

Probation and Parole Services Professional Development .....	2
I. Definitions .....	2
A. Training Coordinator .....	2
B. Certified Subject Matter Instructor .....	2
C. In-Service Training .....	3
D. Job Specific Training .....	3
E. Orientation Training.....	3
F. Subject Matter Expert Instructor .....	3
G. Supervisor .....	3
H. Supervisor Training .....	3
II. Training Schedules .....	3
III. Orientation Training .....	4
A. Scope .....	4
IV. Job Specific Training.....	4
A. Scope .....	4
B. Probation and Parole Officer Training .....	4
C. Community Sentencing Training .....	5
D. All Other Job Categories .....	5
E. Reinstatements and Transfers .....	5
V. In-Service Training (4-APPFS-3A-16, 4-APPFS-3A-17) .....	5
A. Scope .....	5
VI. Council on Law Enforcement Education and Training (CLEET) .....	6
VII. Supervisory Training .....	6
A. Requirements.....	7
VIII. Continuing Education .....	7
IX. Lodging and Travel Expenses .....	7
X. Personal Appearance While Attending Training .....	7
XI. Training Accidents/Serious Incident Report .....	8
XII. Curriculum.....	8
A. Development .....	8
B. Lesson Plan Approval Process .....	8
C. Annual Review .....	9
XIII. Probation and Parole Services Trainers.....	9
D. Specialized Instructors .....	10
XIV. Training Credits .....	10
A. Agency Training Credits .....	10
B. Agency Instructor Credits .....	10
C. Non-Agency Credits .....	10
XV. Record Keeping .....	10
A. Training File .....	10
B. Specialized Training Records.....	12
C. In-Service Training Records.....	12
D. Inactive Training Files .....	12
XVI. Program Review/Evaluation.....	12
A. Review .....	12
B. Needs Assessment .....	12
XVII. References .....	13
XVIII. Action.....	13
Attachments.....	15

Section-10 Training and Staff Development	OP-100102	Page 2	Effective Date: 12/09/2020
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Section-10 Training and Staff Development	OP-100102	Page: 2	Effective Date: 12/09/2020
Probation and Parole Services Professional Development	ACA Standards: 4-APPFS-3A-05, 4-APPFS-3A-06, 4-APPFS-3A-07, 4-APPFS-3A-08, 4-APPFS-3A-09, 4-APPFS-3A-10, 4-APPFS-3A-11, 4-APPFS-3A-12, 4-APPFS-3A-13, 4-APPFS-3A-14, 4-APPFS-3A-15, 4-APPFS-3A-16, 4-APPFS-3A-17, 4-APPFS-3A-18, 4-APPFS-3A-19, 4-APPFS-3A-20, 4-APPFS-3A-24, 4-APPFS-3A-26, 4-APPFS-3B-06, 4-APPFS-3E-05, 4-APPFS-3E-06		
Scott Crow, Director Oklahoma Department of Corrections	Signature on File		

## Probation and Parole Services Professional Development

The Probation and Parole Services Training Department provides employees with training and professional development opportunities to enable them to function in a safe, effective and professional manner. Procedures are developed and implemented for each component of the staff development system to include a definition of the training program, scope, planning, delivery, evaluation, and reporting. (4-APPFS-3A-14) The purpose of the training is to reflect the mission of the agency, provide consistency throughout the state, and serve the employees' needs for professional development.

The training program is planned, coordinated, and supervised by qualified subject matter experts and training officers. (4-APPFS-3A-06) The director of Probation and Parole Services or designee will coordinate all orientation training for probation and parole employees, and will ensure training records are entered into the appropriate database. All employees will have access to the resources and assistance offered for professional growth and development. (4-APPFS-3A-20)

Each region will provide and make available the necessary space and equipment for training and staff development programs. (4-APPFS-3A-13) Training materials and reference services are available to complement the training and staff development program. (4-APPFS-3A-24)

### I. Definitions

#### A. Training Coordinator

The designated head of the probation and parole services training unit whose responsibility is to plan, coordinate, and supervise the training program.

#### B. Certified Subject Matter Instructor

A certified subject matter instructor is defined as an employee who is certified to teach a specialized course such as firearms, CPR, or self-defense.

Each employee must provide the training coordinator with a current copy of his/her certification in the specific area of instruction.

C. In-Service Training

Training which is primarily provided at the local level that encompasses a broad range of training topics designed to meet statutory, accreditation, and other agency requirements, as well as provide advanced specialized development opportunities to enhance existing skills, instill new skills/knowledge, and foster continuing professional development.

D. Job Specific Training

Job specific training consists of an approved training curriculum provided to employees in designated job categories. The training is oriented toward specific learning objectives to familiarize the employee with the history, culture, philosophy, structure, operation procedures, and values of the agency.

E. Orientation Training

Introductory instruction provided primarily at the employee's work location, which is designed to acquaint the employee with the physical layout of the work location and provide an introduction to each work unit/area with an explanation of the function and specific rules/regulations for that work location.

F. Subject Matter Expert Instructor

An employee who does not meet the definition of a "trainer," and who may or may not have completed the Basic Instructor Development or Training Design and Development courses, but is recognized within the agency as a subject matter expert in the specific area of instruction.

G. Supervisor

A supervisor is a classified or unclassified employee who has been assigned authority and responsibility for evaluating the performance of other state employees. (74 O.S. § 840-1.3(27))

H. Supervisor Training

Supervisory training programs will include courses related to the effective performance of an agency manager or supervisor.

II. Training Schedules

The probation and parole training coordinator will ensure that a training schedule is developed annually. Additions or cancellations may occur based on employee

enrollment needs or available funds.

### III. Orientation Training

#### A. Scope

1. All new employees are required to complete orientation training that will begin within the first week of employment, consist of a minimum of 40 hours of training for all staff members, and will be completed within 30 days after the entry on duty date (EOD) in accordance with "Required Training By Job Category" ([Attachment A](#)). Orientation training is to be implemented in blocks of training presented in a combination of classroom, in-office guided practice, and review and discussion of referenced policies following the "Initial Orientation Checklist" ([Attachment E](#)). This instruction covers Human Resources functions, business operations, and establishes an overview of the Oklahoma Department of Corrections, employee conduct, and fundamental policies. (4-APPFS-3A-05, 4-APPFS-3A-14, 4-APPFS-3A-17)
2. Part-time, contract and temporary personnel will receive orientation training as deemed appropriate by the respective appointing authority. (4-APPFS-3A-18)
3. Employees transferring/promoting to a different job title or location will receive orientation training appropriate to their newly assigned duties. (4-APPFS-3A-14)

### IV. Job Specific Training

#### A. Scope

Job specific training will be completed within the first year of employment. The hourly requirements may vary in accordance with the specific duties and training needs of the position. All probation and parole officers and other professional employees will receive 40 hours of training with in their first 30 days, and 40 hours of training each year thereafter. All clerical and support employees receive 40 hours of training during their first year and at least 16 hours of training each year thereafter. (4-APPFS-3A-14, 4-APPFS-3A-16, 4-APPFS-3A-17)

#### B. Probation and Parole Officer Training

Training for newly hired probation and parole officers is designed to be implemented in blocks interspersed with hands-on activities monitored by a team supervisor, peer mentor, and/or training officer utilizing "Probation and Parole Officer Training" ([Attachment B](#)). This training is a series of learning and professional development activities presented in a combination of classroom, in-office guided practice, review and discussion

of referenced policies. Probation and Parole Officer Training will be delivered in the following blocks: Introductory Block; Practical Block; Probation and Parole Academy; completion of Council on Law Enforcement Education and Training (CLEET), and Post-Commissioning Block. (4-APPFS-3A-23, 4-APPFS-3B-06)

C. Community Sentencing Training

Training for new Community Sentencing employees will follow the procedures outlined in [Attachment A](#) entitled, "Required Training By Job Category" for all new employees and additional training designated for Community Sentencing. Additional training will be presented by training officers or assigned peer mentors in a combination of classroom, in-office guided practice, review and discussion of referenced policies utilizing [Attachment C](#) entitled "Community Sentencing Training." Community Sentencing Training for new Community Sentencing employees will be delivered in the following blocks: Introductory Block and Practical Block.

D. All Other Job Categories

All other job categories, to include part-time, contract, and temporary personnel, will receive job specific training as deemed appropriate by the appointing authority. (4-APPFS-3A-18) Non-commissioned staff will follow the procedures outlined in "Required Training By Job Category" ([Attachment A](#)), which coordinates on the job training for specific job types.

E. Reinstatements and Transfers

1. Probation and parole officers reinstated will be required to repeat orientation training at the discretion of the director of Probation and Parole Services or designee.
2. Employees who are transferred or reinstated to a new job classification within the division will be required to attend the appropriate job specific training as determined by the director of Probation and Parole Services or designee.

V. In-Service Training (4-APPFS-3A-16, 4-APPFS-3A-17)

A. Scope

1. The director of Community Corrections and Contract Services, or deputy director, will ensure that full-time employees attend and complete annual training as determined by the Probation and Parole Services Training Department. The probation and parole training officers will provide the director of Community Corrections and Contract Services and affected deputy directors of Probation and Parole Services with updated training reports at least quarterly

and will advise the affected deputy directors of any staff who have failed to attend training as scheduled.

2. All in-service training requirements will be completed by November 1 of each year to allow ample time for data entry, fourth quarter safety training, and to generate reports prior to the end of the year.
3. Employees may complete additional in-service training based on assessed developmental needs and as approved by the employee's supervisor.
4. No more than eight hours of online or CD-ROM training credit will be allowed per day unless the employee's work shift is longer than eight hours.
5. Part-time, contract, and temporary personnel will receive annual in-service training as deemed appropriate by the appointing authority.

#### VI. Council on Law Enforcement Education and Training (CLEET)

All newly hired probation and parole officers who have not completed the CLEET Basic Academy are required to complete the curriculum within the first year of employment.

- A. Enrollment for probation and parole officers into the CLEET Basic Academy will be coordinated through the ODOC/CLEET liaison at the Training Unit and the director of Probation and Parole Services or designee.
- B. Probation and parole officers who have completed CLEET approved courses may submit a signed attendance roster to the ODOC/CLEET liaison to receive CLEET training credit.
- C. Probation and parole officers will complete annual training as required by CLEET to remain in good standing with certification.

#### VII. Supervisory Training

These courses apply to any supervisor regarding supervisor/manager interaction with subordinate employees. Training designed to help employees work with clients, offenders or inmates, customers or training of a technically specialized nature does not qualify as supervisory training (e.g., computer training, firearms, CPR, LSI-R and other offender/probation and parole assessment tools). Supervisory training will be provided in leadership, management, and practical skills. The probation and parole training coordinator will ensure the agency provides supervisory training that is compliant with 74 O.S. § 840-3.1. (4-APPFS-3A-26)

A. Requirements

1. Employees new to supervisory positions will complete at least 24 hours of approved supervisory training, which must include the Performance Management Process (PMP) and progressive discipline, within the first 12 months of assuming a supervisory position. Thereafter, supervisors are required to complete a minimum of 12 hours of supervisory training annually in accordance with 74 O.S. § 840-3.1 and this procedure.
2. In addition to the 24 hours required for all newly appointed supervisors, probation and parole supervisors will receive additional training within the first year of their appointment to total 40 supervisory training hours. Training will cover, at a minimum, supervisory skills, general management, labor law, employee-management relations, relationships with other service agencies, and evidence based practices for effective offender intervention. Thereafter, probation and parole supervisors and managers must complete 40 hours of training annually with a minimum of 12 of those hours being supervisory level credit. (4-APPFS-3A-15)

VIII. Continuing Education

All employees are encouraged to continue their education and every effort will be made to coordinate continuing educational activities with employees' job assignments. (4-APPFS-3A-20)

IX. Lodging and Travel Expenses

[OP-120301](#) entitled "Travel Reimbursement Procedures," is applicable and shall be complied with for all lodging and travel expenses pursuant to this procedure.

X. Personal Appearance While Attending Training

- A. Standards for employee personal appearance while attending any training will be in accordance with [OP-110245](#) entitled "Standards for Employee Personal Appearance." Training participants who do not meet the personal appearance standards will be dismissed from training until they meet requirements. The training participant's deputy director will be contacted, advised of the situation, and requested to provide further instructions to the employee.
- B. Exceptions may be granted by the training coordinator when specific courses require training participants to perform physical activity that is likely to soil or damage normal clothing. Exceptions are normally permitted for courses including, but are not limited to: firearms, self-defense, and CPR/first aid. Participants will be advised of the special clothing requirements before attending training.

- C. Prior to commissioning, probation and parole officers will not wear duty uniforms, with the exception of CLEET training where the uniform is mandatory attire.

XI. Training Accidents/Serious Incident Report

All accidents/serious incidents occurring during agency training will be reported immediately to the class coordinator. A written report will be submitted to the director of Probation and Parole Services, training coordinator/designee and the training participant's deputy director by the end of the workday. The deputy director will ensure that all recordable injuries are reported in accordance with [OP-110345](#) entitled "Workers' Compensation Insurance and Accommodations for Injured/Impaired Employees," and investigated according to [OP-100401](#) entitled "Safety Awareness and Training."

XII. Curriculum

A. Development (4-APPFS-3A-09)

1. Lesson plans provide instructors with a standardized format for presenting instruction and serve as documentation of the information presented. A lesson plan is a written plan that describes the learning objectives, content material, and learning activities to be covered in a specific training session. (4-APPFS-3A-07) All training will be conducted in accordance with lesson plans approved by the director of Probation and Parole Services or designee.
2. Lesson plans will be written using the "Probation and Parole Services Training Department Lesson Plan" format ([Attachment D](#)) detailing information about the course.
3. Lesson plans for classroom instruction will be designed using the Instructional Theory Into Practice (ITIP) model as outlined in the Basic Instructor Development (BID) course. Important points of a lesson plan are to be arranged in the order in which they are to be presented, including: learning objectives, information, activities of the training participants and instructor, and required resources or equipment to be used.
4. Online courses provided on a PowerPoint or similar medium will include a page for course information, including the course title, author, approval date, references and copyright permission, if applicable.

B. Lesson Plan Approval Process

1. Lesson plans developed by agency staff members will be submitted



to the director of Probation and Parole Services or designee and director of Training for the Oklahoma Department of Corrections for approval. The approved lessons plans will be maintained in an appropriate database, as determined by the director of Training for the Oklahoma Department of Corrections.

2. Training curricula for Probation and Parole Services will be designed by the Probation and Parole Training Department. The department will review course content on an annual basis to ensure accuracy and compliance with federal and state statutes, regulatory requirements, agency policies, and best practices. The director of Training or designee will have final approval of curricula.

C. Annual Review

1. All active lesson plans will be reviewed annually by the Probation and Parole Training Department. (4-APPFS-3A-07) Where indicated, revisions will be referred to the lesson plan author or designated subject matter expert to ensure compliance with federal and state statute, agency policies, regulatory requirements, and best practices. Revised lesson plans will be submitted to the director of Probation and Parole Services and Oklahoma Department of Corrections director of Training or their designees for review.
2. The probation and parole training coordinator will ensure staff development and training programs are planned, coordinated and reviewed annually, including results of the annual written assessment, that identifies current job-related needs and recommendations from the training advisory committee (TAC). (4-APPFS-3A-19)

XIII. Probation and Parole Services Trainers (4-APPFS-3A-08)

Employees conducting training will be qualified and authorized as follows:

- A. The Probation and Parole Services Training Department is comprised of training officers at the probation and parole officer IV level. The Probation and Parole Services Training Department performs full-time training responsibilities, coordinates training for all Probation and Parole Services employees, develops, delivers, and reviews training curricula. Each trainer has completed 40 hours of training-for -trainers or equivalent course.

B. The Probation and Parole Services Training Department will work in conjunction with each deputy director or designee and the training coordinator to develop training plans, form a committee to ensure training quality and hold a minimum of quarterly meetings to maintain high standards of training skills. Minutes of the meetings will be submitted to all attendees, the director of Probation and Parole Services or designee, and training coordinator within 30 days of the meeting.

C. The Probation and Parole Services Training Department will ensure employee training records are entered into the appropriate database within 30 working days of completion of the training.

D. Specialized Instructors

The agency recognizes two types of specialized instructors:

1. Certified subject matter instructor.
2. Subject matter expert instructor.

XIV. Training Credits

A. Agency Training Credits

Credit for training will be awarded upon successful completion of the course. To demonstrate successful completion, the instructor may administer a test or other evaluation tool to measure participant performance.

B. Agency Instructor Credits

Trainers/instructors will receive training credit for courses they instruct for agency employees. The instructor will be given credit only once during the calendar year for any given course and must sign the roster.

C. Non-Agency Credits

Training resources of other public and private agencies may be utilized as available and appropriate. Credit for training attended outside ODOC may be entered in the LMS for tracking purposes. ODOC Instructors providing training to non-agency employees can receive training credit for instructing the course.

XV. Record Keeping

A. Training File

The agency will establish and maintain one training file for each active employee. The Probation and Parole Services Training Department will

be responsible for maintaining required training documentation.

1. Access

Training files will be stored in lockable file cabinets in locations inaccessible to offenders. Access to training file cabinet keys will be limited to the deputy director or designee and assigned training officer.

2. Organization

The employee training file will be assembled in a six-part folder with the employee's name placed on the folder tab. Documentation will be organized as follows:

- a. Section I – In-Service Transcripts.
- b. Section II – Orientation training materials.
- c. Section III – Specialized training materials.
- d. Section IV – Acknowledgements and signed documents of understanding, including Prison Rape Elimination Act (PREA) acknowledgements and other PREA documentation.
- e. Section V – Testing.
- f. Section VI – Other Certificates of completion.

3. Rosters

Class rosters, rosters for on-line self-paced training, and copies of PREA documentation may be maintained in a separate three-ring binder.

4. Employee Transfer

When an employee transfers to a different work location, the former division training officer will hand deliver the training file to the current division training officer. A record of the transfer will be maintained in the employee training file log.

5. Employee training records

Training records will also be maintained in the Learning Management System (LMS). Specialized training certification and historical records will be maintained under each employee's individual profile.

Section-10 Training and Staff Development	OP-100102	Page 12	Effective Date: 12/09/2020
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B. Specialized Training Records

Upon completion of specialized training, each participant will receive a certificate of completion from the assigned class coordinator. A copy will be maintained in section III of the employee training file.

C. In-Service Training Records

During or upon completion of a training session, the instructor will ensure an "Attendance Roster" ([OP-100101, Attachment B](#)) is made available to each employee attending the session. At no time will an employee or trainer sign or initial the roster for another employee. Actual dates of the training will be recorded on the rosters and in the LMS database system of record.

D. Inactive Training Files

Following an employee's separation from employment with the agency, the employee's training file will be retained at the facility for five years after date of last employment, after which time it will be destroyed in accordance with [OP-020202](#) entitled, "Management of Office Records." If legal action is pending, the file will be maintained until two years after exhaustion of all legal remedies, after which time it will be destroyed in accordance with [OP-020202](#).

XVI. Program Review/Evaluation (4-APPFS-3A-06, 4-APPFS-3A-07, 4-APPFS-3A-09, 4-APPFS-3A-10, 4-APPFS-3A-11, 4-APPFS-3A-12, 4-APPFS-3A-19)

The probation and parole training coordinator will ensure agency training programs are evaluated annually to determine whether the job related needs of employees and the agency have been met. Evaluation instruments and methods will be designed to assess the participant's satisfaction, concept/skill acquisition, transfer of learning, and contribution to the agency's mission.

A. Review

Training evaluation instruments and other data will be collected throughout the year and reviewed annually to identify areas of training needed. Curriculum will be developed or revised to address identified needs.

B. Needs Assessment

1. An annual assessment will be conducted by the Probation and Parole Services Training Department to identify the status and effectiveness of the training program. Training officers will use needs assessments and course evaluation data to develop or revise components of the program. Training officers will submit a copy of the annual need assessment to the training coordinator by November 30<sup>th</sup> of each year.

Section-10 Training and Staff Development	OP-100102	Page 13	Effective Date: 12/09/2020
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2. The probation and parole training coordinator will submit an annual review of the agency's training program to the director of Probation and Parole Services or designee by January 31<sup>st</sup> of the following year. The review will summarize the type and amount of training provided during the previous year, needs identified for the coming year and plans for addressing them.
3. This review will be included in the annual report, which is submitted to the agency director for review.

#### XVII. References

Policy Statement No. P-100100 entitled "Training and Staff Development Standards"

OP-020202 entitled "Management of Office Records"

OP-100101 entitled "Training and Staff Development"

OP-100401 entitled "Safety Awareness and Training"

OP-110245 entitled "Standards for Employee Personal Appearance"

OP-110345 entitled "Workers' Compensation Insurance and Accommodations for Injured/Impaired Employees"

OP-120301 entitled "Travel Reimbursement Procedures"

57 O.S. § 510

74 O.S. § 840-3.1

74 O.S. § 840-1.3(27)

#### XVIII. Action

The probation and parole training coordinator is responsible for compliance with this procedure.

The director of Community Corrections and Contract Services is responsible for the annual review and revisions.

Any exceptions to this procedure will require prior written approval from the agency director.

This procedure is effective as indicated.

Replaced: Operations Memorandum No. OP-100102 entitled "Probation and

<b>Section-10 Training and Staff Development</b>	<b>OP-100102</b>	<b>Page 14</b>	<b>Effective Date: 12/09/2020</b>
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Parole Services Professional Development" dated August 27, 2019

Distribution: Policy and Operations Manual  
Agency Website

<b>Section-10 Training and Staff Development</b>	<b>OP-100102</b>	<b>Page 15</b>	<b>Effective Date: 12/09/2020</b>
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<u>Attachments</u>	<u>Title</u>	<u>Location</u>
<a href="#">Attachment A</a>	“Required Training by Job Category”	Attached
<a href="#">Attachment B</a>	“Probation and Parole Officer Training”	Attached
<a href="#">Attachment C</a>	“Community Sentencing Training”	Attached
<a href="#">Attachment D</a>	“Probation and Parole Services Training Department Lesson Plan”	Attached
<a href="#">Attachment E</a>	“Initial Orientation Checklist”	Attached
<a href="#">Attachment B</a>	“Attendance Roster”	<a href="#">OP-100101</a>