

PS 3932.09 CORRECTIONAL COUNSELOR TRAINING AND REFERENCE GUIDE
(CN-1 and PS)



Change Notice

DIRECTIVE AFFECTED: 3932.09
CHANGE NOTICE NUMBER: 1
DATE: 12/19/2001

1. **PURPOSE AND SCOPE.** To revise time frames for the Correctional Counselors certification requirements consistent with the On-the-Job-Training (OJT) time frames.

2. **SUMMARY OF CHANGES.** The time frame for completing certification in Central Inmate Monitoring, Unit Discipline Committee, and the National Crime Information Center required in Section 13 has been changed from anytime during the 90-day OJT period to within weeks one to four of the OJT period.

3. **TABLE OF CHANGES**

Remove

Pages 5 and 6

Insert

Pages 5 and 6

4. **ACTION.** File this Change Notice in front of PS 3932.09, the Correctional Counselor Training and Reference Guide.

/s/
Kathleen Hawk Sawyer
Director



Program Statement

OPI: CPD
NUMBER: 3932.09
DATE: 2/15/2001
SUBJECT: Correctional Counselor
Training and Reference
Guide

1. **PURPOSE AND SCOPE.** To provide guidance and direction for the training and development of Correctional Counselors.

2. **SUMMARY OF CHANGE.** This revision clarifies training requirements for Correctional Counselors specifically as it applies to formal group counseling training.

3. **PROGRAM OBJECTIVES.** The expected results of this program are:

a. Correctional Counselors will successfully complete formal training.

b. Correctional Counselors will be proficient in all mandatory training areas.

c. Correctional Counselors will develop knowledge and skills needed to independently conduct inmate counseling groups.

4. **DIRECTIVES AFFECTED**

a. **Directive Rescinded**

PS 3932.06 Correctional Counselor Training and Reference
Guide (3/5/97)

b. **Directives Referenced**

PS 3510.08 Case Management Coordinator, Role of
(6/16/97)
PS 3906.16 Employee Development Manual (3/21/97)
PS 5321.07 Unit Management (9/16/99)

5. STANDARDS REFERENCED

a. American Correctional Association 3rd Edition Standards for Adult Correctional Institutions: 3-4082 and 3-4384

b. American Correctional Association 3rd Edition Standards for Adult Local Correctional Detention Facilities: 3-ALDF-4F-03

c. American Correctional Association 2nd Edition Standards Administration of Correctional Agencies: None

d. American Correctional Association Standards for Adult Local Correctional Boot Camp Programs: None

6. **PRETRIAL, HOLDOVER, AND/OR DETAINEE PROCEDURES.** Procedures and requirements specified in this Program Statement apply to **all** Correctional Counselors.

7. APPLICABILITY

a. **Training Requirements.** Training requirements referenced in this Program Statement are not retroactive but apply to **all** Correctional Counselors appointed after the effective date of this Program Statement.

Correctional Counselors who have previously met all training requirements, and desire to refresh their group counseling skills are encouraged to do so; however, this training is not a mandatory requirement for them.

b. **Group Counseling Requirements.** Individual and unit group counseling programs, conducted by a Correctional Counselor, are encouraged and should be available in each unit. It is recommended that each Counselor provide a minimum of four hours counseling per month. This could be in the form of individual counseling, or structured group counseling, or any combination of the two.

8. RESPONSIBILITIES

a. **Wardens** must ensure that each newly selected Correctional Counselor successfully completes all components of the formal training program presented in this Program Statement.

b. **Associate Wardens** (Programs) are to designate subject matter experts to instruct portions of the training. In all cases, the subject matter expert's workload will be considered in making this selection.

c. **Supervising Unit Managers** are responsible for the Correctional Counselor training program's overall coordination.

d. **Case Management Coordinators** (CMC) and **Employee Development Managers** (EDM) are to help implement and monitor the Correctional Counselor training program; however, the ultimate responsibility lies with the supervising Unit Manager.

e. **Psychology Staff.** A Psychology staff member is responsible for providing mandatory training to Correctional Counselors. The Chief Psychologist is responsible for certifying that the Correctional Counselor has completed the training program successfully.

9. **DEPARTMENT ORIENTATION.** Correctional Counselors assigned at pretrial or holdover facilities are to be provided the same orientation with special emphasis on pretrial or holdover issues/procedures.

Each newly selected Correctional Counselor is to complete successfully a formal orientation program that includes the following institution departments:

- a. Inmate Systems;
- b. Education;
- c. Correctional Services;
- d. Psychology Services;
- e. Health Services;
- f. Financial Management;
- g. Religious Services;
- h. Safety Manager;
- i. Case Management Coordinator;
- j. UNICOR;
- k. Administrative Remedy (Department assigned);
- l. Legal Issues; and,
- m. Computer Services.

The Unit Manager will coordinate and monitor the Correctional Counselor's orientation with the various departments to ensure that quality training is conducted consistent with the approved lesson plan. Normally, newly selected Correctional Counselors will have prior correctional experience and have a working knowledge of the institution to which they were selected.

Correctional Counselor selections with no local institutional experience may require additional training time. The Unit Manager is to schedule a brief introduction to all departments within the institution.

10. **ON-THE-JOB TRAINING.** On-The-Job Training (OJT) has been determined to be the most effective method to prepare newly selected Correctional Counselors for the demands of their position. Accordingly, a minimum 90 day (480 hours) OJT period is established at each institution. However, the Warden may allow an OJT period of less than 90 days, when the newly selected Correctional Counselor has previous Correctional Counselor experience and has completed all certification requirements. Ordinarily, the OJT period begins the first day the employee assumes the duties of the Correctional Counselor.

During the OJT period, the supervising Unit Manager will meet with the OJT Correctional Counselor as necessary, or at least monthly, to answer any questions or respond to any concerns. In addition, the Correctional Counselor will be placed in a mentoring relationship with a highly motivated and qualified Correctional Counselor when the OJT period starts. The Correctional Counselor mentor need not be assigned to the OJT Correctional Counselor's unit.

The OJT Correctional Counselor will not be assigned any duties or caseload responsibilities during the first month (120 hours) of the OJT period. The Correctional Counselor's caseload responsibility will be assigned and ordinarily increased as indicated below:

Weeks 1 - 4 meet all certifications requirements;
Weeks 5 - 8 assume ½ of expected caseload;
Weeks 9 - 12 assume full caseload.

As noted above, the Correctional Counselor will complete all certification requirements, including the national certification and institution certification requirements, in weeks 1-4.

11. **COUNSELING SKILLS TRAINING.** The Counselor Skills Training requirement will ordinarily be completed within 12 months of assuming the position. When the Skills Training process concludes, Psychology staff will complete the Correctional Counselor Training Checklist (Attachment A). Psychology Services staff will forward Attachment A to the appropriate Unit Manager to document that the training has been completed. During this training period, Unit Managers must ensure that newly appointed Correctional Counselors are afforded ample opportunity to participate in any psychological-educational groups or classes through Psychology Services. If additional time is required to complete this training component, the Unit Manager must submit a memorandum to the Associate Warden requesting the additional time and the reasons why. If this time period is extended, written

notification of this extension will be provided to the employee, including the anticipated completion date.

To complete this training program successfully, the Correctional Counselor must participate in and master the skills involved in conducting group counseling. This will be accomplished in phases by having the Correctional Counselor first observe, then co-lead, and then, independently lead group sessions under the supervision of an experienced group facilitator from the Psychology Department.

Incumbent Correctional Counselors who desire to refresh their skills are encouraged to participate in this training. However, this training requirement is not mandatory for incumbent counselors.

12. INSTITUTION CERTIFICATION AREAS. All Correctional Counselors selected after the effective date of this Program Statement are required to demonstrate their knowledge and skills in all unit management topics. Standardized Certification Sheets (Attachments B-G) provide an overview for each topic to ensure consistency in training.

It is expected, however, that Correctional Counselors assigned to a specialized institution, or unit, are able to demonstrate their knowledge and skill in that institution's or unit's mission. The Institution Certification Areas listed below, because of their critical nature, require certification by the supervising Unit Manager:

- a. SENTRY and GroupWise;
- b. Visiting;
- c. Intake Screening;
- d. Classification and Program Review;
- e. Victim/Witness Notification Program; and,
- f. Inmate Financial Responsibility Program.

Proficiency certification in the Institution Certification Areas must be completed during the Correctional Counselor's OJT period. Ordinarily, if additional time is required to complete this training, the Correctional Counselor should assume a full caseload while completing the training.

Proficiency certification is required and awarded after Correctional Counselors have demonstrated successfully they can perform the task(s) listed under "Functions" in Attachments B through G for each performance objective. Competency must be demonstrated in all training areas listed on the Correctional Counselor Certification Sheets (Attachments B-G).

The Unit Manager must ensure that Correctional Counselors can also demonstrate their ability to access documents through BOPDOCS. A working knowledge of BOPDOCS is essential in order to retrieve current Program Statements and Operations Memorandums.

13. **NATIONAL CERTIFICATIONS.** All Correctional Counselors must complete and maintain the following national certifications:

- Central Inmate Monitoring (CIM) Certification
- Unit Discipline Committee (UDC) Self-Study Certification
- National Crime Information Center (NCIC)

* Correctional Counselors must complete all three national certification programs successfully within weeks one through four of the OJT period. All staff must be conscious of re-certification procedures established in Bureau policy. *

14. **EMPLOYEE DEVELOPMENT MANAGER (EDM).** The Unit Manager is to notify the EDM when the Correctional Counselor's enrollment in the 90-day OJT period has begun. Similarly, when the OJT period has ended, all training completions must be forwarded to the EDM to include in the employee's training records. The EDM is to assist the employee's Unit Manager in monitoring the employee's career development plan.

15. **EVALUATION.** To meet certification requirements, the Correctional Counselor must complete successfully all components detailed in this Program Statement within 12 months of assuming the position. The Unit Manager certifies that the Correctional Counselor has completed all training requirements.

The assigned Unit Manager must maintain documentation and forward a copy to the CMC when all training components referenced in this Program Statement are completed. The completed documentation must contain a Correctional Counselor Training Program Checklist (Attachment H) initiated by the Unit Manager, indicating completion dates for each training component. Upon completion of the OJT period and all other mandatory training:

a. The Case Management Coordinator, the employee's Unit Manager, and the employee must meet to:

- discuss the employee's performance during the training period;
- identify additional training needs; and,
- discuss future expectations.

This discussion must be documented in an OJT Completion Memorandum, signed by the CMC, Unit Manager, Associate Warden

(Programs), and the employee to certify OJT training requirements are completed.

b. The employee must complete a written evaluation of the OJT program. This evaluation, at a minimum, must address the following areas:

- suitability of course content;
- length of training period;
- the three most important areas covered; and,
- changes that could improve the program.

16. **COUNSELING GROUPS.** Unit Managers are encouraged to assist Correctional Counselors in the development of counseling programs in order to meet the individual needs of inmates confined.

It is encouraged that all Correctional Counselors conduct on-going group counseling. Correctional Counselors are encouraged to select sub-topics for inmate counseling groups that provide inmates with information such as quality of life, victimization, diversity, prerelease issues, personal development, etc. Other specific sub-topics that relate to the above may be offered upon approval from the Unit Manager.

Counseling groups should be ongoing and scheduled to meet at a minimum of one hour per month. Documentation of inmate participation must be maintained for at least one year, and must include lesson plans or course outlines, as well as attendance records. The lesson plans or course outline requires approval of the Chief Psychologist and the Unit Manager.

17. **REFERENCE GUIDE.** Correctional Counselors will maintain an up-to-date Reference Guide to use for resolving everyday unit/case management and counseling issues. The Reference Guide must have three separate sections with the following components:

- Current Program Statements applicable to each unit/Correctional Counselor function (if BOPDOCS is available **in the unit**, hard copies of the Program Statements do not need to be maintained in a working binder).
- Current Institution Supplements (if applicable) for Program Statements (if a Shared Directory is available), hard copies of the Institution Supplements do not need to be maintained in a working binder.

- Counseling group lesson plans or course outlines on inmate counseling groups, and attendance records.

New Correctional Counselors will be provided hard copies of all applicable Program Statements and Institution Supplements as noted on the certification sheets attached as soon as practicable upon assumption of Correctional Counselor duties. The Supervising Unit Manager will either retrieve or assist the Correctional Counselor in using BOPDOCS to assemble the Correctional Counselor Training and Reference Guide (as outlined in Section 17). Supervising Unit Managers who do not have immediate access to BOPDOCS may, upon request receive a Training and Reference Guide from the Chief, Policy Review and Development, Correctional Programs Branch, Central Office. Correctional Counselors are responsible for updating their reference guides as policy and procedural changes are made.

/s/

Kathleen Hawk Sawyer
Director

**CORRECTIONAL COUNSELOR
TRAINING CHECKLIST**

INSTITUTION:

NAME OF CORRECTIONAL COUNSELOR:

The Correctional Counselor will complete a minimum 20 hours training program in basic counseling skills, administered by Psychology Services. The focus of this training should include the following:

- **Introduction to Counseling Theories and Techniques**
- **Individual and Group Counseling**
- **Crisis Intervention**
- **Identification of the Suicidal Inmate**
- **Victimization**
- **Interviewing Skills (Individual/Mass)**
- **Anger Management**

Upon completion of the minimum 20 hours training, Psychology staff will forward this form to the appropriate Unit Manager to document that the Correctional Counselor has completed the training.

Name of Psychology Facilitator: _____

Date: _____

CORRECTIONAL COUNSELOR CERTIFICATION SHEET

TOPIC: CLASSIFICATION AND PROGRAM REVIEW OF INMATES

COMPONENTS: Correctional Counselor

FUNCTIONS: Provides Unit Classification Team with information.

PROCESSES: Obtains information from staff.

CONDITIONS: Contact or visit Unit Officers, Detail Supervisors, Business Office FRP staff, other staff.

STANDARDS: Information accurately reflects inmate's work habits, program participation, behavior, sanitation habits, and general adjustment.

POLICY SOURCES: PS Classification and Program Review of Inmates
PS Unit Management
PS Inmate Financial Responsibility Program
PS Victim and Witness Notification
PS Furloughs
PS Release Preparation Program, Institution
PS Escorted Trips
PS Marriage of Inmates

ACTION: After observing a classification team meeting with the Correctional Counselor in attendance, the Unit Manager will certify proficiency.

CORRECTIONAL COUNSELOR'S NAME: _____ **DATE:** _____

UNIT MANAGER'S SIGNATURE: _____ **DATE:** _____

CORRECTIONAL COUNSELOR CERTIFICATION SHEET

TOPIC: INTAKE SCREENING

COMPONENTS: Correctional Counselor

FUNCTIONS: Screens New Commitments.

PROCESSES: By reviewing and gathering pertinent SENTRY transactions, records, forms, and any other available information. Interpreting that information, and verifying that the inmate is appropriate for placement in general population of the institution. Determining if special housing arrangements are necessary.

CONDITIONS: Read policy. Receive instructions from the institution Subject Matter Expert. Conduct intake screening.

STANDARDS: In accordance with policy. Inmate is appropriate for placement in general population. Any alternative housing arrangements are within policy and appropriate for inmate.

POLICY SOURCES: PS Intake Screening
PS Central Inmate Monitoring System

ACTION: After observing the Correctional Counselor conducting a representative sample of new commitment screenings and a review of the inmate placements as a result of the screening, the Unit Manager will certify proficiency.

CORRECTIONAL COUNSELOR'S NAME: _____ **DATE:** _____

UNIT MANAGER'S SIGNATURE: _____ **DATE:** _____

CORRECTIONAL COUNSELOR CERTIFICATION SHEET

TOPIC: SENTRY

COMPONENTS: Correctional Counselor

FUNCTIONS: Uses SENTRY, including electronic mail.

PROCESSES: By accessing SENTRY terminal, displaying proper screens, retrieving data, making changes, printing forms, updating data, routing messages, bringing up/taking down machine, pulling rosters and census.

CONDITIONS: Receive instructions from the institution Subject Matter Expert in the use of the terminal, read and use SENTRY manual as a reference.

STANDARDS: Properly brings SENTRY up, completes all functions accurately, routes to proper ID, using SENTRY manual if needed.

POLICY SOURCES: SENTRY General Use Manual; institution E-Mail Training.

ACTION: After observing the Correctional Counselor using SENTRY with a sample of the functions, the Unit Manager will certify proficiency.

CORRECTIONAL COUNSELOR'S NAME: _____ **DATE:** _____

UNIT MANAGER'S SIGNATURE: _____ **DATE:** _____

CORRECTIONAL COUNSELOR CERTIFICATION SHEET

TOPIC: VISITING

COMPONENTS: Correctional Counselor

FUNCTIONS: Establishes and maintains visiting lists.

PROCESSES: Compiles, updates, and distributes visiting lists, requests background information when necessary, analyzes relevant data, and notifies inmates of approvals or disapprovals.

CONDITIONS: Receive training and guidelines from Unit Manager after review of policy.

STANDARDS: Visiting lists are current and in accordance with policy, and background materials are appropriately filed.

POLICY SOURCES: PS Visiting Regulations
PS Victim/Witness

ACTION: After reviewing a sample of visiting lists completed by the Correctional Counselor, and comparing the sample with the visiting room file and central file supporting documentation, the Unit Manager will certify proficiency.

CORRECTIONAL COUNSELOR'S NAME: _____ **DATE:** _____

UNIT MANAGER'S SIGNATURE _____ **DATE:** _____

CORRECTIONAL COUNSELOR CERTIFICATION SHEET

TOPIC: INMATE FINANCIAL RESPONSIBILITY PROGRAM

COMPONENTS: Correctional Counselor

FUNCTIONS: Determines financial obligations, develops plan, uses SENTRY.

PROCESSES: By reviewing PSI & J&C, develops financial plan. Monitors inmate's participation/and progress. Enters appropriate FRP assignments into SENTRY. Uses the IFRP SENTRY Module to enter and track the inmate's financial obligations.

CONDITIONS: Read policy, receive direction from the IFRP Coordinator.

STANDARDS: All relevant data is used to compile inmate's financial plan. Plan is appropriate. Completes all SENTRY functions accurately. SENTRY assignments are updated if inmate's FRP status changes.

POLICY SOURCES: PS Classification and Program Review of Inmates
PS Unit Management
PS Inmate Financial Responsibility Program
PS Furloughs
PS Release Preparation Program
PS Release Gratuities, Transportation & Clothing
PS Cost of Incarceration Fee
PS Admission and Orientation Program
PS Work and Performance Pay, Inmate
PS Telephone Regulations for Inmates
PS Victim/Witness Notification Program

ACTION: After determining the Correctional Counselor can prepare a financial plan and properly enter assignments and obligations into SENTRY, the IFRP Coordinator will sign that the training is completed.

CORRECTIONAL COUNSELOR'S NAME: _____ **DATE:** _____

UNIT MANAGER'S SIGNATURE: _____ **DATE:** _____

IFRP COORDINATOR'S SIGNATURE: _____ **DATE:** _____

CORRECTIONAL COUNSELOR CERTIFICATION SHEET

TOPIC: VICTIM WITNESS NOTIFICATION PROGRAM

COMPONENTS: Correctional Counselor

FUNCTIONS: Is familiar with VWP notification requirements for release related activities, such as release to the community, parole hearings, escapes, furloughs, deaths and transfers to a CCC.

PROCESSES: By reviewing the PSI & pertinent victim/witness information, the Correctional Counselor will be able to properly screen visiting and telephone list in accordance with VWP procedures. Reviews the Victim/Witness Notification Program Statement to become familiar with notification procedures set forth.

CONDITIONS: Read policy, receive direction from the Victim/Witness Coordinator.

STANDARDS: Visiting/Telephone lists are in accordance with VWP PS. Information accurately reflects a sound understanding of the Victim/Witness Notification Program.

POLICY SOURCES: PS Victim/Witness Notification Program
PS Unit Management
PS Furloughs
PS Release Preparation Program
PS Telephone Regulations for Inmates
PS Visiting

ACTION: After providing VWP instruction, and observing the Correctional Counselor review VWP cases in his assigned caseload, the Victim/Witness Coordinator will sign that the training was completed.

CORRECTIONAL COUNSELOR'S NAME: _____ **DATE:** _____

UNIT MANAGER'S SIGNATURE: _____ **DATE:** _____

VICTIM/WITNESS COORDINATOR'S SIGNATURE: _____ **DATE:** _____

CORRECTIONAL COUNSELOR TRAINING PROGRAM CHECKLIST, BP-S709.039 is available on BOPDOCS.