



PROBATION AND PAROLE BUREAU STANDARD OPERATING PROCEDURES

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 7
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
Signature / Title: /s/ Ron Alsbury	

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:

Emergency Training – Training provided to educate employees about their roles and responsibilities in preventing, responding to, and resolving emergencies.

Field Training Officer – The person selected and assigned to mentor, train and instruct new P&P Officers.

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

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.

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.

Non-Department of Corrections Training – Additional training available through educational programs, workshops, etc., that is not Montana Department of Corrections (DOC or Department)-sponsored training.

On-the-Job Training Program (OJT) – Formal checklist-driven training provided in the field for all new P&P Officers/PO Techs.

Orientation – Formal checklist-driven training for newly hired employees conducted prior to assuming position duties and implementation of OJT.

Part-Time and Contracted Staff, Interns, and Volunteers – Employees assigned less than 40 hours per week, or contracted by the Department to provide a service or services through a volunteer or intern program.

POST Required Training – The annual training for P&P Officers as required by §46-23-1003, MCA.

Probation & Parole Bureau – Adult probation and parole services.

Procedure No.: 190-1	Section: Training	Page 2 of 7
Subject: TRAINING STANDARDS, REQUIREMENTS, METHODS AND RECORDS		

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

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

Site-Specific Program/Facility Training – Training related to issues such as policies, on-the-job training, procedural guidelines, post orders, etc.

Standing Training Committee – A committee composed of program training specialists and the Professional Development Bureau, who formulate annual training plans and strategies for the Department.

Supervisor/Managerial – Adult Community Corrections Division (ACCD) employees with management or supervisory responsibilities and duties including, but not limited to, the ACCD Administrator, P& P Bureau Chief (Bureau Chief) , 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 that include classroom instruction, distance learning, on-the-job training, independent study, meetings, and conferences where proof of completion and attendance is required.

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 Tracks – Training which has been approved by management to meet the requirement 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 years’ 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 Professional Development Bureau (PD Bureau), the Bureau Programs Manager and firearms instructors to develop a yearly regional training schedule. This schedule will include the dates of all mandatory in-service training such as firearms requalification, PPCT Defensive Tactics and First Aid and will be shared with the other regions to allow maximum sharing of resources.

During the first quarter of the fiscal year, supervisors will meet with each Probation & Parole Bureau (Bureau) employee they supervise and use regional training schedules to develop an annual individualized training plan that emphasizes career development and meeting mandatory minimums as shown in *P&P 190-1(D-1) Training/Staff Development Plans*.

At the end of each quarter, the Adult Community Corrections Division’s (ACCD) 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.

Procedure No.: 190-1	Section: Training	Page 3 of 7
Subject: TRAINING STANDARDS, REQUIREMENTS, METHODS AND RECORDS		

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 PD Bureau. Training programs will include established goals, objectives, and requirements for course completion and will be consistent with the needs of staff's job classifications and pertinent to duties. Where applicable, training programs will ensure that staff understands 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 Categories

- | | |
|---------------------|---------------|
| 1. Basic | 4. In-Service |
| 2. Orientation | 5. Emergency |
| 3. On-the-Job (OJT) | 6. Special |

B. Staff Categories

- | | |
|---|--|
| 1. Supervisors/Managerial Staff | 4. Support Staff |
| 2. Probation & Parole (P&P) Officers | 5. Part-Time and Contracted Staff, Interns and |
| 3. Probation Officer Technicians (PO Techs) | Volunteers |

C. Training Methods

The Bureau's Management Team and Standing Training Committee members are responsible for planning and coordinating all training programs to conform to current Montana statutes, Department of Corrections' (DOC) 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
- Centralized staff training facilities
- Training programs offered by, or with, other agencies
- Distance learning such as Vision Net

D. Mandatory Training Curricula

The Bureau Chief or designee will review the mandatory minimum required training listed on the *Training/Staff Development Plans* annually to ensure:

1. all mandatory minimum required training meets Montana statutes, POST, DOC policy, Bureau SOP and the vision of the Bureau; and
2. training that has been designated as "training tracks" for pay meets the needs of the Bureau.

E. Minimum Criteria

All staff, including part-time, must complete the mandatory minimum training as listed in their *Training/Staff Development Plan* annually (using fiscal year). 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.

Procedure No.: 190-1	Section: Training	Page 4 of 7
Subject: TRAINING STANDARDS, REQUIREMENTS, METHODS AND RECORDS		

Staff who are 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.

Position-specific training requirements:

1. Supervisors/Managerial Staff

- a. New Employee:
 - i. Corrections specific basic supervisory training will be received within six (6) months of hire.

2. P&P Officers

- a. New Employee:
 - i. Will complete *P&P 190-1(A) New Hire Orientation Checklist* in the first week of employment.
 - ii. Will complete *P&P 190-1(B) OJT Checklist*, 40-hour basic firearms training, and MLEA Basic Training within the 12-month probationary period. Exceptions will be approved by the Bureau Chief.
 - iii. 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.

3. PO Techs

- a. New Employee:
 - i. Will complete *P&P 190-1(A) New Hire Orientation Checklist* in the first week of employment.
 - ii. Will complete *P&P 190-1(B) OJT Checklist* and MLEA Basic Training within the 12-month probationary period. Exceptions will be approved by the Bureau Chief.
 - iii. 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. New Employees:
 - i. Will complete *P&P 190-1(A) New Hire Orientation Checklist* and any site-specific program/facility training.
 - ii. 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. Part-time and Contracted Staff, Interns, and Volunteers

- a. New Employee/Contracted Staff/Intern:
 - 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 to the ACCD PD Specialist and HR Bureau to be included in training records and personnel file.
- b. Part-time employees must complete any mandatory minimum training as listed in their *Training/Staff Development Plan*.

Procedure No.: 190-1	Section: Training	Page 5 of 7
Subject: TRAINING STANDARDS, REQUIREMENTS, METHODS AND RECORDS		

- c. Intern training, at a minimum, should include the following areas:
- Mission and philosophy
 - Ethical conduct
 - Specialty training required of full-time employees, but tailored to a reasonable expectation of goal accomplishment
 - DOC hostage policy
 - Victim’s issues and programs
 - The intern’s supervisor shall use the Field Training Officer orientation and training curriculum when this program is developed for the Bureau.

F. Career Development Training

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.

G. Training Records

Individual training records will be established and kept securely by the PD Bureau. Records will be updated at least monthly, and employees may review their record at any time. Access to training records by other individuals shall be limited to those who have a legitimate “need to access.”

H. PROCEDURE:

RESPONSIBILITY:

1. IN-STATE DOC-SPONSORED TRAINING

- | | |
|---|--------------------------|
| 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 10 business days prior to travel date. | Employee |
| 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 |
| c. <i>Request Form</i> is approved/disapproved based upon training relevancy and budget status. Forwards to ACCD PD Specialist. | Bureau Chief or designee |
| 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 PD Bureau. If <i>Request</i> has been disapproved, sends copy to Bureau Programs Manager. | ACCD PD Specialist |
| e. Makes registration and payment arrangements. (The employee may register themselves and make payment, if verbal approval has been received.) | PD /Fiscal Bureau Staff |
| f. Responsible for travel and accommodation arrangements. | Employee |

Procedure No.: 190-1	Section: Training	Page 6 of 7
Subject: TRAINING STANDARDS, REQUIREMENTS, METHODS AND RECORDS		

2. OUT-OF-STATE TRAINING

- | | |
|---|---|
| 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 10 business days prior to travel date. | Employee |
| 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 |
| c. Bureau Chief approves/disapproves <i>Request Form</i> based upon training relevancy and budget status. If approved, <i>Request</i> is forward to ACCD Administrator for review. If disapproved, <i>Request</i> is forwarded to PD Specialist. | Bureau Chief or designee |
| d. Upon Administrator's review, <i>Request</i> is forwarded to ACCD PD Specialist. Approved <i>Request Form</i> is forwarded to ACCD's Budget Analyst to determine if resources are available. | ACCD Administrator
ACCD PD Specialist |
| e. Analyst returns <i>Request Form</i> 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 <i>Request Form</i> to employee reflecting approval/disapproval. Routes original <i>Request Form</i> to the PD Bureau. If <i>Request</i> 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.) | PD/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. | PD Bureau |
| c. <i>Travel Expense Voucher</i> | Employee |
| i. Submits <i>Voucher</i> to receive reimbursement for expenses, if any and travel advance was not received, including training costs, travel expenses and per diem. | |
| ii. Submits <i>Voucher</i> if travel advance was received to account for expenses: | |
| a) if advance did not cover actual expenses, <i>Voucher</i> will indicate the difference and reimbursement to employee will be made; | |
| b) if travel advance was more than actual expenses, <i>Voucher</i> will indicate the difference and arrangements will be made to reimburse the DOC for the difference. | |

Procedure No.: 190-1	Section: Training	Page 7 of 7
Subject: TRAINING STANDARDS, REQUIREMENTS, METHODS AND RECORDS		

- 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 PD Bureau. 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 PD Bureau for entry on the employees training record. If *Report* has been disapproved, forwards to Bureau Programs Manager. ACCD PD Specialist

IV. CLOSING:

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

Forms

- P&P 190-1(A) New Hire Orientation Training Checklist
- P&P 190-1(B) OJT Checklist
- P&P 190-1(C) Intern Training Checklist
- P&P 190-1(D 1-2) Training/Staff Development Plans BC/RA
- P&P 190-1(E 1-2) Training/Staff Development Plans POII
- P&P 190-1(F 1-6) Training/Staff Development Plans P&P
- 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./RAA
- P&P 190-1(I 1-6) Training/Staff Development Plans Non-Field Admin.
- DOC Training Request Form
- DOC Travel Expense Voucher
- DOC Independent Study Report