

Delaware Department of Correction

Site Visit Report

Description of Training Organization

Delaware Department of Correction – Employee Development Center

The Delaware Department of Correction is the only government operated correction agency in the State. Delaware runs what is called a unified corrections system. Delaware has no regional, county or municipal correction or jail system and nor separate probation system. Offenders immediately become the responsibility of the State, including: pre-trial & sentenced, misdemeanor & felony, jail & prison, and all community-based sanctions. The Delaware Department of Correction supervises roughly 6,580 inmates in its prisons (Level V and IV) and approximately 18,289 probationers (Levels I-III) in the community. Data reveals that the State corrections effort is largely a jail system with approximately 20,000 offenders admitted for incarceration and 20,000 released each year. The Department's management structure includes the Office of the Commissioner, the Bureau of Management Services, the Bureau of Prisons, and the Bureau of Community Corrections.

- The Office of the Commissioner is comprised of Media Relations, Community Relations, Victim Services, Human Resources and Employee Development, Inspections and Security, and Internal Affairs.
- The Bureau of Prisons includes Prison Facilities, Transportation/CERT/K-9, Prison Industries, Youth Criminal Offender Program, Inmate Education, and Prison Arts.
- The Bureau of Community Corrections includes Probation & Parole, Violation of Probation Centers, Work Release Centers, Home Confinement, Day Reporting Centers, and Central Records.
- The Bureau of Management Services includes Central Business Office, Food Services, Central Warehousing, Management Information Services, Facilities Maintenance and Medical/Drug/Alcohol Treatment.

The Department of Corrections total work force, including uniformed correctional employees, probation & parole officers, technical, support, clerical, supervisory and administrative positions are 2,637. The Department is funded by appropriations from the Delaware State Legislature with a total budget of \$189,322,700 (July 1, 2003-June 30, 2004).

The Employee Development Center (EDC) is located in the Central Administration Building in Dover, Delaware. EDC is responsible for providing and coordinating all department-wide initial training, re-qualification and development programs, and assisting institutions and facilities in the development of in-house training efforts. EDC is also responsible for the Department's Employee Assistance Program and Post Trauma and Mentoring Programs. The Employee Development Center support staff maintains employee training records and all lesson plans must be approved by the Director of Training.

Source of Official Student Records

In order to award credit, colleges and universities require proof of completion of coursework issued by the training organization. A student who has completed training provided by the Delaware Department of Corrections, Employee Development Center may obtain such records of this training by contacting:

Delaware Department of Corrections
Employee Development Center
245 McKee Rd
Dover, DE 19904
(302) 739-5601

Description of Training Programs

The Employee Development Center is responsible for the initial training for both Correctional Officers and Probation & Parole Officers. The Delaware Code mandates training for both groups. The training for Probation & Parole Officers is guided by and meets the standards set by the Council on Police Training. The purpose of both of these courses is to prepare the newly hired correctional officer or Probation & Parole officer with the necessary knowledge, skills and abilities to perform at the entry level regardless of institutional or field assignment. The instructional strategies include classroom lecture, demonstration, role-plays, case studies, field trips (tours), observation (shadowing) and simulations. Successful completion of the program is dependent on the participant's ability to pass cognitive tests (written), skill demonstrations through role plays, simulations, and practical tests of psychomotor skills.

Location: Delaware Department of Corrections, Employee Development Center, Dover, DE.

Length: Correctional Employee Initial Training – 244 hours; Probation Parole Basic Officer Training – 288 hours

Program Objective: These programs prepare trainees for the performance of their duties as Delaware Correctional and Probation & Parole Officers. Evaluations are made on the basis of written examinations and performance in field practical exercises.

Learning Objective: Upon successful completion of these programs, the graduates will be able to better perform duties of Delaware Correctional and Probation & Parole Officers.

Instructional Methods: Traditional methods consist of lectures, workshops, visual aids, demonstrations, skill labs, learning and field performance tasks.

Learning Assessments: Scenario-based learning, written and practical examinations.

Description of Team

Three assessment consultants and one Criminal Justice Training Assessment coordinator were on the team. Below is a list of all participants; CJTA and Excelsior College have full curriculum vitae on file for each.

Kelly J. Asmussen, Ph.D.
Associate Professor
Department of Criminal Justice
Peru State College
Peru, Nebraska

David L. Miller, M.A.
Supervising Superintendent
Eastern New York Correctional Facility
Napanoch, New York

Jeffrey P. Rush, Ph.D.
Assistant Professor
Department of Criminal Justice
University of Tennessee – Chattanooga
Chattanooga, Tennessee

Eric Schultz, M.A.
Assessment Coordinator
Criminal Justice Training Assessment
Albany, New York

Description of Visit

From Wednesday, March 31st through Thursday, April 1st, 2004, four representatives of the Criminal Justice Training Assessment Project conducted a site visit to the Delaware Department of Corrections Employee Development Center in Dover, DE to assess the Correctional Employee Initial Training and Probation & Parole Basic Officer Training programs.

On the first day, the team assembled at the Delaware DOC Employee Development Center. A brief organizational meeting and introduction took place between the visiting assessment team and the academy staff, including agency contact Ron Sauls. The assessment team then began the initial breakdown of the training curriculum and started the assessment process.

The team determined that the remainder of the day would be spent organizing the various instructional blocks of the training programs into familiar college course content areas, and subsequently reviewed. Once agreed upon, the course areas (or clusters) were further discussed and then assigned to a specific team member for review to begin that day.

Associate Professor Asmussen reviewed the Human Relations in the Correctional Setting, Basic Practice and Procedure in Probation & Parole, and Human Relations in Probation & Parole blocks of instruction. Assistant Professor Rush reviewed the Health and Safety in the Correctional Environment, Health & Wellness, and Legal Issues in Probation & Parole blocks of instruction. Superintendent Miller reviewed the Basic Correctional Practices, Basic Correctional Procedures and Probation & Parole Officer Defense blocks of instruction.

The above list of courses was developed from program and subject information provided by the Delaware Department of Corrections Employee Development Center.

The team began the second day by finalizing the review of the assembled blocks of instruction, completed its review of program materials, and discussed the credit recommendations in detail. The team held an exit interview with academy staff and agency representatives. The discussion covered the initial findings and spent considerable time in discussion with staff regarding future potential of the training program and the assessment visit's impact upon the agency.

Credit Recommendations

Summary of Credit Recommendations

<i>Program:</i> Correctional Employee Initial Training	
Basic Correctional Practices	3 credits
Basic Correctional Procedures	3 credits
Health and Safety in the Correctional Environment	2.5 credits
<u>Human Relations in the Correctional Setting</u>	<u>3 credits</u>
TOTAL	11.5 Credits

<i>Program:</i> Probation & Parole Basic Officer Training	
Basic Practice and Procedure in Probation & Parole	3 credits
Health & Wellness	1.5 credits
Human Relations in Probation & Parole	1 credit
Legal Issues in Probation & Parole	2 credits*
<u>Probation & Parole Officer Defense</u>	<u>3 credits</u>
TOTAL	10.5 Credits

* indicates upper level credit

Course Descriptions

Basic Correctional Practices (3 credits, lower division)

Program: Correctional Employee Initial Training
Location: Delaware Department of Corrections Employee Development Center
Length: 84 hours
Dates: April 2000 through June 2009

Objectives: Understand and illustrate the Department of Correction's classification system and methods of determining security levels. Understand, illustrate, and define proper departmental turnover procedures. Understand and illustrate differences between types of contraband found within the correctional setting. Understand and illustrate proper body, cell, and area searches. Demonstrate proficiency in the proper application of restraints. Illustrate proper reaction and procedures in emergency situations (i.e. fire, escape, medical, etc.). Understand and demonstrate knowledge and proficiency with various chemical agents and their applicable use, as well as proper medical treatment post-use. Understand and illustrate the different levels of physical force and control within the correctional setting. Develop a basic proficiency in defensive tactics. Develop a basic proficiency with the .38 caliber pistol and the 12 gauge shotgun.

Instruction: Students must complete no fewer than: forty hours of ".38 Cal. Revolver and 12 Ga. Shotgun Marksmanship," four hours of "Chemical Agents," two and one-half hours of "Classification System in the DE Dept. of Correction," one and one-half hours of "Conducting a Post Assumption and Inspection," seven hours of "Contraband and Searches," twenty-four hours of "Defensive Tactics," one hour of "Emergency Response," two hours of "Use of Force and Tension/Tension Reduction," and two hours of "Use of Restraints." Instructional methods for this course include lecture and practical application exercises. Evaluation methods include written exams and practical application exercises.

Credit Recommendation: In the lower division associate/baccalaureate degree category, three semester credits.

Basic Correctional Procedures (3 credits, lower division)

Program: Correctional Employee Initial Training
Location: Delaware Department of Corrections Employee Development Center
Length: 70 hours
Dates: April 2000 through June 2009

Objectives: Develop an overview of the Delaware Department of Corrections. Develop and understanding of the Delaware criminal justice system. Develop and understanding of basic security practices as they apply in a correctional setting. Understand the rights and entitlements of offenders and how they apply to the treatment of offenders. Understand inmate count procedures. Understand and illustrate proper key and tool control. Understand and illustrate the proper techniques for the

transportation of inmates. Understand Delaware Department of Corrections policy and procedures in hostage situations. Understand and illustrate application of the Delaware Department of Corrections incident reporting system. Understand and illustrate proper handling, processing, protection, and documentation of evidence. Demonstrate proficiency in fingerprinting procedures. Understand and demonstrate proper techniques for forced cell extractions. Develop an understanding of proper riot control tactics. Understand and illustrate offender's rights as they apply to inmate grievances. Understand the role of the emergency response team (CERT) and the role it plays in the correctional setting.

Instruction: Students must complete no fewer than: one hour of "Business Office Briefing," one hour of "CERT Briefing," one hour of "Evidence Handling and Documentation," two hours of "Fingerprint Training," one-half an hour of "Fleet Briefing," one hour of "Hostage Situations," one hour of "Key and Tool Control," four hours of "Legal Issues," one hour of "Overview of the Criminal Justice System," one hour of "Personnel Office Briefing," two hours of "Population Count," six hours of "Quick Response Team Training," twenty-one hours of "Report Writing," five and one-half hours of "Riot Control Tactics," two and one-half hours of "Rules for Treatment of Offenders," one hour of "Security (Prison & General)," eight hours of "Tour of Multipurpose CJ Facility and Women's Facility," eight hours of "Tour of Sussex Correctional Institution," one and one-half hours of "Transportation of Offenders," and one hour of "Union Presentation." Instructional methods for this course include lecture and practical application exercises. Evaluation methods include written exams and practical application exercises.

Credit Recommendation: In the lower division associate/baccalaureate degree category, three semester credits.

Basic Practice and Procedure in Probation & Parole (3 credits, lower division)

Program: Probation & Parole Basic Officer Training

Location: Delaware Department of Corrections Employee Development Center

Length: 101 hours

Dates: April 2000 through June 2009

Objectives: Develop an overview of the Delaware Department of Corrections, Probation & Parole Division as it relates to the Delaware criminal justice system. Understand and demonstrate effective case processing through various community supervision levels. Demonstrate basic caseload management techniques through an effective supervision plan using techniques of community case supervision. Know statutory and procedural guidelines relating to supervision of inmates within the community and demonstrate proficiency on DELJIS (Delaware Criminal Justice System). Demonstrate legal and tactical arrest procedures. Know and demonstrate legal violation hearing procedures. Demonstrate effective writing of progress and violation reports using established policy and procedures. Identify and practice ethical situations encountered in accordance with the Delaware Code of Conduct. Practice training sessions in the community using skills learned in classroom instruction sessions.

Instruction: Students must complete no fewer than: fourteen hours of "Case Processing," one hour of "Caseload Management," seven hours of "Conditions of Supervision," two hours of "Ethics," four hours of "First Day Orientation," seven hours of "Hearing Presentations," sixteen hours of "Observation," four hours of "Offender Assessment," seven hours of "Offender Contact," one hour of "Personnel Office Briefing," fourteen hours of "Report Writing," sixteen hours of "Tac House," and eight hours of "Tour of Correctional Institution." Instructional methods for this course include lecture and practical application exercises. Evaluation methods include written exams and practical application exercises.

Credit Recommendation: In the lower division associate/baccalaureate degree category, three semester credits.

Health and Safety in the Correctional Environment (2.5 credits, lower division)

Program: Correctional Employee Initial Training

Location: Delaware Department of Corrections Employee Development Center

Length: 33 hours

Dates: April 2000 through June 2009

Objectives: Understand and illustrate skills necessary to respond to health-related emergencies and problems in a correctional environment. Understand, illustrate, and define symptoms and related problems associated with various medical situations encountered within the correctional setting.

Instruction: Students must complete no fewer than: seven hours of "Basic First Aid," seven hours of "CPR - Basic Heartsaver," one-half an hour of "Drugs in the Workplace," one-half an hour of "Hazardous Chemicals/Right to Know," seven hours of "SCBA and Fire Extinguisher Operation," seven hours of "Special Medical Topics," and four hours of "The AIDS (HIV) Epidemic." Instructional methods for this course include lecture and practical application exercises. Evaluation methods include written exams and practical application exercises.

Credit Recommendation: In the lower division associate/baccalaureate degree category, two and one-half semester credits.

Health & Wellness (1.5 credits, lower division)

Program: Probation & Parole Basic Officer Training

Location: Delaware Department of Corrections Employee Development Center

Length: 20 hours

Dates: April 2000 through June 2009

Objectives: Understand and illustrate the skills necessary to provide first response to those in medical crisis. Understand, illustrate, and define the problems associated with substance abuse within the correctional setting.

Instruction: Students must complete no fewer than: sixteen hours of "CPR/First Aid," two hours of "Drug Awareness," and two hours of "Drug Offenders." Instructional methods for this course include lecture and practical application exercises. Evaluation methods include written exams and practical application exercises.

Credit Recommendation: In the lower division associate/baccalaureate degree category, one and one-half semester credits.

Human Relations in Probation & Parole (1 credit, lower division)

Program: Probation & Parole Basic Officer Training

Location: Delaware Department of Corrections Employee Development Center

Length: 30 hours

Dates: April 2000 through June 2009

Objectives: Identify and demonstrate the basics of effective interpersonal communication, including conflict resolution skills, through role-play and practice. Identify and recognize the characteristics of domestic violence and responsibilities of the probation/ parole officer regarding caseload management.

Instruction: Students must complete no fewer than: seven hours of "Conflict Resolution," two hours of "Domestic Violence," and twenty-one hours of "Interpersonal Communications." Instructional methods for this course include lecture and practical application exercises. Evaluation methods include written exams and practical application exercises.

Credit Recommendation: In the lower division associate/baccalaureate degree category, one semester credit.

Human Relations in the Correctional Setting (3 credits, lower division)

Program: Correctional Employee Initial Training

Location: Delaware Department of Corrections Employee Development Center

Length: 48.5 hours

Dates: April 2000 through June 2009

Objectives: Identify, define, and understand the relative importance of cultural, gender, and diversity issues for administrators, staff and individuals incarcerated within a correctional facility. Identify, understand, and practice strategies to prevent inappropriate staff-inmate misconduct. Identify and demonstrate the basics of effective interpersonal communication, including conflict resolution skills, through role-play and practice. Describe, know and be able to effectively minimize the potential problems with cross-gender supervision and develop strategies to prevent sexual harassment. Be able to identify inmate gangs and have a general knowledge regarding gang culture. Develop self-awareness about job related stresses working within a correctional environment.

Instruction: Students must complete no fewer than: three hours of "Cross Gender Supervision," three hours of "Cultural Awareness," three hours of "Human Relations," twenty-one hours of "Interpersonal Communications," seven hours of "IPS Conflict Resolution," two hours of "Prison Gangs (Security Threat Groups)," one hour of "Professional Ethics/Code of Conduct," three hours of "Riots - Causes and Prevention," two and one-half hours of "Staff Manipulation," and three hours of "Stress Awareness." Instructional methods for this course include lecture and practical application exercises. Evaluation methods include written exams and practical application exercises.

Credit Recommendation: In the lower division associate/baccalaureate degree category, three semester credits.

Legal Issues in Probation & Parole (2 credits, upper division)

Program: Probation & Parole Basic Officer Training

Location: Delaware Department of Corrections Employee Development Center

Length: 29 hours

Dates: April 2000 through June 2009

Objectives: Understand and illustrate the legal and emotional dimensions of arresting probationers and parolees. Understand, illustrate, and define the requirements for carrying weapons as an officer of the state. Understand and illustrate knowledge of requirements and issues involving search and seizure as it relates to those on correctional supervision.

Instruction: Students must complete no fewer than: three hours of "Emotional Zones," sixteen hours of "Laws of Arrest," four hours of "Search and Seizure," two hours of "Sexual Harassment, and four hours of "Weapons Law." Instructional methods for this course include lecture and practical application exercises. Evaluation methods include written exams and practical application exercises.

Credit Recommendation: In the upper division baccalaureate degree category, two semester credits.

Probation & Parole Officer Defense (3 credits, lower division)

Program: Probation & Parole Basic Officer Training

Location: Delaware Department of Corrections Employee Development Center

Length: 95 hours

Dates: April 2000 through June 2009

Objectives: Demonstrate proper use of departmental issued defensive tools in both a classroom and practical setting. Demonstrate proficiency in defensive measures through practical application scenarios. Demonstrate knowledge and proficiency with the expandable baton.

Instruction: Students must complete no fewer than: forty hours of "Defensive Tactics," eight hours of "Expandable Baton," seven hours of "Officer Survival," and forty hours of "Weapons." Instructional methods for this course include lecture supplemented with PowerPoint presentations and practical application exercises. Evaluation methods include written exams and practical application exercises.

Credit Recommendation: In the lower division associate/baccalaureate degree category, three semester credits.