



**PROBATION AND PAROLE BUREAU
STANDARD OPERATING PROCEDURES**

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| Procedure No.: P&P 190-1 | Subject: TRAINING STANDARDS, REQUIREMENTS, METHODS AND RECORDS | |
| Reference: Local #4464; DOC 1.1.1; DOC 1.4.1; DOC 1.4.1(A) 46-23-1003, MCA; 53-1-203, MCA | Page 1 of 9 | |
| Effective Date: 06/01/00 | Revision Dates: 09/24/01; 06/17/02; 04/22/08; 10/07/09; 06/14/10; 01/31/11; 07/10/13 | |
| Signature / Title: /s/ Ron Alsbury, Probation & Parole Bureau Chief | | |

I. BUREAU DIRECTIVE:

Probation & Parole Bureau staff shall receive appropriate training in order to successfully perform duties and responsibilities in the workplace. The Department of Corrections and the Probation & Parole Bureau will ensure that accurate documentation is maintained on all training successfully completed by employees.

II. DEFINITIONS:

ACCD-Adult Community Corrections Division – The Division includes seven separate bureaus/units including the Probation & Parole Bureau. The ACCD Administrator reports directly to the Department Director.

Bureau – The Montana adult Probation & Parole (P&P) Bureau.

Conferences – Conventions or seminars presented by experts in a given field that provide an opportunity for staff to assimilate new information and network with professional colleagues.

Department/DOC – The Montana Department of Corrections.

Distance Education – Educational process that occurs when the student and teacher are not necessarily at the same location or interacting at the same time.

Emergency Training – Training regarding roles and for a serious situation or occurrence that happens unexpectedly and demands immediate action.

FTO/OJT-Field Training Officer/On-the-Job Training Program – A training program in which newly hired Bureau employees are teamed up with, and trained by, experienced formally-trained staff selected and assigned to mentor, train and instruct new employees.

In-Service Training – Training to develop or maintain minimum competencies and necessary job skills.

Independent Study – Assigned or approved individual study opportunities such as correspondence courses, reading material, audio/video tapes, and web-based training. Independent study must have supervisor’s prior approval and be documented by supervisor prior to entry into the training record.

Interns and Volunteers – Persons who provide a service or services to the Bureau through an intern or volunteer program.

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LMS-Learning Management System – A software application or web-based technology used to plan, implement, and assess a specific learning process.

MLEA-Montana Law Enforcement Academy Basic Training – A structured training program that provides initial knowledge and skills obtained through the MLEA POST Certified Basic Training for adult probation and parole.

Non-Department Training – Additional training available through educational programs, workshops, etc., that is not Department-sponsored training.

Orientation – Formal checklist-driven training and/or computer-based training for newly hired employees conducted prior to assuming position duties and implementation of FTO/OJT program.

P&P Officers – Employees who supervise adult offenders on probation, parole, and conditional release status including Intensive Supervision Program Officers and Institutional Probation and Parole Officers.

Part-Time and Contracted Staff– Employees assigned less than 40 hours per week, or persons contracted by the Department to provide a service or services.

PDB-Professional Development Bureau – The bureau that oversees course curriculum development, training, technical assistance, and training records management for the Department.

PO Techs-Probation Officer Technicians – Employees who provide administrative clerical support and technical assistance to the P&P Officers located in outlying/rural areas.

POST-Required Training – The annual training for P&P Officers through the Public Safety Officer Standards and Training Council as required by §46-23-1003, MCA.

Standing Training Committee – Composed of program training specialists and the PDB.

Supervisor/Managerial – ACCD employees with management or supervisory responsibilities and duties including, but not limited to, the ACCD Administrator, Bureau Chief, Bureau Programs Manager, Regional Administrators (RA), and Probation & Parole Officer IIs.

Support Staff – Employees providing administrative or other support services:

Field support staff – employees, such as the RA Assistant and others, who work in field offices and have regular face-to-face contact with offenders.

Non-field support staff – employees, such as the Bureau Chief's Administrative Assistant and others, who work in the Department's central office and do not have face-to-face contact with offenders.

Training – An organized, planned, and evaluated activity designed to achieve specific learning objectives and enhance the job performance of employees. Includes classroom instruction, distance education, on-the-job training, independent study, meetings and conferences that include classroom or other instruction.

Training/Staff Development Plan – The document that shows the required training as mandated by policy, procedure, or statute and shows the optional training and staff development guides.

Training Operations Procedure Guide – Attachment to *DOC 1.4.1. Staff Development and Training* that outlines the procedures to follow when developing, implementing, conducting, providing, or requesting training.

Training Tracking Log – An Excel spreadsheet used to assist supervisors with tracking employee training and ensuring required training is completed.

Training Tracks for Pay – Training which has been approved by management and identified on a Training/Staff Development Plan as meeting the requirements for additional pay as referenced in Addendum A, Section 5 of the Local #4464 Collective Bargaining Agreement.

Yearly Regional Training Schedule – The document produced by each region that shows the fiscal year's training dates for the mandatory in-service training.

III. PROCEDURES:

At the beginning of the fiscal year, the Regional Administrator (RA) and/or regional management team will work with the PDB, the Bureau Programs Manager and Bureau instructors to develop a yearly regional training schedule. This schedule will include the dates of all mandatory in-service training, such as firearms requalification and Defensive Tactics and First Aid, and will be shared with the other regions to allow maximum sharing of resources.

During the first quarter of each fiscal year, supervisors will meet with each Bureau employee they supervise and use regional training schedules to develop an individualized training plan that emphasizes career development and meeting mandatory minimums as shown in *P&P 190-1(D-I) Training/Staff Development Plans*. Supervisors may use the training tracking log to assist in ensuring the required training is completed or scheduled. Supervisors are encouraged to review the individual training plans while conducting required performance appraisals with their employees.

At the end of each quarter, the ACCD's Professional Development Specialist (PD Specialist) will report the training status of employees in each region to the RA. RAs and/or supervisors will review this report, reconcile individual training records, and adjust individual training plans to ensure mandatory minimums are being met.

Training provided to staff may include classroom instruction and other recognized educational strategies. Credit may be given for verified prior training, if approved by the PDB. Training programs will include established goals, objectives, and requirements for course completion and will be consistent with the needs of staff job classifications and pertinent to duties. Where applicable, training programs will ensure that staff understand the importance of maintaining an awareness of victims in the course of doing their duties. Additionally, the Bureau encourages staff to attend training that will enhance upward mobility and career progression.

A. Training Methods

The Bureau's management and PDB are responsible for planning and coordinating all training programs to conform to current Montana statutes, Department policy and Bureau Standard Operating Procedures (SOP), and corrections best practices. The following training modalities may be utilized:

- DOC training packages and programs
- Instructors and speakers from within the Bureau

- Subject matter specialists and outside resources (i.e. public safety officers, colleges, universities, and federal/state/local agencies)
- Audio-visual and interactive computer-generated programs through LMS
- Centralized staff training facilities
- Training programs offered by, or with, other agencies
- Distance education

B. Mandatory Training Curricula

The Bureau Chief or designee will review the mandatory minimum required training listed on the *Training/Staff Development Plans* during the last quarter of the fiscal year to ensure all mandatory minimum required training meets Montana statutes, POST requirements, DOC policy, Bureau SOP and the vision and needs of the Bureau.

C. Minimum Criteria

All staff, including part-time, must complete the mandatory minimum training as listed in their *Training/Staff Development Plan*. New employees will not be held to this standard until the beginning of the fiscal year (July 1st) after their hire date.

Staff will be required to meet appropriate training agreed upon by the supervisor and the employee to correct any noted deficiencies in performance, or as necessary for successful performance by the employee.

Staff assigned or required to use a computer, but cannot demonstrate basic computer competency, must receive familiarization training offered or scheduled by the DOC at the earliest opportunity. Additional and/or advanced training may be required based on job requirements. This training may be by video, self-paced instruction using books, computer-based training, and/or classroom instruction.

Employees who do not complete the mandatory training through no fault of the DOC/Bureau, or without extenuating circumstances, may be disciplined up to and including termination.

D. Position-Specific Training Requirements

1. Supervisors/Managerial Staff

- a. The Bureau Chief, RAs and POIIs must complete the “Nuts & Bolts of Supervision” course. If newly hired or promoted, course must be completed within six (6) months. The hours completed will be applied to annual training requirements.
- b. Newly hired or promoted Bureau Chief, RA or POII must complete a minimum of 30 hours of position-specific initial supervisory training within the first year of hire.
- c. Following initial year of employment, all current supervisors will complete a minimum of 15 hours of annual, job-specific in-service training that must focus on leadership, management, or supervision of staff.
- d. Newly hired or promoted Bureau Chief or RA must complete the NIC Leadership course within six (6) months.

2. P&P Officers

- a. Will complete *P&P 190-1(A) New Hire Orientation Checklist* in the first week of employment.

- b. Will complete *P&P 190-1(B) OJT/FTO Phase I Checklist*; Phase II, which consists of MLEA Basic Training and use of force and firearms training; and *P&P 190-1(J) OJT/FTO Phase III Checklist* within the 12-month probationary period. Exceptions will be approved by the Bureau Chief.
 - c. Completed training checklists will be sent to the ACCD PD Specialist and Human Resources (HR) Bureau to be included in training records and personnel file.
 - d. Following initial year of employment, P&P Officers will complete a minimum of 16 hours of annual job-specific training, which includes POST-required training and one (1) hour focused on serious mental illness and recovery from serious mental illness.
3. PO Techs
- a. Will complete *P&P 190-1(A) New Hire Orientation Checklist* in the first week of employment.
 - b. Will complete *P&P 190-1(B) OJT/FTO Phase I Checklist*; Phase II, which consists of MLEA P&P Basic Training and limited use of force training; and *P&P 190-1(J) OJT/FTO Phase III Checklist* within the 12-month probationary period. Exceptions will be approved by the Bureau Chief.
 - c. Completed training checklists will be sent to the ACCD PD Specialist and HR Bureau to be included in training records and personnel file.
4. Support Staff
- a. Will complete *P&P 190-1(A) New Hire Orientation Checklist* and any site-specific program/facility training.
 - b. The completed training checklist will be sent to the ACCD PD Specialist and HR Bureau to be included in training records and personnel file.
5. Contracted Staff, Interns and Volunteers
- a. Contracted Staff will complete *P&P 190-1(C) Intern Orientation Checklist*; however some portions may be waived by supervisor.
 - b. Interns:
 - i. Will complete *P&P 190-1(C) Intern Orientation Checklist* and any site-specific program/facility training.
 - ii. The completed training checklist will be sent by the Regional Intern Coordinator to the Bureau Programs Manager to be included in intern's file.
 - c. Volunteers will complete *P&P 190-1(C) Intern Orientation Checklist*; however some portions may be waived by supervisor.

E. Career Development Training

1. All staff, in conjunction with their supervisor, may use the *Training/Staff Development Plans* to help guide them in their career development. The Optional Career Development portion of each plan is a guide and is not considered mandatory. Staff and supervisors are encouraged to develop individualized career development plans based on the staff person's abilities, goals and aspirations, and the needs of the DOC, Bureau and Regions.
2. Training Tracks for Pay
 - a. The Bureau Chief or designee will review the training courses listed on *P&P 190-1(K) Training Tracks for Pay Summary* during the last quarter of the fiscal year to ensure the training meets the needs of the Bureau.

- b. Guidelines for employees:
 - i. must have completed five (5) years of employment with the Bureau and reached increment six in his/her current job classification;
 - ii. have received a satisfactory performance appraisal in the most recent appraisal;
 - iii. his/her total compensation does not exceed the maximum identified in the current pay schedule;
 - iv. must complete a minimum of 16 hours of training for each training track;
 - v. one training of more than 16 hours only counts as one track;
 - vi. multiple trainings may be used to obtain the 16 hours.

F. Training Records

Individual training records will be established and maintained by PDB. Employees may review their own training record by contacting PDB in person, by email, written request or telephone, or through the Montana Information Network for Employees (MINE).

PDB will limit access to training records to individuals with a job-related purpose for viewing or using the records and will require the employee’s informed voluntary consent or a valid legal order before granting access to training records by any other individual.

G. PROCEDURE:

RESPONSIBILITY:

1. IN-STATE DOC-SPONSORED TRAINING

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| <ul style="list-style-type: none"> a. Complete <i>Training Request Form</i> and submit to supervisor with justification included on the form. The training brochure or copy of requested training must be attached. If travel advance is needed, fill out the appropriate section of the <i>Training Request Form</i> at least ten (10) business days prior to travel date. | Employee |
| <ul style="list-style-type: none"> b. <i>Request Form</i> is approved/disapproved based upon training relevancy, need for training, and budget status, then forwarded to Bureau Chief. | RA/POII |
| <ul style="list-style-type: none"> c. <i>Request Form</i> is approved/disapproved based upon training relevancy and budget status. Forwards to ACCD PD Specialist. | Bureau Chief or designee |
| <ul style="list-style-type: none"> d. Reviews approved <i>Request</i> and notifies Bureau Chief of any concerns with established training criteria. Notifies the employee of approval/ disapproval, and sends copy of <i>Request Form</i> to employee reflecting approval/disapproval. Routes original <i>Request Form</i> to PDB. If <i>Request</i> has been disapproved, sends copy to Bureau Programs Manager. | ACCD PD Specialist |
| <ul style="list-style-type: none"> e. Makes registration and payment arrangements. (The employee may register themselves and make payment, if verbal approval has been received.) | PDB/Fiscal Bureau Staff |
| <ul style="list-style-type: none"> f. Responsible for travel and accommodation arrangements. | Employee |

2. OUT-OF-STATE TRAINING

- a. Complete *Training Request Form* and submit to supervisor with justification included on the form. The training brochure or copy of requested training must be attached. If travel advance is needed, fill out the appropriate section of the *Training Request Form* at least 10 business days prior to travel date. Employee
- b. *Request Form* is approved/disapproved based upon training relevancy, need for training and budget status, then forwarded to Bureau Chief. RA/POII
- c. Bureau Chief approves/disapproves *Request Form* based upon training relevancy and budget status. If approved, *Request* is forward to ACCD Administrator for review. If disapproved, *Request* is forwarded to PD Specialist. Bureau Chief or designee
- d. Upon Administrator’s review, *Request* is forwarded to ACCD PD Specialist. Approved *Request Form* is forwarded to ACCD’s Budget Analyst to determine if resources are available. ACCD Administrator
ACCD PD Specialist
- e. Analyst returns *Request Form* to ACCD PD Specialist who reviews and notifies Bureau Chief of any concerns with established training criteria. Notifies employee of approval/disapproval, and sends copy of *Request Form* to employee reflecting approval/disapproval. Routes original *Request Form* to the PDB. If *Request* has been disapproved, sends copy to Bureau Programs Manager. ACCD Budget Analyst
ACCD PD Specialist
- f. Makes registration and payment arrangements. (The employee may register themselves and make payment, if verbal approval has been received.) PDB/Fiscal Bureau Staff
- g. Responsible for travel and accommodation arrangements. Employee

3. COMPLETION OF TRAINING

- a. Responsible for sending certificate or verification of completion to supervisor and ACCD PD Specialist. Employee
- b. Maintains training records including name of employee, date of training, number of hours, and type of training. Records will be maintained for a fiscal year (July – June) of each year. PDB
- c. *Travel Expense Voucher* Employee
 - i. Submits *Voucher* to receive reimbursement for expenses, if any and travel advance was not received, including training costs, travel expenses and per diem.
 - ii. Submits *Voucher* if travel advance was received to account for expenses:

- a) if advance did not cover actual expenses, *Voucher* will indicate the difference and reimbursement to employee will be made;
- b) if travel advance was more than actual expenses, *Voucher* will indicate the difference and arrangements will be made to reimburse the DOC for the difference.

- d. Responsible for completing required training hours. Employee
- e. Responsible for employee compliance. RA/POII

4. NON-DOC TRAINING

- a. For approval of training, follow procedures above in Section 1 for in-state, or Section 2 for out-of-state. Employee
- b. Upon completion of Non-DOC training, submit an *Independent Study Report* to supervisor for signature, including certificate or verification of completion. Employee
- c. Submit *Report* to ACCD PD Specialist for signature. RA/POII
- d. Forward *Report* to PDB. ACCD PD Specialist

5. INDEPENDENT STUDY

- a. For training completed outside the normal DOC channels, submit *Independent Study Report* to supervisor for approval/disapproval, including certificate or verification of completion. Employee
- b. Approves/disapproves the *Report*, then forwards to Bureau Chief. RA
- c. Approves/disapproves the *Report*, then forwards to ACCD PD Specialist. Bureau Chief or designee
- d. Forwards approved *Independent Study Report* to PDB for entry on the employees training record. If *Report* has been disapproved, forwards to Bureau Programs Manager. ACCD PD Specialist

6. TRAINING TRACKS FOR PAY

- Once training course is completed within the guidelines established above, a track may be awarded to an eligible employee by completing the following steps:
- a. Completes *DOC 1.3.6 (Attachment) Career Increment Request* providing applicable training and training dates;
 - b. Attach employee's training record obtained from the PDB's Record Manager;
 - c. Submit form and records to HR Bureau. RA/POII

IV. CLOSING:

Questions concerning this procedure shall be directed to the RA, Bureau Chief or the Professional Development Bureau.

Forms

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| P&P 190-1(A) | New Hire Orientation Training Checklist |
| P&P 190-1(B) | OJT/FTO Phase I Checklist |
| P&P 190-1(C) | Intern Training Checklist |
| P&P 190-1(D) | Training/Staff Development Plan BC/RA |
| P&P 190-1(E) | Training/Staff Development Plan POII |
| P&P 190-1(F 1-6) | Training/Staff Development Plans P&P Officer |
| P&P 190-1(G 1-6) | Training/Staff Development Plans POT |
| P&P 190-1(H 1-6) | Training/Staff Development Plans Field Admin./POA/RAA |
| P&P 190-1(I 1-6) | Training/Staff Development Plans Non-Field Admin. |
| P&P 190-1(J) | OJT/FTO Phase III Checklist |
| P&P 190-1 (K) | Training Tracks for Pay Summary |
| DOC 1.2.14 Attachment | Travel Expense Voucher |
| DOC 1.3.6 Attachment | Career Increment Request |
| DOC 1.4.1 Attachment | Training Request Form |
| DOC 1.4.1 Attachment | Independent Study Report |