

Division of Youth Rehabilitative Services

<b>Chapter 2: Professional Practices</b>	<b>Policy # 2.3</b>	<b>Page: 1 of 5</b>
<b>Subject: Training and Training Criteria</b>	<b>Standards: ACA: 3-JDF-1D-08-13 4-JCF-6E-07-13</b>	
<b>Effective Date: 2/5/09</b>	<b>Revised: 6/27/14</b>	

- I. PURPOSE: Training shall be planned to meet the needs of each staff member's respective job classification, their work with youth and relevant emergency procedures.
  
- II. POLICY: Training shall be provided for all maintenance and operation service personnel, food service, medical and clinical, administrative support, administrative staff and direct care personnel, such as Youth Rehabilitation Counselors, Treatment Specialists, Family Service Specialists and school teachers. The inclusion of all personnel in training programs establishes a common understanding of objectives and policies of Division program.
  
- III. DEFINITION: As used in this document, the following definition shall apply:
  - A. Training: Includes formal classroom instruction, on-the-job training under the direction of an instructor, training meetings or conferences which include formal agenda and instruction by a teacher, supervisor or official, manual training, physical training, etc. Training programs ususally include requirements for completion, attendance recording and a system for recognizing completions.
  
- IV. PROCEDURES: Superintendent/Chief/Administrator and/or the Division of Management Support Services Center for Professional Development (CPD) shall be responsible for planning and coordinating all training programs to conform to the policy requirements.
  - A. Program Design: Superintendents/Chief/Administrators working in conjunction with the Trainer/Educator shall design and implement a training program which includes:
    1. Pre-service orientation for new staff.
    2. In-service training in the existing practices, procedures and skills necessary for working with youth.
    3. Professional and skills development in techniques or information regarding the various components of Division or facility programs.
    4. Professional and career advancement training.
  
  - B. Basic Training Objectives: General program objectives shall be implemented by the supervisory staff:
    1. To familiarize new Division staff with work sites and equipment.
    2. To inform new staff of the DSCYF and Division mission and program/facility goals.
    3. To provide staff with improved skills in their specialities.
    4. To provide a cadre of resource people for the Division's programs and facilities.

5. To develop human relation skills to establish productive, meaningful and professional relationships with youth and families.
  6. To supervise and conduct on-the-job (OJT) training programs.
  7. To assess when staff are in need of refresher training to enhance performance.
- C. Core Training Topics: Depending on the staff member's title and position within the Division, the following types of training are considered essential:
1. All Staff:
    - a. Human relations.
    - b. Communication skills.
    - c. Special needs of youth.
    - d. Division and program philosophy, policies and procedures.
    - e. Emergency procedures (natural, man-made).
    - f. First aid and life sustaining functions.
    - g. Rights and responsibilities of youth.
    - h. Staff rights and responsibilities.
    - i. Detecting and reporting child abuse.
    - j. Detecting the possibility of PREA related issues.
  2. Support Staff:
    - a. Basic skills development.
    - b. New technologies in area of speciality.
  3. Supervisory Staff:
    - a. Management theory.
    - b. Planning and evaluation systems.
    - c. Staff-supervisor relations.
    - d. Public relations.
    - e. Relationships with other agencies.
  4. Frontline Staff:
    - a. Crisis intervention techniques.
    - b. Problem solving and guidance counseling.
    - c. Youth rules and regulations.
    - d. Youth grievance and disciplinary process.
    - e. Physical restraint procedures.
    - f. Report writing.
    - g. Significant legal issues.
    - h. Use and misuse of authority.
    - i. Youth justice system.
    - j. Key control and security awareness.
    - k. Social and cultural lifestyles of youth.

- e. Significant legal issues.
  - f. Decision-making.
  - g. Security procedures.
  - h. Key control.
  - i. Social/cultural lifestyles of youth.
  - j. Report writing.
  - k. Emergency procedures/first aid.
  - l. Adolescent behavior and development.
  - m. Physical restraint procedures.
  - n. Cognitive Behavioral Therapy (CBT).
  - o. PREA.
  - p. Professional Boundaries.
5. Professional specialist employees, such as case managers, teachers or medical personnel, who have youth contact are required to receive an additional 120 hours of training during their first year of employment and 40 hours of training each subsequent year. Training during the first year should include training relative to the policies, procedures and regulations of the facility as well as training in their specialized area. Training in subsequent years should include changes in operational procedures and further training in their specialization.
6. Administrative and supervisory personnel are required to receive an additional 40 hours of training during their first year of employment and 40 hours of training each subsequent year, including:
- a. General management and related subjects.
  - b. Labor law.
  - c. Staff-supervisor relations.
  - d. Criminal justice.
  - e. Public relations.
- F. Part-time and Volunteer Staff: Shall be required to participate in training according to the number of hours each week on-the-job. If a volunteer works the same number of hours as a full-time staff member, the volunteer shall receive the same training opportunity as a full-time staff member. Orientation for part-time and volunteer staff must be appropriate to their needs and based upon prior experience, frequency of youth contact and program responsibility.
- G. Advanced In-Service Training: Shall be determined by the YRS Trainer/Educator and shall include advanced social service practice and theory; i.e., legislative action affecting the practice of social work, ethical issues, management skills, etc. Participation in advanced in-service training shall include in-house, local or out-of-town training. Professional conferences and seminars shall be made available for staff that have shown consistent, above average job performance.

- l. Relationship building techniques.
- m. Transportation of youth.
- n. Security procedures and supervision of youth.
- o. Suicide prevention/interventions.

D. Training Modalities: The training staff shall use:

- 1. Training packages and programs.
- 2. Instructors and speakers from within DSCYF, the Division, program or facility.
- 3. Area specialists (court officials, university professors, consultants, public safety officers, fire marshalls and similar specialists).

E. Mandatory Training Requirements by Category of Employment:

- 1. All new staff members shall receive 40 hours of basic orientation training prior to independent assignment.
- 2. Clerical and support personnel with minimal youth contact shall receive 16 hours of training during the first year of employment and an additional 16 hours each year thereafter. This training should minimally include:
  - a. Policy orientation.
  - b. Organization of DSCYF, the Division, program unit and/or facility.
  - c. Program unit or facility programs.
  - d. Regulations of DSCYF.
  - e. Special training directed toward the staff member's section and/or task-oriented assignments.
- 3. Support personnel who have daily contact with youth must receive an additional 40 hours of training their first year of employment and 40 hours each year thereafter. Training for this group may include topics listed previously in this policy. The minimum training areas include:
  - a. Security
  - b. Basic counseling techniques
  - c. Security procedures, counts, and discipline
  - d. Emergency procedures
  - e. Relationships as they affect DSCYF, Division, program or facility goals
- 4. All new Youth Rehabilitation Counselors, Treatment Specialists and supervisory staff must receive an additional 120 hours of training during the first year of employment and 40 hours of additional training each subsequent year. Training must include:
  - a. Leadership/supervision of youth.
  - b. Behavior observation/adolescent psychology.
  - c. Social work and counseling skills.
  - d. Dealing with violent youth/crisis intervention.

- H. Training Records: Staff training records shall be kept by program unit. A separate training record shall be established for each staff member and include:
  1. Employee name.
  2. Assignment category (i.e., Youth Rehabilitation Counselor, Treatment Specialist, Family Service Specialist, clerical and support, professional specialist, administrative/supervisory or part-time).
  3. Employee Start Date.
  4. Annual training hours required.
  5. An up-to-date chronological list of training completed by the employee.
  
- I. Training Record Review: A system shall be developed in each administrative unit to collect/assess training records on an annual basis to ascertain the training program strengths/needs and training status of staff. This system may include the records of supervisors, administrators, CPD, FACTS II and/or other sources to complete the training compilation.
  
- J. Library and Reference Services: Library/reference services shall be available to compliment the training and staff development program. Professional literature, including technical books, audio-visual equipment, and journals dealing with detention, delinquency, youth guidance and related fields should be available for reading.

Review Date:	Reviewed By:
6/27/14	<i>Nancy S. Ditz</i>
5/16/16	<i>Nancy S. Ditz</i>

