a. secure CDCR approval
- b. ensure the examination measures those knowledge, skills, abilities, and other personal characteristics identified by the BSCC as necessary for successful job performance;
- c. validate that the examination tests for these knowledge, skills, abilities, and other personal characteristics; and,
- d. verify that the examination meets the fairness doctrines of the Federal Uniform Guidelines on Employee Selection Procedures;

The BSCC will neither review the alternative examination for validity, fairness, or adverse impact, nor defend any challenges to the selected alternative examination.

C. Oral Interviews

All ACO candidates must demonstrate competence in oral communication through an interview. Individual CCF's are responsible for administering interviews. The structure, content, and scoring procedures for interviews are left to each CCF's discretion.

D. Background Investigation

CCF's are required to conduct a background investigation on all ACO candidates prior to hire. The investigation should determine if the candidate is suitable for the job. CCF's are responsible for determining the structure and format of the investigation and setting the criteria to best fit their particular needs.

E. Completion of Core Training

Entry-level staff must successfully complete the core training curriculum for the entry-level adult corrections officer position (ACO) within 12 months of appointment. However, CCF's are encouraged to have staff complete the training prior to an actual work assignment. STC core training requirements are further detailed in Section IV, Standards for Training, of this manual.

F. Probationary Period

ACO candidates must demonstrate competence in the performance of entry-level job duties through the completion of the CCF's probationary period. The length of the probationary period is set at the CCF's discretion.

G. Vision, Hearing, and Medical Screening

1. Vision

ACO candidates must pass a vision screening administered by a licensed physician. STC provides recommended standards for vision screening administration; however, agencies have the option of setting screening requirements that are suited to their particular needs. STC's recommended vision screening standards may be found on the BSCC website.

2. Hearing

ACO candidates must pass a hearing screening. STC provides recommended standards for hearing screening administration; however, CCF's have the option of setting screening requirements that are suited to their particular needs. STC's recommended hearing screening standards for ACO candidates, along with the corresponding research, may be found on the BSCC website.

3. Medical

ACO candidates must pass a medical screening administered by a licensed physician. STC has not established any minimum criteria for passing the medical screening; however STC does provide recommendations of what a candidate should be able to perform in order

to carry out the duties of the classification. Examining physicians are to use professional judgment when evaluating each candidate's medical ability to perform on the job. STC's recommended medical screening standards may be found on the BSCC website.

4. Reasonable Accommodation

If a candidate does not meet one or more of the minimum vision, hearing, or medical standards, a CCF may decide to employ a candidate, allowing for reasonable accommodation to be made to perform the job duties of the classification. This, however, is up to CCF's discretion and should be evaluated on a case-by-case basis.

H. Age Requirement

ACO candidates must be at least 18 years of age prior to appointment with a CCF.

IV. STANDARDS FOR TRAINING

In accordance with the CCF-CDCR contract, each facility is required to comply with the Board of State and Community Corrections' selection and training standards. Under agreement with CDCR, the Standards and Training for Corrections (STC) Division of the Board of State and Community Corrections will provide technical assistance and oversight for compliance with the standards. STC will make periodic reports to CDCR on the status of each CCF's compliance with these standards. Pursuant to Penal Code Section 6035, the Board of State and Community Corrections is responsible for and has established minimum training standards for local corrections staff. Section 29105 of the Penal Code requires any city or county that agrees to operate an adult correctional facility pursuant to Penal Code Section 2910 also agree to meet all minimum selection and training standards established by the BSCC pursuant to Penal Code Section 6035. Counties and cities that have entered into an agreement 'With the California Department of Corrections and Rehabilitations to operate a Community Correctional Facility pursuant to Section 2910 must comply with these standards which are delineated in the California Code of Regulations (CCR), Title 15, Subchapter 1, Article 3, Sections 169-185. Privately operated CCF's are under contractual agreement with CDCR to meet the same selection and training standards.

There are two categories of courses certified by STC: core training and annual training. The training standards listed below are mandatory for eligible staff employed by participating CCF's:

A. Core Training

The BSCC has identified the following training as required Core Training for custody staff working in a CCF. The training is designed to provide the core knowledge and skills needed to be successful at entry-level, supervisor, and manager/administrator positions. These courses are referred to as "core" courses and are described in greater detail later in this manual. Each core course includes a prescribed course outline and minimum number of hours. The entry-level courses are prescribed in greater detail with specific subject matter and performance objectives that must be met.

The entry-level core courses contain subject matter that directly relates to the performance of job tasks as established through job analysis. Each is designed as a pre-service training model. Although standards allow up to one year to complete core courses, participating CCF's are encouraged to have eligible staff complete this training before an actual work assignment.

The core courses consist of modules that are specific in content and time allocated to the training subjects. The skills taught in each module are critical to

being able to perform job tasks. Any performance objectives missed must be completed before a trainee will be deemed to have satisfactorily completed core training. One of the selection standards for line staff in moving from entry-level to journey-level status is the successful completion of core training. Successful completion of core training requires attending the requisite amount of time in each included module and successful demonstration of mastery of the material by achieving a passing score on each of the required tests. Therefore, core training providers must provide core course test results to the employer as well as STC.

1. Special Considerations for CCF's Related to Core Training

The physical tasks benchmark minimums in the core course are translations of what research has shown to be the typical minimum performance levels found across the full range of agencies and CCF's participating in the STC program. Thus, by meeting the physical tasks benchmark minimums, trainees demonstrate that they are able to meet typical statewide minimum requirements.

2. Core Enrollment – CCF's Role

Prior to enrolling a trainee in a core course, a CCF should conduct a medical screening by an examining physician who is familiar with the types of activities the trainee will be engaged in during the course.

The employing CCF should make sure each trainee who participates in the core course has been given a proper orientation to the training several weeks prior to course attendance. This includes advising the trainee that exercise clothing and shoes will be required during the course, as well as explaining the CCF's expectations with regard to participation. CCF's may find it helpful to provide each trainee with sections of the physical tasks training manual that pertain to the specific activities the trainee will be performing during the course.

CCF's should make every effort to familiarize themselves with the provider's approach to physical tasks training. This might include an on-site visit to the course to observe the training. As with any aspect of the core course, CCF's should maintain regular and clear communication with the provider as to expectations and trainee performance while the course is in progress.

B. Core Training Standards

1. Adult Corrections Officer Core Course

In addition to First Aid and CPR as required by EMS, the Adult Corrections Officer Core Course consists of a minimum of 176 hours of instruction in specific performance/instructional objectives as contained in the *Adult Corrections Officer Core Course* manual. Entry-level staff must successfully complete these course objectives by showing a satisfactory level of proficiency on relevant achievement tests. This training shall be completed in the first year of job assignment as an ACO.

Trainees who have successfully completed CPR and First Aid, and are currently certified, do not need to repeat these subjects.

2. Adult Corrections Officer Supplemental Core Course

The Adult Corrections Officer Supplemental Core Course consists of a minimum of 56 hours of instruction in specific performance instructional objectives. It is designed for the ACO who has successfully completed the California POST Basic Academy.

Entry-level staff must successfully complete these course objectives by showing a satisfactory level of proficiency on relevant achievement tests. This training shall be completed within the first year of job assignment as an ACO.

3. Supervisor Core Course

The Supervisor Core Course consists of a minimum of 80 hours of instruction to be completed during the first year of job assignment as a supervisor in a CCF.

Satisfactory completion of the POST Supervisory Course also satisfies the core supervisory training requirement for STC.

4. Manager/Administrator Core Course

The Manager/Administrator Core Course consists of a minimum of 80 hours of instruction to be completed in the first year of job assignment as a manager or administrator in a CCF. Eighty hours of instruction consists of prescribed management topics relevant to local correctional management and administration.

The POST Management Course or the POST Executive Development Course may be substituted for the Manager/Administrator Core Course for adult institution (jails) and CCF's managers and administrators.

In cases where an individual promoted to a manager or administrator position has had prior training that meets or exceeds the Manager/Administrator Core Course requirements, the CCF administrator may send a letter to STC requesting a finding of training equivalency. The letter must include the topical details of the training

and the number of hours completed. If approved, the finding of equivalency will be transmitted to the CCF in a letter from the deputy director of STC.

C. Annual Training Standards

Annual training is mandatory for all STC-eligible staff who have completed core training. Annual training content is not prescribed by STC. It can be specialized or refresher training that develops or enhances job related skills. Flexibility is permitted in course content and method of instruction in order to meet changing conditions and local needs.

During any fiscal year, each eligible staff shall complete at least the following minimum number of hours of job relevant annual training

| | |
|--|-----------------|
| Journey Adult Corrections Officer | 24 hours |
| Supervising Adult Corrections Officer | 24 hours |
| Manager | 24 hours |
| Administrator | 24 hours |

V. ANNUAL TRAINING PLAN

A. Purpose

The Annual Training Plan (ATP) is the document CCF's use to outline their proposed training for eligible staff. It is also the administrator's assurance that the facility will meet the Board of State and Community Corrections selection and training standards. The ATP is filed annually on-line through the BSCC website by each CCF.

B. Requirements

The plan must be submitted on or before April 15th for participation in the next training year. To complete the ATP, a CCF identifies the number of STC-eligible budgeted positions, and the number of expected new hires and/or promotions. The submitted information determines the number of training hours required to meet minimum standards.

The face sheet/assurance statement section of the ATP must be printed, signed by the CCF administrator, and mailed to the BSCC. By signing the assurance statement, the administrator certifies that the CCF will adhere to the regulations, policies, and procedures of the STC program.

C. Modifications to the Annual Training Plan

If positions change from the projections in the approved ATP, it is the CCF's responsibility to file a modified ATP adjusting the total number of STC eligible positions. Modified ATPs may be filed any time before March 31st during the fiscal year. Modifications are also filed on-line on the BSCC website. Modifications must be followed up by the assurance statement signed by the CCF's administrator. CCF's should consult with their assigned field representative prior to filing a modified ATP.

VI. RECORD KEEPING

CCF's participating in STC must maintain records documenting training activity. CCF's participating in STC must maintain the following records:

A. Staff Training Records

The following information must be maintained in training records for each individual participating in STC:

1. Participant's name;
2. Title of current position;
3. STC job classification;
4. Date appointed to current position;
5. Date of hire and dates of position changes; and,
6. Training courses completed, including:
 - a. course title,
 - b. course certification number,
 - c. date(s) of training,
 - d. total hours of attendance.

B. Program Records

The following information is to be maintained and accessible by the CCF according to their records retention policy:

1. course rosters, attendance records, or certificates submitted by training providers that document each participant's hours of attendance at STC-certified courses; and,
2. test results submitted by training providers, if applicable.

C. Compliance Records

At the annual compliance monitoring the STC field representative will review the above-referenced documents. These records are legal documents that provide a record of training that has occurred.

D. Records Retention

All training records should be retained in compliance with each CCF's own records retention policy.

VII. REPORTS

A. End-of-Year Compliance Report

Participating CCF's must submit a report of standards compliance (or non-compliance) as of June 30th each fiscal year. This report must contain a list of all STC eligible staff occupying budgeted positions as of June 30th, and the number of vacant budgeted positions. Each person must be identified by name, STC job classification category, date assigned to the current STC job category, agency job title, number of training hours completed in the fiscal year, and whether the required training was core or annual. This report must describe the specific circumstances of each staff not in compliance with standards. The report must be signed by the CCF administrator.

VIII. PROGRAM COMPLIANCE

A. Annual Compliance Monitoring

STC will monitor CCF's training programs one or more times each fiscal year to determine compliance with the law, the regulations, the approved ATP(s), and STC policies and procedures through on site monitoring of records and documents. Training records for all eligible participants must be made available upon request. Documents that must be available for review are listed under Record Keeping in Section VI. The final monitoring will conclude upon the end of the fiscal year, usually during July-September. Based on a review of the above referenced documents, the field representative will recommend a finding of In Compliance or Out of Compliance. The BSCC board will act on the recommendations, usually at its November meeting. Each CCF's administrator will be advised in writing of the findings.

B. Compliance Categories

1. In Compliance

CCF's achieve a finding of compliance if they follow the regulations for the selection and training of all STC eligible personnel. Compliance is determined for each STC fiscal training year. Compliance expectation is 100 percent except for those staff who were off duty the entire training year or who meet BSCC's criteria for mitigating circumstances:

- an employee's significant unanticipated leave at the end of the fiscal training year made it impractical to complete the required training;
- an employee was absent from work for six months or more within the fiscal training year;
- a personnel problem involving an employee, but the participating CCF has taken positive steps to correct the problem;
- an innocent error (e.g., record keeping error, clerical error, computer data-entry error, etc.); or,
- the number of staff or the number of hours lacking for full compliance is insignificant compared to the CCF's total training obligation, and this occurred despite the CCF exercising due diligence in the management oversight of the training program.

Any STC eligible person called to active duty or serving in the military during any portion of an STC Program year is exempt from program compliance for the year in which this occurs. Active duty is defined as a call-up of reservists

from the military command in response to a national emergency. Regular reserve meetings or annual reserve obligations are not considered a national emergency and training schedules can be preplanned; therefore, regular activities of the military reserve are not considered as eligibility for an exemption from STC requirements.

2. Out of Compliance

CCF’s receive a finding of out of compliance with the STC standards if they fail to achieve 100 percent compliance or fail to meet the criteria established for exceptions to compliance. In addition to formal notice to the CCF’s administrator and CDCR, CCF’s found out of compliance shall be subject to the following actions:

| FIRST-YEAR NON-COMPLIANCE | SECOND-YEAR NON-COMPLIANCE | THIRD-YEAR NON-COMPLIANCE |
|---|--|---|
| <p>ACTION:</p> <ul style="list-style-type: none"> • CCF submits ATP and written Compliance Progress Corrective Action Plan • STC quarterly monitoring of progress • Submittal of Quarterly Reports • STC provision of on-site technical assistance | <p>ACTION:</p> <ul style="list-style-type: none"> • CCF submits ATP and written Compliance Progress Corrective Action Plan • STC quarterly monitoring of progress with written reports • Submittal of Quarterly Reports • STC provision of on-site technical assistance | <p>ACTION:</p> <ul style="list-style-type: none"> • Eliminate CCF from STC participation for one year |

A determination of agency out of compliance may be appealed to the BSCC.

C. Auditing

The BSCC may audit all of a CCF's accounting records that relate to the administration of the STC program.

3. WAIVERS AND APPEALS

A. Waivers

The BSCC may grant a waiver to its policies and procedures (Title 15, Section 104 CCR) in extraordinary circumstances but cannot waive legal requirements. To obtain a waiver, a written request from the agency administrator is sent to the STC deputy director of the BSCC. The request must include the specific reason(s) for which the waiver is requested and the specific change(s) requested. Waivers, when granted, apply only to the specific CCF's that requested them.

D. Appeals

Staff decisions are subject to appeal. To initiate an appeal, agencies must follow appeal procedures detailed in Title 15, Sections 350-358 CCR. All appeals should be addressed to the executive officer of the BSCC.

E. Obtaining STC Training Credit

There are many ways for CCF's to obtain STC training credit for classroom and e-learning attended by staff.

1. **RFC** CCF's uses training providers offering STC-certified RFC courses.
2. **RFC** CCF's acts as its own training provider using STC-certified RFC courses.
3. **IFT** CCF's acts as its own training provider using Intensified Format Training.
4. **WRE** CCF applies for alternative training credit under Work Related Education Training and Professional Development.
5. **SC** CCF applies for alternative training credit under special certification.

Each type of certification or training credit has unique characteristics and limitations. Some of the differences among the various options are described below:

| | RFC | IFT | WRE | SC |
|---|------|------|------|------|
| Of annual training hours required, the maximum allowable to fulfill this requirement: | 100% | 100% | 50%* | 100% |
| Maximum # of approvable STC hours | N/A | 2 | N/A | N/A |
| Are tuition charges allowable? | Yes | No | No | No |
| Are travel and per diem charges allowable? | Yes | No | No | No |
| Are replacement cost charges allowable? | Yes | No | No | No |

* Except for the classifications of manager or administrator, no other classifications may receive more than ½ their annual training hours from WRE certification.

Both traditional training courses and e-learning courses may be certified using the four certification methods.

F. RFC – CCF Uses Training Providers Offering STC-Certified Courses

CCF's may choose to use an outside provider to deliver certified STC training. An outside provider is any provider other than the CCF itself. This includes but is not limited to private providers, another agency, CCF, community colleges or universities, e-learning providers, professional associations, etc. For detailed information on the RFC, see STC's *Policy and Procedure Manual for Training Providers*.

1. Resources for Selecting Courses of Outside Providers

CCF's should develop or select annual training courses based on organizational and individual training needs. When training needs are identified, the STC catalog and calendar on the BSCC website is available for information about existing certified courses. The catalog and calendar both offer slightly different search capabilities. Users may customize their searches using a variety of criteria. Using either the catalog or the calendar, a list of courses meeting the user's criteria will be displayed. The user may then select a specific course to view detailed information about course content, cost, length, presentation dates, locations, and provider contact information.

STC also publishes a provider directory which is available on the BSCC website. The directory identifies all providers of STC-certified training along with their contact information. There is also a link for each of the five regional training associations.

2. Obtaining More Details about Courses

CCF's should contact the training provider to obtain detailed course information in order to determine the full scope of the course, the instructor's credentials, equipment or technical requirements, etc. By contacting the training provider, and thoroughly evaluating the course profile before enrolling participants, a CCF will better understand the course content. This will ensure that the course meets the training needs of the individual and the CCF.

3. Selecting Providers

In order to assist in selecting a training provider, the following strategies may be used:

- a. utilize web resources to learn about the provider;
- b. directly contact the provider in person, by phone, or e-mail;
- c. request a provider to submit a bid;
- d. monitor a training session delivered by the provider; and/or,
- e. contact other agencies/CCF's that have previously used the provider.

Once a CCF selects a provider, the CCF may choose to send participants to the next scheduled course or bring the course directly to the CCF. In either case, it is important to give the provider the CCF's expectations for the training to be delivered. This gives the provider information on the importance of the training, the target audience, special needs surrounding it, and gaps in performance the training will be addressing. Many providers have standard courses intended to meet a general need that they offer across the state or the nation. By looking at an CCF's needs assessment information, the provider can better determine if the standard design courses will meet the CCF's needs.

CCF's may choose to have an outside provider tailor training to its specific needs rather than sending people to the "already certified" course. When CCF's make this choice, it is helpful for them to give the provider as much information as possible to ensure the course is tailored to address their needs. In addition to needs assessment information, CCF's may need to prepare performance objectives before making a design request of the provider.

It is important to review the course design (objectives, course outline, lesson plans, handouts and supporting aids, materials, and methods of delivery) of providers prior to contracting for training delivery.

4. Attendance

STC policy requires CCF's to notify the training provider of canceled enrollments at least 15 calendar days before the first day of the course. If a CCF has enrolled participants in a certified course and these participants do not attend the course, the provider may charge the CCF the cost of that tuition. If an emergency occurs that prevents a participant from attending, the CCF should notify the provider immediately.

When a CCF enrolls participants in an STC-certified course, the CCF incurs an obligation to the provider. The terms and conditions of this obligation are negotiable between the CCF and the provider. The provider may require written confirmation of enrollment. In addition, a provider may require a non-refundable deposit that will be applied to the tuition cost for those who attend the course.

G. RFC - CCF Acts as Its Own Training Provide

CCF's may choose to develop and deliver their own training instead of using a private provider, another agency, or a college or university, to deliver the training. In doing so, the CCF is now acting as a training provider and should reference the *STC Policy and Procedure Manual for Training Providers* to obtain specific information about the requirements and process for being an agency provider of training courses.

H. IFT - CCF Acts as its Own Training Provider Using Intensified Format Training.

IFT is used by CCF's and provides an opportunity to obtain up to two hours of training per session. For instance, IFT can be used when changes in policy or procedure require a brief review of issues for staff or staff need update training on perishable skills. IFT provides flexibility to CCF's in that courses can be presented by instructors at various times and locations based on need. Some advantages of the IFT as compared to the RFC for course certification are that the application is shorter, the training may be offered to as few as one trainee, and once the course is certified, training sessions may be scheduled without advance notification to STC. IFT requirements are similar to the RFC application (course summary, performance objectives, course outline) except instructor information is not required.

The IFT request is submitted through the Learning Portal. It must be submitted by the CCF at least 20 days before the first training event. Performance objectives and a course outline giving time, content, and method are required. Once certified, the training can be presented unlimited times during the following 24 months. An original course roster must be submitted to STC within 30 days following presentation of the course. A copy of the roster should be kept by the CCF for its records (see Section VI, Record Keeping).

I. WRE – CCF Applies for Alternative Training Credit Under Work-Related Education, Training and Professional Development.

WRE can be used by CCF's to receive STC training credit for attendance at events that are not otherwise STC-certified and corrections personnel may not be the primary audience. This may include continuing education, professional or personal development opportunities, or attendance at seminars or conferences. When performance of job tasks is enhanced by attendance at these types of events, a CCF may use WRE to meet the annual training requirement.

The application for WRE credit is submitted through the Learning Portal. The application may be submitted either before or after the training event. The CCF must retain the original completed WRE Roster/Evaluation Form in their training records. WRE credit may not be used to satisfy more than one half of the annual training requirement for line staff and supervisors. Managers and administrators may satisfy as much as 100 percent of their annual training requirement using the WRE process. The WRE course credit is specific to trainees named in the application and is non-transferable.

J. SC - CCF Applies for Alternative Training Credit Under Special Certification.

Special certification can be used by CCF's to receive credit when a training event meets STC requirements for an RFC in terms of format, content, and instructor expertise, but the majority of the participants targeted for the training event are outside local corrections or the provider has not chosen to seek an RFC through STC. In such cases, a participating CCF's may submit the required information for special certification of the course.

The application for special certification credit is submitted through the Learning Portal. The application may be submitted either before or after the training event. The CCF must retain the original completed SC Roster/Evaluation Form in their training records. Trainees may satisfy as much as 100 percent of their annual training requirement using the special certification. The special certification course credit is specific to trainees named in the application and is non-transferable.

While a special certification request must meet the criteria of an RFC (course objectives, course outline, instructor information, etc), STC has established a streamlined special certification process to obtain credit for corrections related courses that are already certified by either POST or the National Institute of Corrections (NIC). Because both have course certification processes similar to STC, it is not necessary to include the course outline, course instructional objectives, or instructor information in the special certification application for a course already certified by POST or NIC. The following process should be used:

- In the course summary section, state that the course is certified by either POST or NIC and list the POST or NIC course identification number;
- In the course summary section, explain the relevance of the course subject matter to correctional job tasks performed by the trainee in the CCF;
- In the course objectives section, enter “POST (or NIC) Approved;”
- On the instructor information sheet, enter “POST (or NIC)” for the last name and “Approved” for the first name;
- In the course outline section, in the spaces provided for beginning and ending times, enter the start time for the first day of training and end time for the last day. In the space for subject or topic enter “POST (or NIC) Approved;” and,
- Enter the name of attending staff.

K. Additional Course Information

1. Certification Restrictions

Meetings of any type by any organization will not be certified. Certification may be granted for training courses held immediately before or after a meeting.

2. Certification Numbering System

The Learning Portal assigns each course a unique 8-digit certification number. In order to ensure that a course is STC certified, CCF’s should obtain STC certification numbers prior to scheduling training.

3. Course Attendance, Changes, and Cancellations

CCF’s have discretion in choosing training providers and courses to meet training needs. For this reason and because STC certification does not guarantee course attendance, it is incumbent upon the provider to establish and maintain effective communication with participating CCF’s and training managers. This will ensure the training corresponds to the CCF’s needs and that the CCF enrolls a sufficient number of trainees. When CCF’s enroll trainees in an STC-certified course, they incur an obligation to the provider. The terms and conditions of this obligation are negotiable between the agency and the provider.

Training providers must notify CCF’s that have registered participants of any changes in a certified course as soon as possible, but not less than ten calendar days before the class. Such changes may include but are not limited to course length, dates, instructors, and course size.

CCF’s are required to notify the training provider of cancelled enrollments a minimum of 15 calendar days before the course. If a CCF has enrolled a specific number of trainees in a certified course and that number of trainees

does not attend the course without giving the required 15 day notice, the provider may charge the CCF the cost of tuition for absent trainees.

At times, circumstances warrant a provider to cancel a scheduled course. The provider must notify all CCF's with registered trainees of the cancellation at least ten calendar days before the first scheduled day of the course.

Exceptions to the ten-day policy will be considered on a case-by-case basis when an emergency occurs such as illness of the instructor, transportation issues, etc. If the emergency occurs ten days or less before the scheduled training, providers must also notify STC as well as CCF's with registered trainees immediately. Low trainee enrollment is not considered adequate reason to cancel a course with less than ten calendar day notice to CCF's.

L. Peace Officer Standards and Training

POST certification of a course does not constitute STC certification, nor does STC certification of a course constitute a POST certification. These certifications are regulated by different state departments and governed by separate policies and procedures.

However, there are several specific courses that are POST certified that STC directly recognizes for purposes of meeting STC training standards. These courses are:

- **832 PC** (either the laws of arrest, or firearms component, or both);
- **POST Supervisory Course** (satisfies STC supervisor core training requirement); and,
- **POST Management Course** (satisfies STC manager/administrator core training requirement).

STC not only recognizes the POST courses listed above, but will also accept a POST roster or certificate for verification of course completion.

M. Suspension/Revocation of Course Certification

The training provider must notify all CCF's with registered participants if a certification has been suspended or revoked. Failure to do so may result in CCF's refusing to pay for course tuition. If a provider's course certification is suspended or revoked, reference to STC certification or the certification number of the course may not be used or implied in any advertising that is published after the date of the suspension or revocation. CCF's will not receive credit toward BSCC's training requirements after the certification is revoked.

N. Evaluation of Certified Courses and Participants

1. Course Evaluation by Trainees

The competency of local corrections personnel is, in part, achieved through continuous evaluation and improvement of STC-certified courses. Course evaluation by trainees is a vital element in this process. CCF's should receive training evaluations from training providers within 30 days and should review the evaluations to assess the quality of the training.