



# Arkansas Community Correction

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## **ADMINISTRATIVE DIRECTIVE: 16-21 Field Training Officer Program**

**TO:** Arkansas Community Correction Employees

**FROM:** Sheila Sharp, Director

**SUPERSEDES:** None

**APPROVED:** \_\_\_\_\_ Signature on File

**EFFECTIVE: November 14, 2016**

**I. APPLICABILITY.** This policy applies to Arkansas Community Correction (ACC) employees.

**II. POLICY.** Arkansas Community Correction policy is to provide Parole/Probation Officers (PPOs) with on-the-job training conducted by experienced Field Training Officers (FTOs).

### **III. PROCEDURES**

#### **A. Parole/Probation Officer Training Requirement**

All new PPOs are required to successfully complete the FTO program. The “Employee Training and Certification” policy provides some detail including training length.

#### **B. Deputy Director of Parole/Probation Services General Responsibilities**

The Deputy Director of Parole/Probation Services must designate appropriate staff to ensure FTO program oversight to include such aspects as the following:

- establishing/scheduling FTO training
- maintaining task lists and
- program assessment.

#### **C. Central Training Section Supervisor**

The Central Training Section supervisor is responsible for the following:

- ensure CLEST pre-approves each FTO course and instructors
- maintain the FTO course curriculum

#### **D. Area Manager General Responsibilities**

Area Managers are responsible for ensuring the FTO program is completed according to policy.

#### **E. Supervisor of a Trainee General Responsibilities**

The supervisor must manage the training to include:

- assign a primary Field Training Officer (FTO) to each new Parole/Probation Officer (PPO) trainee
- when possible, arrange for other FTOs to provide training in phase 2 and when an FTO is on vacation
- ensure FTOs are providing quality training
- approve phase extensions when appropriate
- ensure timely training as described in the section entitled “Training Phases and Timing” and the Employee Training and Certification policy
- ensure appropriate documentation; process forms per instructions
- process the form “Field Training Officer Program – Supervisor’s Recommendation” per instructions
- if a trainee is not progressing, take appropriate measures such as: additional training to include appropriate remedial training plans; assign a different FTO; and provide counseling and discipline. Keep the Area Manager informed of substantial problems.
- keep completed Field Training Officer Program Trainee Folders after final processing.

If after appropriate phase extensions have been granted the trainee is not able to successfully complete this training program, the supervisor must take appropriate actions pursuant to the Employee Discipline policy and end the trainee’s employment as a Parole/Probation Officer.

## F. Trainee General Responsibilities

PPO trainees are responsible for learning tasks on the task lists and other relevant information related to their job.

Trainees are encouraged to use available resources to include:

- The eOMIS Training module; useful for practicing many of the tasks
- The PPO Essential Functions of the Job
- ACC policies
- The Parole/Probation Supervision Manual
- eOMIS training documents
- Current Central Training Section lesson plans
- The FTO and supervisor

## G. Training Phases and Timing

Training is expected to begin when the new employee starts working and should only be interrupted by such activities as the one-day Human Resources Orientation, attendance at the PPO Academy or when the trainee is on leave. FTO training must be completed within nine months from the hire date unless an exception is granted by the Deputy Director of Parole/Probation Services.

In general, the recommended method and content for conducting training is as follows:

Phase 1	Week 1 & 2	<ul style="list-style-type: none"><li>• trainee shadows the primary FTO</li><li>• the trainee does not have an assigned caseload</li><li>• the primary FTO does his/her job and explains the processes</li><li>• the primary FTO may allow the trainee to perform tasks while being observed</li><li>• the primary FTO makes arrangements for a certified firearms instructor to provide “Weapons” instruction listed on the form “Pre-Training Academy Orientation Checklist”</li><li>• the primary FTO completes training listed on the form “Pre-Training Academy Orientation Checklist” that does NOT pertain to weapons.</li><li>• the primary FTO ensures the trainee completes at least 40% of the New Employee Orientation on JAKE (policy requires completion within 60 days)</li><li>• training should include basic skills, officer safety and areas of potential liability.</li></ul>
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Phase 1	Week 3 & 4	<ul style="list-style-type: none"> <li>• the primary FTO and trainee continue to work tasks from week 1&amp;2 as appropriate</li> <li>• the primary FTO continues training on aspects of the task lists; goal complete at least 35% of tasks</li> <li>• trainee is assigned about 35% of a full caseload</li> <li>• the primary FTO assists with the trainee’s caseload</li> <li>• the primary FTO ensures the trainee has completed at least 70% of the New Employee Orientation on JAKE (policy requires completion within 60 days).</li> </ul>
Phase 2	Week 5 - 8	<ul style="list-style-type: none"> <li>• when possible, trainee works with a different FTO</li> <li>• trainee is assigned about 75% of a full caseload</li> <li>• trainee is expected to begin performing supervision activities that can be appropriately and safely performed with appropriate observation and monitoring by the FTO or supervisor</li> <li>• the assigned FTO continues the training and documentation; Goal bring completion to at least 75% of tasks</li> <li>• the primary FTO ensures the trainee completes the New Employee Orientation on JAKE no later than 60 days from the hire date.</li> </ul>
Phase 3	Week 9 - 12	<ul style="list-style-type: none"> <li>• when possible, trainee returns to the primary FTO</li> <li>• trainee is assigned a full caseload</li> <li>• continue training and documentation; Goal complete 100% of tasks before moving to Phase 4.</li> </ul>
Phase 4	Week 13 & 14	<ul style="list-style-type: none"> <li>• the trainee supervises his/her own caseload.</li> <li>• trainee has a full caseload</li> <li>• the primary FTO and supervisor observe the trainee with the expectation that the trainee will be able to perform independently.</li> </ul>

## H. Field Training Officer Application Process

Applicants, supervisors, managers, Assistant Directors and the Parole/Probation Services Deputy Director must follow instructions on the form “Field Training Officer Application,” to process an application.

## **I. Field Training Officer (FTO) General Responsibilities**

FTO responsibilities in general are:

- act as mentor, coach, and trainer
- monitor trainee performance
- promptly document significant issues or problems and promptly report these to the supervisor
- complete and process appropriate forms in a timely manner
- collaborate with the primary FTO regarding trainee progress
- ensure the 6-section folder contains the proper documentation and arranged as described on the “FTO Supervisor’s Recommendation” form
- write a remedial training plan when the trainee is struggling to learn certain material. Note, a remedial training plan should set a time period for learning, describe who can assist such as an FTO or supervisor and learning methods such as using eOMIS Test site and P/P Supervision Manual, and how the learning will be demonstrated such as in eOMIS Test or a verbal or written quiz.

FTOs must provide training on:

- tasks on the “FTO Program - Pre-Training Academy Orientation Checklist” form
- tasks that have not yet been initialed on the task lists
- tasks marked “unsatisfactory” on the previous “FTO Program Weekly Observation Report” form
- remedial training topics as needed and as described in a remedial training plan. Note, FTOs must ensure the trainee completes the New Employee Orientation training on JAKE.

## **J. Daily Training Log Form and Task List Forms**

The PPO trainee must complete the “FTO Daily Training Log.” The trainee and FTO can then use this as a basis for completing the task lists.

When training is conducted, or no later than the end of each training week, the PPO Trainee and FTO must complete appropriate columns on the task lists to indicate training was conducted. When the FTO observes the PPO Trainee successfully performing the task, he/she must initial and date the task list to indicate the observation.

## **K. FTO Program Weekly Observation Report Form**

At the end of each week, FTO(s) who provided substantial training during the week must complete an “FTO Program Weekly Observation Report” form.

## **L. Weekly Review Meeting**

The trainee's supervisor must conduct weekly meetings to review and evaluate the trainee's performance and progress. The meetings must include the trainee and the FTO who worked with the trainee during the week. The Weekly Observation Report and, at the end of a phase, the End of Phase Evaluation Summary, must be reviewed. Supervisors must apply appropriate guidance described in the above section entitled "Supervisor of a Trainee General Responsibilities." Discussion should include such things as:

- relevant information on the "FTO Program Weekly Observation Report" form
- relevant information on the "FTO Program End of Phase Evaluation Summary" when applicable
- supervisor's review of documentation including task lists
- whether tasks are being trained at a reasonable pace
- input from the trainee regarding what support or training is needed
- plans for remedial training when needed
- whether there is a need to extend a phase
- which FTO will handle the next week's training.

## **M. FTO Program End of Phase Evaluation Summary Form**

At the end of each phase, the FTO must complete the "FTO Program End of Phase Evaluation Summary" form, summarizing the trainee's performance and making appropriate recommendations. If several FTOs provided training, one of them must prepare the summary with appropriate input from the other FTOs and/or by reviewing training documented on the task lists.

## **N. Field Training Officer Evaluation Form**

The Primary FTO must provide the trainee with copies of this form and ask the trainee to complete the form when he/she finishes working with each FTO who has provided a full week or more of training. For the primary FTO, one form may be completed at the end of Phase 4. The PPO Trainee must complete the form.

## **O. Field Training Officer Program – Supervisor's Recommendation Form**

At the end of the training, the trainee's supervisor must complete and process the FTO Program Supervisor's Recommendation form.

## **P. Field Training Officer Program Narrative Continuation Form**

The Field Training Officer Program Narrative Continuation form may be used when you run out of space on other FTO forms.

## **Q. Forms and Reference Documents**

Reference: FTO Program Standard Evaluation Guide

AD 16-21 Form 1 Field Training Officer Application

AD 16-21 Form 2 Field Training Officer Program Daily Training Log

AD 16-21 Form 3 Field Training Officer Program Weekly Observation Report

AD 16-21 Form 4 Field Training Officer Program End of Phase Evaluation Summary

AD 16-21 Form 5 Field Training Officer Evaluation

AD 16-21 Form 6 Field Training Officer Program – Supervisor’s Recommendation

AD 16-21 Form 7 Field Training Officer Program Narrative Continuation

Reference task list: Orientation Acknowledgment Form (from the Employee Training and Certification policy)

FTO Program – Pre-Training Academy Orientation Task List

FTO Program – Basic Supervision Task List

FTO Program – eOMIS Task List

FTO Program – Arrest Procedure Task List

FTO Program – Absconder Procedures Task List

FTO Program – Interstate Compact Task List

FTO Program – Administrative Task List

FTO Program – Life Safety Task List

FTO Program – eOMIS Intake Task List

FTO Program – Electronic Data Process Task List

FTO Program – IRO Task List (Institutional Release Services Only)

FTO Program – PPV Task List

FTO Program – eOMIS Test Task List