



**Office of the Secretary**

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**SECRETARIAL DIRECTIVE**

**SUBJECT:** Employee Orientation, Training, and Certification

**NUMBER:** 2020-03

**SUPERSEDES:** NEW

**APPLICABILITY:** All Department of Corrections Employees

**REFERENCE:** Ark. Code Ann. §§ 16-93-201, 25-43-107,  
Executive Order 94-07

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**ISSUED BY:** Signature on File

**EFFECTIVE DATE:** 1/27/2020

**I. POLICY:**

The Department of Corrections (Department) provides initial training for all newly hired employees and on-going annual training for current employees with opportunities and encouragement to gain necessary knowledge, skills, abilities, and information to enhance their ability to achieve the Department mission and meet the following standards and/or requirements: Prison Rape Elimination Act, Interstate Compact (ICOTS), American Correctional Association (ACA) accreditation, Commission on Law Enforcement Standards (CLEST) and the Office of Alcohol and Drug Abuse Prevention (OADAP) licensing requirements, as applicable. Continuing education/training is a critical requirement of continued employment with the Department to maintain accreditation with the American Correctional Association (ACA) and to provide employees with the knowledge necessary to provide for the safe and humane treatment of offenders while maintaining the safety, security and good order of all its facilities and operations. All management level employees shall be required to participate in supervisory management level classes as a requirement for the position that those individuals hold or for which they may apply.

**II. DEFINITIONS:**

- A. New Hire. Employees entering state service for the first time.
- B. Rehire. Employees returning to state service after a break in employment of two or more pay periods.
- C. Transfer. Employees transferring between state agencies and/or institutions or laterally within the Department without a break in service.

- D. CLEST (Commission on Law Enforcement Standards). A regulating agency that requires minimum selection and training standards for admission to employment as a law enforcement officer (LEO) in Arkansas. All applicants for law enforcement positions must meet the requirements established by CLEST and complete CLEST approved training to obtain their certification.
1. CLEST required training are those courses that are mandatory for ALL certified law enforcement officers to complete each year in order to maintain their law enforcement certification through CLEST.
  2. CLEST approved training are those courses that have been pre-approved through CLEST which counts towards an employee's requirement to complete 16 hours of law enforcement training.
- E. In-Service Training. Regular, on-going training for employees that is provided during the course of employment with the Department.

### III. PROCEDURES:

It shall be the policy of the Department to provide orientation and training to all newly hired employees and for the duration of their employment. Employees who promote or are newly hired and supervise one or more full-time employee(s) shall be required to complete the classes designated for their Management Level Training classification. Training requirements are as follows:

- A. **All Employees:** Department employees must participate in required training and meet or exceed the minimum requirements for their position.
1. All newly hired employees are required to successfully complete the 40-hour New Employee Orientation training for the Division of Correction, the Division of Community of Correction or the Arkansas Parole Board before undertaking their assignments.
  2. Non-security, non-LEO, and non-residential services employees who are in contact with offenders will also complete the Correctional Security for Non-Security course and additional job-related elective training for a total of 40-hours during the first year of employment.

Any rehired non-security, non-LEO, and non-residential services employees who has had a break in service for more than one year, but less than two years, must take a rehire examination within 90 days of their rehire date and score 70% or above. If less than 70% is scored or the break was more than two years, they must attend the Correctional Security for Non-Security course again.

3. Newly hired employees are also responsible for completing any other mandatory requirement as required by their job that is

described in this policy.

4. Failure to complete required training within the required time may result in disciplinary action to include termination. It is the duty of the employee to meet annual training requirements to remain certified.
5. Employees with the Division of Correction or Community Correction must complete applicable NIMS (National Incident Management System) classes as defined in the NIMS Matrix (Form 2). There are no annual requirements once NIMS classes are successfully completed.
6. Annual training requirements must be fulfilled during the period beginning January 1<sup>st</sup> to December 31<sup>st</sup> of each year.
7. All professional and certified staff must comply with applicable state and federal registration, certification, and licensure requirements. Verification of current credentials and job descriptions must be on file. Employees who are required to maintain a license or certification may have additional training requirements and a different time period for meeting them. In addition to Department sponsored training and with appropriate approval in advance, employees are encouraged to attend professional meetings, seminars, external training, computer-based training, and webinars.
8. Department supervisors with the Division of Correction or Community Correction are responsible to ensure monthly safety training is provided for their employees and documented. This may be provided during shift briefings, monthly staff meetings, electronic training, or classroom training. A different safety topic is to be covered each month. Refresher training may be given annually, or as needed.
9. After the first year of employment, all Security Staff with the Division of Correction (ADC) and Division of Community Correction (ACC) Residential Services Staff and Field Services Staff are required to obtain a minimum of 40-hours of training annually. Central Offices, Division of Correction Non-Security employees, all other Department employees not specifically mentioned must receive either:
  - a. Supervisory employees and any employee with daily contact with offenders – a minimum of forty (40) hours of annual training.
  - b. Non-Supervisory employees and employees who have minimal contact with offenders – a minimum of sixteen (16) hours of annual training.

10. Any ADC security employee, ACC residential staff, or ACC LEO who is a transfer from another state agency, division, or other State Department of Correction, with or without security experience, must complete the appropriate training.
  11. Off-site training and conference training must be approved in advance in accordance with Department policy.
  12. Employees who were on Extended Military Leave, Family Medical Leave, or Catastrophic Leave during a calendar year will have additional time equal to the time missed (not to exceed six months) to complete their required training. The training that is completed and extended to the next calendar year will not count towards the new year. The training requirements would start over once the prior year's requirements were completed.
  13. A person who is rehired, promoted, demoted, or received any other position change and works a total of six months or more within the calendar year, must complete all required training. A person that is rehired, promoted, demoted, or received any other position change and works less than six months within the calendar year, must begin obtaining the required training the beginning of the next calendar year. With the exception of the initial 40-hour Orientation Training, which must be completed their first week of employment.
  14. See Form 1 for specific annual mandatory training.
  15. Central Training Section (CTS) management will review this policy annually to ensure it is current.
- B. All Supervisory Employees:** Governor's Executive Order 94-07 ordered the establishment of the State Supervisory Management Institute within the Department of Finance and Administration, Office of Personnel Management (OPM). Approved classes should provide training to management level employees that will teach sound management practices and principles, while increasing the efficiency of the organization and improve the services provided.

All Department personnel who are considered management level must participate in training classes, as required and approved by the Department and the Office of Personnel Management/State Supervisory Management Institute.

Employees promoting into supervisory positions must complete the appropriate Management Level courses offered by CTS. (See Form 1.)

Medical/Mental Health professionals (i.e., M.D., Ph.D., and D.D.S.) may be exempted by the Deputy Director of Health and Correctional Programs, except for those classes mandated by Governor's Executive Order 94-07.

Due to enrollment levels and/or other factors, class length of hours may be shorter than listed. Therefore, in gaining certification of any

Management Level, the deciding approval factor is not the number of hours completed, but rather the completion of the course(s) itself.

### **C. Division of Community Correction (ACC) Employees:**

- 1. Parole/Probation Services.** All employees hired into Parole/Probation Officer (PPO) positions must successfully complete the initial training as follows:
  - a. Field Training Officer (FTO) Program – The FTO Program is on-the-job training designed and taught by experienced Parole/Probation Services staff. This program is designed to provide more job-related coaching that will allow newly hired employees to be trained consistently across the state. Detailed guidance is provided in the Field Training Officer Program policy. New PPOs must be assigned to a Field Training Officer upon hire and must successfully complete all aspects of the program to maintain employment with ACC.
  - b. Any rehired or incumbent LEO employee who has had a break in service for more than one year, but less than two years, must complete the FTO program.
  - c. Pre-academy checklist – this checklist must be completed, signed, and returned to the Training Department before an employee can attend their scheduled academy.
  - d. Parole/Probation Officer Basic Training Academy – ACC's Parole/Probation Officers are certified law enforcement officers. Achieving certification begins with attending the Parole/Probation Officer Basic Training Academy. The Academy must be completed within the initial nine (9) months of employment. In extenuating circumstances, the Deputy Director of Parole/Probation Services may approve a request to CLEST for approval of a three-month extension. The academy requirements include
    - Successful completion of defensive tactics, performance testing and all academic requirements with an overall average of at least 70 percent
    - Successful completion of firearms qualification with at least 80 percent accuracy. Failure to qualify during the Academy will result in employment termination.
    - Successfully complete ACIC Level I training.
  - e. Polygraph Examiners. Employees hired into a position designated as a polygraph examiner must successfully complete all requirements set forth by an agency approved and accredited polygraph program recognized by the American Polygraph Association (APA).
  - f. Any rehired or incumbent ADC security, ACC residential staff, or ACC LEO who has had a break in the same type of service for more

than two years must complete the appropriate training.

**2. Residential Services.** All employees in Residential Services positions must successfully complete training that applies to all employees and the following:

- a. Security Qualifications Training (SQT) – The SQT Program is on-the-job training designed and taught by experienced residential staff. This program is designed to provide more job-related coaching that will allow newly hired employees to be trained consistently across the state. All new Residential Services employees who are working in a residential facility must be assigned to a STO Officer upon hire and promptly begin on-the-job training. Each employee must successfully complete all aspects of the SQT Program to maintain employment with ACC. Detailed guidance is provided in the Security Qualification Training Policy and New Employee Orientation.
- b. Any rehired or incumbent Residential Services employee who has had a break in service for more than one year, but less than two years, must complete the SQT program.
- c. Residential Services Basic Training (RSBT) Academy – RSBT is designed to provide newly hired Residential Services employees with a good understanding of their basic job functions.
  - Successful completion of defensive tactics, performance testing and all academic requirements with an overall average of at least 70 percent.The RSBT Academy must be completed within the initial nine (9) months of employment. In extenuating circumstances, the Deputy Director of Residential Services may approve an extended period.
- d. Food Preparation Staff – Residential Services employees who work in the kitchen, and handle food, for an ACC facility are also required to successfully complete the ServSafe Food Protection certification requirements course within their first year of employment.
- e. Transportation Team - This is a 40-hour course that is designed for Residential Security staff that transport offenders. Successful completion is a basis for issuing a firearm pursuant to the “Weapons and Security Equipment” policy. It is the duty of the employee to meet annual training requirements to remain certified through ACC. The Deputy Director of Residential Services must approve all classes and participants. Participants in this course must successfully:
  1. complete all academic requirements with at least a 70 percent average;
  2. pass firearms qualification with at least 80 percent

- accuracy and requalify annually; and
3. pass Taser exam and practical and recertify annually.

f. Community Work Crew (CWC) Course.

This is a 40-hour course that is designed for Residential Services security staff who supervise offenders. Successful completion is a basis for issuing a firearm pursuant to the "Weapons and Security Equipment" policy. The Deputy Director must approve all classes and participants.

Participants in this course must successfully:

1. complete all academic requirements with at least a 70 percent average;
2. complete and pass all physical fitness requirements;
3. pass firearms qualification with at least 80 percent accuracy; and
4. pass all phases of defensive tactics.

Security Staff who have successfully completed this course are required to complete the following to meet the requirements for carrying a firearm as described in the Weapons and Security Equipment policy.

1. Use of Force, annual refresher;
2. Defensive Tactics, annual refresher;
3. Firearms – must successfully re-qualify annually on ACC's approved firearms course; and
4. Critical Incident Report Writing, annual refresher.

g. Any rehired or incumbent ACC residential staff or ACC LEO who has had a break in the same type of service for more than two years must complete the appropriate training.

**3. Special Response Team (SRT).** All employees hired into an SRT position must successfully complete initial training as follows:

- a. Successfully complete the Parole/Probation Officer Basic Training Academy without missing more than eight hours. The Academy must be completed within the initial nine (9) months of employment. In extenuating circumstances, the SRT Commander may approve a request to CLEST for approval of a three-month extension. The academy requirements include:
  - Successful completion of defensive tactics, performance testing and all academic requirements with an overall average of at least 70 percent
  - Successful completion of firearms qualification with at least 80 percent accuracy. Failure to qualify during the Academy will result in employment termination.

As an exception, a newly-hired employee on the SRT who is already a certified law enforcement officer in good standing may complete the requirements, orientation and training described in the form entitled "Firearm Qualification for New-Hires who are Already a Certified Arkansas Law Enforcement Officer" to qualify for carrying a firearm prior to completing the Parole/Probation Officer Basic Training Academy.

- b. All newly hired SRT employees must successfully complete ACIC Level 1 training and eOMIS training within the first 30 days of employment.
- c. The SRT Commander must ensure additional training is provided as necessary.

**4. Treatment Services.** Employees hired into treatment positions requiring a certification must successfully complete training as follows:

- a. Within the initial 30 days of employment with ACC, a person hired in a treatment position must at minimum be certified as an Alcohol/Drug Counselor (ADC), Advanced Alcohol/Drug Counselor (AADC), Co-occurring Disorders Professional (CCDP), or registered with the Arkansas Substance Abuse Certification Board (ASACB) as a Counselor in Training (CIT).
- b. A CIT must test and pass for one of these certifications within three years. An employee who fails to obtain certification within the designated time frame or otherwise does not maintain required certification or licensure does not meet the requirements of the job will be terminated from that position. Upon becoming certified, employees must present the certification documentation to their supervisors who will forward such certification documents to Human Resources.
- c. Persons hired into a position as a clinical supervisor must be a Certified Clinical Supervisor (CCS) or must test and pass the test as a CCS within two years of being hired as a CCS. Persons who fail to get a passing score within the two-year period no longer meet the essential functions of the job and will be terminated from that position.
- d. The "ASACB Policy and Procedure Manual" available on the ASACB website describes the "Certification Standards," "Training/Education Approval Guidelines," and other related information. Failure to obtain and maintain certification

within the designated time frame constitutes failure to meet the essential functions of the job.

- e. Comply with other applicable training requirements set forth by Assistant Director of Treatment Services.

**5. Interstate Compact.** All employees who have access to the "Interstate Compact Offender Tracking System" (ICOTS) must complete recurring training as described in the policy titled "Interstate Compact Offender Tracking System" (ICOTS). The ICOTS policy also addresses training required before a password is issued.

#### **D. Division of Correction (ADC) Employees:**

1. Newly hired security staff must complete the Basic Correctional Officer Training (BCOT) before starting a security position at a unit and/or division. This training shall consist of correctional security training in accordance with ACA and ADC standards. Each year after that, security staff must receive forty (40) hours of annual training.
2. Any rehired or incumbent security employee who has had a break in service for more than one year, but less than two years, must take the BCOT rehire examination and score 70% or above before being allowed to start a position at a unit and/or section.
3. Any rehired or incumbent ADC security who has had a break in the same type of service for more than two years or fails to score 70% or above, must complete the appropriate training.
4. Non-Security employees who work around or supervise inmates may be sent to Basic Correctional Officer Training at the Warden/Administrator's discretion. Employees who do not fully participate and complete all portions of the training may not be used in a security role.
5. Food Preparation Staff employees who work in the kitchen, and handle food are also required to successfully complete the ServSafe Food Protection certification course within their first year of employment.
6. **Field Security.** All field security officers will complete the Horsemanship for New Riders course within their first year of being in the field. The Horsemanship for Field Riders is designed as a refresher class as needed, and the Horse Barn Supervisor class if for field security officers assigned to supervise horse barns.
7. **K9 Security.** New K9 security officers who are not currently a LEO will attend a Certified Law Enforcement training.

**E. Training Academy Employees and Unit Trainers:**

1. Newly hired training staff with ADC must complete the Basic Correctional Officer Training (BCOT).
2. Newly hired training staff with ACC must complete the Residential Services Basic Training (RSBT) and Parole/Probation Officer Basic Training Academy.
3. Employees who do not fully participate and complete all portions of the training may not be used in a security role.

**F. Parole Board Employees (APB):**

1. Newly appointed members of the Parole Board, whether or not they have served on the board previously, must complete a comprehensive training course developed in compliance with guidelines from the National Institute of Corrections (NIC), the Association of Paroling Authorities International, Inc. (APAI), or the American Probation and Parole Association (APPA).
2. All members shall complete annual training developed in compliance with guidelines from the NIC, APAI, or APPA.
3. Training shall include an emphasis on the following subjects:
  - a. Data-driven decision making;
  - b. Evidence-based practice, proven through research to reduce recidivism;
  - c. Stakeholder collaboration; and
  - d. Recidivism reduction;

**IV. Process for Obtaining Training and Training Credit.****1. Training Request Requirements.**

- a. Training must be requested and approved in advance by the supervisor. However, supervisor approval is not required when the CTS enrolls new employees in training.
- b. If out-of-state travel is required, refer to the Travel Rules and Reimbursement policy.
- c. If training is NOT "Department or Division sponsored," the Training Request form is required. Examples of when the form is required include on-line webinars, AASIS classes, OPM classes, and outside training for treatment staff. The appropriate Deputy Director must approve exceptions.

**2. To Ensure Training Credit.**

- a. All classes must be job related, approved in advance, and successfully completed in order to receive credit.

- b. Employees are responsible for ensuring required training hours are in the appropriate training database (RELIAS for ACC and APB and eOMIS for ADC). Employees must always sign the attendance roster to ensure proper credit.
- c. When taking free classes that are NOT Department-sponsored, submit sufficient documentation showing the training content such as a training summary, agenda, and/or certificate.

**V. ATTACHMENT.**

#1 – Training Requirements

#2 – Training Requirements for NIMS

## Attachment #1

**Required ACA/DOC Training for Security Personnel and Residential Services**

- **Chemical Safety/Chemical Right to Know**
- **CPR/CPR Refresher (ADC - Sgt & Above and all ACC) (every 2 yrs.)**
- **Defensive Tactics**
- **Emergency Preparedness**
- **Ethics/Conduct Standards**
- **Fire Safety**
- **Firearms Qualification (ADC and specific ACC staff only)**
- **Interpersonal Communication**
- **Report Writing**
- **Sexual Abuse/Assault (PREA)**
- **Sexual Harassment**
- **Sexual Misconduct Suicide Prevention/Intervention**
- **Supervising IM & IM Rights & Responsibilities**
- **Use of Force Refresher**
- **Use of Restraints**

**Required ACA/CLEST/DOC Training for Law Enforcement Personnel (LEO) and Field Services Administrative Personnel**

- **ACIC Level I (every 2 yrs.) (ACC LEO only)**
- **Chemical Safety/Chemical Right to Know**
- **CPR/CPR Refresher (every 2 yrs.)**
- **Defensive Tactics (LEO only)**
- **Ethics/Conduct Standards**
- **Evidence Based Practices**
- **Fire Safety**
- **Firearms Qualification (LEO only) (CLEST)**
- **Interpersonal Communication**
- **Mental Health Training (LEO only)**
- **Racial Profiling (LEO only) (CLEST)**
- **Report Writing**
- **Sexual Abuse/Assault (PREA)**
- **Sexual Harassment**
- **Sexual Misconduct**
- **Use of Force Refresher**
- **Use of Restraints (LEO only)**

**Required ACA/DOC Training for Non-Security Personnel and others not mentioned above**

- **Chemical Safety/Chemical Right to Know**
- **Emergency Preparedness**
- **Ethics/Conduct Standards**

- **Fire Safety**
- **Interpersonal Communication**
- **Sexual Abuse/Assault (PREA)**
- **Sexual Harassment**
- **Sexual Misconduct**  
**Supervisory Training**
- **Management Level I** training for Security (Sergeant and Food Preparation Manager) or Non-Security Grades GS05/06, IT03, MP04 and higher who supervise one or more employees. To be completed within six (6) months of acquiring the position which requires this training.

\*CPR/First Aid/AED is required for security personnel with ADC and must be completed at the unit of assignment prior to attending the Management Level I class. CPR/First Aid/AED is not required for non-security staff unless otherwise required.

- **Management Level II** training is designed for staffs that are grades GS07, IT03, MP04 and higher that supervise one or more staff members. Management Level I training is required prior to attending. To be completed with one (1) year of acquiring the position which requires this training.
- **Management Level III** training is designed for staff that are grades GS08/09, IT05, MP04 and higher that supervise one or more staff members. Management Level I and Level II training are required prior to attending. This training shall consist of Advance Management Training.
- **Management Level IV** training is designed for staff that are grades GS10, IT05, MP04 and higher that supervise one or more staff members. Management Level I, Level II, and Level III training are required prior to attending. This training shall consist of Executive Training.

NOTE: Employees who have received training from other sources may be given credit for successfully completing similar classes. Credit will be based on proper documentation being provided by the other agency and whether the class/classes were sufficiently current and up to date. Substitution will be submitted to the Division Training Administrator for approval. An employee may appeal training not approved by the Division Training Administrator to the Department Training Administrator.

### **National Incident Management Systems (NIMS) Training**

- In coordination with the Secretary of Department of Homeland Security, the Attorney General, and other appropriate Federal departments and agencies and in consultation with State and local governments, shall establish and maintain a comprehensive training program to meet the national preparedness goal. The program will identify standards and maximize the effectiveness of existing Federal programs and financial assistance and include training for the Nation's first responders, officials, and others with major event preparedness, prevention, response, and recovery roles.

## Attachment #2

**Arkansas Department of Corrections  
TRAINING REQUIREMENTS FOR THE  
NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)**

Staff in the employee groups described below must complete the required National Incident Management System (NIMS) training during orientation and when moving into a new position that requires a higher level of training. Managers may choose to require refresher training on these topics.

<u>Employee Groups</u>	<u>Required Training</u>	<u>Training Locations</u>
All Employees	<ul style="list-style-type: none"> <li>ICS 100, Introduction</li> <li>IS-700, NIMS, an Introduction</li> </ul>	PPO Basic Academy RSBT BCOT FEMA Website: <a href="https://training.fema.gov">https://training.fema.gov</a>
Sergeant and above Supervisor (non-security) Assistant Area Manager SRT Members	All of the above plus: <ul style="list-style-type: none"> <li>ICS 200, Basic</li> </ul>	ADEM Class, FEMA Website <a href="https://training.fema.gov">https://training.fema.gov</a>
Deputy Wardens, Wardens, Area Managers, Assistant and Deputy Directors, Upper level supervisors, Management Team, Administrators, Directors, Department Heads  Emergency Preparedness Coordinators	All of the above plus: <ul style="list-style-type: none"> <li>ICS 300, Intermediate</li> <li>ICS-400 Advanced</li> <li>IS 800, National Response Plan</li> </ul>	ADEM Class, FEMA Website <a href="https://training.fema.gov">https://training.fema.gov</a>
Public Information Officer	<ul style="list-style-type: none"> <li>IS-702, Public Information Systems</li> </ul>	