

NORTH CAROLINA DEPARTMENT OF CORRECTION
OFFICE OF STAFF DEVELOPMENT AND TRAINING
PROBATION/PAROLE OFFICER BASIC TRAINING PROGRAM
COURSE TOPICS AND SUBJECTS

I. ORIENTATION TO DCC ORGANIZATION, POLICY AND PROCEDURES: 12 Hours

300	Division of Community Corrections Employee	4
301	Overview of Community Corrections	3
306	Community Corrections Administration	1
307	Targeting Offender Needs	4
Total		12

II. LEGAL CONSIDERATIONS FOR THE PROBATION/PAROLE OFFICER: 20 Hours

302	Introduction to the Legal System	2
303	Legalities of the Pre-Sentence/Diagnostic Investigations	4
304	Probation Law - Part I - Violations, Sanctions, Hearings	4
304	Probation Law - Part II - Arrest, Search, Seizure	6
315	Parole Law	2
317	Processing New Parole Cases	2
Total		20

III. OFFICER-PROBATIONER/PAROLEE RELATIONS: 28 Hours

320	Understanding Offender Behavior	4
324	Counseling Methodologies - Parts IA (CBI)	2
324	Counseling Methodologies - Part IB(Nonverbal/Verbal Intervention)	2
324	Counseling Methodologies - Part II - Gangs	4
325	Crisis Interventions and Domestic Disputes	4
330	Counseling Substance Abuse Cases	2
331	Interview Techniques	4
336	Offender Supervision	6
Total		28

IV. ADMINISTRATIVE AND PROBATIONER/PAROLEE MANAGEMENT: 32 Hours

311	Case Management	6
313	Unlawful Workplace Harassment	2
318	Parole Violations and Revocations	4
326	Community Resource Management	2
327	Processing Probation Cases - Part I/II	16
329	Closing Cases	2
Total		32

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V.	DEFENSIVE PROTECTION: 30 Hours		
	328 Arrest Procedures		8
	333 Controls, Restraints, Defensive Techniques		18
	334 Personal Protection		4
		Total	30
VI.	COURTROOM PREPARATION AND DEMEANOR: 8 Hours		
	305 Public Speaking		2
	314 Moot Court		4
	332 Role of the Probation/Parole Witness		2
		Total	8
VII.	DRUG IDENTIFICATION: 4 Hours		
	312 Drug Identification		4
		Total	4
VIII.	BASIC LIFE SUPPORT: 8 Hours		
	335 Basic Life Support		8
		Total	8
IX.	EMPLOYEE WELLNESS: 4 Hours		
	337 Employee Wellness		4
		Total	4
X.	PERSONAL AND PROFESSIONAL CONDUCT: 8 Hours		
	338 Professional Ethics		2
	339 Personal Conduct		6
		Total	8
XI.	ADMINISTRATIVE MATTERS, REVIEW AND TESTING: 6 Hours		
	000 Administrative		6
		Total	6
	Course Total		160

BASIC TRAINING - PROBATION/PAROLE OFFICER
TOPICAL AREA DESCRIPTIONS

<u>TOPIC</u>	<u>TITLE</u>	<u>TIME</u>
(1)	<i>ORIENTATION TO DCC ORGANIZATION, POLICY AND PROCEDURE</i> Provides a general understanding of Basic Training and requirements for the successful completion of the course. An orientation to the Department of Correction, the rules of employee conduct, personnel policies, state operations, and procedures in regard to the use of state property and some of the management's expectations for the Division of Community Corrections are covered. Information relative to development and organization of the Division of Community Corrections; the basic laws and policies that govern a Probation/Parole Officer in working with the Division, the Parole Commission, the North Carolina Court System, and offenders; the responsibilities of the Parole Commission; the roles and code of ethics of the Probation/Parole Officer in relationship to the Probation/Parole Administration, the Courts, the Parole Commission, and the probationer/parolee.	12 HRS
(2)	<i>LEGAL CONSIDERATIONS FOR THE PROBATION/PAROLE OFFICER</i> Provides the Probation/Parole Officer with instruction on general statutes and divisional policies in areas of pre-sentence investigations, arrest, search, and seizures as well as an overview of the court and parole systems and how the Probation/Parole Officer fits into the system.	20 HRS
(3)	<i>OFFICER-PROBATIONER/PAROLEE RELATIONS</i> Provides a general understanding of criminal personality, basic approaches in communication, interviewing skills, and specific supervision techniques. Introduces trainees to the counseling methodology of Cognitive Behavior Intervention. Addresses methods of how to intervene in an offenders' crisis and how to identify and assist offenders involved in substance abuse.	28 HRS

BASIC TRAINING - PROBATION/PAROLE OFFICER
TOPICAL AREA DESCRIPTIONS

<u>TOPIC</u>	<u>TITLE</u>	<u>TIME</u>
(4)	<i>ADMIN. & PROBATIONER/PAROLEE MANAGEMENT</i> "Nuts and bolts" of managing a caseload by learning through practical exercises the various forms that must be completed in a case, taking the Probation/Parole Officer through the steps of processing a probation or parole case, establishing supervision levels by using the Case Management System, clarifying policy on unlawful workplace harassment, using community resources to manage the caseload, learning the process of reporting parole violations and the parole hearing process and finally the procedures for closing cases. Interstate Compact Services for probation and parole cases which includes the processing of cases, investigations, violation process, and closing process with out of state cases covered.	32 HRS
(5)	<i>DEFENSIVE PROTECTION</i> Specific techniques designed to enable one to diffuse a volatile situation and to defend oneself or a third party against physical assault; the knowledge and use of handcuffs and the practical experience of searching an offender and his/her premises are covered. Emphasis will lead to the officer gaining practical experience in physical and non-physical intervention, defense, and effecting a lawful and proper arrest.	30 HRS
(6)	<i>COURTROOM PREPARATION AND DEMEANOR</i> Basic knowledge of how to testify in a violation hearing as well as addressing courtroom etiquette and following procedures. Officers participate in a practical exercise in Moot court of presenting a pre-sentence investigation as well as participating in a probation violation revocation hearing.	8 HRS
(7)	<i>DRUG IDENTIFICATION</i> Training in identification of various drugs; sample of different drugs and drug utensils are shown; emphasis is given to relating illicit "street" distribution and illegal use of drugs by offenders; familiarization with law enforcement methods of detecting "street drug" activities.	4 HRS

BASIC TRAINING - PROBATION/PAROLE OFFICER
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<u>TOPIC</u>	<u>TITLE</u>	<u>TIME</u>
(8)	<i>BASIC LIFE SUPPORT</i> Basic knowledge and skills for emergency treatment of victims of injuries or sudden illness; emphasis is on first aid in life-threatening situations including cessation of breathing, heart attack, stroke, heavy bleeding, poisoning and shock. Trainees are instructed in the American Heart Association Cardiopulmonary Resuscitation (CPR) methods.	<i>8 HRS</i>
(9)	<i>EMPLOYEE WELLNESS</i> To introduce employees to information on wellness, health, fitness, nutrition, and disease prevention which in turn, if followed, will hopefully improve wellness and enhance job performance.	<i>4 HRS</i>
(10)	<i>PERSONAL AND PROFESSIONAL CONDUCT</i> To provide the Probation and Parole Officer with an understanding of ethics, ethical conduct and practice making ethical decisions. To provide officers also with the skills and knowledge for dealing with staff in maintaining professional boundaries in their relationships with offenders. This block gives officers an overview for supervising offenders of different cultures and ways to facilitate communication between different groups of people. Hopefully, with the suggested structured and formalized interaction examples, officers will become more culturally sensitive and understand how positive this step is for corrections.	<i>8 HRS</i>
(11)	<i>ADMINISTRATIVE MATTERS, REVIEW, AND TESTING</i>	<i>6 HRS</i>
		<i>TOTAL 160 HRS</i>

PROBATION/PAROLE OFFICER BASIC TRAINING
COURSE DESCRIPTIONS

The Division of Community Corrections Employee (300)

This course will provide trainees who are to become certified Criminal Justice Probation and Parole Officers with a general understanding of Basic Training, the rules of employee conduct, personnel procedures, state operations and procedures in regard to the use of state property and some of the management's expectancies for the Division of Community Corrections employees.

Overview of Community Corrections (301)

To provide Probation/Parole Officers with a basic understanding of the development, organization of probation and parole, and the laws and policies that govern their role as a Probation/Parole Officer.

Introduction to the Legal System (302)

To provide Probation/Parole Officers with a basic understanding of the origin of laws and the North Carolina Judicial System.

Legalities of Pre-Sentence and Pre-Diagnostic Investigations (PSI) (303)

To provide Probation/Parole Officers with a basic understanding of the laws and format of pre-sentence and pre-diagnostic investigations and procedures for collecting the information, writing and presenting the reports.

Probation Law (304, Part I) - Violations/Sanctions/Hearings

To provide Probation/Parole Officers with a basic understanding of probation violations, the duties of an officer when violations occur and a review of DCC policy and procedure regarding violations.

Probation Law (304, Part II) - Arrest, Search and Seizure

To provide Probation/Parole Officers with a thorough knowledge of the DCC policy and procedure for arrest, search and seizure of a probation violator.

PROBATION/PAROLE OFFICER BASIC TRAINING
COURSE DESCRIPTIONS

Public Speaking (305)

To provide the opportunity to become more at ease in public speaking and presenting oral reports.

Community Corrections Administration (306)

To provide the student with an orientation to the training site, the student's behavioral expectations of the Office of Staff Development and Training, and to the requirements of successfully completing basic training.

Targeting Offender Needs (307)

To provide Probation/Parole Officers with information relative to the Comprehensive Correction Strategy. Targets the offender's needs relative to community sanctions as an alternative to incarceration.

Case Management (311)

To provide Probation/Parole Officers with a basic understanding of the North Carolina Division of Community Corrections' Case Management System, and their responsibility to society and to the offender in providing realistic opportunities for the offender to develop skills necessary to adjust to free society.

Drug Identification (312)

To provide Probation/Parole Officers with a better understanding of commonly used drugs, drug paraphernalia, and the correct pharmacological terms used with these drugs. The legal consequence of possession of each drug will be discussed.

Unlawful Workplace Harassment (313)

To provide DOC employees with a clear understanding of the North Carolina Department of Correction's zero tolerance for Unlawful Workplace Harassment and complaint procedures concerning Unlawful Workplace Harassment in the workplace. Significant emphasis will be on sexual harassment.

PROBATION/PAROLE OFFICER BASIC TRAINING
COURSE DESCRIPTIONS

Moot Court (314)

To demonstrate proper court functioning of a Probation/Parole Officer in a probation violation hearing procedure in a role play Moot Court exercise.

Parole Law (315)

To provide information on parole laws, the Analytical process, investigations, and types of Executive clemency.

Processing New Parole Cases (317)

To inform the Probation/Parole Officer of the procedures, duties, policies and responsibilities of the processing and supervision of new parole cases.

Parole Violations and Revocations (318)

To familiarize the Basic Trainee with all aspects relating to the Division of Community Corrections Policies and the Post-Release Supervision and Parole Commission procedures and responsibilities in dealing with post-release supervision violations and parole violations.

Understanding Offender Behavior (320)

To provide Probation/Parole Officers with a basic understanding of four (4) theories of criminal behavior, some attributes of types of probationers/parolees they may encounter, and ideas for treatment based on different theories of criminal behavior as well as identifying motives and needs that may cause criminal behavior.

Counseling Methodologies: Nonverbal and Verbal Communication Skills, (324)
Part IA & IB

To provide Probation/Parole Officers with a basic understanding of interpersonal communication skills. Trainees will be introduced to Cognitive Behavioral Intervention (Thinking For A Change Curriculum) as it relates to the offender. This block of instruction will also focus on both nonverbal and verbal communication skills to enhance their ability to supervise probationers and parolees.

PROBATION/PAROLE OFFICER BASIC TRAINING
COURSE DESCRIPTIONS

Counseling Methodologies: (324) Part II

This block of instruction will provide a brief history, overview of signs, symbols and terms associated with gangs.

Crisis Intervention and Domestic Disputes (325)

To provide Probation/Parole Officers with a basic understanding of the area of Crisis Intervention and teach them skills in counseling offenders in crisis and with offenders involved in domestic disputes.

Community Resource Management (326)

To provide Probation/Parole Officers with a basic understanding of the process of identifying, analyzing, utilizing, and evaluating community resources in their work area as a means of providing services to offenders.

Processing Probation Cases (327) Part I

To train the new Probation/Parole Officer to correctly process new cases received from the courts, transfers, transmittals and out-of-state, by completing the Probation Judgment, DCC-1 (OPUS Intake Form) and DCC-9A (Supervision Contacts Report), required in the processing of a new case.

Processing Probation Cases (327) Part II - (Interstate Compact)

To provide Probation/Parole Officers with a basic understanding of the organization and purpose of the Interstate Compact and the specific responsibilities of the officer in investigations, transfers, permitting travel out-of-state, supervision of and reporting violations in Compact cases.

Arrest Procedures (328)

To provide the procedures for apprehending probation and parole violators. This will include the hands on use of restraints, and application of the arrest.

PROBATION/PAROLE OFFICER BASIC TRAINING
COURSE DESCRIPTIONS

Closing Cases (329)

To provide Probation/Parole Officers with a basic understanding of their responsibilities in closing probation cases by any means requested or approved by the court.

Counseling Substance Abuse Cases (330)

To provide students with a basic understanding of the strategies for identifying and counseling substance abuse cases.

Interview Techniques (331)

To present various interview techniques for obtaining information from offenders and be able to identify indicators of offender deception.

Role of the Probation/Parole Witness (332)

To provide Probation/Parole Staff with basic information on courtroom procedures and penalties for unacceptable conduct related to investigations and testifying in court.

Controls, Restraints, Defensive Techniques (333)

To provide Probation/Parole Officers with basic self-defense knowledge and skills which will help them control and restrain violent offenders, withstand personal attacks, and work effectively in emergency situations.

Personal Protection (334)

To provide Probation/Parole Officers with basic information concerning common sense ways of protecting one's self from harm in the office and in the field. Also, to provide methods of using the flashlight and unarmed self-defense techniques defensively to enhance personal protection from violent offenders.

PROBATION/PAROLE OFFICER BASIC TRAINING
COURSE DESCRIPTIONS

Basic Life Support (335)

To teach the specific knowledge and skills to Probation/Parole Officers that are needed for the emergency care of the injured and ill until medical care can be obtained.

Offender Supervision (336)

To teach Probation/Parole Officers the basic elements of supervising offenders. To provide the officer with the skills to assess situations which could escalate into dangerous confrontations by evaluating non-verbal situational factors and to inform the officer of special initiative programs available for supervision.

Employee Wellness (337)

To introduce employees to information on wellness, health, fitness, nutrition, and disease prevention which in turn, if followed, will hopefully improve wellness and enhance job performance.

Professional Ethics in the Workplace (338)

To provide the Probation and Parole Officer with an understanding of ethics, ethical conduct and practical exercises about making ethical decisions.

Personal Conduct (339)

To provide Probation/Parole Officers with the skills and knowledge for dealing with staff while maintaining professional boundaries in their relationships with offenders. To provide officers responsible for supervising offenders with an overview of cultural issues and ways to facilitate improved communication between people. This block of instruction also sends a clear message regarding the Department's commitment to diversity within the workplace and to insure a nondiscriminatory work environment. By doing so, this block seeks to show examples of structured and formalized interactions between groups of people who have had different cultural experiences. This block of instruction will show staff that becoming culturally sensitive is a positive step forward for corrections.